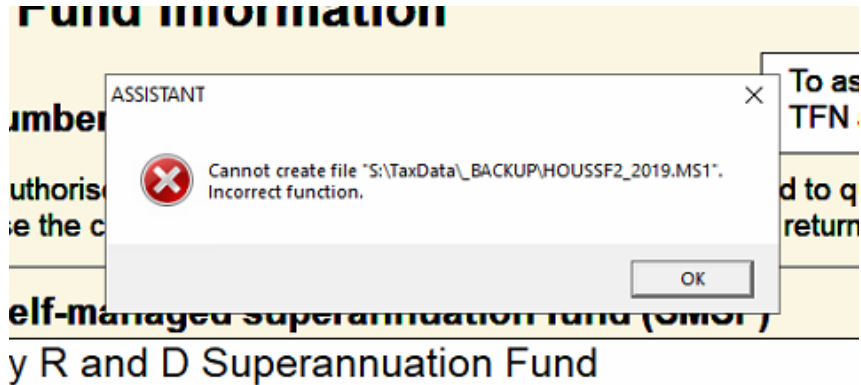


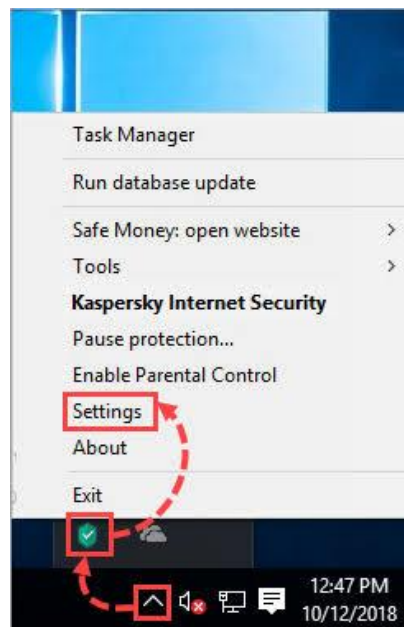
Cannot Save or change status of returns

After installing the latest 2019.1.2 update, users with their data on a network have reported an issue when trying to save returns or change the status. They are receiving the error message below:

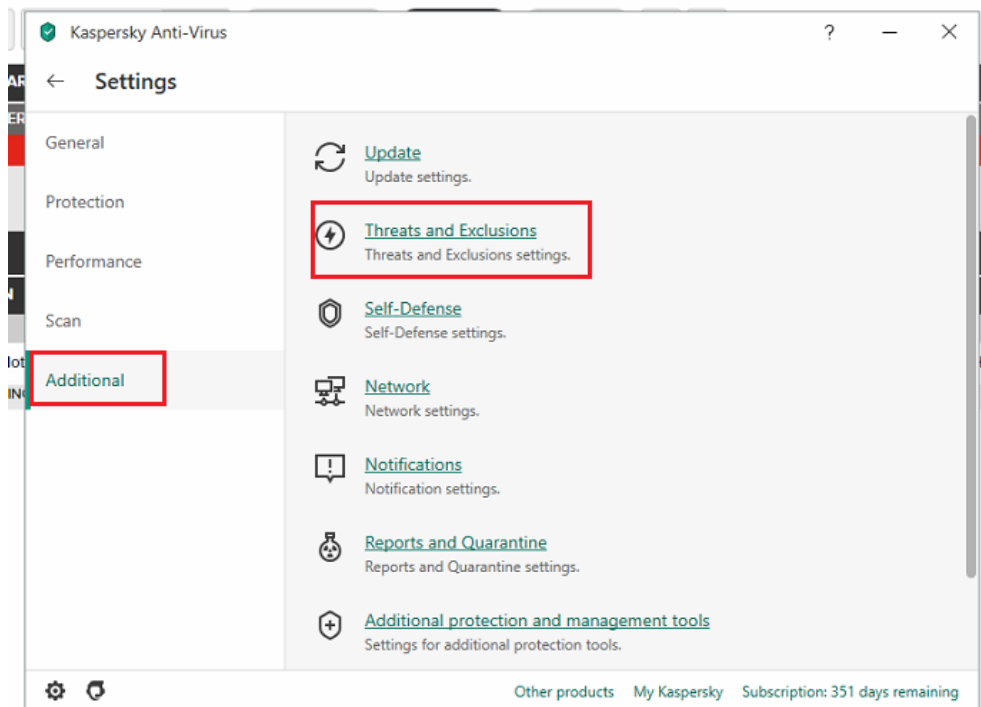


This appears to be due to an issue with Kaspersky Security. The fix for this is to add Software Assistant to the list of trusted applications. Please follow the steps below in order to do this:

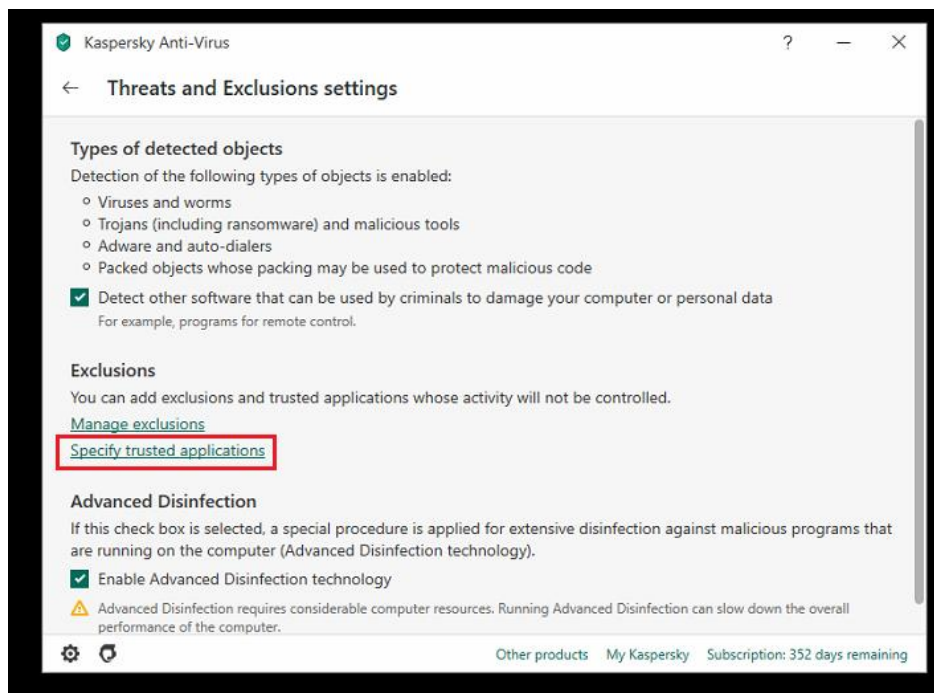
1. Close the Tax Assistant program
2. Open **Kaspersky Security** by right clicking on the system tray icon and selecting '**Settings**'



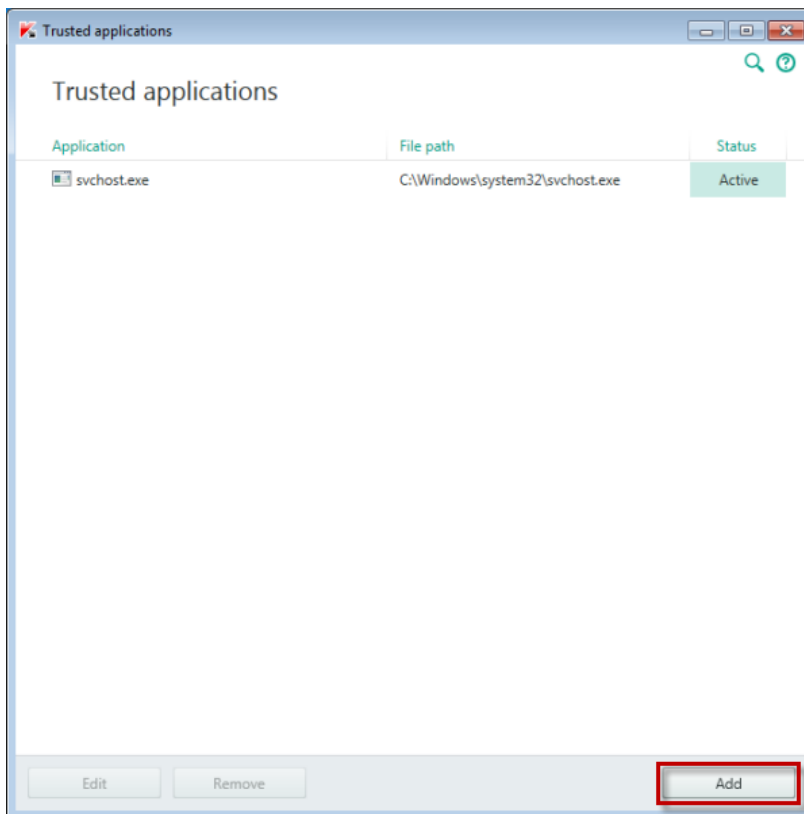
3. Then click on 'Additional', and then 'Threats and Exclusions'



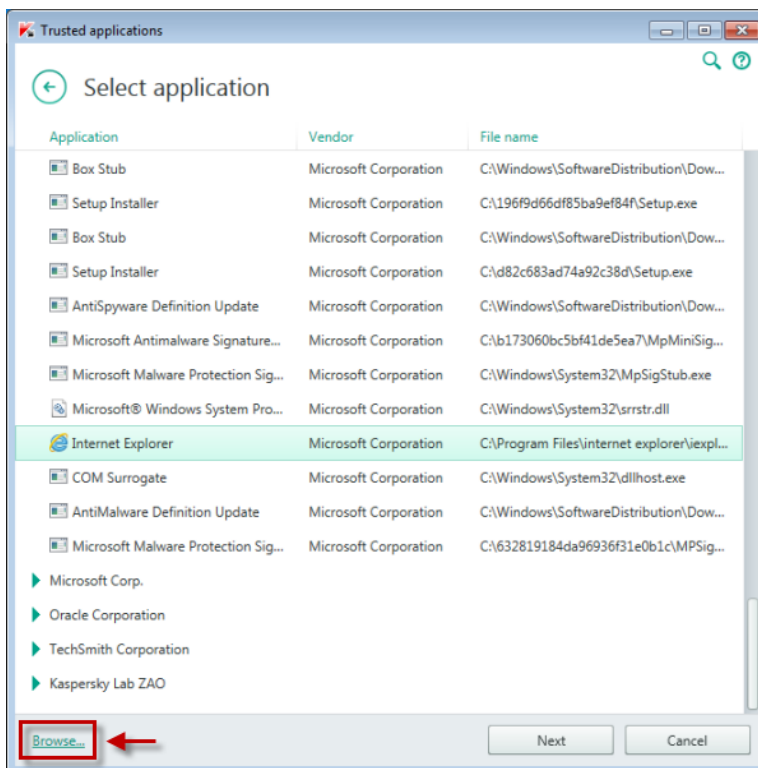
4. Then click 'Specify trusted applications'



5. Click on the 'Add' button at the bottom

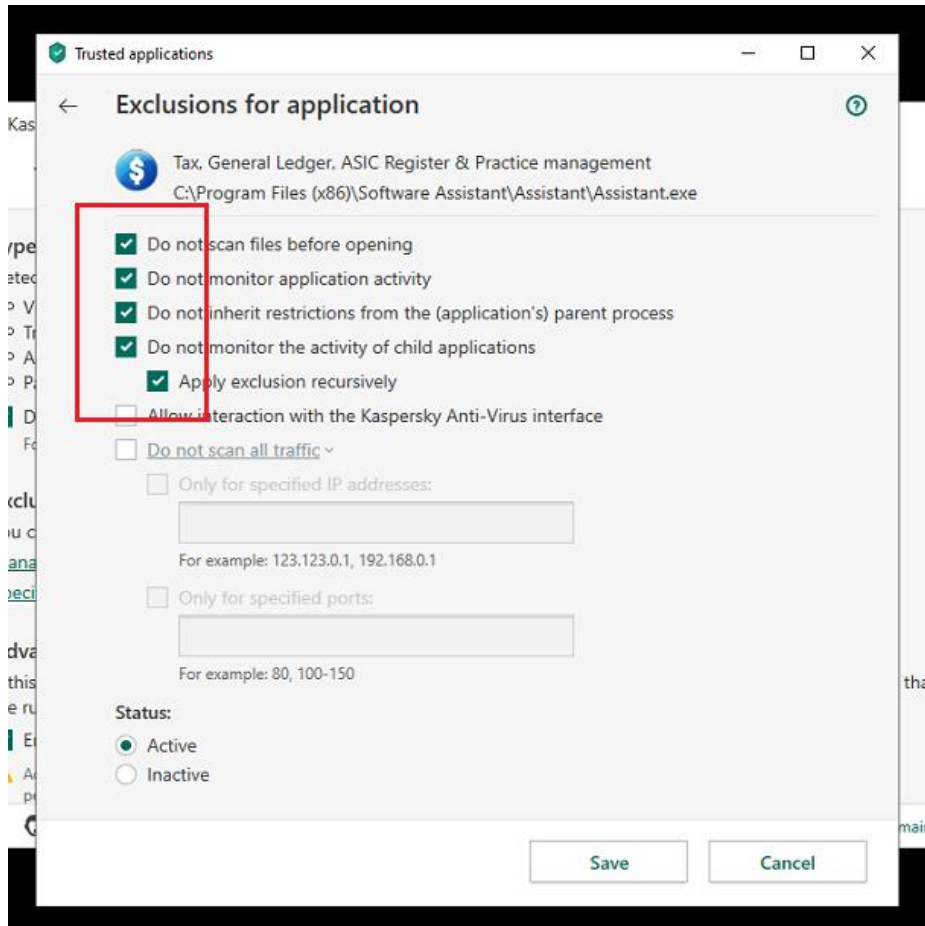


6. Then click on 'Browse'



7. Navigate to 'C:\Program Files (x86)\Software Assistant\Assistant' and select 'Assistant.exe'

8. Then tick the following checkboxes



9. And click 'Save' when done

10. You will be asked to confirm, click 'Continue' to confirm

11. Then open Tax Assistant and try again.