Multiware Software DATA REPAIRS

Sage 50 / Peachtree problems, errors and data damage that we can repair:

File problems:
- "IO Error in file _____. Error Reading or Writing to the file."
- "Fatal Error Opening…" (file name)
- "There was an error opening…" (file name)
- Error 22
- Error 13
- Error 54
- Files reported "too many records"
- "You must have the OwnerID to open file"
- One or more files is missing, the message may read "Could not find file _____DAT. Do you want to create a brand new, empty file?"
- "Error in Module __ in General.dat"
- There was an error opening ConnCo.dat.
- Your drive crashed but files were recovered, but now there are some problems with the data, or you can't open the company.

Security Problems:
- "Unable to determine security privileges" errors
- You can't change a user's password
- You can't add a user account

Conversion (upgrade) problems:
- Conversion (upgrade) from one PT version to another fails (for example, couldn't convert from PT 2005 to Sage 50 2014)
- Upgrading results in data problems

Problems closing a year:
- Can't close a year
- After closing a year, there are data or period problems.

Problems backing up:

- Backup fails when trying to access a particular file

Data Verification problems:

- Data Verification fails
- Data Verification reports problems and attempts to fix them but the result is imperfect.

Purging problems:

- Transactions won't purge for any of the following reasons:
  - "Reason: Has too many related transactions"
  - "Reason: Not fully paid/applied. "
  - "Reason: Related transaction could not be purged"
  - "Reason: Could not purge related trans Purchase Order Journal"
  - "Reason: Could not purge related trans Sales Order Journal"
  - "Reason: Could not purge related trans Purchase Journal"
  - "Reason: Could not purge related trans Sales Journal"
  - "Reason: Could not purge related trans Cash Receipts Journal"
  - "Reason: Could not purge related trans Cash Disbursements Journal"
- Transactions won't purge because they contain items for which the quantity on hand is not zero
- A purge hangs and won't finish

Data Problems:

- Vendor, Customer, or Line Item history is missing or incorrect.
- Vendor or Customer balances owed are wrong.
- A/P or A/R Aged totals don't agree with the Balance Sheet
- Footing errors ("Account ____ in General Ledger doesn't foot in period __" or "At least one damaged transaction has been found in account _____ in the period beginning _____".
- GL (General Ledger) report has totals but no transactions
- GL report has wrong beginning balances for one or more periods and one or more accounts.
- Missing totals in GL report for older periods
- Trial Balance report shows that accounts are out of balance
- Transactions or Journal Entries are out of balance.
- Transactions won't post
- There are unposted transactions in closed years.
- There are open Purchase Orders or Sales Orders in closed years.

- You can't add a new maintenance record (customer or vendor or line item or job or employee)
- You can't add a new transaction
- Customers appear on the Aged Receivables report even though they have no balance due and no activity.
- Data is missing (missing transactions or line items, customer, vendors, employees, jobs)

Other Problems:

- Drop downs don't display all the items (or customers, or vendors, or employees or jobs) or freezes as you scroll down through the list
- Reports won't open
- The program crashes or freezes when you open certain forms or reports