

Trouble shooting: What do I do if my Truck Tracker continues to lock up in the same area?

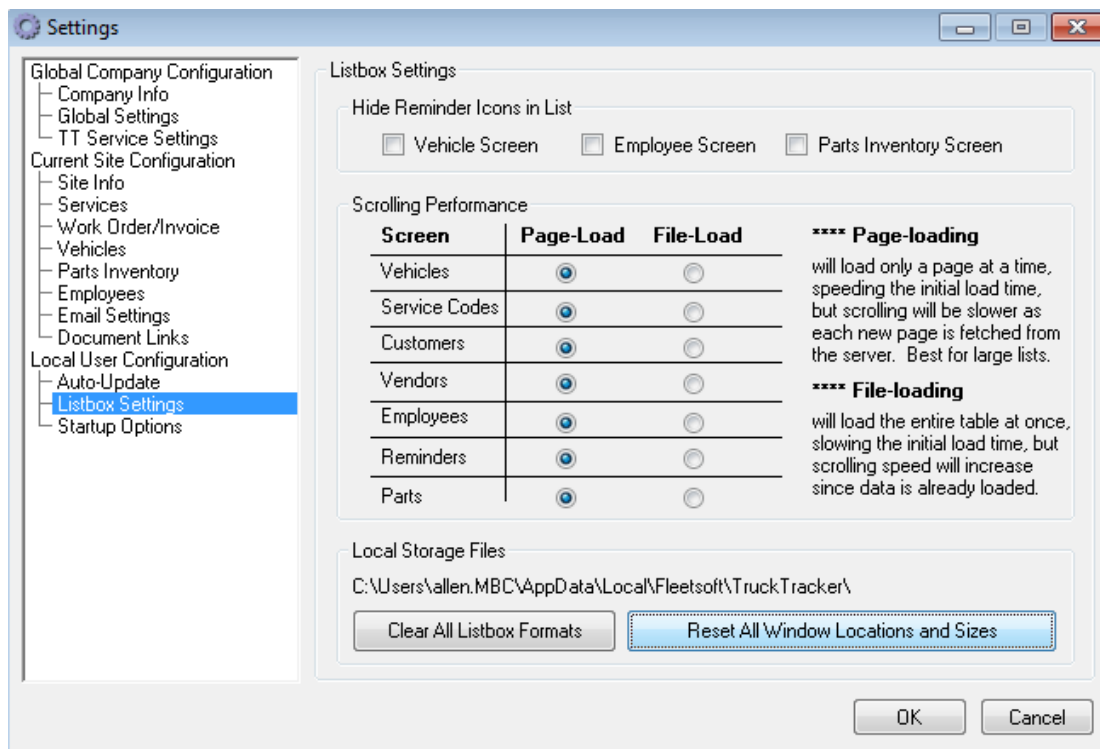
Lockout issue is hard to reproduce, we need to determine if the problem is in the software, the database, or just the computer..

What are the system specs for the computer experiencing the issue? Is it a single standalone system?

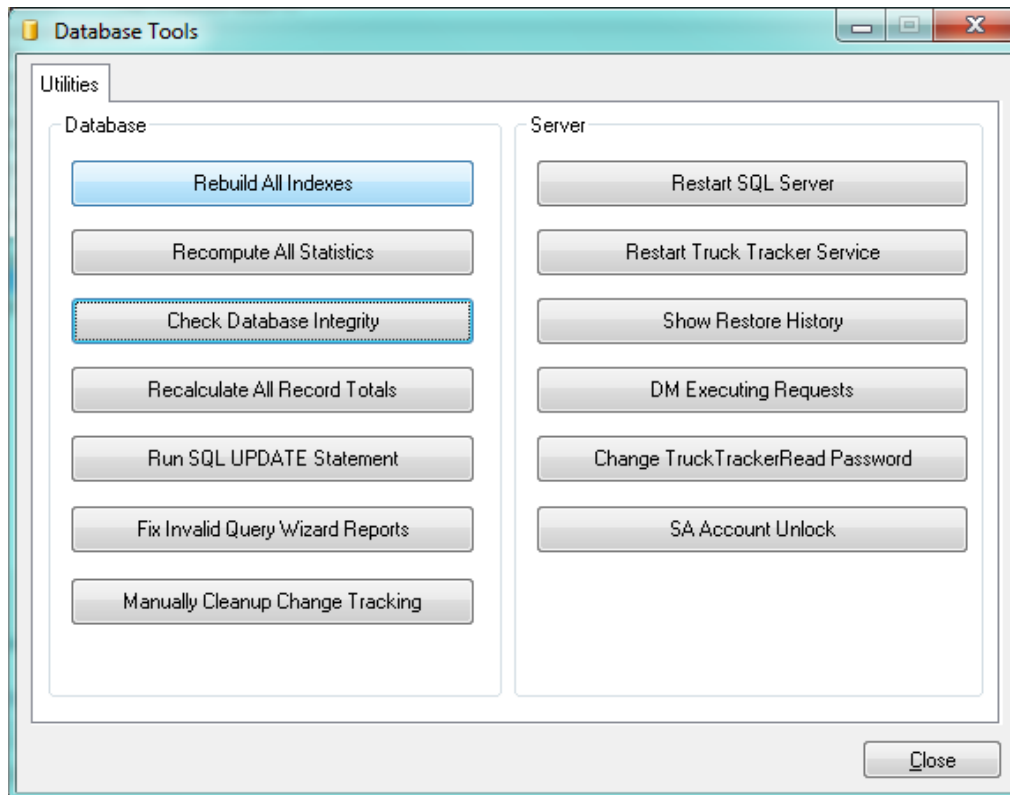
-Try running the program on a different computer and see if the lockout still happens.

-Try restarting the SQL Server (TRUCKTRACKER) database service.

-Try clearing some of the local storage file in case there is corruption; go to File->Settings->List box Settings->Reset All Windows Locations.



-Try running the database utilities, go to File->Database Tools->Check Database Integrity, and Rebuild All Indexes.



If none of the above suggestions take care of the lock up issue we will need a copy of their database backup file to try and reproduce in house. Go to File->Backup->Start. Send the database backup file to techsupport at fleetsoft.