

# Checking for File Problems on the Windows Platform

## What It Does

If your system experiences occasional lockups, or if a function stops working on your system, you may have file problems. Your system includes a diagnostics program that can check your files, and identify any problems it finds. We'll explain how to run this program, and how to resolve the more common file problems.

You can run this program in two modes: with the auto fix option, which attempts to repair any problems it finds; or without auto fix, where the program simply reports any errors, and you fix them later.

## How to Do It

Follow these steps to diagnose your files:

- 1 *This procedure is dedicated if you select the auto fix option.* If you select that option, no one else can use the system until you finish checking the files. However, you can check files without using the auto fix option while others use the system.

If you intend to use the auto fix option, close the TBL Server first. To do this:

- Click the **TBL Server** icon in the lower task bar.

- When the TBL Server window appears, choose **File** and select **Exit**.
- At the Warning message, click **OK**.

- 2 Click the **Start** button and choose **Run**.
- 3 In the Open box, type **d:\ddms\bin\diag**

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**Note:** We assume here that your DDMS folder is on the D: drive. If it's on another drive, such as C:, substitute the correct drive letter for d: in this command.

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- 4 Click **OK**.
- 5 When the TBL/NT Diagnostic window appears, specify the DDMS folder you want to check first in the Directory box. It defaults to the DDMS\SR folder, which contains the program libraries and other files.

If you know which folder contains the files you need to check, specify it and go to **Step 7**.

If you need help determining which folder to check, go to **Step 6**.

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```
15:36:42 (LØ) Global Master Parameters 11/16/99
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ACTION [I] (C=Change, I=Inquiry) G/L Location [ 1]
-----
Name :ROBBY'S BUSINESS PRODUCTS      Save Parameter Changes Y/N ?Y
Suite :                               Last Change 11/16/99
Street :2134 WEST 13TH STREET         Locations to Exclude From # To #
City :ROBSTOWN                       Stock Room Locations From #99 To #99
State :TX Zip #74142                 Commissions/Taxes on Paid Invoices ?Y
                                       (Y=Commissions, T=TaxeS, Z=Both)
Phone Number #512-267-5000

===== VOLUME SERIALS =====
| Customer  =MB | Order Ent. =SR
| A/R       =MB | P/O'S   =PO??
| Vendor    =PO?? | G/L     =AC??
| A/P       =AC?? | Salesman =AC??
| Inventory =IN?? | Personel =AC??
| Inv. Hist =IN?? | Payroll  =AC??
| Inv. Aux  =W2?? | Sales Jour =SR
| Inv. wh1  =IN?? | Sales Hist =H1??
| Serial    =PO?? | Tele.Mark. =AC??
| Contract  =IN?? | System    =SR??
| Rpt.Writer =SR?? | work      =W1??
```

- To determine which folder contains the files you want to check, open a TBL (text-based) session, and go to the (LØ) Global Master Parameters screen.

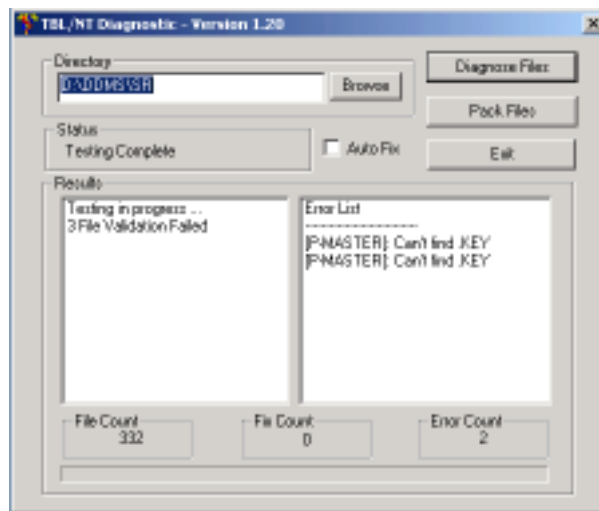
The lower right corner of this screen is labeled Volume Serials, as shown above. It lists the volume serial for each type of file on your system. Each volume serial is a folder on your server.

For example, in the figure above the inventory volume serial is IN. A folder called IN holds the inventory files.

Since all of these folders are within the DDMS folder, you could check the inventory files on this

system by typing D:\DDMS\IN in the Directory box.

- If you want the program to attempt to correct any problems it finds, click the **Auto Fix** box. *Remember that clicking this box makes this a dedicated function.*

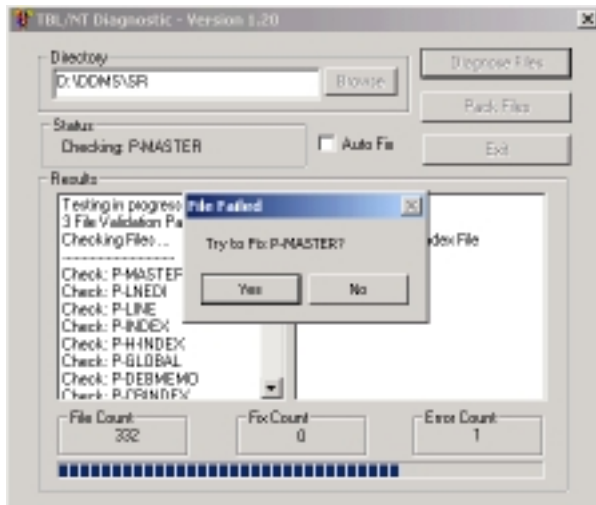


- Start the process by clicking **Diagnose Files**.

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- 9 If you selected the Auto Fix option, the program tries to fix any problems it encounters. If it succeeds, the procedure is complete. If it fails to repair a problem, go to **Step 10**.

If you did not select the Auto Fix option, and the program finds an error, it displays the prompt Try to Fix [filename]. See the figure below.



*If no one else is using the system*, click the Yes button to let the program attempt to fix the file. If the

program repairs the file, the procedure is complete. If it tries to fix the file and fails, go to **Step 10**.

*If others are using the system*, click No. To fix the problem later, go to **Step 10**.

- 10 *Repairing files is a dedicated procedure*. Make sure no one else is using your system before following the instructions below.

Remember that on the Windows platform, each DDMS file has three parts: a .cdx, .dbf, and .key. The P-MASTER file, for example, consists of P-MASTER.CDX, P-MASTER.DBF, and P-MASTER.KEY. Unless you have all three, you do not have the entire file.

The four most common errors that the diag program may report are:

- Can't find .CDX
- Can't find .DBF
- Can't find .KEY
- Bad Dbase File

**Can't find .CDX:** This message indicates that the .cdx portion of the file in question is missing. Restore *all three parts* of the file (.cdx, .dbf, and .key) from a recent backup tape.

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**Can't find .DBF:** This message indicates that the .dbf portion of the file in question is missing. Restore *all three parts* of the file (.cdx, .dbf, and .key) from a recent backup tape.

**Can't find .KEY:** This message indicates that the .key portion of the file in question is missing. Follow these steps:

- Close TBL Server. (Instructions, if needed, are in **Step 1**.)
- Click **Start**, point to **Programs**, and select **Windows NT Explorer** (on NT) or **Windows Explorer** (on Windows 2000).
- Navigate to the folder that contains the bad file (open DDMS\SR, for example).
- Move the .cdx and .dbf parts of the file to another folder. (One way to do this is to right-click the file name and select **Cut**; then right-click the folder you want to move it to, and select **Paste**.)

- Open TBL Server.
- Go to the screen that uses the bad file. If you're trying to repair I-AUX, for example, go to the (E) Inventory Master screen. (If you're using eNsite Pro, you would open the Inventory window instead.)
- Press the ESC key until you go back to the Master Menu.
- Close TBL Server.
- Return to Windows NT Explorer or Windows Explorer, and copy the .cdx and .dbf parts of the file back to their original location. When you see a prompt for confirming the file replacement, click **Yes to All**.

**Bad Dbase file:** This message indicates that the database index does not match the information in the .dbf part of the file.

Usually, if you select the Auto Fix option, the program can repair this for you. If that fails, restore *all three parts* of the file (.cdx, .dbf, and .key) from a recent backup tape.