

CC - General

[Louise_Holmes](#) [Sign Out](#) [My Settings](#) [Help](#)

[MYOB Community](#) [Certified Consultants - NZ](#) [CC - General](#) **Re: Premier 10 hangs after completing a verify pro...** (0)

[Topic Options](#)

[Message Listing](#) [Previous Topic](#) [Next Topic](#)

Mike_James
Super Contributor



Posts: 353
Registered: 08-05-2007

Premier 10 hangs after completing a verify process [New]

02-09-2009 10:33 AM

A client reported this problem to me this morning. The Verify process completes properly, the "No errors were found" message appears, they click the OK button and the program then hangs. (The hourglass appears and the screen goes white. They have tried this on two separate machines (the data file is on a server).

The first time this happened Premier threw an error a little while after verifying, the application error being "Premier must close...Please tell Microsoft about this problem...etc". Now they get the white screen. Has anyone seen this before? Any suggestions?

They are using Premier 10 - of course I will encourage them to upgrade, but will it fix the problem??

Regards
Mike
DataWise Limited
www.datawise.co.nz - Custom Reporting and Forecasting with MYOB
Email: mike@you-know-where

Message 1 of 5 (47 Views)

jennie_kingma
Regular Contributor



Posts: 108
Registered: 28-06-2007

Re: Premier 10 hangs after completing a verify process [New]

02-09-2009 08:45 PM

Hi Mike,
Have you tried running it on the local machine - copy the data from the server. If the file is really large, the network might be causing the issues. I have had a couple of cases where the file hangs right at the end of an optimise - but OK if you do it on a local machine. Must say it doesn't happen with the verify though. Good luck.

Message 2 of 5 (44 Views)

Colleen_King
Trusted Contributor

Posts: 84
Registered: 24-06-2007

Re: Premier 10 hangs after completing a verify process [New]

03-09-2009 09:11 AM

I frequently get Enterprise hanging because I get a bit enthusiastic and do several things at once. My data is on a really good server, so I put it down to the local machine doing too much. That's my gut feeling, nothing too technical here 😊 Sometimes it comes back by itself given time and others it don't.

Colleen

Message 3 of 5 (35 Views)

Raeleen_Sheehan
Trusted Contributor



Posts: 26
Registered: 27-06-2007

Re: Premier 10 hangs after completing a verify process [New]

03-09-2009 09:30 AM

Hi Mike

I have had this on my Premier 10 file and same thing happened, and I was running off a Server. When I brought the data file back locally and ran locally whilst doing nothing else on the work station it ran fine. The minute I tried to check email or anything on the workstation it would hang there as well. Must be thinking I am working it too hard to do two things at once. (Could say something else but i won't) 😊

Raeleen Sheehan
Office Works Ltd

Message 4 of 5 (31 Views)

Reply

Mike_James
Super Contributor



Posts: 353
Registered: 08-05-2007

Re: Premier 10 hangs after completing a verify process [New]

Options

03-09-2009 07:54 PM

Hello, many thanks for all your responses.

Today the client told me that the file froze when exporting cards, so the situation was given a higher priority. In response to suggestions here and from MYOB support, we copied the file to a local PC, and verified/optimised/exported successfully. (The Optimise process also froze at the very end, but the file let us back in, and we repeated, this time without error.

I advised the client to carry out these procedures on the server in future (she has the shared option of a remote log-in).

Regards
Mike
DataWise Limited
www.datawise.co.nz - Custom Reporting and Forecasting with MYOB
Email: mike@you-know-where

Message 5 of 5 (25 Views)

Reply

[Message Listing](#) [Previous Topic](#) [Next Topic](#)