

We have made every effort to make Plan Analyst products easy to install and as user friendly as possible. If you have any questions, or suggestions for future development, please email us at support@plananalyst.com or visit www.plananalyst.com.

Troubleshooting

We support Windows 7, 8 and 10

A User Manual is available via the menu bar within the software, once installed

If you see one of the following when you run Plan Analyst, the security settings on your computer are preventing the software from making changes to your computer:

- **“Operation must use an updateable query”, or**
- **“Your user information is not saved”, or**
- **“Projects folder cannot be created”, or**
- **“Boxes on user input forms are blank**

Follow the procedure below to change the security settings to allow Plan Analyst to modify its databases (Note: settings may vary from computer to computer).

1. Use Windows File Explorer to locate Plan Analyst on your computer (default location = C:\Program Files (x86)\Plan Analyst\Name of product using. (e.g., Plan Analyst for the 2018 IBC, Plan Analyst Sign Calculator, etc.)
2. Right Click: Plan Analyst folder
3. Click Properties (dialog appears). Make sure “Read-only” is not checked
4. Click the Security tab
5. Click the Edit Button
6. Click each Name of each item in the Group or user name box and then
7. Click the Full Control check box (under allow) to add check mark for each user
8. After all users have full Control, Click Ok
9. Also check the security on the Application and the database UserDefaults
10. Close File Explorer
11. Run Plan Analyst

If the above does not correct the problem, follow the same procedure for the program file.

- Open the folder for the product that you are using, e.g., 2018 Sign Calculator, etc.
- Right click on 2018 Sign Calculator (or whichever Plan Analyst product) and follow the procedure above