

Error Validating Agvance File While Restoring Agvance Database

Last Modified on 12/20/2022 10:33 am CST

Q. I received 'Error Validating Agvance File: Access denied due to a password failure' while trying to restore a database. How can I correct this issue?

A. This error occurs if the *Image Password* you have specified is different than the password embedded in the dat file.

Note: *Image Passwords* are case sensitive.

Type in the correct *Image Password* and click **OK** to begin the restore.

Note: If you don't remember the *Image Password*, you will have to contact an SSI support person. Only those listed on the signed Password Authorization form will be assisted with this issue. The Password Authorization form can be found in the back of the Hub section of the manual or call SSI to have one faxed to you.