

Error Messages When Opening Files

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Introduction

This page lists various reasons why you may receive an error message or messages in the Sierra Chart [Message Log](#) about a file or folder that cannot be opened or accessed whether this is for reading from or writing to the file. There can also be error messages about the [Data Files Folder](#) not being created. Solutions are provided.

The information on this page is also applicable to the very same errors you can also receive when using the Sierra Chart [installer](#).

The following are the messages you might encounter in the Message Log. Only the relevant text within the larger message is given below.

- Error opening file
- Failed to open file
- Failed to open the file (filename) for adding records. Windows error code 32: The process cannot access the file because it is being used by another process.
- Failed to open configuration file when saving. Configuration not saved. (Will display in a pop-up message box and only on the starting of Sierra Chart)
- Error creating the Data folder
- Windows error code (3): The system cannot find the path specified.
- Windows error code (5): Access is denied.
- Windows error code (32): The process cannot access the file because it is being used by another process
- Error opening C:\SierraChart\TradeOrdersList.data. Windows error code 32: The process cannot access the file because it is being used by another process.

Another related problem that you may experience is that your Sierra Chart settings are not saved when you restart Sierra Chart.

Files Set to Read-Only

You may have Sierra Chart files that are set to **Read Only**. This might occur if you backed up your files and restored them from a backup system.

1. Exit Sierra Chart if it is running.
2. Go to the **My Computer** icon on your desktop. Open it.
3. Open the drive you installed the Sierra Chart software to.
4. Go to the folder you installed Sierra Chart to.
5. Select all the files and folders.
6. Select **File >> Properties** on the menu and clear the **Read Only** check box.
7. Usually these steps are not necessary because Sierra Chart clears the **Read Only** flag from the files in the **Data** subfolder. Although it does not clear the **Read Only** flag from configuration files in the main Sierra Chart folder. If the configuration files are set to **Read Only**, then your program settings will not be saved when you exit the program. Therefore, you do need to clear the **Read Only** flag manually on those.

File Does not Exist

You may get an error when opening a file because the file you are trying to open does not exist in the location you are opening it from. Try reopening the file directly from the **File** menu using one of the **Open** commands.

Antivirus/Anti-Malware Software

The error messages could be caused by Antivirus/Anti-Malware software that has the file locked. Disable the Antivirus/Anti-Malware software running on your computer system. Set it to not perform any scanning of files with these extensions: **scid** and **dly**. Or make sure the folder Sierra Chart is installed to is excluded from being scanned by the Antivirus/Anti-Malware software program you are running. After doing one or more of these, then restart Sierra Chart.

A good indication that this is the cause, is if you receive this error: **Windows error code (32): The process cannot access the file because it is being used by another process.**

File in Use by Another Program or Application

The file that is giving the error, is open in some other program or application you are using on your computer system. If this is the case, then close that other program.

The other program may be Anti-malware software. Therefore, refer to [Antivirus/Anti-malware Software](#) on this page.

Run Sierra Chart with Windows Administrator Level Access

Sierra Chart may need to be run with **Windows Administrator** account privileges/credentials. The reason for this requirement will be if you have installed Sierra Chart into the Windows **Program Files** folder. Potentially there can be other Windows related considerations as well which will require this. Follow these steps to run Sierra Chart with Administrator privileges/credentials.

1. Right-click the icon on your desktop that you use to run Sierra Chart, and then select **Properties**.
2. On the **Compatibility** tab, enable the **Run this program as an administrator** check box, and then press **OK**.
3. Run Sierra Chart again by opening that icon you changed the properties for.

Restricted File / Folder Security Settings

Another reason for the error messages documented in the [Introduction](#) section on this page is that the file and folder Security settings for the files and folders Sierra Chart uses are set so that the Windows account that you log into Windows with does not have full permission to access the file or folders.

In this case you will need to change the Security settings. Follow the instructions below.

1. Log on as a user who has Administrator level credentials, and then use Windows Explorer to locate the \SierraChart folder.
2. Right-click the \SierraChart folder, and then click **Properties**.
3. On the Security tab, click **Edit**. If you are prompted for an administrator password or for confirmation, type your Windows administrator account password, or click Continue.
4. Under Group or user names, click your user account.
5. Under Permissions for Users, click Allow for the following permissions:
 - Modify
 - Read & Execute
 - List Folder Contents
 - Read
 - Write
6. Click OK.

Drive Letter Does Not Exist

You may receive a file related error when a file is opened because the particular drive the **Data Files Folder** is set to does not exist on your system. Select **Global Settings >> General Settings**. Make sure the **Data Files Folder** is set to drive and folder that actually exists on your system.

Sierra Chart Installed Into Program Files Folder

If you have installed Sierra Chart into the **Program Files** folder on your system which is not the default installation folder, then writing to files in that folder may get blocked by the operating system. There can be all kinds of various problems with this including settings not getting saved.

It is not recommended to install Sierra Chart to the **Program Files** folder on your system. By default

Sierra Chart will not be installed into **Program Files** on your system. The **Program Files** folder is a protected folder on Windows Vista, 7, Server 2008-2012, 8, 8.1, 10.

If you have been directed to this section of the documentation and you have installed Sierra Chart into the **Program Files** folder, then move it to a different folder on your system that your Windows account has access to. This generally will be \SierraChart on the drive you want to install Sierra Chart to on your system.

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