Error Message: Unable to find the correct version of the FitTrack database



There are a few reasons why this error could take place. The most common reason is that the computer was shut down too quickly after exiting FitTrack. When FitTrack is shut down, it does a maintenance procedure in the background. If you turn your computer off immediately after shutting down FitTrack – especially if you have a large database – your data may be left in a temporary state. The following are steps to take to resolve this problem. DO NOT reinstall the software as the error message might suggest, because this may cause you to lose your data.

1. Go to this path through these folders: My Computer > Local Disc (C:) > Program Files > OHD > 3.01 or 5.01 (depending on version).

(Note: If you can't see program files, you'll have to select "Show the Contents of this folder")

2. If your extensions are not showing (the dot + three digits), you'll have to reveal extensions. If extensions are showing, skip to #3.

In the menu line of the folder you have open, go to Tools > Folder Options > Click on the View button.

See image to right. You'll need to un-check the box that says, "Hide extensions for known file types." Click Apply then OK.

- In the FitTrack folder you have open, look for the file Temp.mdb. If you cannot find this file, then this repair will not work. This means that your database has somehow become corrupted, and you should restore your most recent backup. (See manual for simple instructions.)
- 4. Find the file FitTrack.mdb. Right-click on this file and select
 Rename. Rename the file by placing a 2 after FitTrack, so the file now reads FitTrack2.mdb.
- 5. Find the file Temp.mdb. Right-click on this file and select Rename. Rename the file FitTrack.mdb.
- 6. Open FitTrack and all should be well.

