

# Windows 8.1

## OTTER No Rates

### Help

#### Brief:

Delete the TmplDB.mdb file in the **Virtual Store**.

***\*\*Note: The Virtual Store cannot be seen by all users. If you cannot see the Virtual Store, please follow the below instructions.***

#### Details:

1. Check for the correct version. There are 2 ways: bottom right on the Otter window; or click on Help at the top, select About OTTER. If it is 2.20.0, but rates are not showing, then:
2. Close OTTER.
3. Open **File Explorer**.
4. Click the **View** tab in the ribbon. Click the boxes "*File name extensions*" and "*Hidden items*."
5. Go to Local Disk (C:)  
Go to Users> \*Your User Name or the User Name of the computer\*> AppData> Local>Virtual Store> Program Files (or X86)>Otter32.
6. Delete the **TmplDB.mdb** file.
7. Open OTTER32.
8. Add a new year and quarter. Verify the rates are available.