



## **\*\*Cannot open your Data Bases\*\* Error Message**

Problem: getting error “cannot access database” when trying to start PowersoftMD or your icons on your desktop are disappearing or other PowerSoftMD files and/or programs are disappearing.

If your Anti-Virus software isn’t set up properly to exclude your local C: Drive and Shared Drive \EZW folders, after an Anti-Virus update it may get “false positives” and move PowerSoftMD files and/or programs into “quarantine”, causing errors and data loss. WebRoot Anti-Virus is known for doing this.

This can happen even if only one computer on your system has the Anti-Virus set up wrong.

- 1)** Contact your hardware support staff.
- 2)** Have them set your Anti-Virus to completely exclude C:\EZW and the Shared Drive \EZW shared Folders.
- 3)** Next, they will have to un-quarantine all your files and programs that were originally in the C:\EZW and Shared Drive \EZW folders.

### **WebRoot**

If you are using WebRoot Anti-Virus, you will need your hardware technician to help. Once Webroot puts your files “in quarantine” the only way we know of to get them back is to register an account with WebRoot, then sign in to their online web interface and un-quarantine your PowerSoftMD files and programs.

Because it’s so difficult to set exclusions for WebRoot Anti-Virus we highly recommend **not using it**. If you have it on your computer have your hardware tech remove it and use another Anti-Virus system, like the Free ones from Microsoft, along with a good anti-spyware program like Malware Bytes.