

Introduction

This document shows how to use the 4D Maintenance & Security Center (“MSC”) to perform periodic maintenance on your data file when you are running JobOrder Server.

If the instructions below are not clear, please contact JobOrder Customer Support for assistance.

Data Verification

To verify the integrity of your data and check for errors, select “Maintenance & Security Center” from the “Help” menu of the JobOrder Server application.

In the dialog that appears, click “Verify” in the button bar on the left and then select “Verify the records and the indexes” by clicking on the icon of the magnifying glass.

When verification is complete, a “√” will be displayed if your data was verified successfully or an “X” will be displayed if damage is detected. If damage is detected, you can see the specific areas with problems by clicking on the ‘Open log file’ button at the bottom of the page.

Data Repair

If you have not yet verified your data, please perform the Data Verification step described above.

If damage was detected during the verification process, click “Repair” in the button bar on the left of the Maintenance and Security Center dialog. Then, click “Repair” in the “Repair the data file” section.

Please note that repairing your data will disconnect all users and will close the server application. You will be prompted with a message to “Be careful, this operation will first cause the database to be closed and then reopened in maintenance mode”. Click “OK”.

If a message is displayed that ‘Anomalies have been detected’, please run a ‘Compact’ as described in the next section.

When the repair is complete, close the JobOrder Server application. You may now re-launch the JobOrder server application and resume use.

A copy of your original damaged data file will be stored in a folder labeled “Replaced Files...” Please wait several days before deleting the ‘Replaced Files’ to make sure that everything is okay in the new data file.

Compacting Data

Compacting your data removes dead space and improves performance and fixes anomalies. To compact your data, select “Maintenance & Security Center” from the “Help” menu of the JobOrder Server application.

In the dialog that appears, click “Compact” in the button bar on the left and then select “Compact records and indexes” by clicking on the icon with the magnifying glass and the file cabinet.

Please note that compacting your data will disconnect all users and close the server application. If the server application is running, you will be prompted to close your data file and reopen in maintenance mode. Click “OK”.

When the compact is complete, a “√” will be displayed if your data was compacted successfully. If a problem remains, an “X” will be displayed if damage is detected. If damage is detected, you can see the specific areas with problems by clicking on the ‘Open log file’ button at the bottom of the page. If damage is detected after a Compact, please contact JobOrder Customer Support immediately.

A copy of your original damaged data file will be stored in a folder labeled “Replaced Files...” Please wait several days before deleting the ‘Replaced Files’ to make sure that everything is okay in the new data file.

When the Compact is complete, close the JobOrder Server application. You may now re-launch the JobOrder server application and resume use.