

FAQ: Why is there a client side error when using Clipboard manager to paste images?

## Question:

Why is there a client side error when using KWizCom Clipboard manager to paste images?

## Symptoms:

Received an error message "Cannot paste the data from your clipboard/The process cannot access the file because it's being used by another process" when using Clipboard Manager to paste images.

## Product & Version

KWizCom Clipboard Manager Standard Evaluation 11.x.xx for SharePoint 2010

## Answer:

Based on the error it seems the error is reading the HTML file. Try to troubleshooting with the following steps:

1. Please check if this file and that folder exist on the client machine.
2. Try to restart the computer, and also, check what programs are running in the background (ms word?)

***Recommend to restart PC and try it without running any other applications in the background first (just open word, copy, close word, and try to paste)***

3. Check the windows update for .NET framework is installed successfully

KWizCom Support Center

<http://support.kwizcom.com/KnowledgebaseArticle50134.aspx>