



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

WindowExpress

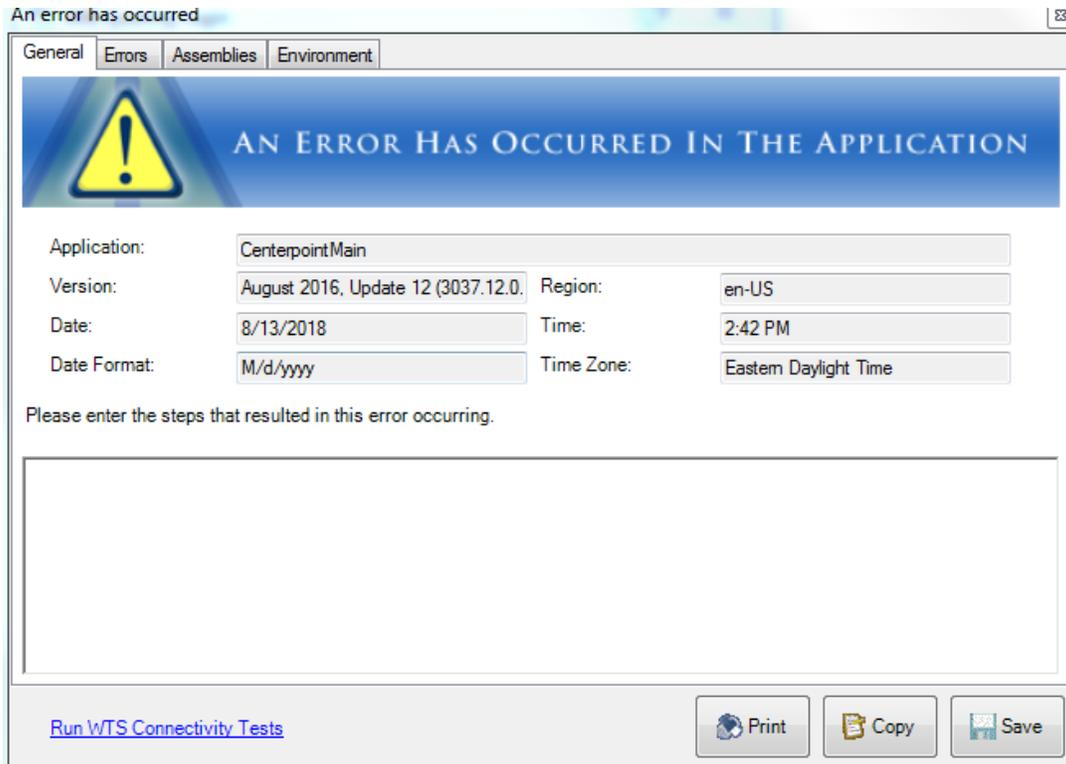
Centerpoint Error

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

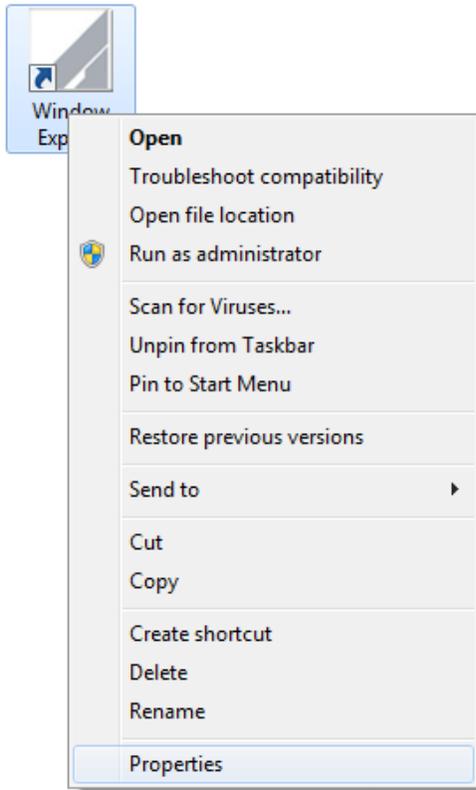
This guide should be used when a Centerpoint Error message the following message is received by the user.



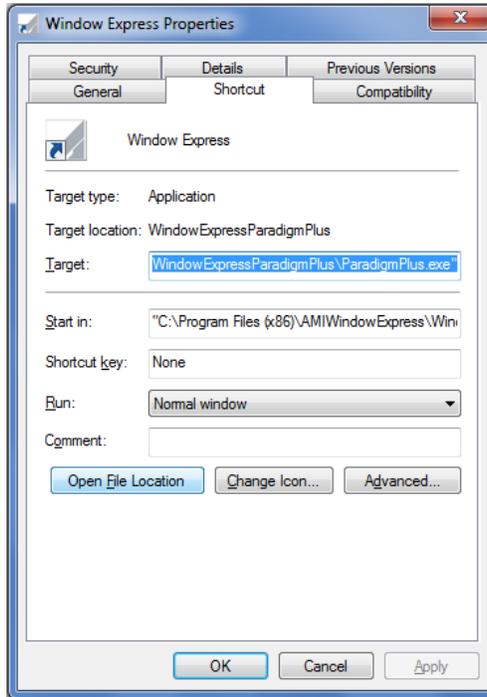
1. Close the error and login box for WindowExpress
2. Close the WindowExpress Program
3. Exit the login box
4. Right click on the **WindowExpress icon** on the desktop



5. Select **Properties**



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



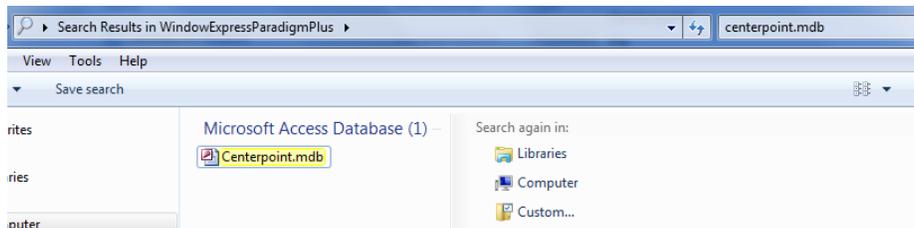
A folder will open to one of the following locations:

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

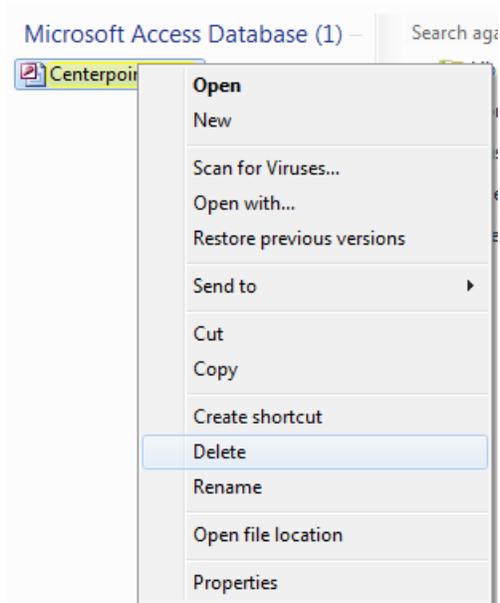
Or

C:\Program Files\AMIWindowExpress\WindowExpressParadigmPlus\

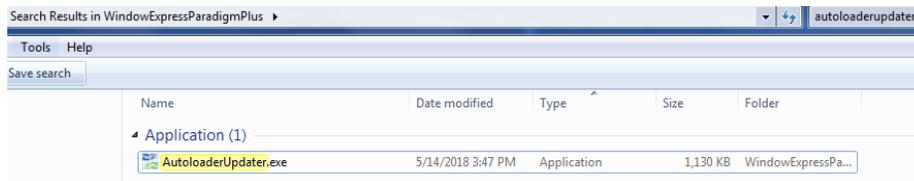
7. Type **Centerpoint.mdb** in the search bar near the top right of the window



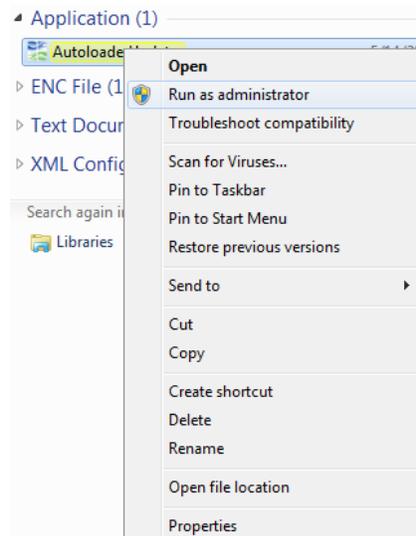
8. Right click on the **Centerpoint.mdb** file and click **Delete**



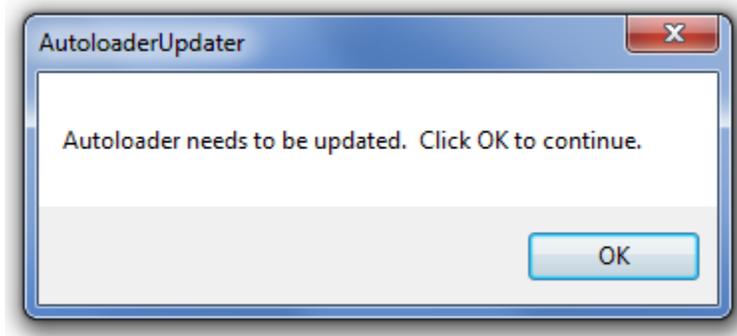
9. Search for **AutoloaderUpdater** in the search bar



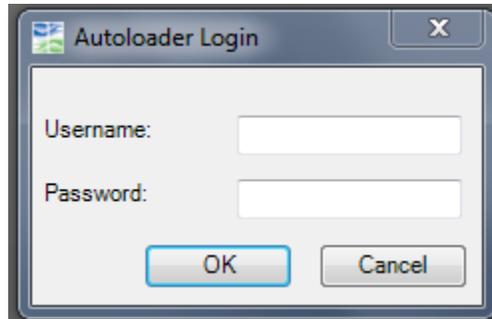
10. Right click on the **AutoloaderUpdater.exe** file and select **Run as Administrator**



11. Click **OK**



12. Log into WindowExpress with user's username and password



13. Once the user is logged in the system will begin to update and WindowExpress will open

