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# How to fix error code 5 (ERROR\_ACCESS\_DENIED)

Last Modified on 02/14/2020 5:44 pm EST

Error Code 5 is a Windows error code that appears when the user does not have sufficient permission to access the requested file or location. It appears when the software was denied access to a location for the purposes of saving, copying, opening, or loading files. This usually occurs when your Windows user account does not have administrative privileges or when you attempt to access a network location or folder that is protected by using Windows User Account Control security policies. This error can appear when you attempt to browse to a location, save a file, or download a file. This error may also appear when attempting to run the **Check for Updates** feature, which downloads an installer to update the software.

If you encounter Error Code 5, try the following:

- Make certain you are logged into Windows with a user account that has permission to access the location. In the case of downloading any updates, you will need to make sure your user account has permission to save files to the software's installation folder (usually C:\Program Files (x86)\GoFiler Complete or a folder in C:\Program Files (x86) with the name of your software). If your user account does not have permission to access the location, contact your organization's IT department or run the process with elevated privileges.

Our support team can help you identify this issue but we cannot resolve it directly for you. This error usually indicates an environmental issue that your IT department would have to resolve.