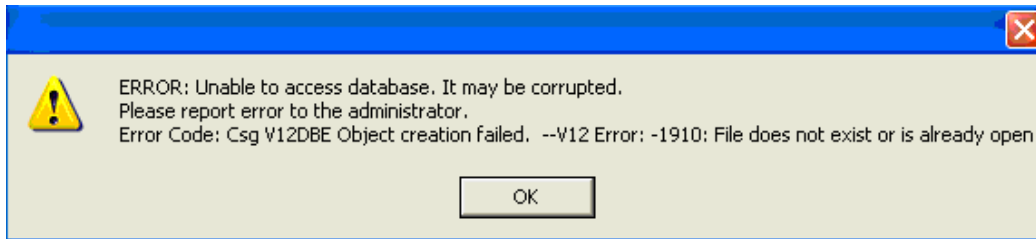


Error message reads: Unable to access database CSGV12DBE. The database may be corrupted



Cause:

This error appears when an attempt has been made to look at the current data using an **old browser**.

Solution:

The **latest** browser needs to be downloaded and installed. Follow the download instructions until after you have launched the product.

* * * * *

Cause:

This error appears when the installation folder (SMART Data NAPLAN Installer) from a previous year is overwritten.

Solution:

Schools which have the previous year's 'SMART Data NAPLAN Installer' folder on their desktop will need to:

- Delete all SMART icons from your desktop - the 'SMART Data NAPLAN Installer' folder, the EDOD icon and Browser
- Drag to the Recycle bin
- Delete contents from the bin
- Re-download and extract the package.