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We at MYOB US 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 program can anticipate.

The information in this chapter 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 chapter before you call the MYOB Accounting Plus technical support group; you may find the solution to your problem right here.

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

You can find the Optimization Wizard in the MYOB Accounting Plus folder that was created in the Programs folder on your Start menu when you installed MYOB Accounting Plus.

If you're able to optimize the file without errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your data file is in its "healthiest" form. You can find the Verify Data File command under the File menu when you're working with Accounting Plus. For more information about optimizing and verifying your data file, see [Your Data File Table of Contents](#).

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The file you have chosen is not an MYOB Accounting Plus data file.

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

The data file you have selected is customized for (country). This version of MYOB Plus is for use in the United States.

The file name may not contain an '!'. Please choose a different name.

The path to the file may not contain an '!'. Please choose a different folder.

This file is damaged and cannot be used.

Unable to access data 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 License...

Other situations without an alert message

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

You can't find your company's data file

Keyword: errors, error messages
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Warning: 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 data file on a regular basis.

You can use the MYOB Accounting Plus Backup command to automatically create a backup of your data 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 programs are available that automate the entire process of making backups.

For more information about backing up and restoring data files, see [Backing up and restoring data files](#).

A network error xxx has occurred.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: An error has unexpectedly occurred on the network; it has caused your workstation to stop accessing your data 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 data file.

Solution: Click OK to clear this message. MYOB Accounting Plus will shut down. Start MYOB Accounting Plus and attempt to open the data 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.

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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](#).

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 data file must exit the data file simultaneously and then re-open the data file.

We also recommend that you refer to the [Networking with MYOB Accounting Plus Overview](#) for tips on how to give MYOB Accounting Plus and your network a performance checkup. Refer to the topic, [Optimizing your network to ensure that Accounting Plus runs at peak performance](#).

Interruptions of network communications can damage a data file, and while this alert doesn't necessarily mean the file has been damaged, you may wish to use the MYOB Accounting Plus Data Optimization Wizard to optimize your file. You can find the Optimization Wizard in the MYOB Accounting Plus folder that was created in the Programs folder of your Start menu when you installed MYOB Accounting Plus. If you're able to optimize the file without errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your data file is in its "healthiest" form. You can find the Verify Data File command under the File menu of MYOB Accounting Plus.

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

An error occurred when/while...

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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 data 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 data file, the file could have become damaged. Power failures and network errors can also damage data files.

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

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

If the Optimization Wizard or the Data 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 data file see [Restoring backed-up data files](#).

It's difficult to prevent data 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.

An error occurred when/while...

Another user is currently backing up this data 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](#).

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

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

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

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I cannot find the MYOB Accounting Plus data file named Widgets, Inc..

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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 program.

The sample data file is named Widgets, Inc.PLS.A few solutions are available for this situation:

Solution #1: If you know the actual location of the sample data file, click the Follow Me button in this message to open the Open window. Use the Open window to locate the sample data file.

Solution #2: If you know that the sample data file's name was changed, click the Cancel button in this message. Switch to Windows Explorer, then change the name of the sample data file back to its proper name (Widgets, Inc.PLS).

I cannot find the MYOB Accounting Plus data file named Widgets, Inc..

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If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: This message may appear when you try to open a data file. It indicates that the data 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 Optimization Wizard. You can find the Optimization Wizard in the MYOB Accounting Plus folder that was created in the Windows Programs folder of your Start menu when you installed MYOB Accounting Plus. If you're able to optimize the file without further errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your data file is in its "healthiest" form. You can find the Verify Data File command under the MYOB Accounting Plus File menu.

If the Optimization Wizard 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 data file see [Restoring backed-up data files](#).

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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](#).

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 initialized**, will appear. See the description of that message later in this section to continue.

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

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Network services are not available.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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 initialized**, will appear. See the description of that message later in this section to continue.

Network services are not available.

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

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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](#).

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

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No more than 10 data 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](#).

Situation: You may receive this message when you attempt to open an MYOB Accounting Plus data file. While it's unlikely there are actually 10 data 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 data file is located when the first user opens a data file; this one file tracks all the users of the data file. The lock file is removed when the last user exits the data file, but if a data 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 data file must exit the data file. To remove the lock files, at the workstation where your data file is located, find the folder that contains your MYOB Accounting Plus data 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 data file.

This error indicates that the data 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 data file or experiencing power failures-can damage a data file. We suggest that you use the MYOB Accounting Plus Data Optimization Wizard to optimize your file. You can find the Optimization Wizard in the MYOB Accounting Plus folder that was created in the Programs folder of your Start menu when you installed MYOB. If you're able to optimize the file without errors, we recommend that you then use the MYOB Accounting Plus Data Verification Utility to be sure your data file is in its "healthiest" form. You can find the Verify Data File command under the MYOB Accounting Plus File menu.

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

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](#).

Situation: A person at a different workstation has already opened this data 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 data file.

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

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

Termination Code...

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: Most termination codes are displayed to warn you that your MYOB Accounting Plus data 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 Optimization Wizard to optimize your file. Although the Optimization Wizard is designed to make your data file more efficient, it also is capable of fixing certain types of data file corruption.

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

If the Optimization Wizard 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 optimize and verify the backup data 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 US technical support group to discuss your situation.

Termination Code...

The data file you have selected is a BESTBOOKS data file...

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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

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

The data file you have selected is a BESTBOOKS data file...

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

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: The data file you attempted to open is a Version 7.5 or earlier data file, and it can't be used by MYOB Accounting Plus Version 10 in its present form.

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

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

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The file you have chosen is not an MYOB Accounting Plus data file.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: The file you attempted to open isn't a valid MYOB Accounting Plus data 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 data file.

The file you have chosen is not an MYOB Accounting Plus data file.

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

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: The data 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 data file you attempted to open is the data file you want. If you're sure the file is correct, you'll need to upgrade the data file using the MYOB Accounting Plus Upgrade Wizard.

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

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The data file you have selected is customized for (country). This version of MYOB Plus is for use in the United States.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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

Solution: Be sure the data file you attempted to open is an MYOB Accounting Plus data file, and that it's the data file you want to open. If you're sure the file is correct, you'll need to obtain a version of MYOB Accounting Plus that is customized for the country mentioned in the message.

The data file you have selected is customized for (*country*). This version of MYOB Plus is for use in the United States.

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The file name may not contain an '!'. Please choose a different name.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: You attempted to create a data file whose name contained an exclamation point (!). MYOB Accounting Plus data file names can't contain exclamation points.

Solution: Enter a different name for the data file. Be sure to avoid using an exclamation point in the name.

The file name may not contain an '!'. Please choose a different name.

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The path to the file may not contain an `!`. Please choose a different folder.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: You attempted to create a data file in a folder whose name contained an exclamation point (!). MYOB Accounting Plus data files can't be stored in folders whose names contain exclamation points.

Solution: Enter a different location for the data file. Be sure to choose a folder whose name doesn't have an exclamation point.

The path to the file may not contain an `!`. Please choose a different folder.

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This file is damaged and cannot be used.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: A serious error exists in this data file. This alert message may appear when you attempt to open an MYOB Accounting Plus data 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 data file, the file could have become damaged. Power failures and network errors can also damage data files. Unfortunately, when a data 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 data file see [Restoring backed-up data files](#).

This file is damaged and cannot be used.

Unable to access data file

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: The message indicates that you are unable to read or write to the data 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 data 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 data 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 access data file

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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](#).

Situation: This message may appear for a number of reasons. Possible causes might be that the data file is locked, access privileges for the data file is stored may be incorrect, or there may not be enough room on the workstation where the data 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 data file during that function.

Solution: Check to see that you have given full (read/write) access to the folder where your data 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 data file.

If you have very little room on the hard disk where your data 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 data 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 data 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.

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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

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

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

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

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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

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

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

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

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

Other situations without an alert message

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

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

Situation: You tried to start MYOB Accounting Plus or open a data 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 program.

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

You can't find your company's data file

If you haven't already done so, we suggest you read the [Troubleshooting Alert Messages Overview](#).

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

Situation: Your company's data file is in a location that's different than where your MYOB Accounting Plus program is stored. When the Open window appears, only the data files stored in the same location as your MYOB Accounting Plus program will be displayed. If your data 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 *dialog box*); if you need additional help in these types of windows, refer to your computer's documentation.

Situation: You're not sure what your data file is named.

Solution: When you created or upgraded your company's data file, you provided a name for the file. Unfortunately, we can't tell you what you named your data file. You might want to review the names of the files that appear when you click the **Open your MYOB Accounting Plus data 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: Your company's data file was inadvertently deleted.

Solution: If your data file has been removed, you'll need to restore your most recent backup of your data file. To learn more about restoring a backup of your data file see [Restoring backed-up data files](#). 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 program that can sometimes retrieve deleted files. If such a program doesn't help, however, you'll then need to re-create the data file from scratch.

You can't find your company's data file