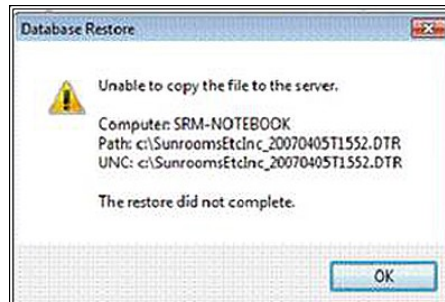
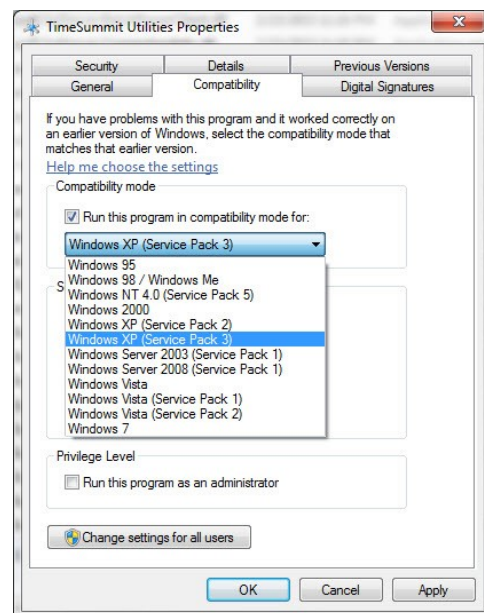


ISSUE: Error Message "Unable to copy the file to the server...The restore did not complete"



SOLUTION:

1. Click the "Windows" icon at the bottom-left hand corner of your screen
2. Click **COMPUTER**
3. Double-Click "LOCAL DISK (C:) | PROGRAM FILES | ExakTime | TIMESUMMIT"
4. Right-Click "TIMESUMMIT UTILITIES"
5. Select Properties
6. Select the "COMPATIBILITY" tab
7. Check mark "Run this program in compatibility mode for: Windows XP (Service Pack 3)" and "Run this program as an administrator"*
8. Click **APPLY**.



*Please Note: If you are already logged into Microsoft Windows Vista as an administrator, the "Run this program as an administrator" option will be grayed out.