

# Synergistic Office Solutions, Inc.



**Topic:** Troubleshooting new SOS 2007.01 installations  
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**Problem:** After installation, the following error occurs when trying to save changes to patient information:

"COMMIT/ROLLBACK not allowed within atomic operation (37000) was experienced when making changes to the SOS.Patients file"

**Solution:**

1. **Exit out of SOS.**
2. **Click Start > Programs > SOS Applications > DBTools**
3. **Once the utility opens, click Tools > Synchronize Key Pool**
4. **Exit out of DBTools**
5. **Restart SOS.**

**Problem:** After installation, I printed some claims, but the NPI did not print on the form.

**Problem:** After installation, I printed some claims on the new CMS-1500 form, but the data did not print in the boxes.

**Solution:** Your Bills/Claims > Create HCFA/CMS 1500 Claims menu should include several new menu selections starting with "CMS 1500". These are the formats for the new claim form. The NPI will not print if you output your batch using the old HCFA 1500 formats, which appear in the menu as well. Additionally, if you use the old formats with the new claim forms, the data will not fall into the boxes on the form. In some cases, the new CMS menu items were not added during the installation process. To add them manually:

1. **Exit out of SOS.**
2. **Click Start > Run**
3. **Type CMD and press <enter>. A black & white command window will open.**
4. **Type CD \SOS and press <enter>. You should now be at a C:\SOS prompt.**
5. **Type SOSDBU /m and press <enter>. If that comes back with an error, try SOSUPD /m instead. A small window will appear indicating that menu items are being updated. In a few moments it will disappear.**
6. **Restart SOS. The CMS menu items should now be in your claim output formats menu.**

**Problem:** After installation, when I try to run a report I get an error message "CLR error: 80004005. The program will now terminate." Other symptoms of the same problem can be that nothing happens at all when you try to run reports, or you get the "Please wait..." pre-report page, but the report just hangs at that point. In each of these cases, try the following solution.

**Solution:** Reporting will not run in an old Windows environment. Even if you are running Windows XP or Vista, it is still possible to force programs to run in what is called "compatibility mode" to emulate older Windows versions like Windows 95 or Windows NT. To check for and correct this situation:

1. **Exit out of SOS.**
2. **Right-click the desktop shortcut or menu item that you use to start SOS to display the context (popup) menu.**
3. **Click Properties.**
4. **Click the Compatibility tab.**
5. **If there is a checkmark in the option "Run this program in compatibility mode for", UNCHECK it.**
6. **Click OK to save the change.**
7. **Restart SOS.**

**Problem:** After installation, when I try to run reports I get an error like "could not write to c:\documents..."

**Solution:** First check the compatibility setting for your shortcut or menu item as described in the previous solution. If that checks out but you cannot print any of the reports on the Reports menu, it is possible that the Crystal Reports engine did not install correctly. You can reinstall it directly without going through the entire SOS installation as follows:

1. **Exit out of SOS.**
2. **Insert the SOS 2007 CD.**
3. **On most systems, after a few moments it will autostart the SOS installer. Click Exit, then Exit again.**
4. **Open My Computer from your Windows desktop.**
5. **Right-click the icon for your CD or DVD drive to display the context (popup) menu.**
6. **Click Explore.**
7. **Open the SOSSUITE folder.**
8. **Open the CRYSTAL REPORT folder.**
9. **Double-click the CRXI file you find in that folder to start the Crystal Reports engine installation.**
10. **If a Modify / Repair / Remove menu appears, select Repair, otherwise just accept the defaults presented on each page of the installation wizard.**

**11. If prompted to restart your computer, do so.**

**Problem:** The appointment grid in the scheduler takes several seconds to display appointments.

**Solution:** If you are running build one through three (program file dates of 2/26/07 or earlier) you can download an interim build of the main appointment scheduler program file at this address. Just copy it into your SOS folder, overwriting the older one:

<http://www.sosoft.com/files/downloads/sos200701/sched.exe>

This fix has been included in all subsequent releases, so if you have a cd mastered after 3/9/07, you should already have this new code.

**Problem:** Attempts to print either insurance forms or period statements results in output of an alignment form instead.

**Solution:** Download and install the current patch. There was a bug in the earlier builds of SOS 2007 that caused this problem to occur when SOS was installed in a path that included long folder names (names with more than 8 characters). For the current patch go to:

<http://www.sosoft.com/files/downloads/sos200701/patches.html>

**Problem:** No matter how many times you try to rebuild views, you always come up short by up to three views.

**Solution:** If you have never rebuilt your database since upgrading to the 2005 release, you will be unable to create several views that depend on the existence of new structures that are added during the rebuild process. The detailed how-to for rebuilding you database can be found here:

<http://www.sosoft.com/fod/doc127-dbrebuild.pdf>

**Problem:** When you try to select a site or resource in the scheduler, the list comes up empty.

**Solution:** The quick fix is to check the "Show hidden" option at the bottom of the list window. To have the list function normally, download and install the current patch. For the current patch go to:

<http://www.sosoft.com/files/downloads/sos200701/patches.html>