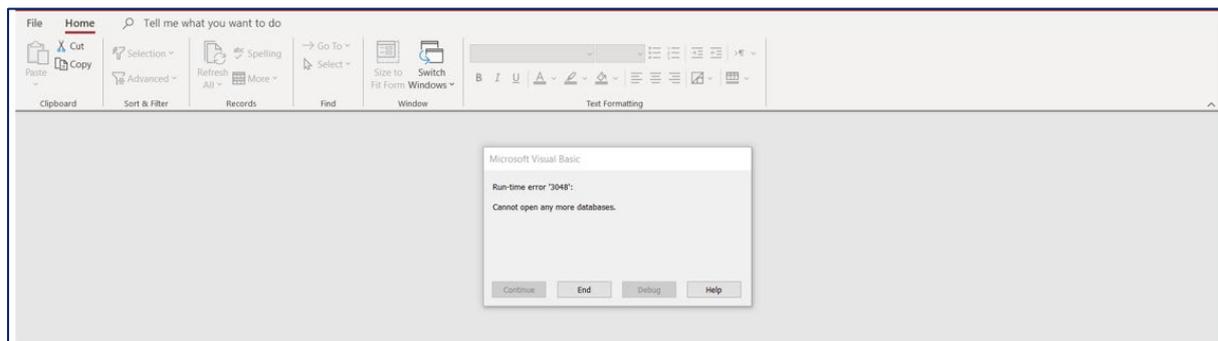# How to resolve iSBEMie 'Runtime error 3048'

The following steps are to support iSBEMie users in resolving '***Runtime error 3048: Cannot open any more data bases'***, which may prevent users from opening **.nct** files and creating new assessments in SBEM software.

Please see example screenshot of error message below;

This error is caused by a recent Microsoft Windows/Office update. Users are advised to follow the steps shown in the screenshots below.

In order to fix the issue, **"C:\NEAP\"** (or wherever the user installed iSBEMie on their computer if they changed the default location) must be added to "Trusted Locations".

Please follow the steps below to add that location and its subfolders to "**Trusted Locations**" in Microsoft Office.

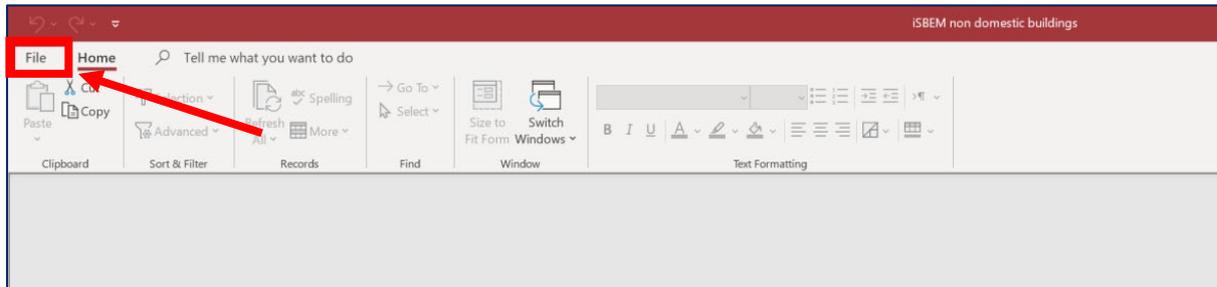**If you are unsure about any of these steps, you should contact your IT department for further assistance.**

How to add "C:\NEAP\" to "Trusted Locations" in Microsoft Office:

You can add the path where you installed iSBEM, which is **"C:\NEAP\"** by default (but you might have changed it during installation) to the **"Trusted Locations"** in the **"Trust Centre Settings"** in MS Office as demonstrated in the next 6 screenshots by selecting;
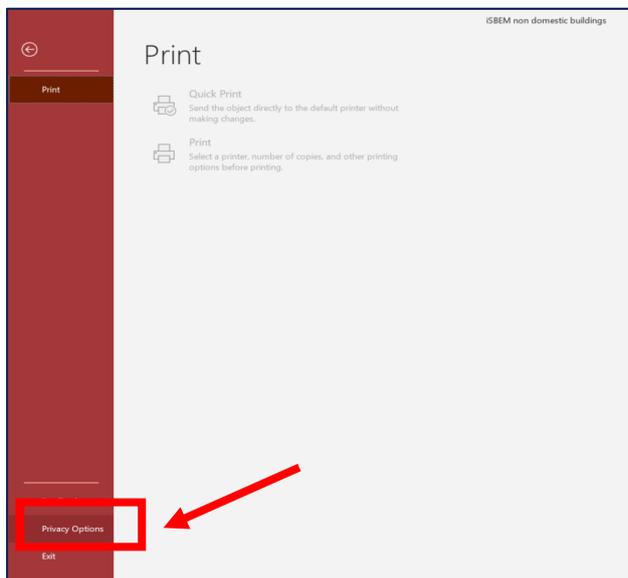
File > **Privacy Options** > **Trust Centre** > **Trust Centre Settings** > **Trusted Locations** > **Add new location**.

Ensure you also tick the box for **"Sub-folders of this location are also trusted".**
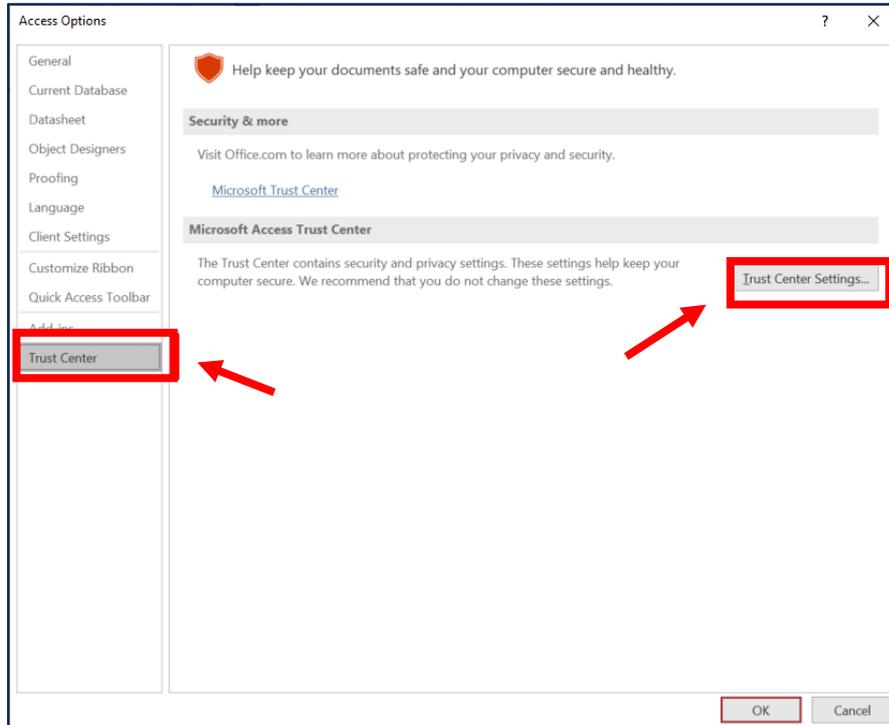
1. Select **"File"**;
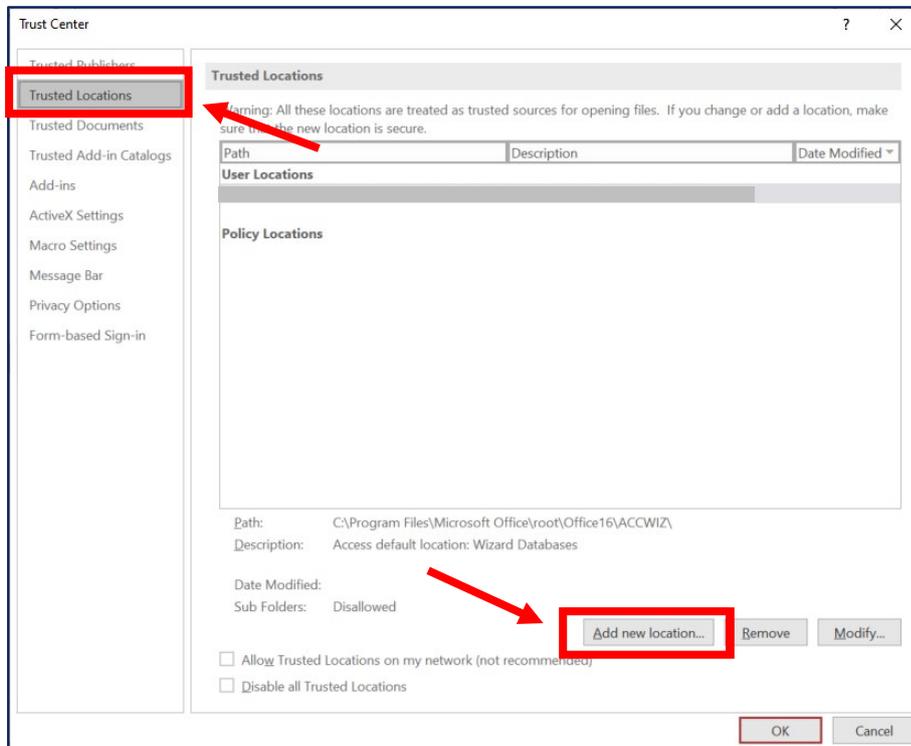

2. Select **"Privacy Options"**;

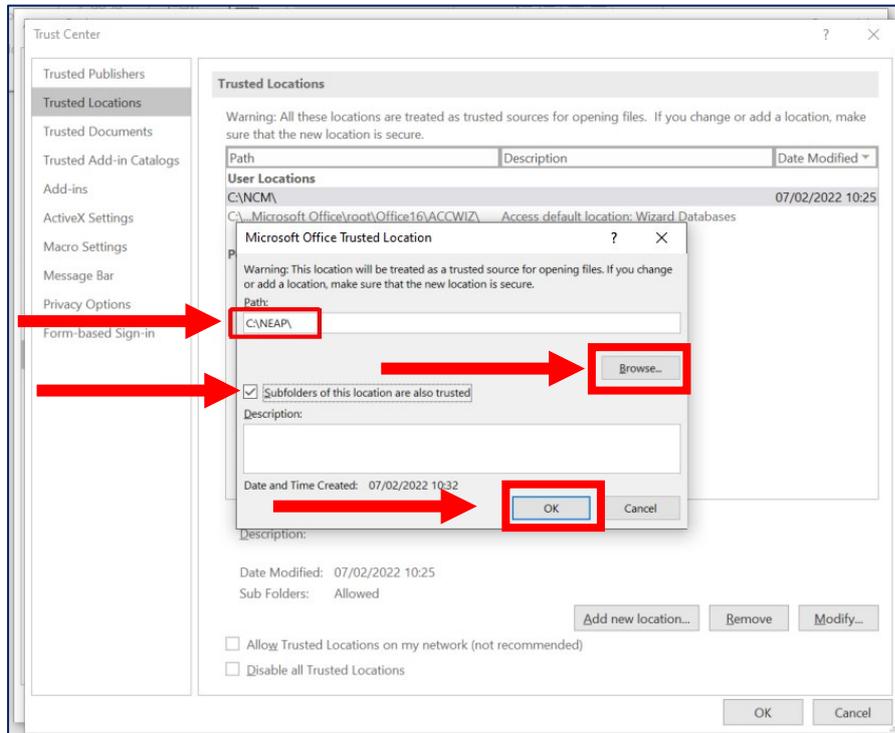This will open the **"Access Options"** options box.

3. Within **"Access Options",** select **"Trust Centre**" from the list of items in the left-hand menu, then select **"Trust Centre Settings".**

4. Within the **"Trust Centre"** box, select **"Trusted Locations"** from the list of items in the left-hand menu and then select **"Add New Locations".**

5. Within the pop-up box, select "Browse" to search for the folder **"C:\NEAP\"** and ensure the tick-box **"Subfolders of this location are also trusted"** is ticked and select **"OK."**

6. Confirm user location is updated to **"C:\NEAP\"** as displayed in the screenshot below and select **"OK."**