

JET Error Issues Resolved

Date: January 26, 2006
Applies to: Business! Standard Edition, Business! Professional Edition

Problem:

Users receive the error message “*The Microsoft Jet database engine stopped the process because you and another user are attempting to change the same data at the same time*” when working in various forms within Business! Standard Edition and Business! Professional Edition. This error manifests itself most frequently while working in the Sales Order and Invoice forms.

Resolution:

Database Creations has been working with Microsoft over the past few months to determine the cause of the errors and a solution. We are glad to report that Microsoft has been able to duplicate the errors and has developed a Windows HotFix for users experiencing JET errors while working in Microsoft Access databases.

As of the date of this document, this HotFix is not available to the general public, but is available to Database Creations, Inc. users. While the HotFix will be available to the public in a later Windows Update from Microsoft, users that are experiencing JET errors working with Business! can request and apply the HotFix to resolve these errors.

Because Microsoft would like to track information about each customer that uses the Hotfix as they prepare to finalize a public release, you will need to contact Microsoft directly to receive the HotFix. Please do not contact Database Creations, Inc. for the HotFix as we are not able to provide it to you.

How to Get the HotFix:

1. Please assign one individual from your organization to be the point of contact
2. Call Microsoft at **1-800-936-5800**
 - a. Press **#2** for Professional Support
 - b. Press **#1** for Obtaining a Hotfix
 - c. Tell them you need to receive Hotfix **#895751**.
(If they ask for the case number, it is **Case# SRX051214603069** and you are a client of Database Creations, calling for the Hotfix.)
3. A Support Engineer will email the Hotfix for the operating system you are using.

If you have any problems receiving the Hotfix from Microsoft, please contact us either via email to support@databasecreations.com or by phone to 860-644-5891.