

# After selecting 'Do Not Show Again' on a pop-up message, the message continues to appear

## Summary:

After selecting 'Do Not Show Again' on a window, the message continues to appear. Dialog windows have the *Do not show again* box checked, but the window continues to display.

## Cause:

Users can suppress messages if assigned a security code for which the **Allow message suppression** check box is selected on the Authorizations tab of the System Security Codes form.

These dialog windows will continue to display if the user preferences are set to show suppressed messages.

## Solution:

Go to **Setup/ System/ User Preferences** choose the desired user and edit the **User Interface** tab, then clear the **Show suppressed messages** check box.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=47>