

The issue

If, when you see the OK button greyed out when trying to open a job this means that the Job is open elsewhere or hasn't been closed properly

Solutions in recommended order

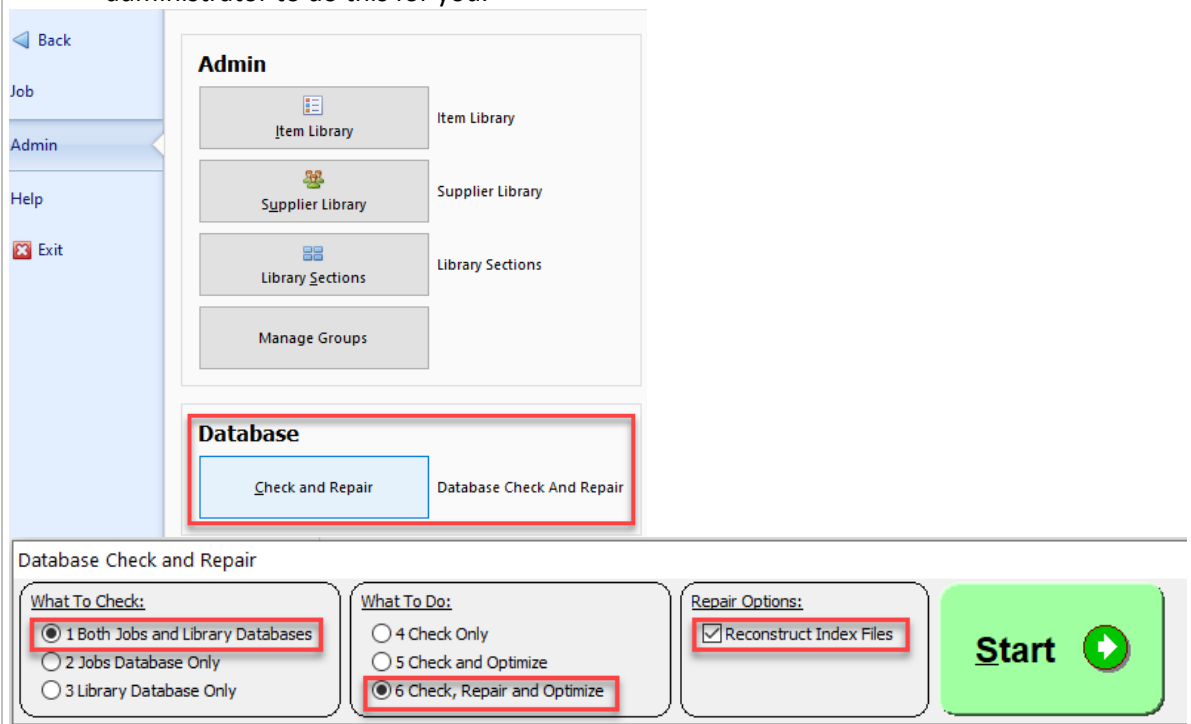
**1
Run Database
Check and
Repair.**

This may not always be possible especially if other users on a Multi-user system have their systems open.

Personal Edition users should always do this first.

See the Help on this item on our Website \ Support

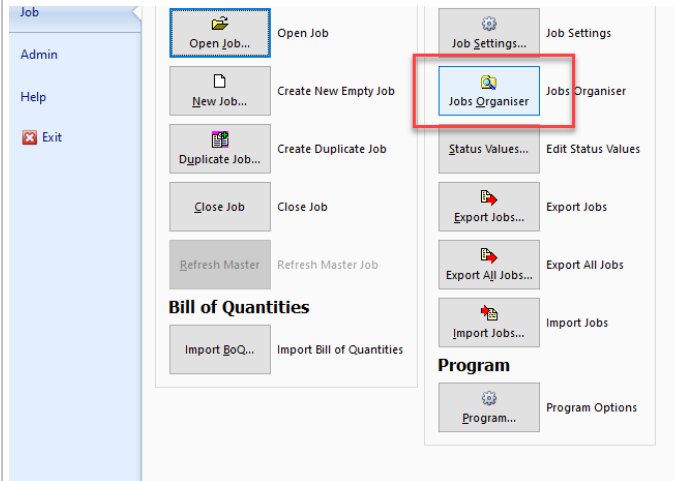
- Database Check and Repair can only be run when one system is open.
- Ultimately you should run this to check all the jobs but ensure that everyone is off the server.
- Request all other users to fully exit their Liberate systems and attempt to run database check and repair
- Restart the server if necessary and that will force all other users to close Liberate. You will then be able to run database check and repair.
- You will need Administrator privileges on the server to do this or request from your IT administrator to do this for you.



2
Double click the Job in Jobs Organiser

This often works if you are not able to run DB Check and Repair above.

- Go to Jobs organiser, find the Job,- Double click it.
- You will not see anything happen but when you go back to Open Job, the OK button will be available to you.



3
Export and Re-import the Job

Full notes in Website support.

- Export the Job
- Import the Job
 - When importing the exported Job, preferably import to a separate folder.
 - You can create a folder at the time of import.
 - Check that the imported Job is all present and correct.
 - Delete (or move) the Job that wouldn't open using **Jobs organiser**. This is just so that you do not have two jobs with the same name and mistakenly work on the wrong job (which may not be the most current version of that Job) when the job becomes available again.

