Grain Scale Interface Access Error

Q. I received the following error message while trying to export scale tickets from Agvance Grain Scale Interface:

Error message:
Access to the path: 'X:\avdata\AgvT32.Dat' is denied.'

(Where X = mapped or local drive letter where Agvance data resides.)

A. In this case, the error was related to user permissions and the (Windows) user did not have permissions to create SQL Server backups.

Note: When Agvance transfers tickets, a new transfer database is created, the tickets are copied into it, and then a backup is made of that new database.

To resolve this issue, add the user to the SQL Server MSSQLUser$*machinename$instancename* group on the SQL Server machine. If you need help doing this, consult with the IS department.