Recover Safely after Application or Workstation Failure

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Overview

This guide will help you restore safe access after a crash, power loss, forced restart, or workstation failure and compare and confirm in-progress work.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

Application access is restored with in-progress outcomes classified and duplicates avoided.

Who can do this

You need access to Normal login/inquiry access; database, backup, or settings recovery requires administration authority.

Before you start

Record failure time, user, company, terminal, open forms/actions, pending offline data, background jobs, external requests, and last known backups.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Restart workstation/application only after basic safety checks; then use relevant inquiries/status screens.

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Step 1: Preserve workstation/local offline data and logs

Step 2: Confirm hardware, power, network, SQL Server, and storage stability

Step 3: Relaunch Muhasib and confirm database/company identity

Step 4: Search every in-progress transaction before re-entry

Step 5: Reconcile external submissions, offline sync, backup, and background operations

Step 6: Resume only confirmed incomplete work

Check your work

Source transactions, stock, parties, payments, tax/external states, and journals compare and confirm to the failure cutoff.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Do not reinstall or clear local offline data before preserving it.
- A crash after clicking Save may still have committed the record.

Related guides

- Recover from a Database or Startup Failure
- Prevent and Resolve Duplicate Transactions
- Recover from an Interrupted Save, Finalize, or Conversion

What to do next

> **Recover from a Database or Startup Failure**.

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