# Error Message seen on server – Could not Open/Read db file :\Axxya Seen in Network Version

1. If you see this message on the server of Nutritionist Pro we need you to uninstall and then install with no spaces in the install path
2. Make a copy of the database before you uninstall, if needed so you don't lose that. Backup setps link.

3. If you are installing on **server 2016 or higher** and you are installing on a drive other than C then please remove the spaces as shown below.
   a. For example, the installation path during install would be set to whichever drive letter you are installing under and remove the spaces in the install path: DriveLetter:\AxxyaSystems\NutritionistProNetwork\

4. If you are installing on **2012 R2 and on a C drive or non C drive** please also remove the spaces as shown below.
   a. For example, the installation path during install would be set to whichever drive letter you are installing under and remove the spaces in the install path: DriveLetter:\AxxyaSystems\NutritionistProNetwork\

   *Figure 1 -- what the error message looks like*