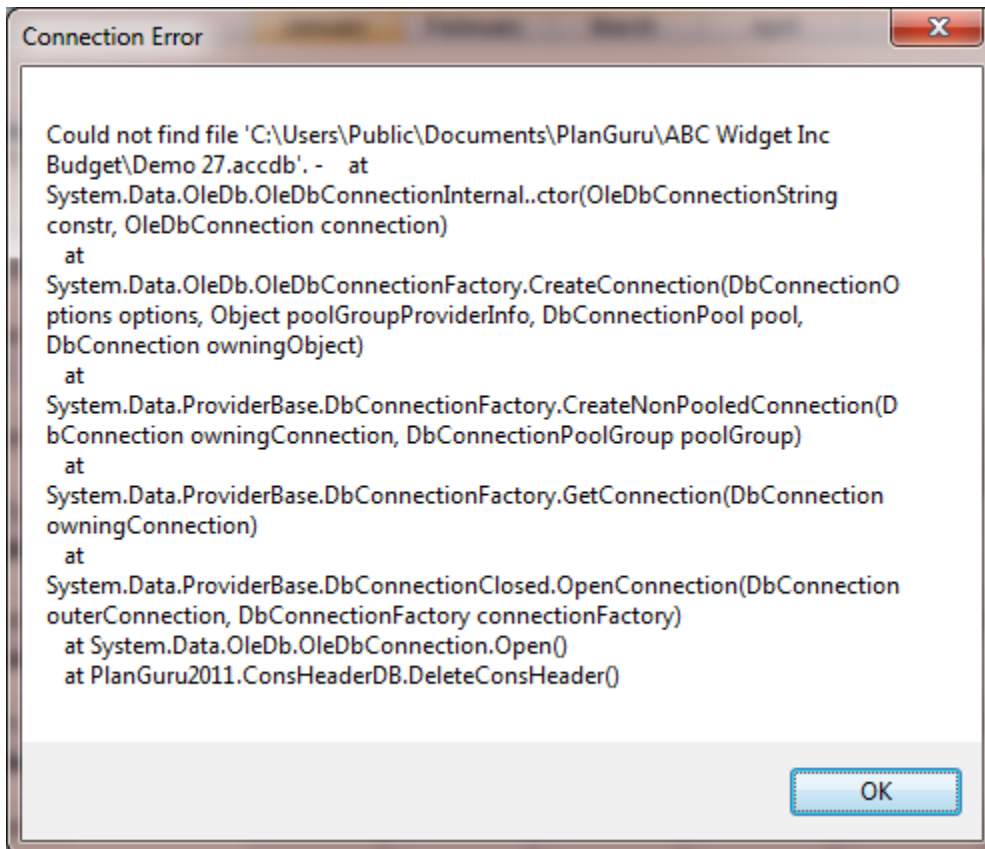# Connection Errors

Connection errors in PlanGuru are caused by discrepancies in the location your PlanGuru data files, an incorrectly named company folder, or the placement of data files on a network drive without owning a network license. Here are the two common types of connection errors.

Connection Error 1

In this circumstance the required analysis Access Database file cannot be found, thus PlanGuru will not be able to appropriately save your file. This issue usually relates to one of two things, either the file is not in the correct location relative to your data file path, or the file reside on a network drive.
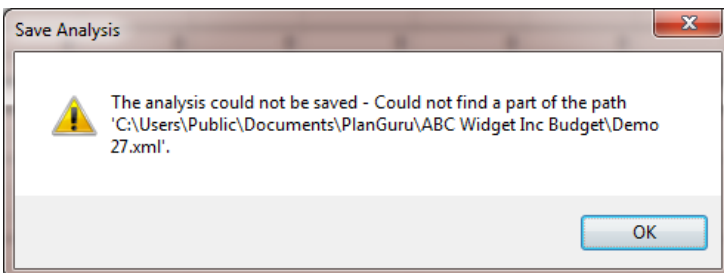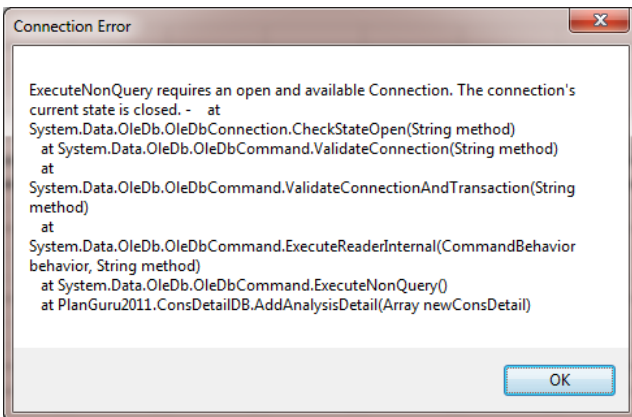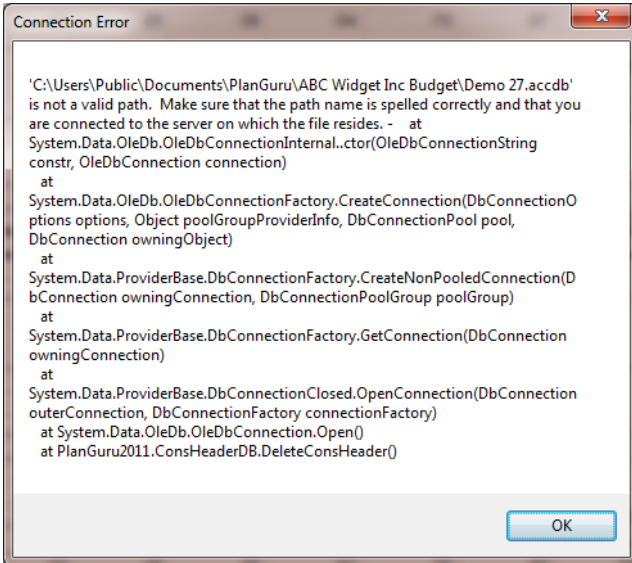

Data file in the wrong place

To correct this issue you must find your respective analysis Access database file. In the example above, PlanGuru is looking for an analysis data base file titled "Demo 27.accdb" but cannot find it. You must find that file and return it to its rightful location. If you know where you put the file, then you're all set on that front. If you don't I would suggest searching for the file by using the Windows file search functionality to find it. You will then need to place it in the appropriate location. If you don't know where it needs to be placed, see the knowledge base post referred to in the main post page.

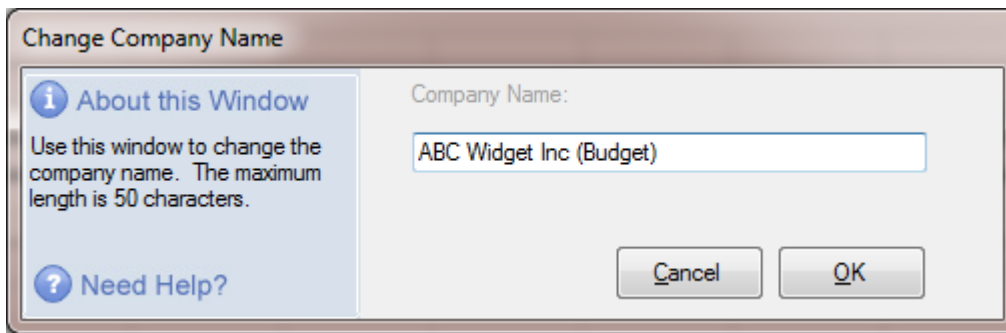*Data file located on a network drive*

Additionally if you do not own the network version PlanGuru will not allow you to store your files on a network drive, otherwise it cannot make the required connection. You can always feel free to make copies of your files and back them up on a network, but that network location cannot be your PlanGuru data file path.

Connection Error 2

Connection error 2 is caused when the name of the company folder of your analysis does not match what PlanGuru expects. This usually occurs is the name of the folder is changed while an analysis within it is open. With this particular issue you will receive the following 3 error messages:

The resolution to this problem is to rename the company folder in accordance with what it was originally named when you opened up the analysis. To find out what directory name PlanGuru is looking for go up to Edit>Company Information, the company name will be listed there.

Please keep in mind that if your company name contains special characters like the one above, you must remove those. In this example the company name in PlanGuru is "ABC Widget Inc (Budget)", however the folder should be named "ABC Widget Inc Budget"

Thus you should be able to take that text and overwrite the name of the previously changed company folder.