# ISSUE: HARDTRAK® WILL NOT OPEN AND RUN AS USUAL

You go to the website and download either the FREE or FULL Version of **HARD**TRAK®.
The Password Box appears. (1)
After you enter the Password (ALL CAPS) the Invoice Screen appears. (2)
You click the **Enable Editing** Button in the Yellow bar and suddenly the Invoice Screen is deleted and replaced by a Blank Excel Worksheet. (3) WTF!

1

Password   ?   ✕
'HARDTRAK_ONLINE_VCI_FREE_T...' is protected.
Password: •••••
OK   Cancel

2

GOOD!
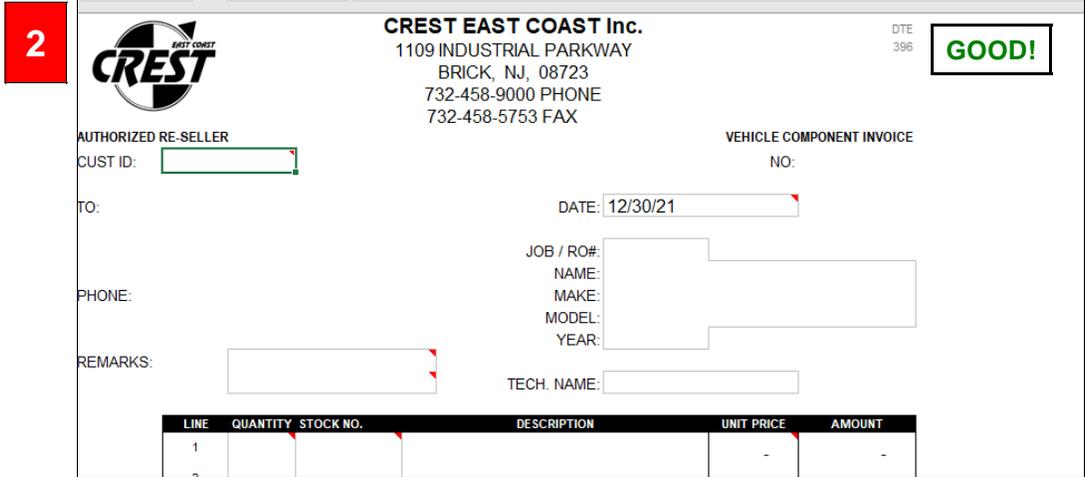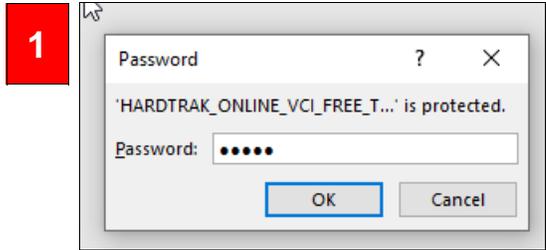
WHAT HAPPENED? Microsoft Windows 10 is now a "Service". They have access to your Computer and periodically "Patch" THEIR Operating System to fix bugs and enhance SECURITY. They have Blocked, for security reasons, your **HARD**TRAK® Program written in Excel. Here we document how to UNBLOCK your downloaded **HARD**TRAK® file! Every Windows 10 download of **HARD**TRAK® must be Unblocked! Here is the FIX! After the FIX we will save your unblocked **HARD**TRAK® file to your Desktop for ready access.

The **FIX** is NO longer required on the Unblocked **HARD**TRAK® file!.
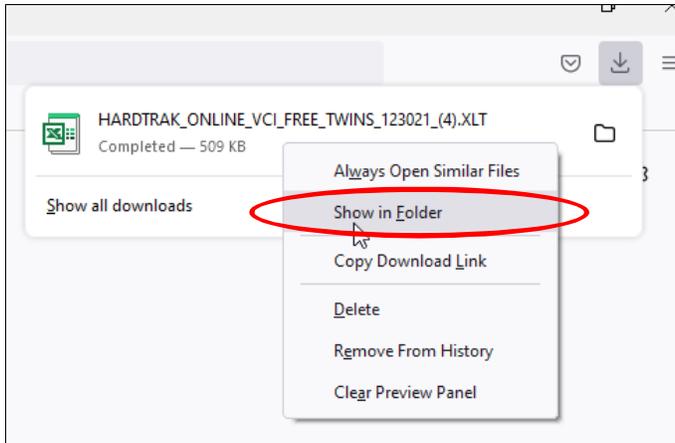
3

NOT GOOD!
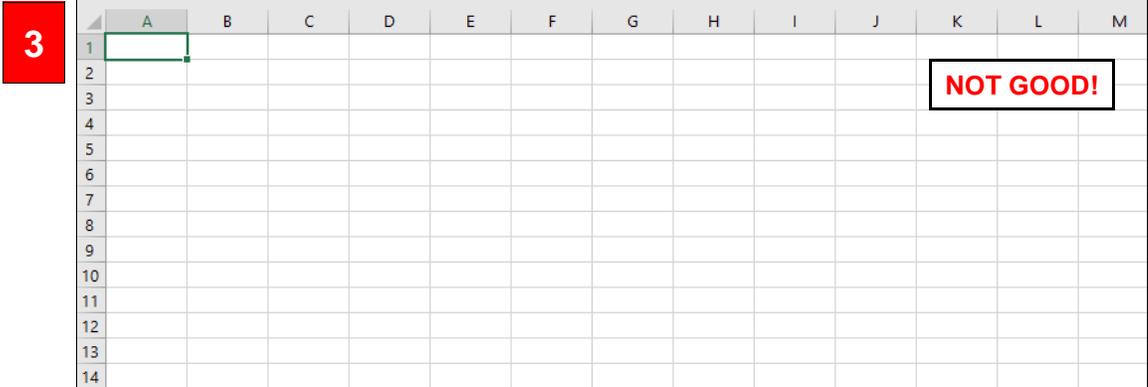
FIX: THIS HARDTRAK® FIX IS "FILE SPECIFIC"

1 Go to the website and download you FREE or FULL Version of **HARD**TRAK®.
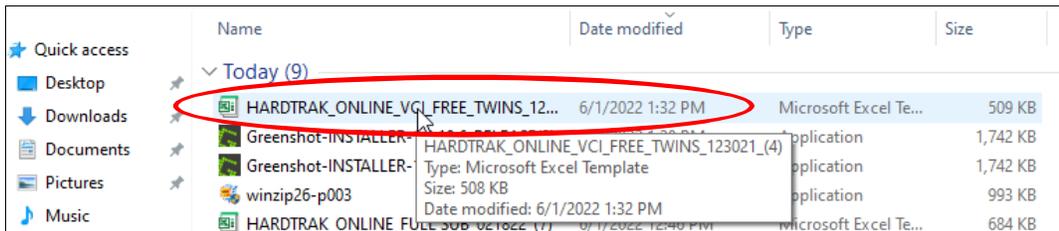
Depending on your Browser locate the **HARD**TRAK® file you just downloaded.
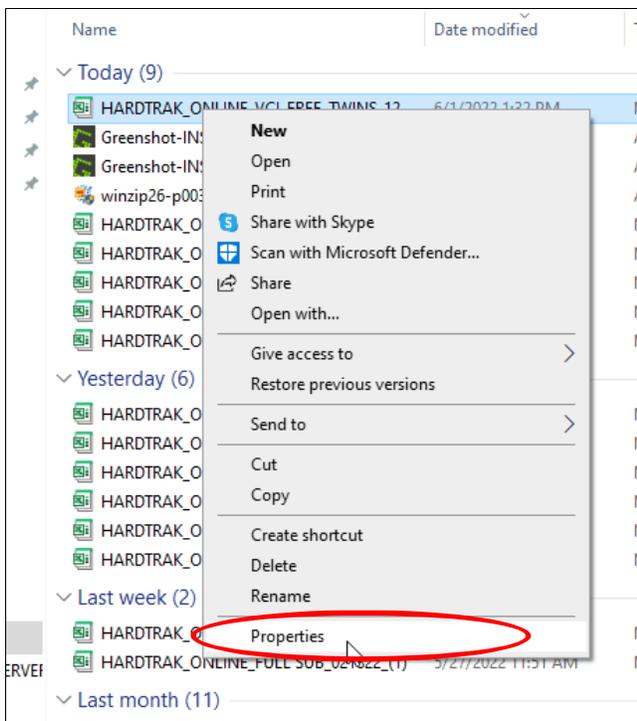

2 **RIGHT Click** on the downloaded file and choose "Show in Folder"

Or somehow navigate to locate the file.

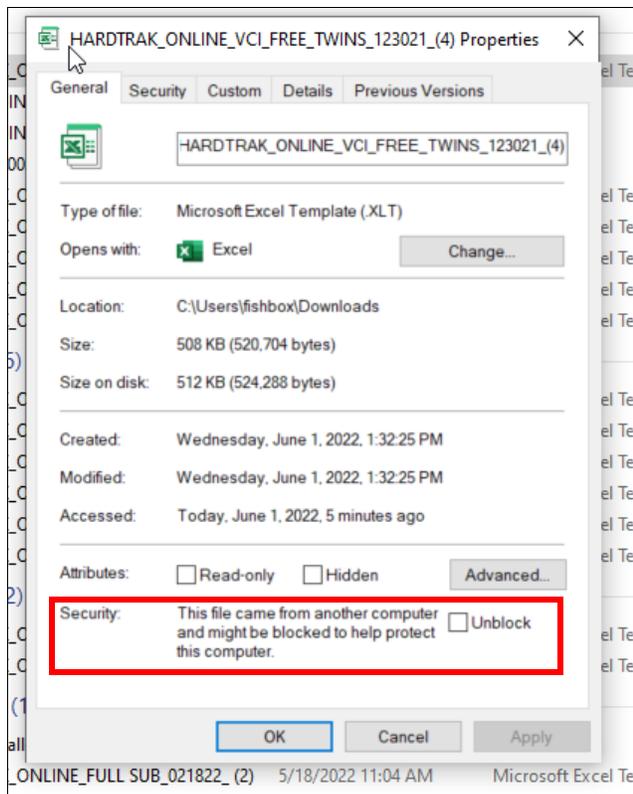**Note:** *These screenshots were using FireFox internet browser.*

3 After locating the downloaded **HARD**TRAK® file **RIGHT Click** on the file and a option dialog menu appears.

4 Choose "Properties"
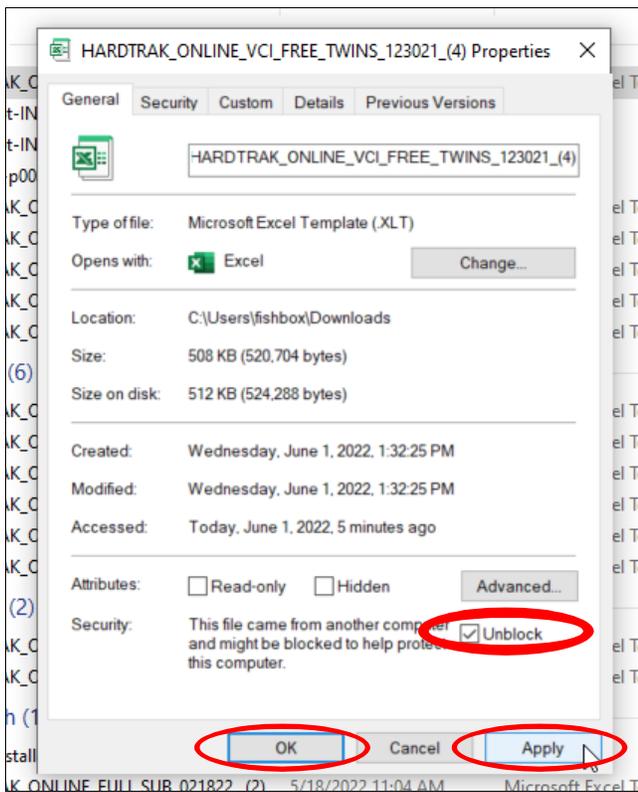
FIX: "Unblocking" the HARDTRAK® FILE

5 The "Properties" dialog box appears.

6 Near the bottom lies the Villain! The Microsoft Windows 10 "Security Patch" has added a BLOCK! It needs to be <u>Unblocked</u>!
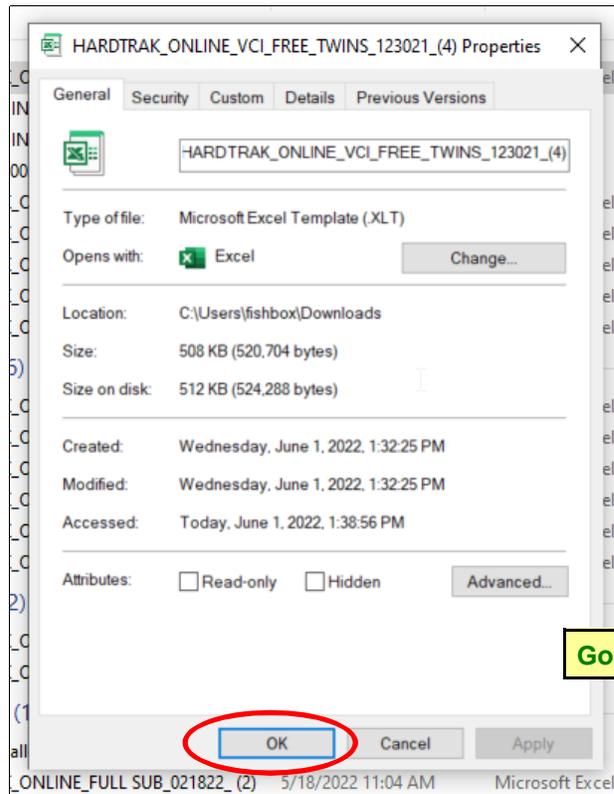

7 CLICK to add a checkmark to Unblock the file! Then click Apply and OK!
Remember this is "file" specific!


Gone!!!

8 After clicking OK the Security block vanishes and is removed from the dialog box! The file will no longer have any more security interference issues.

FIX: "Re-START" HARDTRAK®
RESUME NORMAL OPERATION

9 MOVE the Unblocked **HARD**TRAK® File to the Desktop or any location of your choosing. It is recommended a Back Up copy be made and stored where it can be found should the Desktop Version somehow be deleted or lost.
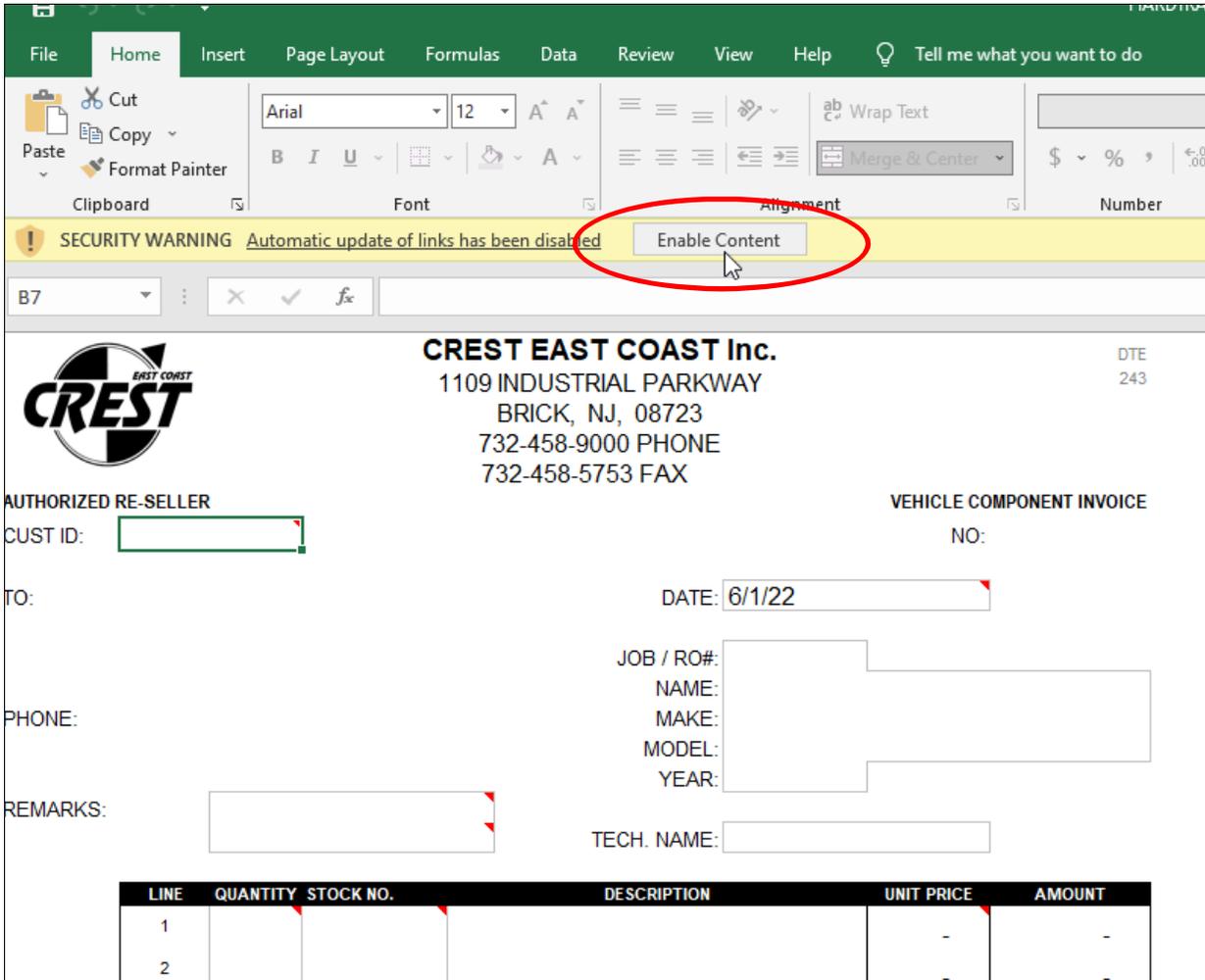
10 Now **HARD**TRAK® will run Normal as before!
After Starting **HARD**TRAK® remember to **Enable Editing** and **Enable Content**!
Look for these 2 additional security checks found in the upper part of the screen in the YELLOW band housing the Buttons! Without clicking these Enabling Buttons Excel will not allow data entry or calculations to be performed.

FIX: "Running" HARDTRAK®

11 CHOOSE Continue! Never choose to Edit Links!

Microsoft Excel

We can't update some of the links in your workbook right now.

You can continue without updating their values, or edit the links you think are wrong.

Continue   Edit Links...

Enter your Customer Number, then TAB thru the fields.

12 ENTER your Customer Number. Use ALL Caps! Then Press the TAB Key on the left side of the keyboard to move thru the fields that can be edited! When complete, press **Control + P** to send your invoice to be printed!