

## Out of Hours Trouble Shooting Overview - General Optisoft Issues

### **Error #3343: Unrecognised database format**

This error occurs when the database has been damaged. To repair, we have a utility within the Optisoft folder that can be used to try and repair the database.

To begin, shut down all of the computers on the network. Then ensure that you close down the error message on the server. Once this has been done, locate your Optisoft icon on the desktop. Right-click on it, and select Properties. Then click on Find Target or Open File Location in the bottom of the window that appeared. This will take you into the Optisoft Enterprise folder. Double-click on Data, right click on your Optisoft database (Optisoft.mdb by default), and select Copy. Click the Back button on the top navigation bar and go into the Backup folder. Right-click in the window and select New and then Folder. Name the folder something like "Broken DB ). Open the folder you just created and then right-click and choose Paste. This will create a copy of your database. Click on the Back button on the top navigation bar again, and then double click on OptiDBUtils.exe. A window will appear. In the top left, select Database, then Repair Database. A new window will appear. It will ask you to choose the database you wish to repair. Double-click on your database (Optisoft.mdb by default) and it will start repairing the database. Once complete, select Database and then Compact. Again, double-click on your Optisoft database. Once this has been completed, the system should be ready to use. If you encounter any errors when repairing or compacting, and clicking OK to them doesn't allow DBUtils to continue, then the database will need to be restored from a backup.

### **Data integrity check failure**

Follow the same steps as above to resolve this, but once the database has been repaired and compacted, the DataChecker will need to be run. This is in the same folder as OptiDBUtils.exe. Double-click on DataChecker, and it will come up with a window asking you to select your database. Double-click on your database (Optisoft.mdb by default). This will then check the database and if successful, will come up with a green window saying that it passed. If it fails, the database will need to be restored from a backup.

### **Too many till sessions are open for this till**

This occurs when a till session hasn't been correctly closed down and a new one has been opened on another PC. To resolve this, a new till will need to be created. To do this, log into Enterprise as a System Supervisor. Click on the Red Ball in the top left corner of Enterprise, and select Maintain. Then select Cash. Then select Till. Populate the fields on the screen with the information for your till. Pod can usually be left blank. Ensure that Print Receipt is selected if you use a receipt printer. Once complete, make a note of the description and then click on Save up on the top bar. Now, click on Close. Then click on Maintain, then Cash, and then Settings. At the top of the box, there's a button that says Change. Select this button, and then choose the till that you just created (using the Description that you made a note of). Click on Save, and then Close. Now you should be able to open up the till. You'll need to do this on all PCs that you use the till on.

### **Switch To / Retry message when printing**

This error message usually appears when you try to print from Enterprise. It comes up because Microsoft Word has an error message that has appeared behind Optisoft, and you need to bring that error to the front of the screen and then acknowledge it before you're able to continue. To do this, you have to use Alt-Tab on the keyboard. Hold down the Alt key (located in the bottom left of the keyboard, next to the Space Bar) and whilst holding Alt down, press the Tab key (located on the left side of the keyboard, above Caps Lock). You only need to press and release the Tab key. When you've done this, a window listing all your running applications will appear. In that list (usually little pictures) there will be one with a blue "W" in the bottom right corner of the picture. When you find it, press the Tab key a few times until the picture with the "W" is highlighted. Release Alt and Tab, and the message from Word will appear. Clicking on OK will usually allow the printing to continue.

### **Permission denied when printing documents**

This can happen when Microsoft Word hasn't closed down after completing a print. To resolve, press Ctrl - Alt - Del on the keyboard. Then click on Task Manager, and then under Processes, click on Image Name. This will sort the program names in alphabetical order. Locate Winword.exe and right-click on it and select End Process.

### **Disk or Network Error**

This error indicates that the system has lost access to the database. If this error has appeared on a workstation, then it means it is no longer able to connect to your server. Restarting the workstation usually resolves this as this will allow Windows to reconnect to the server. If this doesn't resolve the issue, then your network hardware might be faulty. There is a box with lights on it, called a Switch or a Router. Restarting both of these might allow the connections to work again. If this doesn't resolve the issue, then it may be a fault with one of these devices, and you'll need to speak with either us if we maintain your hardware, or your IT company for assistance.

### **Error 445 when using Cash**

This error can sometimes occur whilst you're using the till. If it comes up, you have to press Ctrl - Alt - Del on the keyboard, and then click on Task Manager. Under Processes, click on Image Name. This will sort the program names in alphabetical order. Locate Optisoft.exe. Right-click on it and select End Process. Click Yes to the window that appears. This will close down Enterprise. Now you can restart Enterprise and then put the transaction through again and it should work.