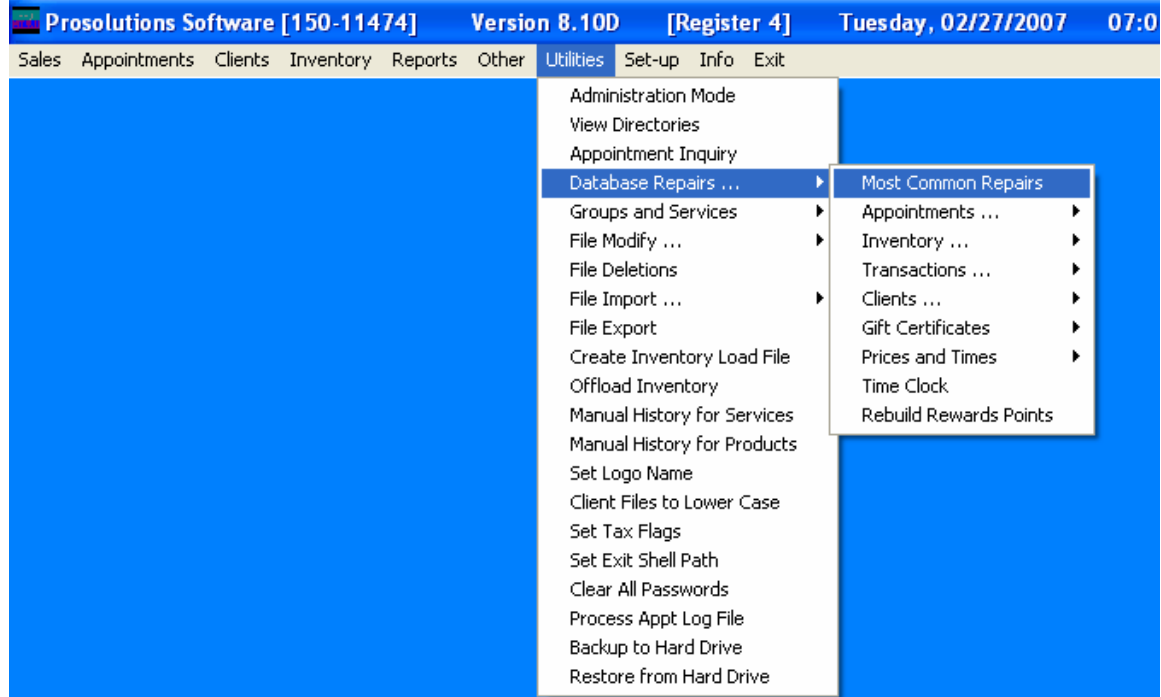
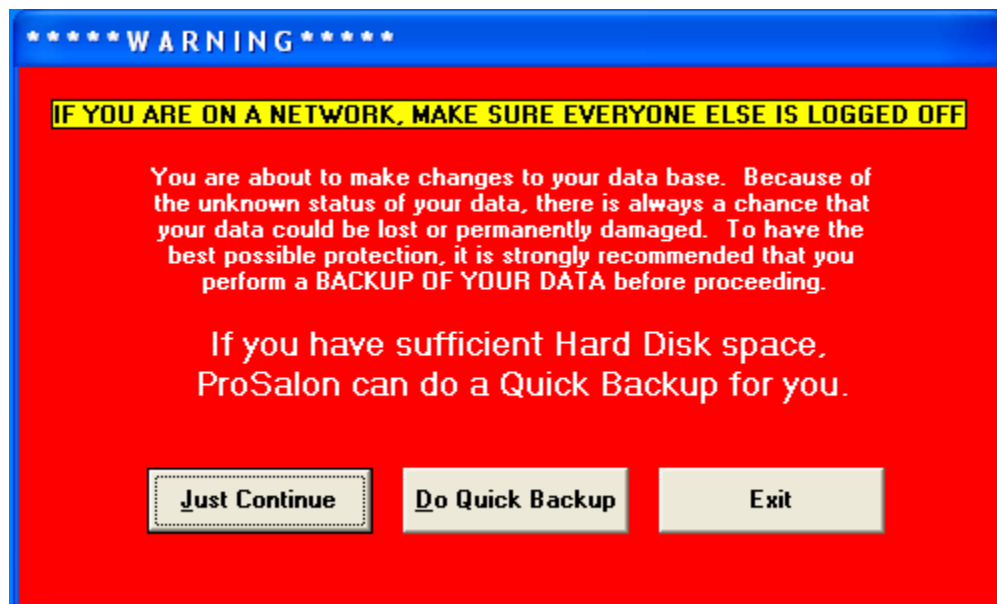


HOW TO FIX THE MESSAGE ‘UNABLE TO LOCATE OPEN TRANSACTION....’

You will need to go to Utilities/Database Repairs/Most Common Repairs.



From here you will need to select the “do quick backup” option at the red warning screen.



Once the backup is complete you will be directed to the most common repairs screen. Within this screen simply put a checkmark in “pos transactions” and select “do repairs only” at the bottom right hand side of the screen and click “Start.”

MOST COMMON DATA BASE REPAIRS

Check each of the repairs listed below that you would like to do, then press "Start".

POS Transactions

Inventory Set Description to Proper Case

Purchase Orders

Vendor and UPC Cross Reference File

Client History

Client Lookup

Client Notes

Client Formulas

Appointments **Waiting List**

Series

Select ALL

Scheduler

Run repairs:

Date Time

Report Options

Repair and print report **Do repairs only**

Ready

When the repairs are complete, you will get a message saying "all repairs completed" in blue at the bottom of the screen, simply cancel out, and try to close out again.

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