

## How to Resolve Detached Tenant on Property Card

### Overview

Property Master Files in Rest may sometimes appear as if there is no Tenant attached to the Card. You may find that a Property File is showing the Tenant tab as greyed out. The tenant may be accessed through the Tenant Master file however with no error. This may occur just after a Property and Tenant has been set up for the first time or this can also be caused by an environmental issue anytime.

The screenshot shows the 'Property Details' window with the following fields and values:

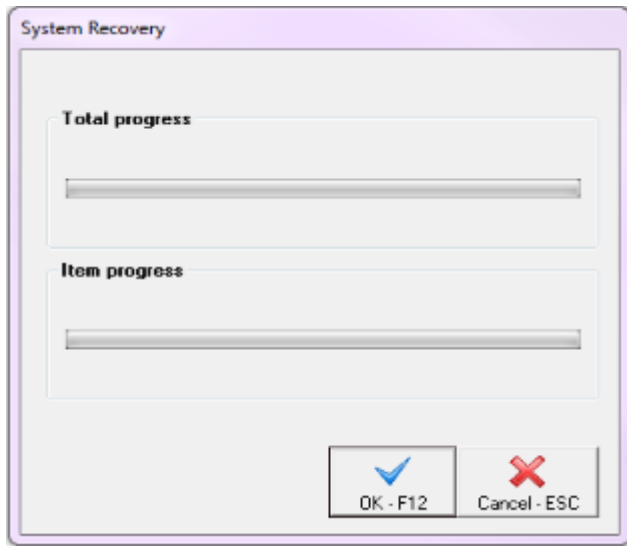
- Alpha index: CHANDOS8/2
- Address: 2/8 Chandos Street
- Suburb: Balmain
- State: NSW
- P/Code: 2065
- Owner: BOND (James Bond, C/- Secret Service, Cambean Hideaway 78946, AGENT CODE 007, W: +61 5792 9868)
- Category: Residential
- Property manager: Clark (CK)
- Inspecting Agent: Clark (CK)
- BDM: Minnie (MM)
- Repairs: Buzz (BL)
- Lett Clerk: Billy (BG)

The right-hand sidebar contains the following buttons:

- Cancel - ESC
- Action - F1
- Clear - F2
- Delete - F3
- Add Mode - F4
- Search - F7
- Replicate - F8
- Last Edits - F9
- OK - F12

### Steps

1. Ensure all users out of REST. You can check this by viewing your Active User List i.e. **Other > Active User List**
2. Go to **Other > System Recovery**
3. Click **OK-F12**



4. Once complete, go back into the property card and the **Tenant tab** should no longer be greyed out and you should be able to access the Tenants Master File

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