

## PhotoRIP Error

Try this ...

Description of issue: When trying to access <\\fs-appcontent\districtd\photorip> user gets “the specified network name is no longer available.”

1. Let user know pc will have to be restarted after this fix
2. Open **Control Panel**
3. Go to **Programs and Features**
4. Click on “**Turn Windows features on or off**” on the left side of the screen
5. Make sure “**SMB 1.0/CIFS File Sharing Support**” has a check in the checkbox (if not check box)
6. Click OK
7. Restart PC (should automatically prompt user to do so)

