

Windows Vista

OTTER No Rates Help

Brief:

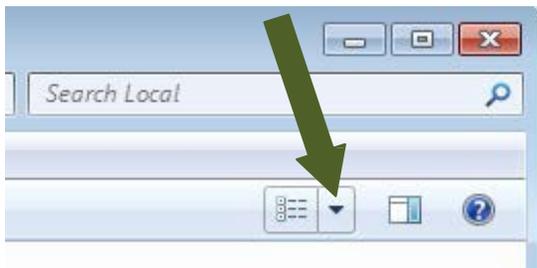
Delete the TmplIDB.mdb file in the **Virtual Store** then re-start your computer.

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

Details:

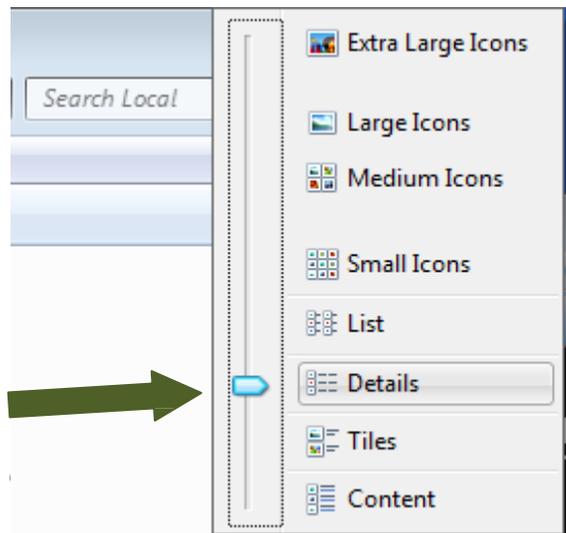
1. Check for the correct version. There are 2 ways: bottom right on the Otter window; or click on Help at the top, select About OTTER. If it is 2.20.0 and rates are still not showing, then:
2. Close OTTER and other applications, then go to Start>Computer. This will take you to the Computer Library, also known as Windows Explorer. Follow the instructions to Show Hidden, Files, Folders, and Drives, below.

Instructions to Show Hidden Files, Folders, and Drives



Click on the List button dropdown.

**Choose Details view
Gives File name, location and date**



When AppData is hidden or when the file extensions are not showing:

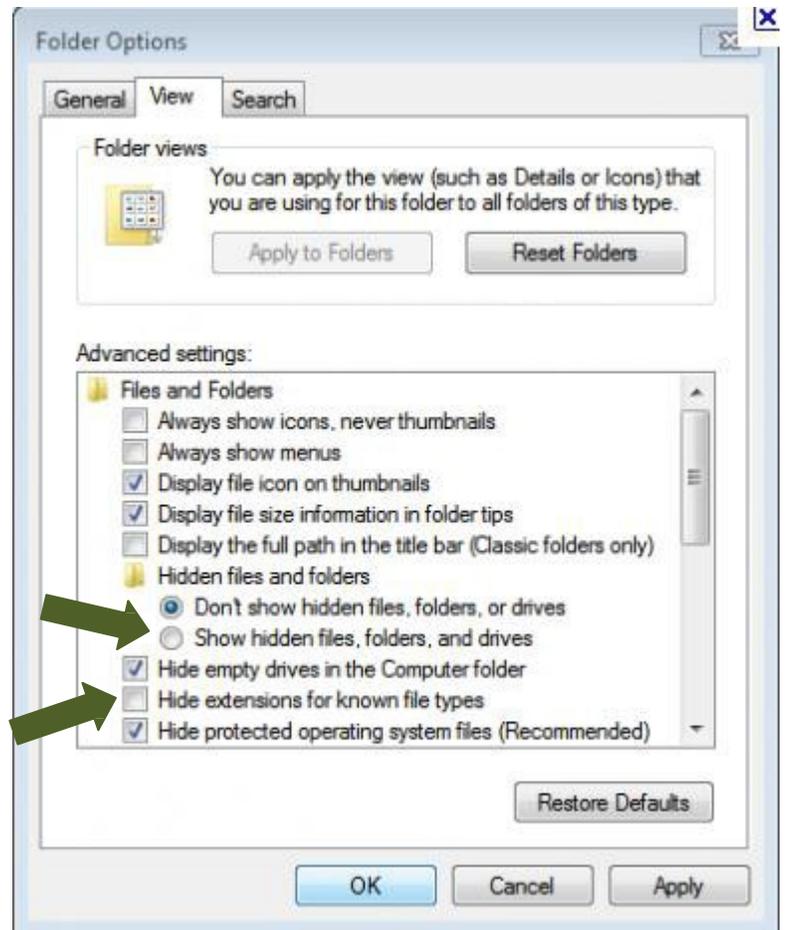
Upper left

Click on **Organize –
Folder and Search Options –
View tab:**

Click on
‘Show hidden files folders and drives’

Then Uncheck
‘Hide extensions for known file types’

Click **Apply**, then **OK**



3. Please follow this exactly: 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 Program Files (X86)>OTTER32/**Delete the TmplDB.mdb.**
4. Get out of everything.
5. Restart your computer.
6. Add the new year and quarter. Verify the rates are available.