

An unexpected error occurred - R5

Environment

- Windows 7 64-bit SP1
- ODMS 6.0.0.0 Dictation & Transcription module

Problem

When opening Pro Release 5, an error occurs saying "An unexpected error occurred. Please contact your OLYMPUS dealer".

Cause

This problem can occur for a number of reasons and we recommend running the R5 Log tool to help identify the issue. Reasons we have encountered:

- Access rights to core folders
- Missing "Arial" font

Resolution

As the error message does not define the issue, please pursue one of the following:

Access rights to core folders

Missing "Arial" font

Or

Delete the user profile: <http://www.maynards.co.za/olympustechsupport/faqs/software>