

# PROKON Support Portal

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## Error code 5

Otto - 2013-12-09 - 0 Comments - in General Issues

Error code 5 is linked to user write access permissions to the Prokon folder or the "Working folder".

1. Check if the Read-only bit is turned off for the Prokon folder, sub-folders and files.
  - Right-click on the "Prokon" folder (normally C:\Prokon) in Windows Explorer, and select "Properties".
  - Remove the check in the "Read-only" box on the "General" tab.
  - Select the "Apply" button, and then the "OK" button with the "Apply changes to this folder, subfolders and files" option selected.
  - Click the "OK" button to close the box.
2. Check if the Read-only bit is turned off for the "Working folder".
  - Follow the same procedure as above with the "Working folder" as set in Prokon.
  - Check with your IT department if you have the necessary privileges if the "Working folder" is located on a server.