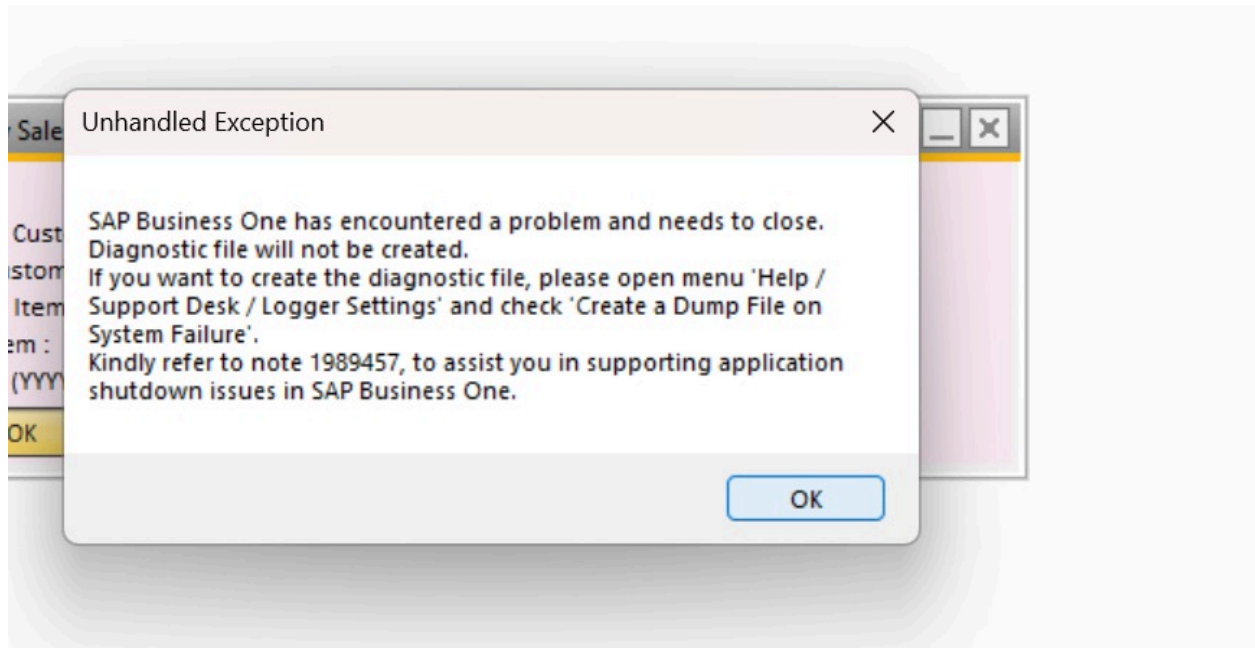


## Question:

### Resolving 'Unhandled Exception' in Sales Reports

Why do I receive an "Unhandled Exception" error when trying to view sales data reports for certain customer accounts, and how can I resolve it?



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## Answer:

### Steps to Clear Temporary and Prefetch Files:

1. **Open the Run Dialog Box:**
  - Press the **Windows key + R** on your keyboard simultaneously. This will open the "Run" dialog box.
2. **Delete Temporary Files (%temp%):**
  - In the "Run" dialog box, type **%temp%** and press Enter. This will open your user's temporary files folder.
  - Select all files and folders within this directory (you can press **Ctrl + A**).
  - Press the **Delete** key. You may encounter some files that cannot be deleted because they are currently in use; simply skip these.

3. **Delete Prefetch Files (Prefetch):**

- Open the "Run" dialog box again (Windows key + R).
- Type Prefetch and press Enter. This will open the Windows Prefetch folder.
- If prompted for administrator permission, click "Continue" or "Yes."
- Select all files within this directory (press Ctrl + A).
- Press the Delete key. Again, skip any files that are currently in use.

4. **(If still not working) Restart Your Computer:**

- After deleting the files, **restart your laptop or computer**. This is crucial to clear any cached data from memory and ensure the system starts fresh.