

IF you start ERIC V2, and get nothing but a maroon/red screen – It's Microsoft's fault, not mine!

You do not need to reinstall ERIC V2. Just follow the instructions below:

1. Start File Explorer (right click on the Windows emblem on the left of the Task Bar).
2. Click on your C: drive (usually near the bottom of the left-hand menu and identified by Windows(C:))
3. Then Double-Click on the Folder ERIC
4. Locate ERIC V2 Program.accdb
 - a. If you do not see the file extensions – this may/will vary between versions of Windows
 - i. In the menu bar at the top of the page select the “View” dropdown
 - ii. At the bottom of this list, select Show, then Click on File Name Extensions
5. Highlight ERIC V2 Program.accdb
 - a. Cut and Paste the file (CTRL-C the CTRL-V) for a backup
 - b. Right Click, then select Show More Options
 - c. Select Rename
 - d. Change the file extension from accdb to accdr
 - i. You will receive a Warning that changing extensions will cause issues – ignore
6. On your Desktop, Right-Click on the ERIC V2 icon.
7. Select Properties from the menu
8. Select the Shortcut tab
9. Change the file extension in the Target: from accdb to accdr
10. Click the APPLY button, then OK.
11. Click on the iCON.
 - a. IF ERIC starts correctly, then you can stop here
12. IF You still have a problem
 - a. Go To <https://www.microsoft.com/en-us/download/details.aspx?id=39358>
 - b. This will download and install MS Access Runtime 2013
 - i. I *THINK* you can use a newer Runtime version but so far this one works
13. Now retry the iCON.

IF this does not cure your problem, please contact me – Eric@FleetFootFarm.com / 865.599.3594