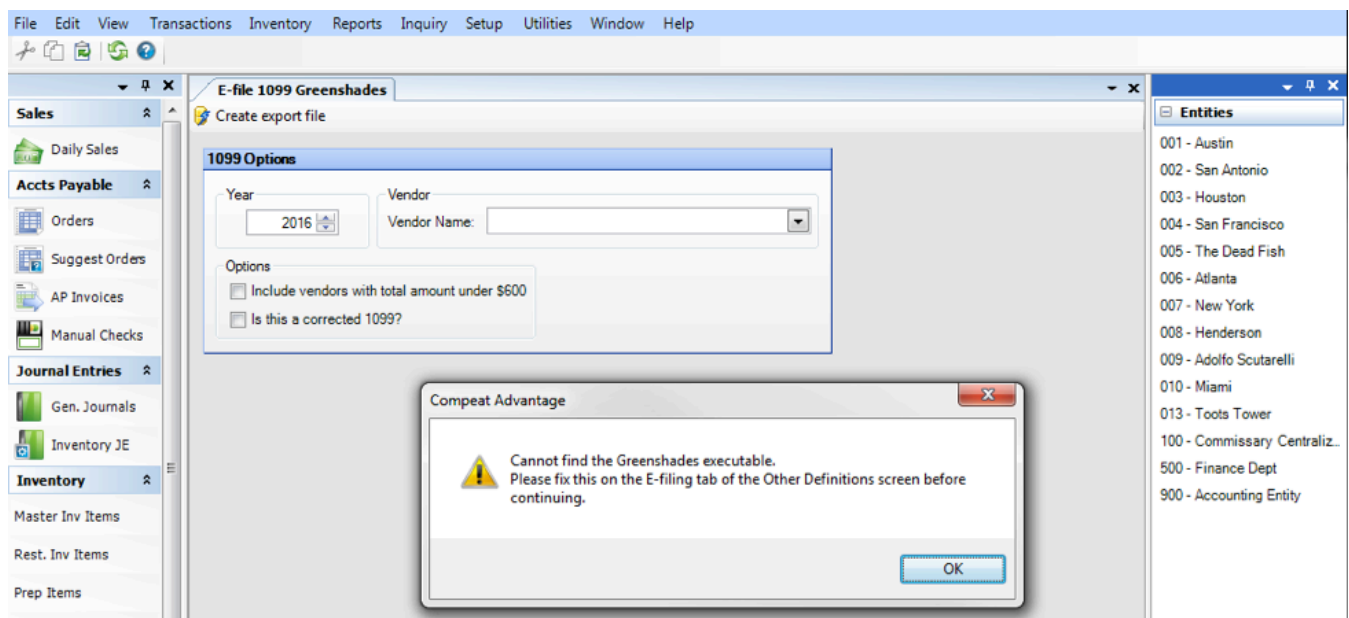




# FAQ

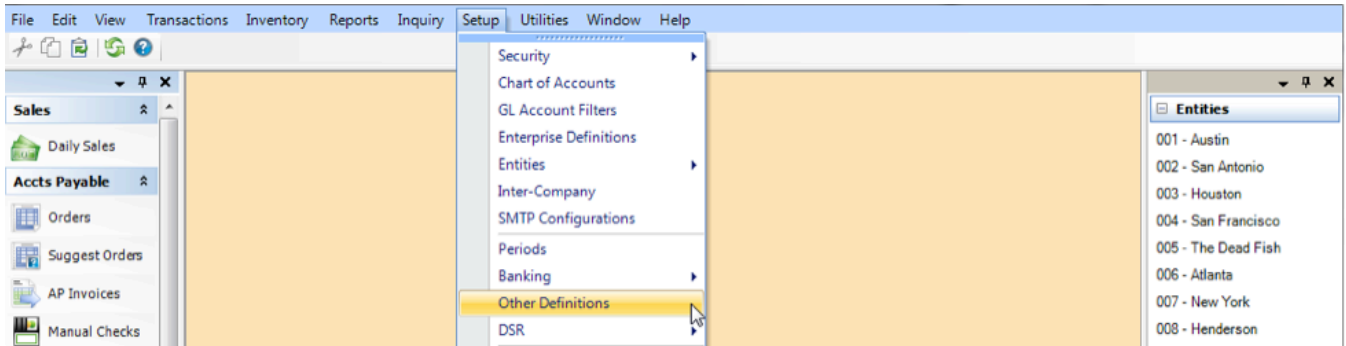
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## I get an executable error when creating my Greenshades export file. What do I do?

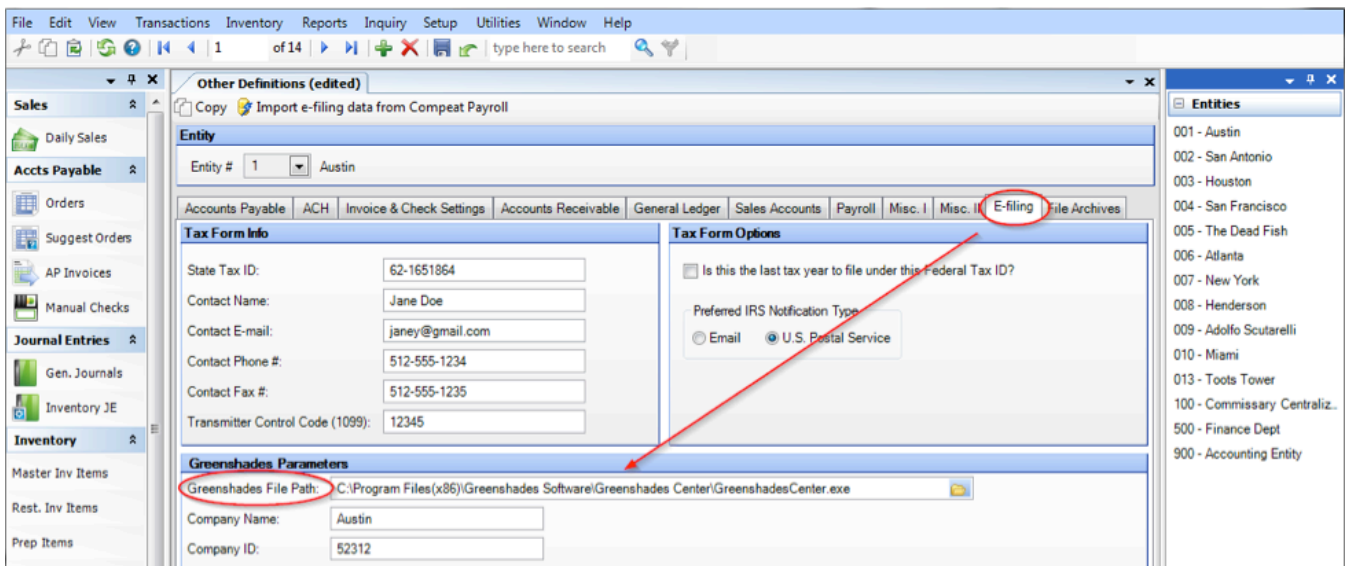


The most common error we see when creating a **Greenshades Export File** is the above Greenshades executable error.

Essentially, Compeat is trying to locate the **Greenshades** program but does not have the correct file path. To address this, you will need to change the entity setup via **Other Definitions**.



1. Go to **Setup > Other Definitions**.
2. Click the **E-Filing**



3. Set the **Greenshades File Path** to where Greenshades is installed on your computer.
4. **Save** your changes.

### IMPORTANT:

- **Other Definitions** is entity-specific. If you are creating export files for multiple entities, you will need to make this path change for all entities.
- If you have multiple users working on the export files, it is *possible* that the **Greenshades File Path** may differ between users. It will matter whether their computer is a 32-bit or 64-bit machine. A 32-bit machine

will have a program files folder set as **Program Files**, whereas a 64-bit machine will have the folder set as **Program Files(x86)**.

- If the application is located in the **Program Files** directory (**on a 32-bit machine**), the file path should be: *C:\Program Files\Greenshades Software\Greenshades Center\GreenshadesCenter.exe*
- If the application is located in the **Program Files (86)** directory (**on a 64-bit machine**), the file path should be: *C:\Program Files (x86)\Greenshades Software\Greenshades Center\GreenshadesCenter.exe*

Was this Helpful ?

yes

no

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How do I make an vendor's invoice with a different 1099 box type than the default?

I am trying to import vendor files but Compeat says the directory doesn't exist. What do I do?

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I get a catch weight error when importing invoices. What do I do?

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