

# Fixing Error 53 or -214

## Overview

These steps should be followed if you are experiencing "Error 53" or "Error -214."

## Please Note

This guide accompanies the training video. Please watch the video first, with this guide as a reference.

Afterward, you should be able to perform the steps, using this guide as a step-by-step checklist.

## Error 53

If you are experiencing Error 53, please follow these steps:

1. Exit the repair process.
2. Select **Start > My Computer** and double-click on the Local Disk (C) drive.
3. Open (double-click) the folder **Program Files**.
4. Open (double-click) the folder **Curves** (*not* Curves0215).
5. Open (double-click) the folder **Utilities**.
6. Open (double-click) the folder **Zipped**.
7. Right-click on the file **GoFigurePOC.MDW** and select *Copy* (left-click on the word *Copy*).
8. Close the window.
9. Select **Start > My Computer** and double-click on the Local Disk (C) drive.

10. Right-click on the folder **GoFigureLog** and select *Paste* (left-click on the word *Paste*).
11. Open (double-click) the folder **Program Files**.
12. Right-click on the folder **Curves** (*not* Curves0215), and select *Delete* (left-click on the word *Delete*).
13. When you are asked if you wish to move the contents to the Recycle Bin, click **Yes**.
14. Now, go back to the Solution "B" document, and resume under the section marked **Performing the Upgrade** (step 1 of that section).

## Error -214

If you are experiencing Error -214:

1. This is an indication that the backup you tried to restore is bad.
2. Please follow the Restore instructions provided, but select an earlier day's backup.
3. You may need to try a few different backups until you find one that works.

## Further Problems

If you are still experiencing further problems, please see the document/training video "**Further Problems**" for an explanation on what to do next.