

## Sage Timberline Office Possible Relationship Inconsistencies Error Message

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## Why the Message?

The reason this message is happening is that an application ended unexpectedly during data write to an open file.



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## What Next?

- Files may need to be unlocked  
The Pervasive Monitor Utility can be used to unlock or close a file
- The entry that was in session should be checked to be sure it was completed and interfacing entries were created completely (see next slide)



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## Review Log

- Review the Log to determine which task ended unexpectedly. To access the Log:
  - In TS Main (or within applications) > Tools > Log Viewer
  - In Timberline Desktop > Common Tasks > Tools > Log Viewer

*Scroll to the right to see error and warning messages*



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## Review the "Transaction Rollback" Help Topic

- If the task that ended unexpectedly uses the Transaction Rollback feature you should be able to continue processing as normal
- If the task that ended unexpectedly does not use Transaction Rollback then reconcile any files that were open when the application ended to verify you are in balance
- If you are not able to reconcile you can either restore from backup or call your consultant to help you fix the missing data



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## Final Steps

- Entries may need to be posted
- The Possible Relationship Inconsistency error message needs to be cleared. Ways to do this:
  - Restore from backup (LAST resort)
  - An application administrator can select "Do not show this warning when the file is next opened"



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