

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.

in error has occurred					x	
General	General Errors Assemblies Environment					
	AN ERROR HAS OCCURRED IN THE APPLICATION					
Applic	cation:	Cen	terpointMain			
Versio	on:	Aug	ust 2016, Update 12 (3037.12.0.	Region:	en-US	
Date:		8/1	3/2018	Time:	2:42 PM	
Date Format: M/d/yyyy		Time Zone:	Eastern Daylight Time			
Please enter the steps that resulted in this error occurring.						
Run V	Run WTS Connectivity Tests Save					

- 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

Window	Open
Exp	Travillashaat as mastibility
	Troubleshoot compatibility
	Open file location
۲	Run as administrator
	Scan for Viruses
	Unpin from Taskbar
	Pin to Start Menu
	Restore previous versions
	Send to 🔸
	Cut
	Сору
	Create shortcut
	Delete
	Rename
	Properties

6. Select Open File Location or Find Target Location

🖌 Window Express Properties							
Security Details Previous Versions General Shortcut Compatibility Window Express Window Express							
Target type: Application Target location: WindowExpressParadigmPlus Target: WindowExpressParadigmPlus\ParadigmPlus.exe"							
Start in: "C:\Program Files (x86)\AMIWindowExpress\Wini Shortcut key: None							
Bun: Normal window Comment: Open File Location Qhange Icon Advanced							
OK Cancel Annly							

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

	indowExpressParadigmPlus 🕨		▼ [€] → centerpoint.mdb		
View Tools Help					
 Save search 				•••	
rites	Microsoft Access Database (1) -	Search again in:			
	Centerpoint.mdb	🛜 Libraries			
ries		🜉 Computer			
puter		📔 Custom			

2]Centerpoir	Open New
	Scan for Viruses Open with Restore previous versions
	Send to +
	Cut Copy
	Create shortcut
	Delete
	Rename
	Open file location
	Properties

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

9. Search for AutoloaderUpdater in the search bar

Search Results in WindowExpressParadigmPlus > • • • • • • • • • • • • • • • • • •					lerupdater	
Tools Help						
Save search						
	Name	Date modified	Туре	Size	Folder	
	Application (1)					
	AutoloaderUpdater.exe	5/14/2018 3:47 PM	Application	1,130 KB	WindowExpressPa	

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



11. Click OK	
	AutoloaderUpdater
	Autoloader needs to be updated. Click OK to continue.
	ОК

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

😤 Autoloader Login 🛛 🔍 🗙					
Username:					
Password:					
ОК	Cancel				

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

Paradigm+					
	Paradigm+ is updating your application				
	Pro Details Downloading Status : Filename :	gress Single File SQL To Access Updating from the cache productmaster. Filter: 0000000-0000-0000-0000- 00000000000 Version: 53174322851562221770853			
	Overall Progress : Download Time Re	100 % Completed amaining: 1 sec (1951.21 KB/sec)			
		Cancel			