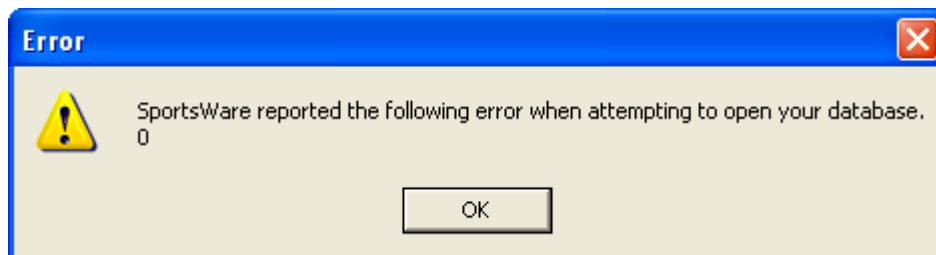


1. PRB

- 1.1. SportsWare reports **Error: SportsWare reported the following error when attempting to open your database. 0.**

2. SYMPTOMS

- 2.1. When attempting to start SportsWare you receive the following error message:
"Error: SportsWare reported the following error when attempting to open your database. 0".



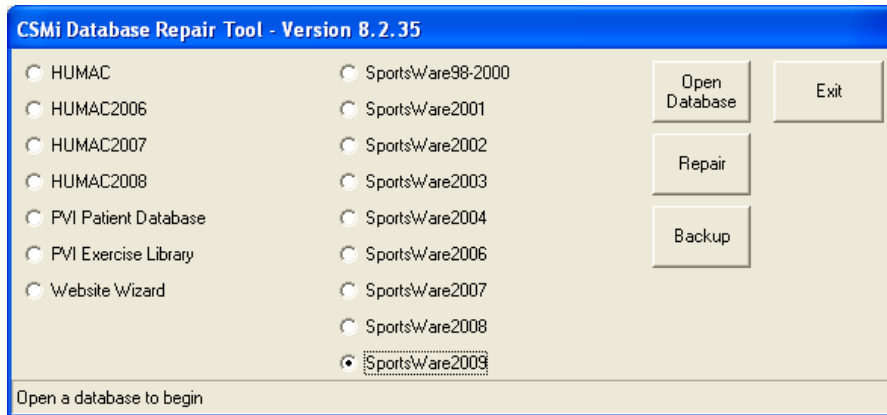
3. CAUSE

- 3.1. This error can occur for several reasons.
 - 3.1.1. You are trying to open a previous SportsWare database.
 - 3.1.2. You do not have the correct permissions to the database location or SportsWare program on the local computer.
 - 3.1.3. You do not have the correct permissions to the registry on the local computer.
 - 3.1.4. The SportsWare database has become corrupt or you are opening a non-SportsWare file.

4. RESOLUTION

- 4.1. You are trying to open a previous SportsWare database.
 - 4.1.1. When upgrading to a new version of SportsWare you must use the **File, Import, Database** command to import data from previous SportsWare versions. For example, assume you are running SportsWare2004 and upgrade to SportsWare2009. If you start SportsWare2009 and use **File, Open** to open your 2004 database, you will receive Error 0. This upgrade procedure is described fully in the "SportsWare20xx Desktop Installation Instructions." which can be found in the **Docs** folder of the SportsWare CD.
- 4.2. You do not have the correct permissions to the database location or SportsWare program on the local computer.
 - 4.2.1. Exit out of SportsWare.
 - 4.2.2. From the Windows taskbar, select **Start, All Programs, Accessories, NotePad**.

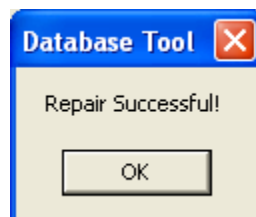
- 4.2.3. Enter one or two lines of text in Notepad.
 - 4.2.4. From the **File** menu, click **Save**.
 - 4.2.5. For the **Filename**, enter **Test**.
 - 4.2.6. From the **Save in** box, select your SportsWare database folder. If Notepad reports it is unable to save the file, have your System Administrator grant you full privileges to the SportsWare folder.
- 4.3. You do not have the correct permissions to the registry on the local computer.
- 4.3.1. From the Windows taskbar, select **Start, Run**.
 - 4.3.2. In the Open field, enter **REGEDIT** and click the **OK** button.
 - 4.3.3. Open the **HKEY_LOCAL_MACHINE** folder.
 - 4.3.4. Open the **Software** folder.
 - 4.3.5. Open the **SportsWare20xx** folder.
 - 4.3.6. Open the **Options** folder.
 - 4.3.7. From the **Edit** menu, select **New String Value**.
 - 4.3.8. Windows will create a **New Value #1** key.
 - 4.3.9. Double-click the **New Value #1** key. Enter **X** as the value data and click the **OK** button.
 - 4.3.10. If you are unable to reach this step, have your System Administrator grant you full privileges to the SportsWare folder.
 - 4.3.11. Single-click the **New Value #1** key and select **Edit, Delete** to delete the key.
- 4.4. The SportsWare database has become corrupt.
- 4.4.1. Use the SportsWare Database Repair Tool. On the computer click **Start, All Programs, SportsWare20xx, Utilities, Database Tool**.
 - 4.4.2. Select your version of SportsWare (2006, 2007, 2008, etc...)



- 4.4.3. Click **Open Database**. Navigate to your SportsWare Database, highlight the database file, and then click **Open**.
- 4.4.4. Click the **Repair** button.
- 4.4.5. Click the **Yes** button when prompted to proceed.



- 4.5. SportsWare will report **Repair Successful** when complete. **Note:** *This procedure may take a few minutes and will not display any progress while it is running.*



5. STATUS

- 5.1. The above procedure corrects the problem.