
Troubleshooting

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Chapter 1

Troubleshooting Alert Messages Overview

We at MYOB UK put a great deal of effort into testing MYOB Accounting Plus in various environments and situations to ensure the highest quality possible in the final product that ends up on your computer. As is the case with any type of machine, however, your computer system and related tools can fail unexpectedly from causes that no quality assurance programme can anticipate.

This information is based upon our experience in troubleshooting problems that may occur when you're using MYOB Accounting Plus. If you encounter any alert messages while you're using MYOB Accounting Plus, check this information before you call the MYOB Accounting Plus technical support group; you may find the solution to your problem right here.

Causes and precautions

Interruptions to your computer due to a power failure, a power surge or a user mistakenly turning off the workstation, for example, can damage a company file.

If you experience an interruption, as a safeguard, we suggest that you use the MYOB Accounting Plus Optimisation Assistant to optimise your company file. Although the Optimisation Assistant is designed to make your company file more efficient, it also is capable of fixing certain types of company file corruption. We recommend that you use the Optimisation Assistant on a regular basis to keep your company file operating at its peak.

You can find the Optimisation Assistant in the MYOB Accounting Plus folder that was created in the Programmes folder on your Start menu when you installed MYOB Accounting Plus.

If you're able to optimise the file without errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your company file is in its "healthiest" form. You can find the Verify Company File command under the File menu when you're working with Accounting Plus. For more information about optimising and verifying your company file, see "Your Company File Overview" on page 682.

Back up on a regular basis!

We *strongly* recommend that you back up your data on a regular basis

Because, as with all machines, computers are capable of failure, you need to ensure the information you enter into your computer is safe; without this security, all the information you've ever entered could disappear in a moment, never to be recovered. We strongly recommend that you back up your MYOB Accounting Plus company file on a regular basis.

You can use the MYOB Accounting Plus Backup command to automatically create a backup of your company file, and you can use the MYOB Accounting Plus Restore command to restore a backup file you previously created using the MYOB Accounting Plus Backup command. If you don't want to use the Accounting Plus Backup and Restore commands, other software programmes are available that automate the entire process of making backups.

For more information about backing up and restoring company files, see "Backing up company files" on page 684 and "Restoring company files" on page 688.

Alert messages (in alphabetical order)

A network error xxx has occurred.

A network error xxx has occurred. Unable to send message to yyy

An error occurred when/while...

Another user is currently backing up this company file. Unable to sign on at this time; please try again later.

I cannot find the MYOB Accounting Plus company file named Widgets.pls

Index 38

MYOB Accounting Plus was unable to register on the network.
Please restart your computer to restore network services.

Network services are not available.

Network services, which are required for multi-user access, could not be initialised...

No more than 10 company files in any folder may be opened at one time.

Someone else has already signed on with the same User ID...

Termination Code...

The company file you've selected is a BESTBOOKS company file...

The company file you have selected is an MYOB company file...

The file you have chosen is not an Accounting Plus company file.

The company file you have selected is Version x. Accounting Plus requires Version y files...

The company file you have selected is customised for (country).
This version of MYOB Accounting Plus is for use in .

“The protocol you have selected cannot be found on your system” on page 967

This file is damaged and cannot be used.

Unable to access company file

Unable to open file; file may be locked or in use, or access privileges may be incorrect...disk may be full.

WARNING: You have room to store only x more characters of information on your disk.

You have reached the maximum number of simultaneous users allowed under your MYOB Accounting Plus Workstation Licence...

Other situations without an alert message

You can't start MYOB Accounting Plus or open a company file

You can't find your company file

Chapter 2

Alert messages

▶ **A network error xxx has occurred.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: An error has unexpectedly occurred on the network; it has caused your workstation to stop accessing your company file properly. Most likely, this was caused by an event (such as a system crash) that occurred on a different workstation that was accessing the same company file.

Solution: Click OK to clear this message. MYOB Accounting Plus will shut down. Start MYOB Accounting Plus and attempt to open the company file again. If other users also received alert messages at the same time, be sure all users exit MYOB Accounting Plus before starting MYOB Accounting Plus again.

▶ **A network error xxx has occurred. Unable to send message to yyy**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: An error has occurred on the network and no more messages will be sent to the user mentioned in the error for the remainder of the session.

The alert message indicates an interruption of network communication. The problem may be with the workstation receiving the alert message, the workstation mentioned in the alert message or the network in general. The interruption can occur for many reasons, including an improper exit from MYOB Accounting Plus or a network malfunction. Also, some workstations are equipped with an energy-saving feature that may power down the workstation after a set amount of time. This also may have caused the workstation to appear to lose communication with the network.

Solution: In order to again send messages to the user mentioned in the alert, all current users of the company file must exit the company file simultaneously and then re-open the company file.

We also recommend that you refer to the “Networking with MYOB Accounting Plus Overview” on page 707 for tips on how to give MYOB Accounting Plus and your network a performance checkup. Refer to the topic, Optimising your network to ensure that MYOB Accounting Plus runs at peak performance.

Interruptions of network communications can damage a company file, and while this alert doesn’t necessarily mean the file has been damaged, you may wish to use the MYOB Accounting Plus Data Optimisation Assistant to optimise your file. You can find the Optimisation Assistant in the MYOB Accounting Plus folder that was created in the Programmes folder of your Start menu when you installed MYOB Accounting Plus. If you’re able to optimise the file without errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your company file is in its “healthiest” form. You can find the Verify Company File command under the File menu of MYOB Accounting Plus.

► **An error occurred when/while...**

If you haven’t already done so, we suggest you read the “Troubleshooting Alert Messages Overview” on page 955.

Situation: A serious error occurred during the process that’s displayed in this message. This alert message may appear when you attempt to open an MYOB Accounting Plus company file that was damaged due to a computer interruption the last time you used it. For example, if you mistakenly turned off your workstation while changes were being saved in your company file, the file could have become damaged. Power failures and network errors can also damage company files.

Solution: You may be able to repair the file using the MYOB Accounting Plus Data Optimisation Assistant. You can find the Optimisation Assistant in the MYOB Accounting Plus folder that was created in the Programmes folder of your Start menu when you installed Accounting Plus.

If you’re able to optimise the file without further errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your company file is in its “healthiest” form. You can find the Verify Company File command under the MYOB Accounting Plus File menu.

If the Optimisation Assistant or the Company File Verification indicates that the problem can't be repaired, you must use the most recent backup of your company's data. Regrettably, any entries that you made since the most recent backup will need to be reentered. To learn more about restoring a backup of your company file see "Restoring company files" on page 688.

It's difficult to prevent company files from being damaged by forces outside of your control, but there are some things you can do to avoid this situation in the future. One of the best investments you can make is in an uninterruptable power supply (UPS), sold at most computer stores. UPS units help prevent power surges and other electrical anomalies from harming your company's computers.

▶ **Another user is currently backing up this company file. Unable to sign on at this time; please try again later.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: You attempted to open a company file that is currently being backed up. Only one person can be accessing a company file during the backup process.

Solution: Wait until the backup process is done, then open the company file.

▶ **I cannot find the MYOB Accounting Plus company file named Widgets.pls**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: This alert message appears when you click the button labeled **Explore the sample company** in the Welcome to MYOB Accounting Plus window and the sample set of books isn't stored in the same location as your MYOB Accounting Plus programme.

The sample company file is named Widgets.pls A few solutions are available for this situation:

Solution No. 1: If you know the actual location of the sample company file, click the Follow Me button in this message to open the Open window. Use the Open window to locate the sample company file.

Solution No. 2: If you know that the sample company file's name was changed, click the Cancel button in this message. Switch to Windows Explorer, then change the name of the sample company file back to its proper name (Widgets.pls).

▶ **Index 38**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: This message may appear when you try to open a company file. It indicates that the company file was damaged in a prior MYOB Accounting Plus session.

Solution: You may be able to repair the file using the MYOB Accounting Plus Data Optimisation Assistant. You can find the Optimisation Assistant in the MYOB Accounting Plus folder that was created in the Windows Programmes folder of your Start menu when you installed MYOB Accounting Plus. If you're able to optimise the file without further errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your company file is in its "healthiest" form. You can find the Verify Company File command under the MYOB Accounting Plus File menu.

If the Optimisation Assistant or the Data Verification Utility indicates that the problem can't be repaired, you'll need to restore your most recent backup to continue working in MYOB Accounting Plus. Regrettably, any entries that you made since the most recent backup will need to be reentered. To learn more about restoring a backup of your company file see "Restoring company files" on page 688.

▶ **MYOB Accounting Plus was unable to register on the network. Please restart your computer to restore network services.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The MYOB Accounting Plus software on your computer isn't communicating properly on your company's peer-to-peer network.

Solution: You'll probably need to restart your workstation to repair the network problem that occurred. Before you do this, however, click OK to clear this message. Another message, **Network services, which are required for multi-user access, could not be initialised**, will appear. See the description of that message later in this section to continue.

▶ **Network services are not available.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The MYOB Accounting Plus software on your computer isn't communicating properly on your company's peer-to-peer network.

Solution: Click OK to clear this message. Another message, **Network services, which are required for multi-user access, could not be initialised**, will appear. See the description of that message later in this section to continue.

▶ **Network services, which are required for multi-user access, could not be initialised..**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The MYOB Accounting Plus software on your computer isn't communicating properly on your company's peer-to-peer network. This message occurs if software that's needed to support the NetBIOS, NetBEUI or TCP/IP protocols hasn't been properly installed on your workstation.

Solution: MYOB Accounting Plus must be used on a network that supports the NetBIOS, NetBEUI or TCP/IP protocols. If your network currently doesn't support these protocols, you must install (or re-install) one of them.

For additional information about setting up your network properly for MYOB Accounting Plus see "Networking with MYOB Accounting Plus Overview" on page 707.

▶ **No more than 10 company files in any folder may be opened at one time.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: You may receive this message when you attempt to open an MYOB Accounting Plus company file. While it's unlikely there are actually 10 company files open in your MYOB Accounting Plus folder, this message indicates there are 10 lock files in the folder, and only 10 lock files can be created in one folder.

MYOB Accounting Plus tracks users' IDs as users enter and exit MYOB Accounting Plus in a file named lockxxxx.flk. One lock file is created in the folder where a company file is located when the first user opens a company file; this one file tracks all the users of the company file. The lock file is removed when the last user exits the company file, but if a company file is closed incorrectly, the lock file may not be removed.

Solution: You may wish to have your system administrator perform this task since he or she is familiar with the configuration of your network and may be better prepared to respond to this situation.

The 10 lock files must be removed manually. To begin, all current users of the MYOB Accounting Plus company file must exit the company file. To remove the lock files, at the workstation where your company file is located, find the folder that contains your MYOB Accounting Plus company file. (Use Windows Explorer.) Double-click the folder to display the contents of the folder. Locate the files named lock0001.flk through lock0010.flk and delete them. You should then be able to open the company file.

This error indicates that the company file has been closed incorrectly 10 times. Improper exits—using CTRL+ALT+DELETE, mistakenly turning off your workstation while changes are being saved in your company file or experiencing power failures—can damage a company file. We suggest that you use the MYOB Accounting Plus Data Optimisation Assistant to optimise your file. You can find the Optimisation Assistant in the MYOB Accounting Plus folder that was created in the Programmes folder of your Start menu when you installed MYOB.

If you're able to optimise the file without errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your company file is in its "healthiest" form. You can find the Verify Company File command under the MYOB Accounting Plus File menu.

► **Someone else has already signed on with the same User ID...**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: A person at a different workstation has already opened this company file with the user ID that you entered in the User ID field of the Sign-on window. A user ID can be used by only one person at a time.

Solution: Either enter a different user ID in the User ID field of the Sign-on window or wait until the person using the user ID you wish to use closes the company file.

If nobody else is currently using the user ID you wish to use, it's possible that the company file was closed incorrectly the last time this user ID was used. If this is the case, all current users of the company file must close the company file and then reopen the file. You should then be able to open the company file with this user ID again.

► Termination Code...

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: Most termination codes are displayed to warn you that your MYOB Accounting Plus company file may be damaged. Others may indicate a problem within your network. (Please see also the following alert message.) If a termination code message appears that doesn't clearly explain to you the problem that's occurred, be sure to write down the complete message, including any numbers that may follow it. This information will be extremely important in determining the nature and severity of the problem, if you aren't able to repair the problem yourself and need to call the MYOB Accounting Plus technical support group.

Solution: Use the MYOB Accounting Plus Data Optimisation Assistant to optimise your file. Although the Optimisation Assistant is designed to make your company file more efficient, it also is capable of fixing certain types of company file corruption.

You can find the Optimisation Assistant in the MYOB Accounting Plus folder that was created in the Programmes folder of your Start menu when you installed MYOB Accounting Plus. If you're able to optimise the file without further errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your company file is in its "healthiest" form. You can find the Verify Company File command under the File menu of MYOB Accounting Plus.

If the Optimisation Assistant or the Data Verification Utility indicates that the problem wasn't repaired, you'll need to restore your most recent backup. (If this is the case, be sure to optimise and verify the backup

company file, as well, to be sure the problem didn't exist before you made the backup.) Before restoring a backup, however, we suggest that you call the MYOB Accounting Plus technical support group to be sure this step is necessary. Since any transactions or records you entered after you made the backup will have to be reentered, restoring a backup should be done only after other options have been exhausted.

If you are repeatedly receiving termination codes while using MYOB Accounting Plus, we suggest that you call the MYOB Accounting Plus technical support group to discuss your situation.

▶ **The company file you've selected is a BESTBOOKS company file...**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The company file you attempted to open is a BESTBOOKS company file, and can't be used by MYOB Accounting Plus in its present form.

Solution: Be sure the company file you attempted to open is the company file you want. If you're sure the file is correct, you'll need to upgrade the company file using the MYOB Accounting Plus Upgrade Assistant.

▶ **The company file you have selected is an MYOB company file...**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The company file you attempted to open is a version previous to the current version and it can't be used by MYOB Accounting Plus Version 11 in its present form.

Solution: Be sure the company file you attempted to open is the company file you want. If you're sure the file is correct, you'll need to upgrade the company file using the MYOB Accounting Plus Upgrade Assistant.

▶ **The file you have chosen is not an Accounting Plus company file.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The file you attempted to open isn't a valid MYOB Accounting Plus company file, and can't be used by the version of MYOB Accounting Plus on your workstation.

Solution: You can't open this file using MYOB Accounting Plus. Click OK to close this message, then attempt to open a valid MYOB Accounting Plus company file.

▶ **The company file you have selected is Version *x*. Accounting Plus requires Version *y* files...**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The company file you attempted to open is from an older version of MYOB Accounting Plus, and can't be used by the version of MYOB Accounting Plus on your workstation.

Solution: Be sure the company file you attempted to open is the company file you want. If you're sure the file is correct, you'll need to upgrade the company file using the MYOB Accounting Plus Upgrade Assistant.

▶ **The company file you have selected is customised for (*country*). This version of MYOB Accounting Plus is for use in .**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The company file you attempted to open can't be used by version of MYOB Accounting Plus.

▶ **The protocol you have selected cannot be found on your system**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The protocol you selected, after selecting Multi-user Access in the Sign-on window, isn't available on your computer.

Solution: Select another protocol. NetBIOS, NetBEUI or TCP/IP protocols must be installed on the computer where MYOB Accounting Plus is installed if you wish to open Accounting Plus in multi-user mode. If your system currently doesn't support one of these protocols, you must install (or re-install) one of them.

For additional information about setting up your network properly for MYOB Accounting Plus see "Networking with MYOB Accounting Plus Overview" on page 707.

▶ **This file is damaged and cannot be used.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: A serious error exists in this company file. This alert message may appear when you attempt to open an MYOB Accounting Plus company file that was damaged due to a computer interruption the last time you saved changes to it. For example, if you mistakenly turned off your workstation while changes were being saved in your company file, the file could have become damaged. Power failures and network errors can also damage company files. Unfortunately, when a company file is damaged in this way, the file is no longer usable.

Solution: To continue working in MYOB Accounting Plus, you must use the most recent backup of your company's data. Regrettably, any entries that you made since the most recent backup will need to be reentered. To learn more about restoring a backup of your company file see "Restoring company files" on page 688.

▶ **Unable to access company file**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The message indicates that you are unable to read or write to the company file. You may have lost your connection to the network; the loss of connection can be temporary or permanent. The hard disk of the workstation on which your company file is located may have very little free space, or the hard disk may be damaged.

Solution: Be sure there is enough free space on the hard disk where the company file is located. Use a disk utility to check the condition of the hard disk, and defragment the hard disk if necessary. Check network connections and perform other network diagnostics. You may want to

discuss this situation with your system administrator since he or she is familiar with the configuration of your network and may be better prepared to respond to this situation.

▶ **Unable to open file; file may be locked or in use, or access privileges may be incorrect...disk may be full.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: This message may appear for a number of reasons. Possible causes might be that the company file is locked, access privileges for the company file is stored may be incorrect, or there may not be enough room on the workstation where the company file is stored. You might also receive this message if a person at a different workstation is performing a function with MYOB Accounting Plus that requires that only one workstation access the company file during that function.

Solution: Check to see that you have given full (read/write) access to the folder where your company file is located; in other words, be sure that all workstations are allowed to make changes to the file within the location you selected for the company file.

If you have very little room on the hard disk where your company file is stored, remove some items from the workstation. You may also want to consider increasing the size of the workstation's hard disk, since your company file will probably continue to increase in size over time.

If another workstation is performing a single-user function, simply wait for the function to be completed, and then open the company file.

▶ **WARNING: You have room to store only x more characters of information on your disk.**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The hard disk of the workstation on which your company file is located has very little free space. You won't be able to enter much (if any) more information in your company file until more free space is available on the workstation's hard disk.

Solution: Remove some items from the workstation on which the company file is located. You may also want to consider increasing the size of the workstation's hard disk, since your company file will probably continue to increase in size over time.

▶ **You have reached the maximum number of simultaneous users allowed under your MYOB Accounting Plus Workstation Licence...**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: The maximum number of users is already accessing this company file. You can't open this company file at this time.

Solution: Wait until one of the users accessing the company file stops using the company file. If you encounter this message frequently, you may wish to purchase additional workstation licences to increase the number of simultaneous users of the company file.

The Active Workstations window allows you to see which users are currently accessing a particular company file. This window also shows the number of workstations licenced. To open the Active Workstations window, choose Active Workstations from the File menu on one of the workstations already accessing the company file.

If the number of simultaneous users allowed under your MYOB Accounting Plus licence has not been reached, it's possible that the company file was closed incorrectly the last time one of the users exited MYOB Accounting Plus. To repair this situation, all current users of the company file must close the company file and then reopen the company file. You should then be able to open the company file with this user ID again.

▶ **You can't start MYOB Accounting Plus or open a company file**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

Situation: You tried to start MYOB Accounting Plus or open a company file, but you weren't successful.

Solution: Please try again. Oftentimes, a coworker will have displayed a window within MYOB Accounting Plus that's used to perform a sensitive task; a number of these windows require that no one else be using MYOB Accounting Plus while the window is being used. (This function, known as file locking or Smart Conflict Resolution, is done to protect your accounting information from possible damage while tasks like backing up or importing information are being performed.) If you try to start MYOB Accounting Plus again, you'll often find that your coworker has finished his or her task and you'll be able to access the programme.

► **You can't find your company file**

If you haven't already done so, we suggest you read the "Troubleshooting Alert Messages Overview" on page 955.

This situation occurs when you click the **Open your MYOB Accounting Plus company file** button in the Welcome to MYOB Accounting Plus window and your company file's name doesn't show up in the Open window that appears. This situation could be a result of many causes:

Situation #1: Your company file is in a location that's different than where your MYOB Accounting Plus programme is stored. When the Open window appears, only the company files stored in the same location as your MYOB Accounting Plus programme will be displayed. If your company file is somewhere else on your network, you'll need to locate the file using the Open window before you can open it.

Solution: You can use the Open window to "navigate" around the folders and files on your workstation's hard disk, as well as on your company's network. The Open window is a standard "open file" window (sometimes known as a *dialogue box*); if you need additional help in these types of windows, refer to your computer's documentation.

Situation #2: You're not sure what your company file is named.

Solution: When you created or upgraded your company file, you provided a name for the file. Unfortunately, we can't tell you what you named your company file. You might want to review the names of the files that appear when you click the **Open your MYOB Accounting Plus company file** button in the Welcome to MYOB Accounting Plus window; it's possible that you'll remember the file's name when you see it. You can also search the workstation for files whose extension is ".PLS."

Situation #3: Your company file was inadvertently deleted.

Solution: If your company file has been removed, you'll need to restore your most recent backup of your company file. To learn more about restoring a backup of your company file see "Restoring company files" on page 688. Be sure to place the restored backup in the proper location on your network when you're finished restoring it.

If you don't have a backup, or if your latest backup is too old to be usable, you might want to consider attempting to use an "undelete" software programme that can sometimes retrieve deleted files. If such a programme doesn't help, however, you'll then need to re-create the company file from scratch.