Bulletin Number	TSB-311017
Issue Date	31st October 2017
Title	eXport issues after Windows 10 update 1709 for X64 based systems KB4041994
Affected Products	eXport
Affected Software Version(s)	Any Version of 7.x
Priority	High

DISCLAIMER

We explicitly point out that all recommendations published in in this document, have been created very carefully; however, they:

i. cannot claim to be entirely complete under any circumstances

ii. must only be understood as a recommendation only.

Due to the continuous technical development we cannot guarantee that our recommendations are up to date at any given time.

The recommended actions shall always be carried out at one's own risk, unless these are carried out by our company or our subcontractors on a contractual basis.

We shall not accept any liability for losses that may result from the publication of our recommended actions or the full or partial application thereof. Liability for any substantive or intangible damages shall be excluded in so far as permitted by law.

Caution: Carefully perform the steps described in this section. Faulty editing of the PC settings may lead to severe problems. Before you make any modifications, safe the PC settings, so you can restore them in the event of problems.

Problem Description

We have seen some issues with eXport after a new Windows 10 update. The symptoms are

1. eXport crashes on launch.
2. eXport prompts for re-installation.

The issue we believe is caused by a Windows 10 update (Update 1709 for X64 based systems KB4041994), which corrupts / modifies some of the domain user login files which are required by eXport during launch.

☞ **Related Document : Please read this document in conjunction with our earlier Technical service bulletin**
   1. **TSB-080617 (PC Software Issues on Windows 10) dated 8th June 2017**

Recommended Fix

Please follow the steps below to fix this issue on Windows 10.

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1. Go to Windows Explorer.

2. Navigate to C:\users\XXXX\AppData\Local\Temp folder.
   - XXXX will be the username of your account. If you don't know your username, you should see it when you log on or out of your PC.
   - If you are unable to find AppData folder, please refer to the section on Page 2

3. Locate and delete the folder RXPert.

4. From your desktop, double click the icon to launch eXport.

5. If eXport comes up without any issue, please ignore the next steps.

6. But If you see an error like the one below, please un-install eXport from Control Panel and Install again.
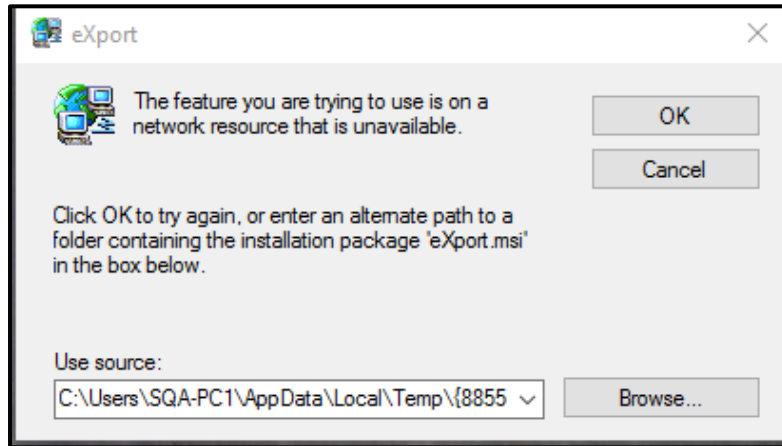
- Go to Windows Explorer.

- Browse to your main drive where Windows resides, e.g. C:

- Go to the folder C:\Users

- Dig deeper into the folder with your username e.g. Oliver, Dave, Alex etc. (or whatever you called your PC). If you don't know your username, you should see it when you log on or out of your PC.

- Next, you simply use the View tab at the very top and tick the option "Hidden items"