

Allied Financial Software Knowledgebase

Error - An unknown error has occurred and ACT needs to shut down

Go to Help on the Menu, About ACT . Look at the Build located on the top right corner. It should say 6.0.3.979. If not, Close ACT and download update here

<http://software4advisors.com/download/ACT!603Update.exe> (File Size: 17.75 MB)

Scan and Repair your database for corruption: Close ACT, Go to Start on your computer, Run , type in actdiag and press enter.

You should have the Act Diagnostic Tool opened. Go to Maintenance , select Scan and Repair . You will see a message about backing up your database Press Yes or OK . It will prompt you to locate the database locate the Advisor database and log in. After the database is backed up it will ask if you want to proceed with the scan.. Press Yes or OK . It will scan your database. If you get red checks you will need to repeat this process one more time getting all green checks.

Open ACT. You should get a message about index files being missing or corrupt this is the final repair process.

Act4Advisors

<http://software4advisors.com>

Allied Financial Software, Inc.

<http://kb.actforadvisors.com/questions.php?questionid=51>