

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:

If you open OTTER and it wants you to go through the Startup Wizard:

Close OTTER

Go into C: drive (left portion of screen)

The following procedures are performed on the right portion of the screen

1. Double click on Users
2. Double click on your user name (or the user name that Otter is worked under)
3. Double click on AppData. If you do not see the AppData folder, it could be hidden. To unhide the folder:
 - Windows 10
 - In the search bar on the desktop toolbar, type folder and then select Show hidden files and folders.
 - Windows 7
 - Click on the Start button on the bottom of the desktop. Select Control Panel, Folder Options, and then select the View tab. Under Advanced Settings, click on Show hidden files, folders, and drives. Click OK.

Then return to your user name folder and click on AppData

4. Double click on Local
5. Double click on Virtual Store
6. Double click on Program File (x86)
7. Double click on Otter32
8. Right click on Otter32.accdb (may only show as Otter32 Microsoft Access Database file)
9. Click on copy
10. Return to C: (left portion of the screen)

In the right portion of the screen:

11. Double click on Program Files (x86)
12. Double click on Otter32
13. Locate current file Otter32.accdb
14. Right click and click on Delete
15. In the blank space to the right of the files, right click and click on Paste.
16. Close Windows Explorer

17. Open OTTER and the missing files should be restored.
18. Finally, verify that your default preparer information has been entered by clicking on File, then Options, then Preparer.

If you have opened OTTER, input your business information, and added the current quarter:

1. Verify that you have allowed hidden files and folders to be viewed on your PC.
 - Windows 10
 - In the search bar on the desktop toolbar, type folder and then select Show hidden files and folders.
 - Windows 7
 - Click on the Start button on the bottom of the desktop. Select Control Panel, Folder Options, and then select the View tab. Under Advanced Settings, click on Show hidden files, folders, and drives. Click OK.
2. In OTTER, click on File then Backup/Restore. *Note:* You may receive a message saying your database contains no information. Click OK.
3. In the Backup/Restore module, under Options, click the radio button next to Restore.
4. Click on the Browse button.
5. In Browse, navigate to the following file path:
C:\Users*your username*\AppData\Local\Virtual Store\Program Files (x86)\Otter32
6. 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 would be listed as a Microsoft Access Database. The file icon usually looks like a pink-colored A.
7. 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 side, select the information you would like to restore. To select multiple files, hold Ctrl key and click the desired rows.
8. Click OK to import the selected information. The information should now be listed on the right side of the window.
9. Click Done and then Cancel to exit the Backup/Restore module.
10. Confirm the information has been restored by checking in the left navigation bar, which displays your business information, years, and quarters. If there appears to be duplicates on any of your businesses, close OTTER and reopen. This should merge the data for that business.
11. Finally, verify that your default preparer information has been entered by clicking on File, then Options, then Preparer.