



ASSOCIATED MATERIALS®
I N C O R P O R A T E D

WindowExpress

Pricing Error

Troubleshooting Guide

PLEASE NOTE:

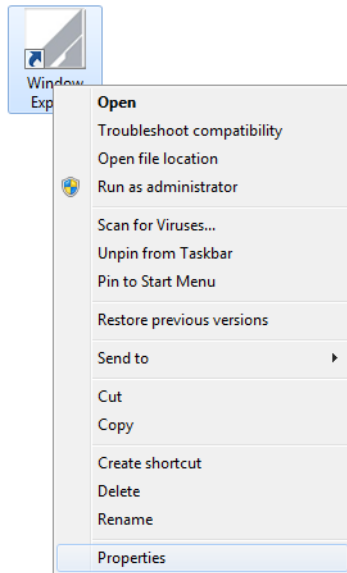
Admin rights are necessary to perform the WindowExpress troubleshooting functions. If user does not have admin rights, the customer's IT personnel should be contacted to follow the troubleshooting guide

When there is a problem with pricing, the following steps should be executed:

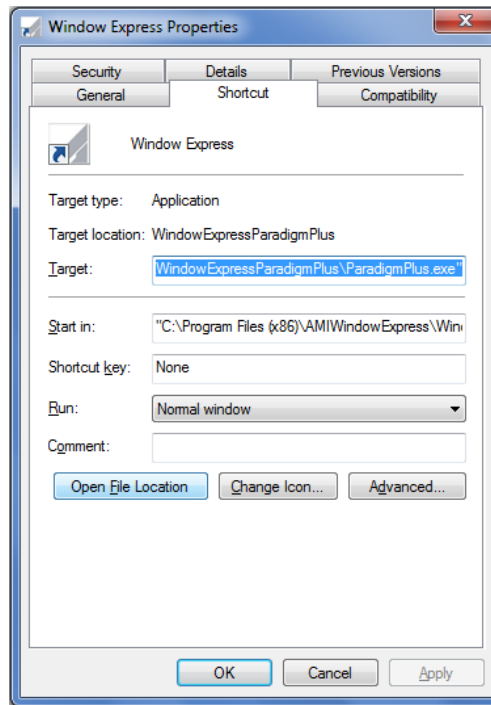
1. Close the error and login box for WindowExpress
2. Close the WindowExpress Program
3. Exit the login box
4. Right click on the **WindowExpress icon** on the desktop



5. Select **Properties**



6. Select **Open File Location** or **Find Target Location**



A folder will open to one of the following locations:

C:\Program Files (x86)\AMIWindowExpress\WindowExpressParadigmPlus\

Or

C:\Program Files\AMIWindowExpress\WindowExpressParadigmPlus\

7. Select the **Configurators** folder

Name	Date modified	Type
AutoloaderFiles	7/22/2018 1:29 AM	File folder
BaseCampFiles	7/6/2018 11:33 AM	File folder
Configurators	12/27/2017 2:39 PM	File folder

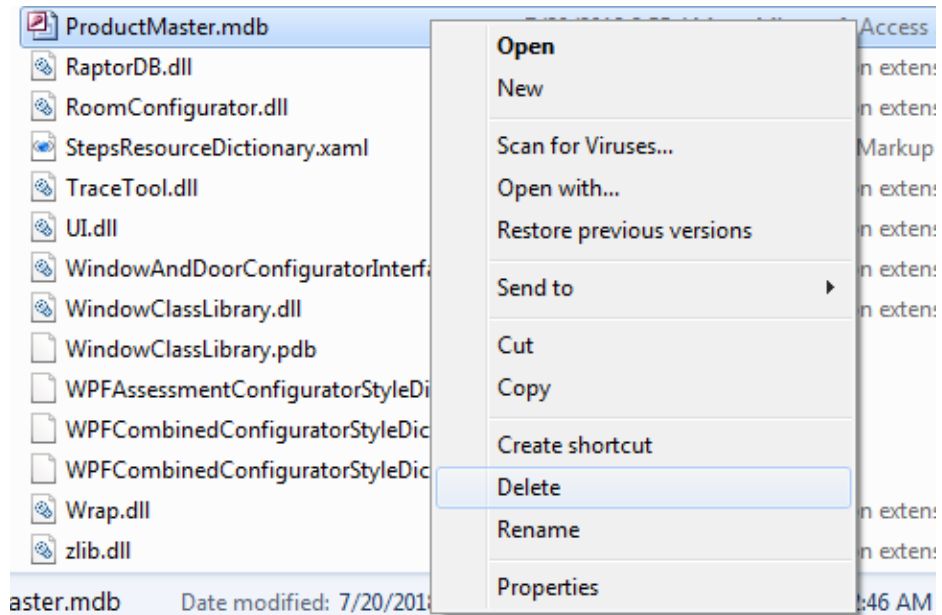
8. Select the **PP** folder

Name	Date modified	Type
LP	12/27/2017 2:29 PM	File folder
ML	12/27/2017 2:29 PM	File folder
NP	12/27/2017 2:29 PM	File folder
PP	12/27/2017 2:40 PM	File folder

9. Select the **PP1** folder

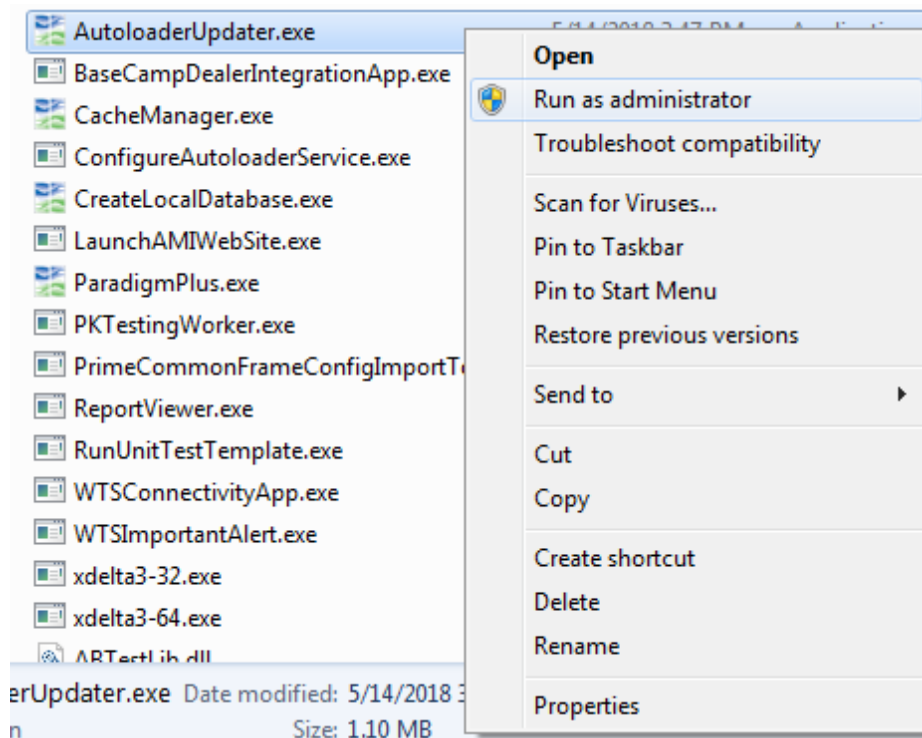
Name	Date modified	Type
Images	12/27/2017 2:40 PM	File folder
PP1	7/22/2018 1:36 AM	File folder

10. Right click on **ProductMaster.mdb** and select **Delete**

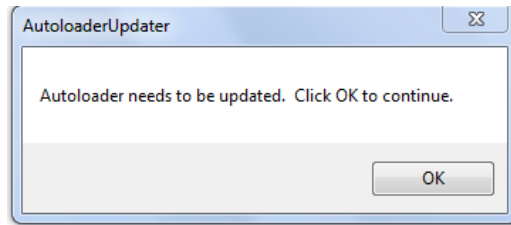


11. Repeat steps 4 thru 6

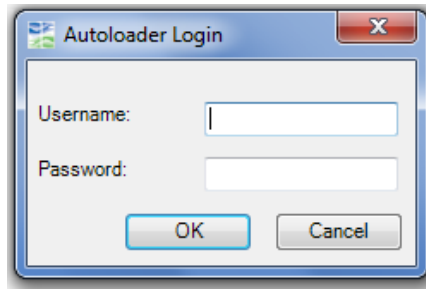
12. Right Click on the **AutoloaderUpdater.exe** and select **Run as administrator**



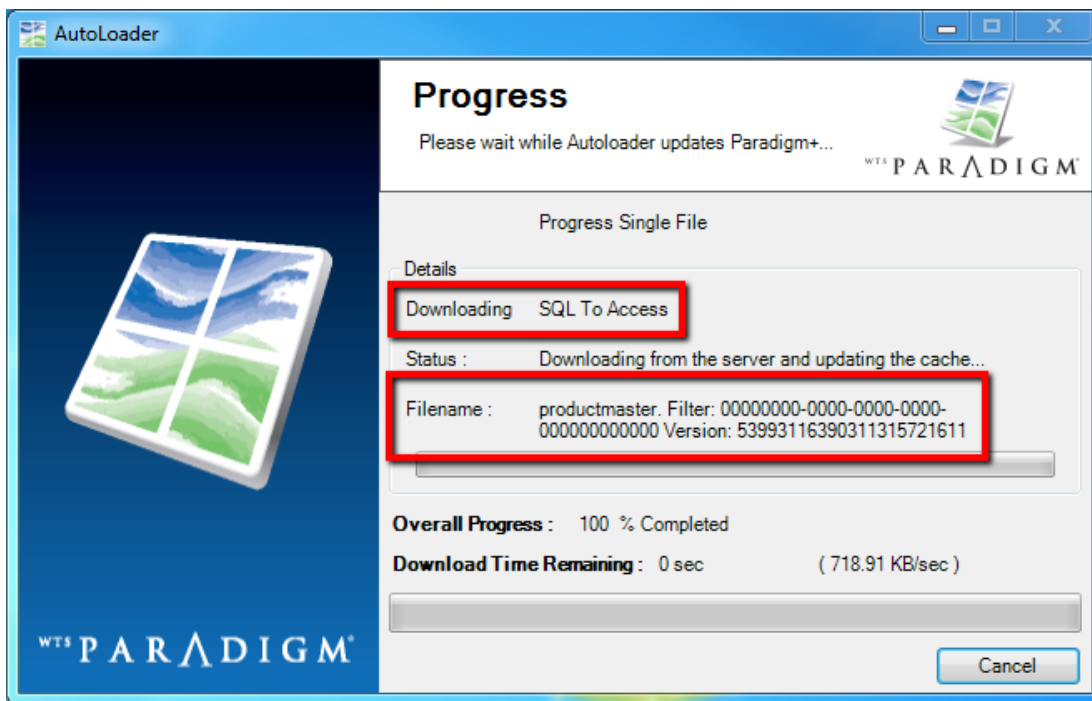
13. Click **OK**



14. Enter the WindowExpress **Username** and **Password**



15. WindowExpress will update and auto load the **SQL To Access** data.



16. After the auto load is finished, test the pricing by creating a new quote.

PLEASE NOTE:

A new quote will need to be created to test if the pricing fix worked. Older quotes will need to be copied to update the incorrect pricing.