

RECKON ACCOUNTS HOSTED RECENT COMPANIES DO NOT OPEN

Cause

On Thursday 23rd, July 2015 one of the many Reckon Accounts Hosted database servers experienced a performance fault that could not be quickly resolved. This effected shared company files for a group of customers. Those files have been migrated to new database servers. No data was lost in this process.

Issue

The previously opened files list in Reckon Accounts Hosted was not updated during the migration. This list includes the location of the company file. Files in this list effected by the migration will no longer open because the location refers to the old database server (RAH-FSS-12).



Resolution

To open these files, please click on the "Open or Restore an existing company" button, and then browse to the relevant shared company folder to open the file.