

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Technical Rating:** | **[[http://www.rm.com/_RMVirtual/Images/spanner.gifhttp://www.rm.com/_RMVirtual/Images/spanner.gif](javascript:OpenWindow('/_RMVirtual/Includes/csredirect.asp?cref=&title=HELP:%20Document%20Difficulty%20Rating','Help_Window','348','488');)](JavaScript:OpenWindow('/_RMVirtual/Includes/csredirect.asp?cref=&title=HELP%3A%20Document%20Difficulty%20Rating','Help_Window','348','488');" \o "Display Help)** | | |  |  | | --- | --- | | [Support Home Page](http://www.rm.com/Support) | [**Support**](http://www.rm.com/Support) | | |  |  | | --- | --- | | [Print This Page](javascript:printWindow();) | [**Print This Page**](javascript:printWindow();) | | |  |  | | --- | --- | | [Add to 'My Library'](javascript:addMyLibrary('True')) | [**Add to 'My Library'**](javascript:addMyLibrary('True')) | | |  |  | | --- | --- | | [Forward to a Colleague](javascript:ForwardURL()) | [**Forward to a Colleague**](javascript:ForwardURL()) | | |
|  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| http://www.rm.com/_RMVirtual/Images/spacer.gif   |  | | --- | | RM Finance - Shared data file shows different data on Windows 7 | | Published Date : 31 Jul 2012 Content Ref: TEC2717993 |   http://www.rm.com/_RMVirtual/Images/spacer.gif   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   http://www.rm.com/_RMVirtual/Images/spacer.gif   |  |  | | --- | --- | | **Operating System** | MS Windows 7 | | **Part No** | (none) | | **Summary** | When using RM Finance on two or more computers running Windows 7, the data files do not show the same data on each computer. |      |  | | --- | |  | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| http://www.rm.com/_RMVirtual/Images/spacer.gif   |  |  | | --- | --- | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** | | **http://www.rm.com/_RMVirtual/Images/nav_blocks.gifSymptoms** | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** |  |  | | --- | | The financial data shown in RM Finance is different on two computers using the same data file when using Microsoft® Windows® 7. |  |  |  | | --- | --- | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** | | **http://www.rm.com/_RMVirtual/Images/nav_blocks.gifCause** | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** |  |  | | --- | | This is caused by [Microsoft Windows 7 Virtual Store](http://www.youtube.com/watch?v=Mbv7PcPxDb8) for applications installed under Program Files (x86). The issue will not occur if the data file and/or RM Finance are not installed under Program Files (x86). |  |  |  | | --- | --- | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** | | **http://www.rm.com/_RMVirtual/Images/nav_blocks.gifRequirements** | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** |  |  | | --- | | * You require administrator access to the computer as you will need to access to the hidden files and folders. For information on how to access the hidden files and folders, please see the online Windows 7 help. * You will need to know the name of the user who can see the correct data in the file and the computer they normally use.   **Note**:The procedure below assumes that RM Finance and the data file being used are currently in the folder C:\Program Files (x86)\RM Management Solutions\RM Finance which is the standard installation folder. If you have installed it in a different folder under C:\Program Files (x86) then you will need to alter the steps appropriately. |  |  |  | | --- | --- | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** | | **http://www.rm.com/_RMVirtual/Images/nav_blocks.gifProcedure** | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** |  |  | | --- | | 1. Log on to the computer where the user can see the correct data. 2. Browse to C:\Users\<Username>\AppData\Local\VirtualStore\Program Files (x86)\RM Management Solutions\RM Finance 3. Open the DF1 file in this folder with RM Finance and confirm it is the correct file. 4. Close RM Finance and copy the DF1 file from this folder into a new folder created at the root of C:\. 5. Open RM Finance and log on as normal. 6. Click File, Change Data File and browse to the new folder you created on C:\. 7. Open the DF1 file and again confirm the data is correct. 8. Share the new folder and give permissions to the required users to the folder and files. If you are unsure on how to do this, see the online Help in Windows 7. 9. On subsequent computers, follow steps 5 and 6, and then point RM Finance to the DF1 file from the original computer. |  |  |  | | --- | --- | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** | | **http://www.rm.com/_RMVirtual/Images/nav_blocks.gifChecks** | | **http://www.rm.com/_RMVirtual/Images/spacer.gif**   |  | | --- | | http://www.rm.com/_RMVirtual/Images/spacer.gif |   **http://www.rm.com/_RMVirtual/Images/spacer.gif** |  |  | | --- | | To ensure that all users are now looking at the same data file and can see the same data, on one computer add a new transaction or order. Check if you can see the same information on other computers. | |