

### Question

Some or all of my data has unexpectedly gone missing. What happened and what can I do to restore the information?

### Answer

Some Windows users experience this phenomenon. The problem is related to how the operating system treats some of the OTTER program files, though it is not fully understood why some users experience this issue and others do not. To restore your information, do the following:

1. Exit OTTER. If it is open, click on "File" then "Exit".
2. Allow hidden files and folders to be viewed on your PC. For Windows 7 please see the instructions located [here](#).
3. Open OTTER.
4. In OTTER, click on "File" then "Backup/Restore".  
*Note:* You may be presented with a message saying your database contains no information. Click "OK".
5. In the "Backup/Restore" module, click the radio button next to "Restore" under "Options".
6. Click on the "Browse" button.
7. In "Browse", navigate to the following file path:  
**C:\Users\\*your username\*\AppData\Local\Virtual Store\Program Files (or Program Files (x86), if present)\Otter32.**
8. Locate and double-click the **Otter32.accdb** file. If file extensions are turned off on your PC, the file may display as Otter32. To confirm this is the correct file, the file type is typically listed as "Microsoft Access Database". The file icon usually looks like a purple-colored A.
9. After you have selected the database file from above, you will be presented with the ability to select your missing data. From the list on the left hand, select the information you would like to bring into OTTER. To select multiple files, hold "Ctrl" and click the desired rows.
10. Click "OK" to import the selected information. The information should now be listed on the right side of the window.
11. Click "Done" and then "Cancel" to exit the "Backup/Restore" module.
12. Confirm the information has been restored by checking in the left navigation bar, which displays your business information, years, and quarters.
13. Finally, verify that your default preparer information has been entered by clicking on "File" then "Options" then "Preparer".