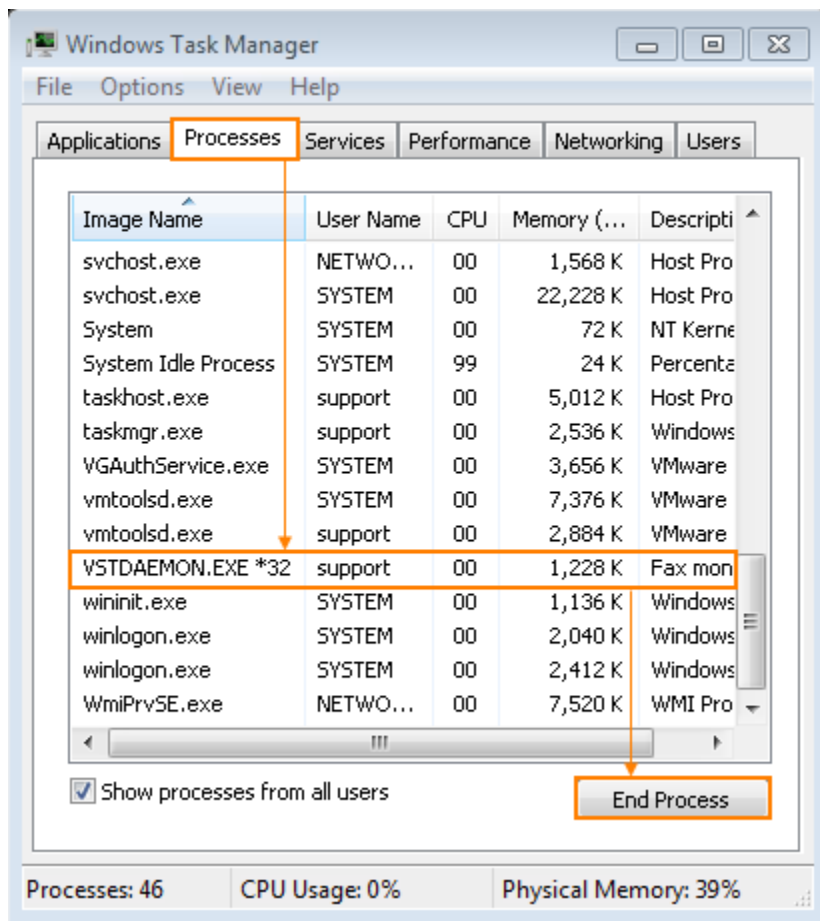


The PC Does Not Have Sufficient Windows Permissions

- I. **Critical:** Stop the Fax Upload background process from running before proceeding to step II.
 - o Press **CTL+ALT+DELETE** to open the **Task Manager** > Click on **Processes** tab > Find **vstdaemon.exe** > Select it > Click on **End Process**

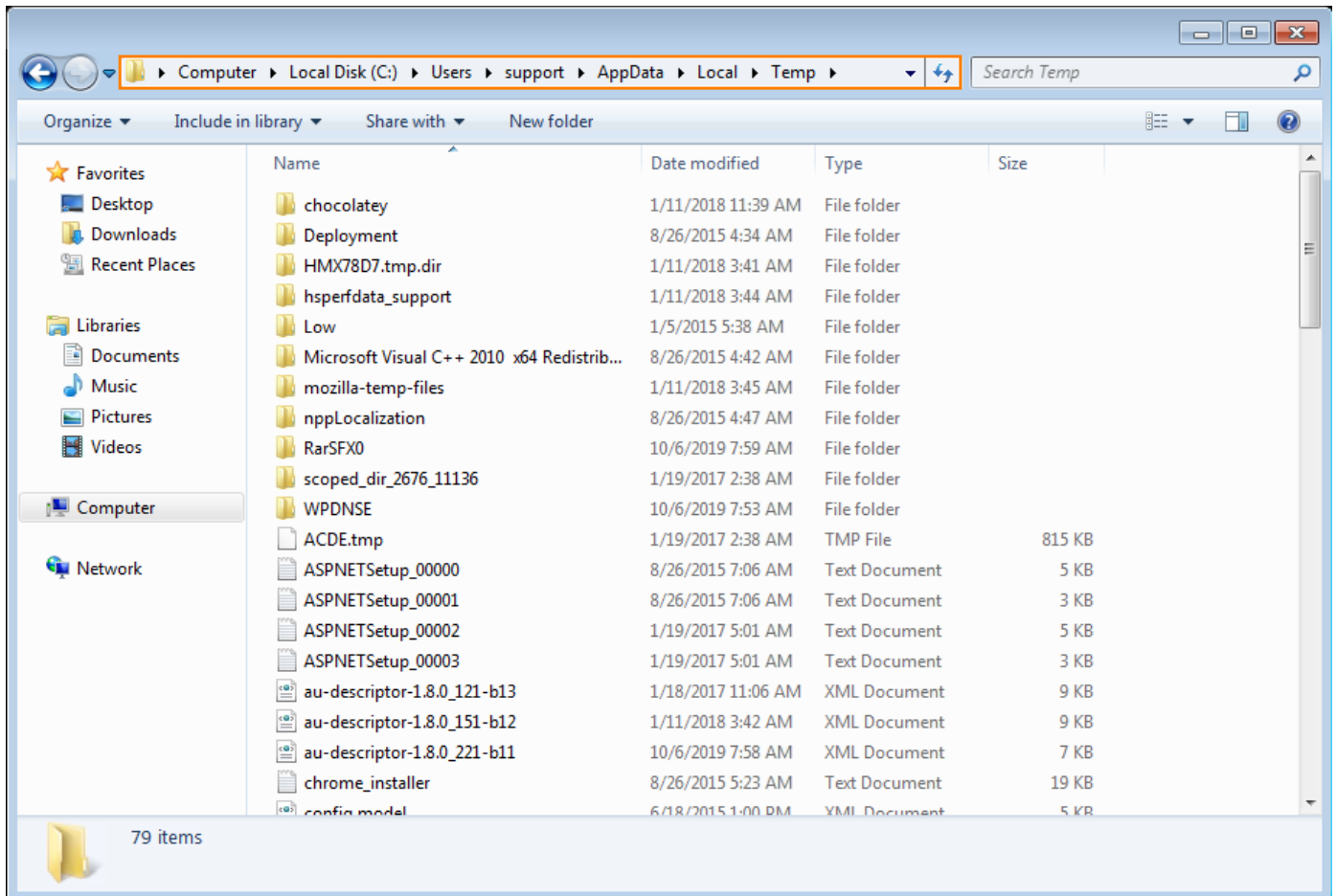
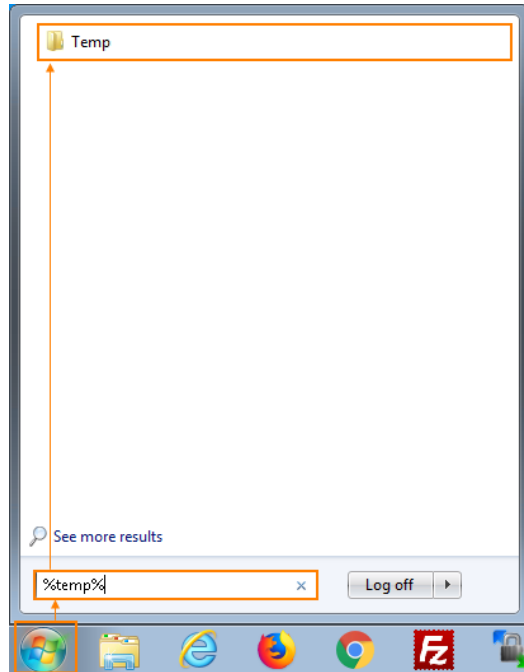


- II. Verify which permission-related error message is occurring. Follow the sub-steps:
 - A. **Unable to get file status for C:\Users\[username]\AppData\Local\Temp\ifax_Output.tif Error code 2.**

This error usually shows only on *Windows Vista, 7, & 8.*

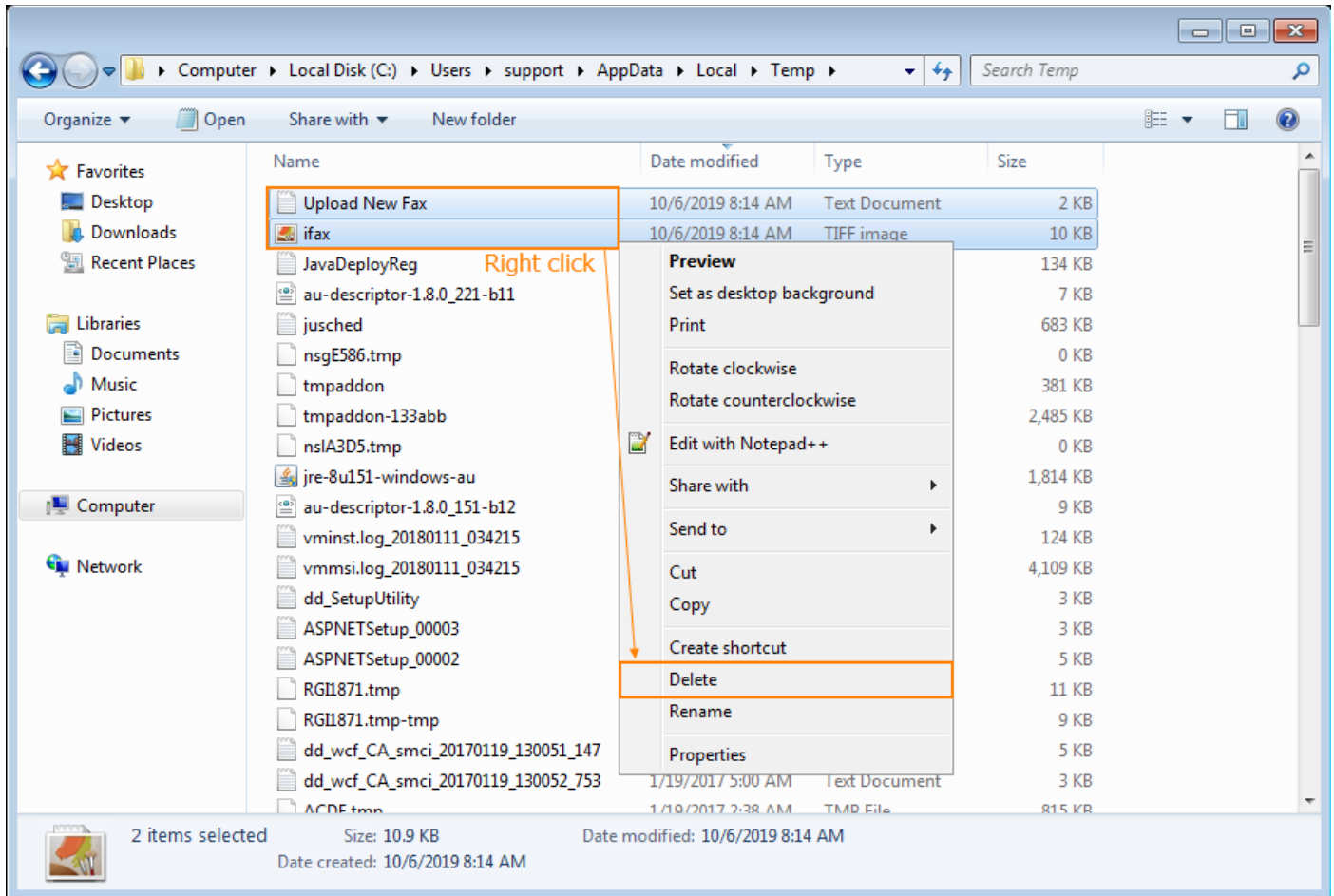
 1. Go into the folder *C:\Users\[username]\AppData\Local\Temp*. This folder also can be opened if you click **Start**, enter **%temp%** and hit **Enter**.

Note: running the command **temp** instead of **%temp%** will open the OS temp folder instead of the app temp folder.

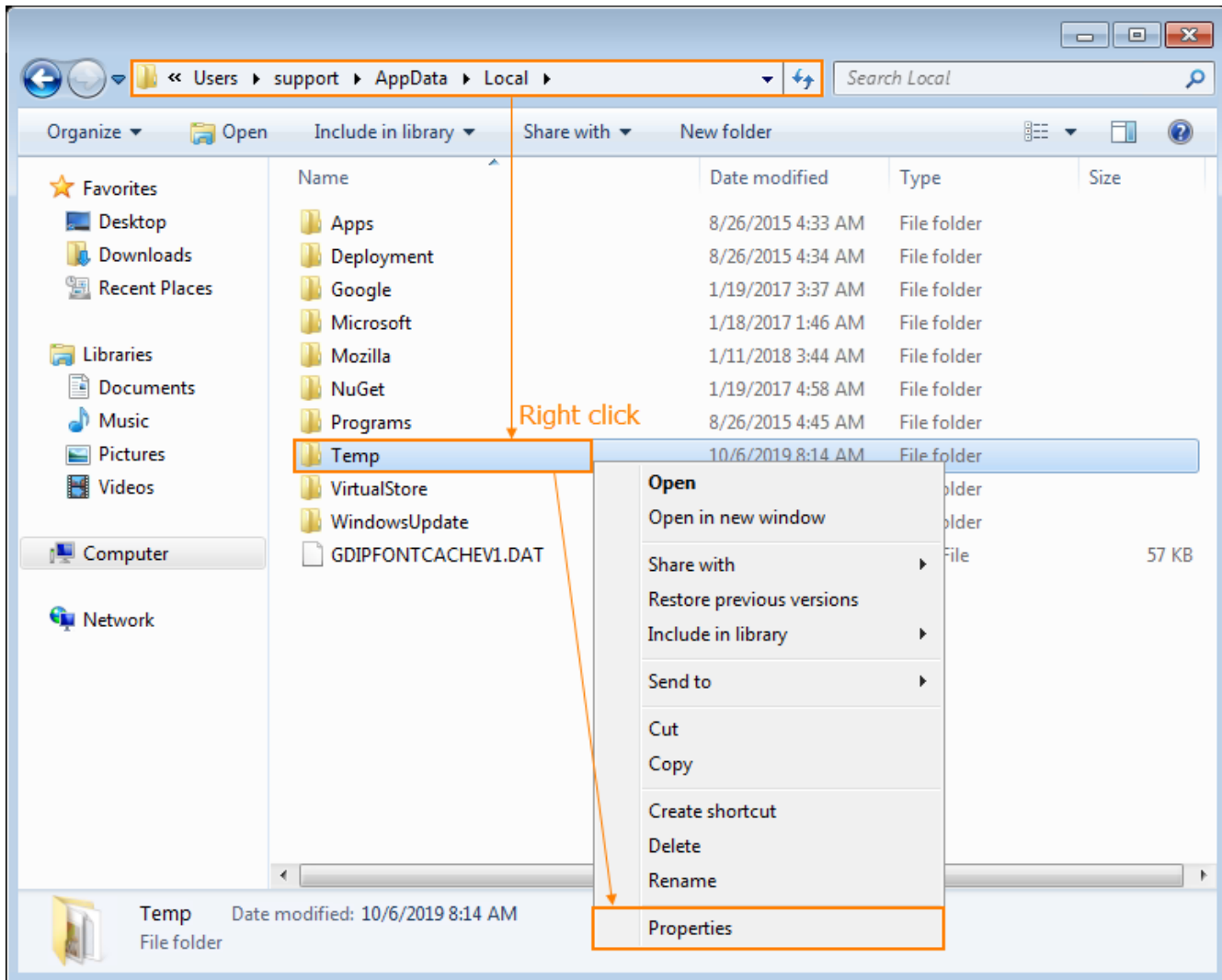


2. **Right-click** and select **Delete** or hit **Shift+Delete** the **ifax** & **Upload New Fax.log** files.

- This action permanently deletes those files so they don't cause errors further running the Fax Upload Tool later.



3. Go back to `C:\Users\[username]\AppData\Local\`
4. Right-click on the **Temp** folder and select Properties.



5. Make sure all users on the computer have access to Read, Write, and Execute permissions on this folder. (See screenshots below for these steps)
6. Continue to step **III** below for instructions on changing the Permissions.

B. Unable to get file status for C:\Windows\Temp\ifax_Output.tif Error code 2.

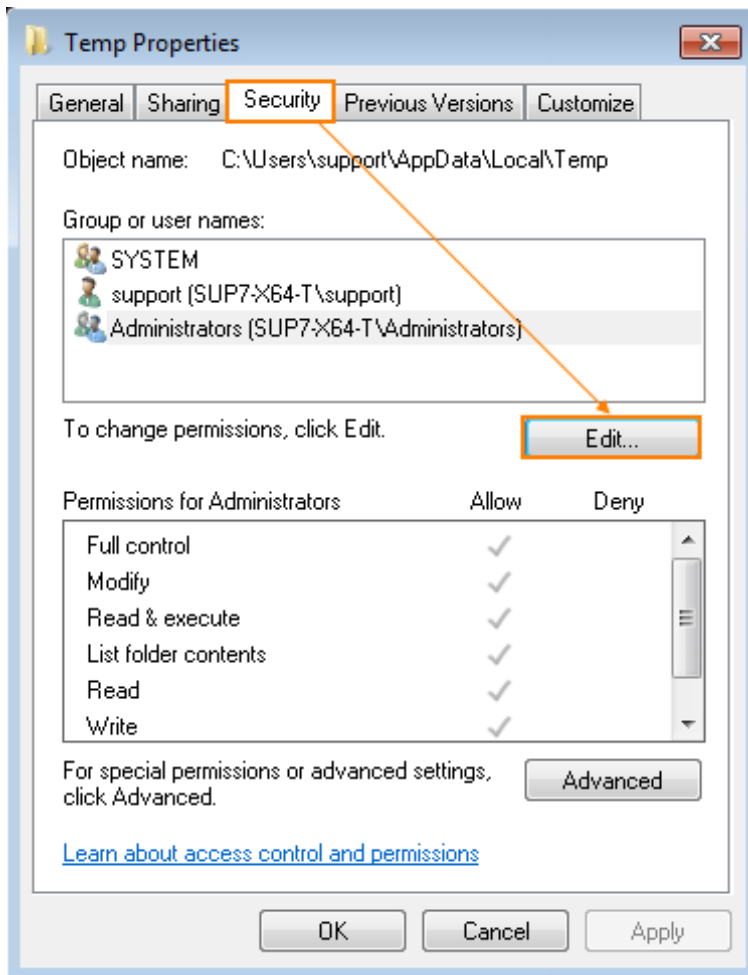
This error usually only shows on Windows XP and earlier Windows versions.

1. Go into the folder `C:\Users\[username]\AppData\Local\Temp`
2. **Right-click** and select **Delete** or hit **Shift+Delete** the **ifax & Upload New Fax.log** files.
 - This action permanently deletes those files so they don't cause errors further running the Fax Upload Tool later.
3. Go back to `C:\Users\[username]\AppData\Local\`.
4. Right-click on the **Temp** folder and select Properties.
5. Make sure all users on the computer have access to Read, Write, and Execute permissions on this folder.

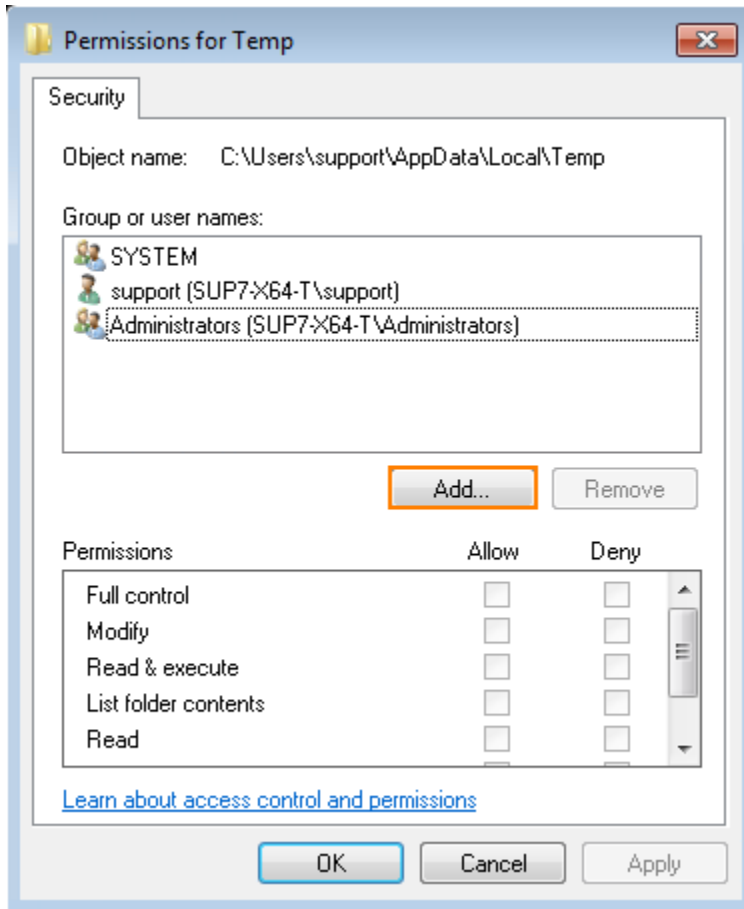
6. Continue to step **IV** below for instructions on changing the Permissions

III. To change the Temp folder permissions, follow the steps below. The steps apply to Windows 7 but will be similar for other Windows versions.

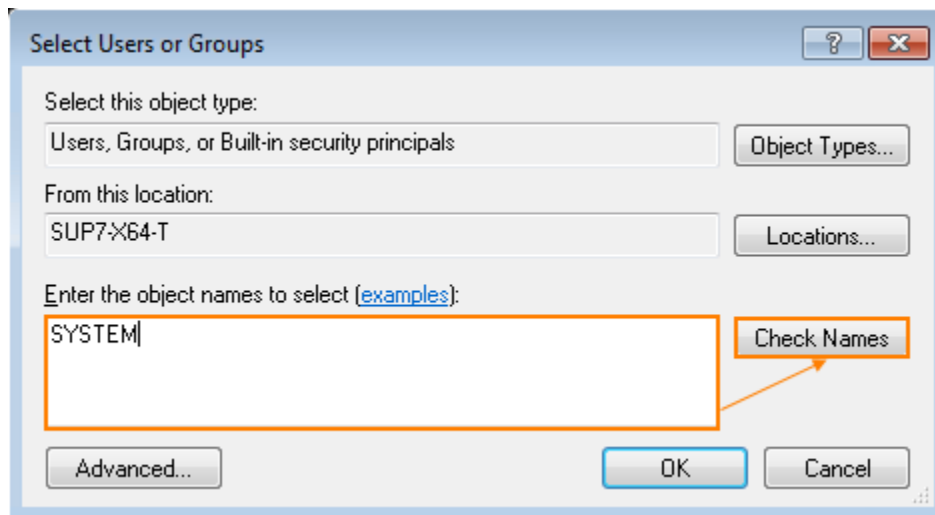
- I. Go to the **Security** tab.
 - o Under **Group or user names**, click **Edit**
 - o This is the screen you will see:



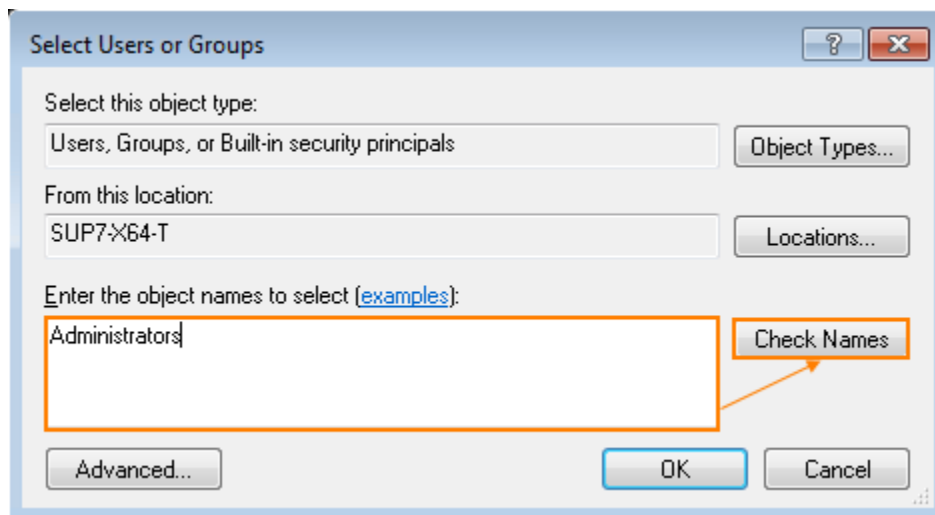
- If **SYSTEM**, **Administrators**, & **Users** do not display, click **Add...**



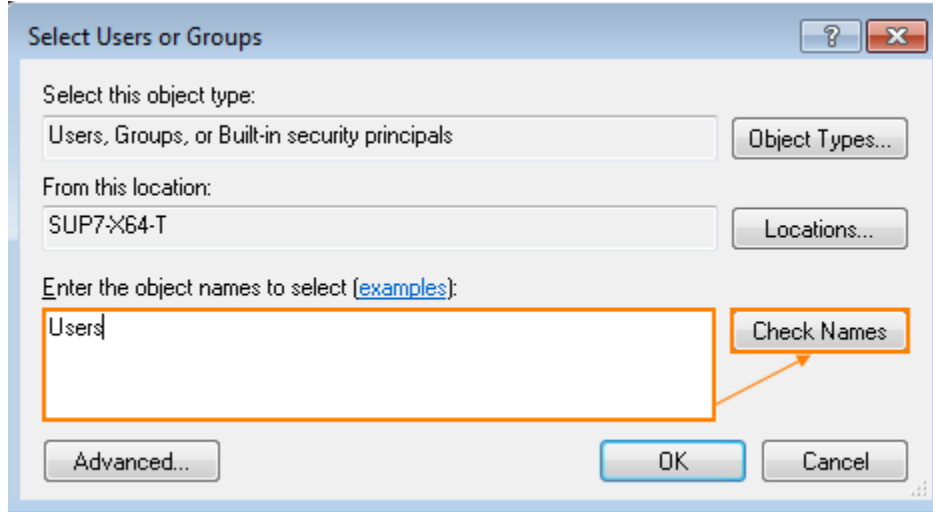
- Enter each of the following groups in the white box:
 - **SYSTEM** > Click **Check Names** to verify



- **Administrators** > Click **Check Names** to verify

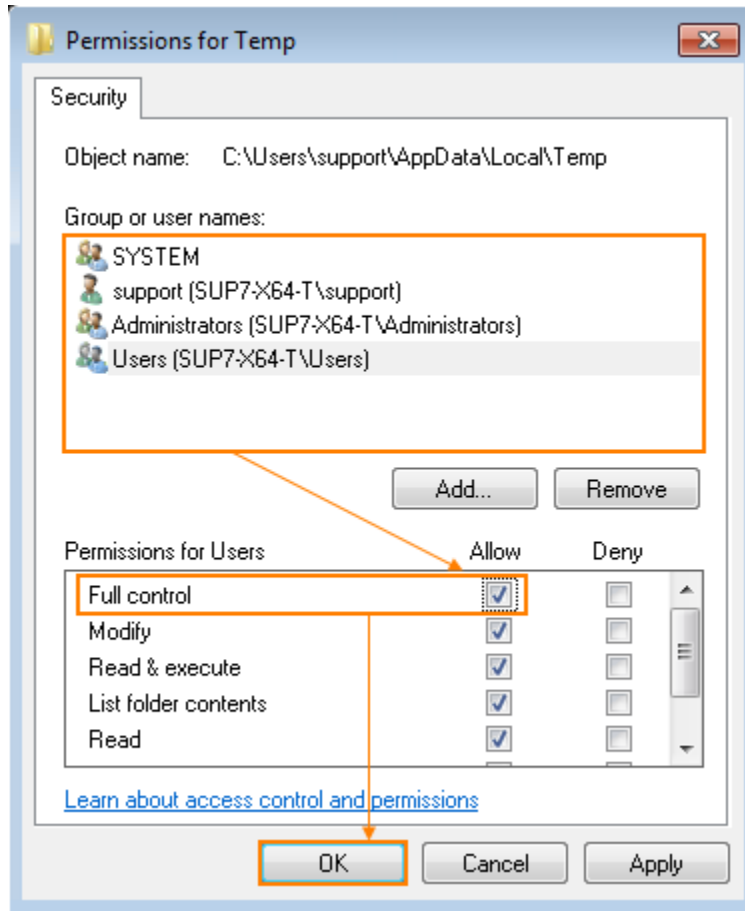


- **Users** > Click **Check Names** to verify



- Click **OK** to save.
1. Once all the groups display in the **Group or user names** box, highlight one-at-a-time & then:
 - Check the **Allow** box next to **Full Control**
 - Click **OK** to save.

- Repeat until the **SYSTEM, Administrators, & Users** groups all have Full Control.



2. You may see many error messages saying that certain files cannot be modified.

- Ignore these error messages by clicking through them.
- They're showing because the permissions on the Temp files cannot be changed because active running programs are using those files.
- As long as you ended the Fax Upload Tool processes, none of these errors will be a problem.

3. Go into the Temp folder and verify the **ifax & Upload New Fax.log** are deleted.

- If the account that you are logged in with does not have Administrator permissions, then it may cause issues with the Fax Upload Tool.
- It may prevent you from deleting the files mentioned above so you will need to log in as an Administrator or get Administrator permissions from the IT if you cannot delete the files above.

4. Retest.

5. If issues persist:

- It is important to get another pair of eyes on the issue. Check the **Temp** folder permissions again with someone else.
- The most common reason the issue persists is that the permissions were changed on the wrong user folder or not all of the user folders that are required above.

- Although it hasn't been confirmed yet, the permissions to the *C:/Programs/Fax Upload* folder likely need to be set for full access for all users as well.

6. If the permissions keep reverting: Below are the 3 most common causes to explain to the issue:

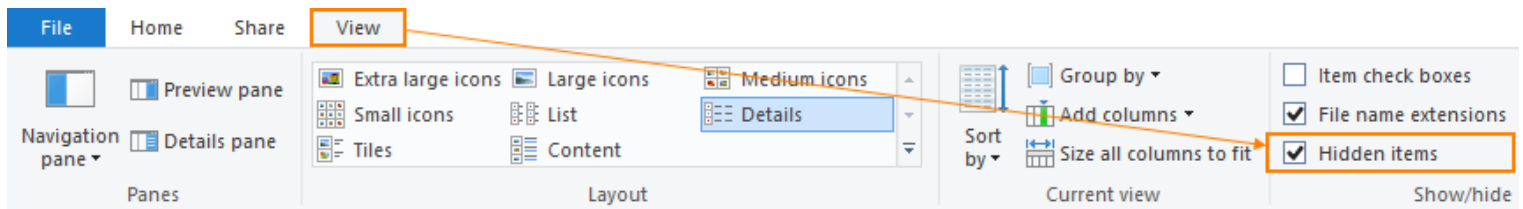
- Windows Updates that are installed automatically or manually that reset the **Temp** folder permissions back to the default state.
- Another 3rd-party application that resets the **Temp** folder back to the default permissions
- A Windows domain controller (DC) that has a group policy that requires the **Temp** folder permissions be set to have a specific set of permissions. The computer that's having this problem would have to be on the domain the DC controls.
 - Users can change the permissions on a folder but they will be reset back to the default state when a user logs out or logs back into their computer since that's when the group policy settings on a client computer are synchronized with the domain controller.

How to Show Hidden Files and Folders in Windows:

If any files or folders mentioned in this article cannot be located, please follow this guide to reveal them:

To show hidden files and folders in Windows:

- **Windows 8 or 10:** Open any folder in File Explorer > Switch to **View** tab at the top > check the box **Hidden items**



- **Windows 7 or Vista:** Open your folder, click on **Organize** > click on **Folder and Search Options** > click on **View** and make sure the settings match with the picture below
- **Windows XP or Classic view:** Go to *Start > Control Panel > Appearance and Themes > Folder Options > View*. Make sure the settings match as shown below.

