**Troubleshooting Common Issues in Green’s Programs:**

* **Some or all subtests scores do not show up after a test administration**
* **You get an “error opening file for writing…” message when trying to open a Green’s Program**
* **You get an “error opening file C:\Program Files……Password.dat” message when trying to open a Green’s Program**
* **Your Green’s Program shuts down unexpectedly (it may also show an error message when it shuts down)**
* **Your password no longer works**
* **The Name is blank on the Add Test Credits screen**
* **Other similar problems**

***You can try one or several of the possible fixes below***

***Before you begin, please backup all your current data***

1. ***Run your Green’s Program(s) in Compatibility Mode***
2. Right-click on your Green’s Program from your desktop and select **Properties**
3. Click on the compatibility tab
4. Click on the **Run compatibility troubleshooter** button
5. When it asks to select a troubleshooting option, click **Try recommended settings**
6. Then click on **Test the program**
7. The Green’s Program will open as it normally would. Do not be scared if your data is not shown, you can easily reverse running in Compatibility Mode and your data will reappear. Try using the Program and see if this fix solved your problem
8. Close the Green’s Program and the Program Compatibility Troubleshooter window should still be open. Click the **Next** button
9. If this fix solved the problem, then choose **Yes, save these settings for this program**
10. If the problem was not fixed, choose one of the **No** options. This will return your Program to its original state and all your current data will be shown the next time you open the Program.
11. ***Set Read-Write Permissions To Folders Used by Green’s Program(s)***

***This fix is technically challenging so please consult an IT Professional if you are not comfortable trying these steps. Alternatively, you can skip ahead to the next possible fix***

1. Look for any folders that contain the name of your Green’s Program (i.e. “Green’s Word Memory Test”, “Green’s WMT”, “Green’s MSVT”, “NV-MSVT”, “Green and Kramar”, etc). These folders will be found in one or more of these locations:
	* **C:\Program Files**
	* **C:\Program Files (x86)**
	* **%LOCALAPPDATA%**
	* **%LOCALAPPDATA%\VirtualStore\Program Files(x86)**
	* **%LOCALAPPDATA%\VirtualStore\Program Files**
	* **%PROGRAMDATA%**
	* **%APPDATA%**
	* **%APPDATA%\Green and Kramar\**
2. Right-click on the folder(s) you found and select **Properties**. Select the **Security** tab
3. Click on the **Edit** button
4. Select the desired Group or User Name in the box near the top. Usually you will just need to click on your own User Name that you use to login to Windows
5. If it is not checked, click the checkbox next to **Full control** near the bottom of the window to activate it
6. Click the **Apply** button
7. Test out your Green’s Program(s) and see if this solved your problem. If not, you should carefully reverse the steps above to uncheck the **Full control** checkboxes for each of the folders that you modified
8. ***Set up your Green’s Program(s) to always Run As Administrator***
9. Right-click on your Green’s Program from your desktop and select **Properties**
10. Click on the compatibility tab
11. If you wish to always Run As Administrator *for all users* (recommended), then click on the **Change settings for all users** button. If you only want to change this setting for the current user, skip to the next step
12. Select the **Run this program as an administrator** checkbox near the bottom
13. Click on **Apply** and then close the Properties window
14. Before you open your Green’s Program again, be aware that your current data will likely not be shown. This is normal and the data can be re-imported.
15. Open your Green’s Program and see if the problem is fixed. If so, you can import your data. Please ask Green’s Publishing for help with this if you don’t know how to import your data.
16. If the problem is not fixed, close the Program. Then uncheck the **Run this program as an administrator** checkbox that you changed earlier. Your current data will be shown when you re-open the Program