



General Optisoft Issues

Optisoft.NET - Unable to contact IP address

This error will prevent you from logging into Optisoft, but it's fairly easy to resolve. Close the error, and then, on the main server, click on the Windows logo at the bottom left corner. Type in Services and then press Enter on the keyboard. A window will appear. Within the pane on the right, scroll down until you get to Optisoft Log-on Service. Right-click on the Optisoft Log-on Service, and select Start. A progress bar will appear and the service will start. Once it has started up successfully, you can then re-open Optisoft.NET and it will load up.

Optisoft Enterprise - 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.

Optisoft Enterprise - 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.

Optisoft Enterprise - 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.

Optisoft Enterprise - 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.

Optisoft Enterprise - 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.

Optisoft Enterprise / OptomNotes - 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.

Optisoft Enterprise - 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.

OptomNotes - Unable to open OptomNotes

This error occurs when there's a database corruption. A database repair should resolve the issue. It's advisable to do a backup of the system prior to the repair, but please use a backup disk that hasn't been backed up to within the last three days. Once you've taken a backup, you can run a database repair. To do this, you'll need to make sure OptomNotes isn't running on any of the other PCs first. Then, on the main OptomNotes PC (where you run your backups), right-click on the OptomNotes icon, select Open File Location, and then double-click on the DBUtils folder that's on the screen. Then double-click on OptomNotesDBUtils.exe. A window will appear on the screen. Select Database in the top left corner, and then click on Repair and Compact Database. A new window will appear. Your database (usually called Optom.mdb) should show up in the list. Double-click on this and the repair process will start. This process can take a while to run, but it needs to carry out the tasks it needs to do so please don't interrupt it otherwise it can cause further database issues. Once it has completed, you can close the windows down and then reload OptomNotes. It should now load up without issues.