

# Customized SoloBug Files Not Saved on Windows

## Problem

Customized SoloBug files are not saved when using Helix ALM on Windows. One of the following issues occurs:

- An error is returned because you do not have permission to modify files.
- The file appears to be saved correctly, but it is not available in the directory you saved it in.

## Cause

You may not have the Windows credentials required to modify files in the directory that the SoloBug file is saved in. For example, standard users do not have credentials to modify files in the Program Files directory.

## Solution

Use one of the following solutions:

- Change the owner of SoloBug file to the logged in Windows user.
- Save the SoloBug file in a different directory.
- Run the Helix ALM Client as an administrator.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=581>