# I/O Error While Refreshing Play Data

**Q. I received I/O Error #XXX while refreshing play data. How can I correct this issue?**

A. An I/O error usually indicates a network issue/problem. One possible solution for this error is to stop and restart the SQL Services on the data server machine. All users must be out of Agvance before doing this. At the data server machine, bring up the *SQL Server Service Manager* and stop all of the services listed. Then restart all of the services listed. After this process is complete, log back into the Agvance data and try to refresh the play data again. If you still receive an I/O error you will need to get your hardware person involved to trouble shoot further.