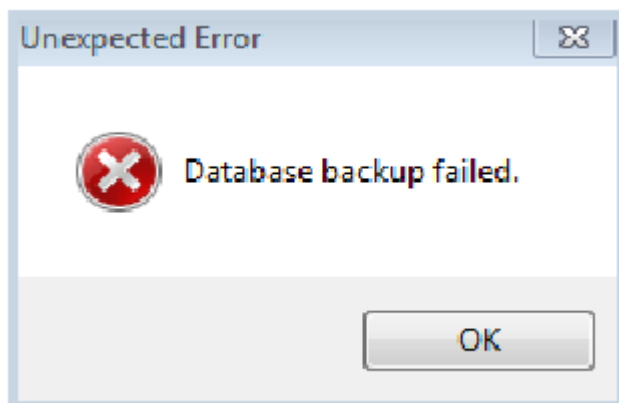


Frequent TIER.Net support calls:

Backup failed

Symptoms:

When creating a backup, the following error message is displayed.



Description of the problem:

This is usually caused by

- When trying to create a backup from a networked machine (child computer).
Note: Only the parent computer is able to create backups. The child computer can however still create dispatch files which is all of the patient data.
- When the user group in windows does not have write privileges to the c:\programdata\TIER.Net folder

Solution:

1. Right click on TIER.Net icon on desktop, select properties
2. Click on compatibility tab
3. Check the “run this program as an administrator” checkbox.
4. Click OK.

If the problem persists, please email tiernet_support@uct.ac.za for additional assistance