

# Web Entry Form

## **Server or Connection problem: Database access returned an invalid response**

This appears to be isolated to Windows users and also shows up as error: "Invalid response from database. Password could not be set"

If you are using OfficePool 2013 1.0.2, you will need to either downgrade to 1.0.1 or download a newer release, if available.

Here is a link to version 1.0.1:

[http://officepool.pachysoft.com/downloads/officepool2013\\_setup\\_v1.0.1.exe](http://officepool.pachysoft.com/downloads/officepool2013_setup_v1.0.1.exe)

Unique solution ID: #1083

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Last update: 2013-03-18 03:06