

# Getting Started

## Error code 5 when installing or updating: Access is denied

This may happen when updating or reinstalling on Windows, if Fade In Professional Screenwriting is currently running when you try to update/reinstall it. The installer will tell you "DeleteFile failed" or "Access is denied".

Please ensure that you've quit any currently running copy of the software before upgrading or reinstalling.

Unique solution ID: #1038

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