

Manufacturing Management Software

Upgrading Guide

Making IT Work

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Upgrading

This section guides you through the upgrading of an existing installation to a newer version of the software.

The process is largely automatic and experienced users will have no difficulty performing it even if they have not read this guide.

There are two stages to the process. Stage 1 is loading the new software onto your computer. This will take only a few minutes. Stage 2 is upgrading your data to accommodate the changes in the new version. How long this takes will depend on the size of your database and the number of changes involved. For large systems, this can take several hours. It is an unattended operation, so once it's started you can leave it to it.

IMPORTANT: You must have administrator privileges within *Windows*[™] to upgrade your system. Make sure you are logged-in to *Windows* as a user that has administrator privileges.

1 Upgrading from a CD

If you are upgrading the software from a CD, place the CD in your drive and after a few moments you will see a screen like this:



If this screen does not appear, the auto-run feature on your PC may be disabled, to proceed in this case find the setup program on the CD and double-click on it.

To begin the upgrade process, check the I have an existing installation... option, click **Next**, then click on the **Install Match-IT** button and continue from Loading the new software below.

It's a good idea to review the release notes before upgrading. You can read those directly from the CD by selecting the **Read Release Notes** button. This will describe the most significant changes in the new version.

2 Upgrading from a download

If you are upgrading from a downloaded copy of the software, to start the upgrade process, run the program you downloaded. You can do this by either finding it in explorer and double clicking on it, or by selecting Run from the Start button. Then continue from Loading the new software below.

3 Loading the new software

After starting the installation program there will be a slight pause then you will see a welcome screen something like this:



Press **Next** to proceed with the installation. The installation program will search your local disk for an existing installation. After it's done the search you will see a screen something like this:



If your existing installation was found, option 2 to update an existing installation, will be selected. If your existing installation was not found, go no further. You must install the new version from a workstation that can see your existing system. The best place to do this from is your server. To do that, cancel this installation and start again on your server.

Make sure option 2 is select and press **Next**. If there is more than one installation available, you will get a warning similar to this:

| Multip | le Installations Detected 🛛 💌 |
|--------|--|
| | WARNING: |
| - | More than one installation of Match-IT has been detected. |
| | 5 dataset folders and 10 program folders were found. |
| | Make sure you select the correct dataset and program folders. |
| | OK Cancel |

Make sure you select the installation you wish to upgrade in the next screen. Press OK if you get this warning. The next screen you will see will be something like this:

| 🔑 Update Existing In: | stallation | X |
|-----------------------|--|--|
| Update Existing Ins | Update Existing Install You have chosen to update an existing installatexisting data will be preserved. Use this option when you receive an updated want to start using it now. DO NOT USE this option if you are not confidence version will operate correctly for you. If in doub trial system first to try it out. Update DATASET installed in this folder IC:\MATCH-IT\DATA Update PROGRAM installed in this folder IC:\MATCH-IT | version and you ent the new t, install it as a |
| 2 | < <u>B</u> ack <u>Next</u> > | <u>C</u> ancel |

The DATASET folder shown should be the place where your Match-IT data is held. The **PROGRAM** folder is usually the parent of the data folder unless you have organised your folder structure in a non-standard way. In this case refer to your system administrator.

If you have more than one Match-IT installation on your system, the folder offered may not be the correct one. In this case, click on the drop-down list and select the correct installation. Make sure both the DATASET and PROGRAM folders are correct, then press **Next**. You will see a screen something like this:

| 🔏 Verify Existing Insta | llation | X |
|-------------------------|--|--------------|
| | Verify Existing Installation | ! |
| | The existing dataset you have chosen is named LIVE an issue 21.3.11. | d is |
| | If this is not the one you want, press Back now and select another one. If this is the installation you intend, press Ne continue. | st ext to |
| | Existing Program Folder Selected C:\MATCH-IT | |
| | Existing DataSet Folder Selected C:\MATCH-IT\DATA | |
| | Selected build created on 24/01/09 at 06:33:06 by DCN. | |
| <u></u> | < <u>B</u> ack <u>Next</u> > <u>C</u> ance | el |

Confirm the details shown are correct. If they are not, press **Back** to return to previous screens and change your selections. If they are correct, press **Next**. You will see a final confirmation screen like this:



Make sure the details shown are correct, and then press Next.

The Install AGENT scheduler? option should only be checked if you are performing the upgrade from the same PC you are using to run the 'Agent', this is typically your server. In all other cases this option should be un-checked.

Next, you will see a final confirmation screen like this:

| 😼 Confirm Update Installation | | |
|-------------------------------|--|--|
| By commodate this | WARNING! You are about to update your dataset in C:\MATCH-IT\DATA to issue 21.3.11. You will only be able to run your updated system if have a valid upgrade licence. You will have to re-install your old version if you continue without a valid upgrade licence. Press the Next button to continue the operation or the Back button to review or edit the information. | |
| | < <u>B</u> ack <u>N</u> ext > <u>C</u> ancel | |

This is just warning you that you will not be able to run the new version of the software if you have not got a valid upgrade licence. This is your last chance to cancel without side-effects.

IMPORTANT: Although the new software will install without a valid licence, you will not be able to run it.

If you find you've done this, you must revert to your previous version by re-installing that from the CD.

When you are ready, press **Next** to begin the installation. Depending on the upgrade you may receive an announcment message, please read these. Here is an example:

| Annou | ncement 🗾 |
|-------|---|
| ? | WARNING: DO NOT CHANGE DATASET NAME When upgrading from a previous version DO NOT CHANGE the dataset name you are installing as. If you do, the existing agent scheduling service will become disconnected and you'll end up with two running and generally causing mass confusion. |
| | Press OK to continue with the installation Press Cancel to stop the installation |

Press OK on any such message you receive. After a few moments you will receive another message like this:

| System | Has Been Locked |
|----------|---|
| <u> </u> | The existing installation in C:\MATCH-IT has been locked for exclusive access by this station [DCN1]. This is necessary to prevent conflicts arising during the update. Anybody logged in to the existing system will be logged out now. The lock will be removed when the installation is completed. |
| | You should allow at least 1 minute for the log out requests to be actioned. When you are confident everybody is out of the existing system, press OK to continue the installation. |
| | ΟΚ |

This is advising you that the system has been locked to prevent its use during the installation. If anybody is currently using the existing system, they will be logged out automatically within 1 minute. If you are not sure if anybody is using the existing version, just wait 1 minute then press **OK** to continue.

You will then be asked to confirm that nobody is using the existing system with a screen like this:



When you are sure nobody is logged-in to the existing system, press OK.

The new software will now be installed on your system. The process will take only a few minutes. When it has completed you will see a screen something like this:

| 😼 Match-IT Installation | |
|-------------------------|--|
| | Installation Completed! |
| | Your Match-IT installation request has been successfully completed. If you have customisations, they should be installed before you run Match-IT for the first time. |
| | The remaining installation and configuration work, if any, will be done the first time you start the installed Match-IT system. |
| | Press the Finish button to exit this installation program. |
| | IMPORTANT: For new users |
| | When you start Match-IT you'll be asked to log-in. Use "Manager" as both your login ID and your password. |
| | Read the Installation Guide to find out how to configure Match-IT. |
| <u></u> | |
| | < <u>B</u> ack <u>Finish</u> <u>C</u> ancel |

Press **Finish** to exit the installation program.

4 Loading your customisations

If you have special customisations and extensions to your system, they must be loaded (or re-loaded) after you install any new version of the software and before you run it.

If you are upgrading from a CD that has your customisations on it, the CD will show your customer ID and the **Install Customisations** button will be available. In this case, verify the customer ID is you and press the **Install Customisations** button to begin the process. If you've been e-mailed your customisations, just run the program you've been given. Either way, you'll see a screen like this:



The process is very similar to installing the original Match-IT software except it only asks for a PROGRAM folder. You must verify the correct PROGRAM folder is selected. It must be the same as that selected for the original software installation.

The final confirmation screen looks like this:

| 🚇 Match-IT Extension | s Installation |
|--|--|
| Match-IT Extension | ABL Ready to Install! You are now ready to install your extensions. Program folder selected C:\MATCH-IT DataSet folder selected dataset in C:\MATCH-IT\DATA |
| Press the Next button to b the custom installation. | Install editable layouts (overwrites your changes). D0 NOT CHECK THIS UNLESS SPECIFICALLY TOLD TO DO SO WARNING: Do not install into your live dataset unless you are sure the extensions will operate correctly. regin < Back |

Note the Install editable layouts option. Leave this off unless you are expecting revised layouts from your Match-IT supplier. If you check this option, layout changes you've made may be overwritten. When ready, press **Next** to install your customisations.

Installing customisations is usually very quick. The final screen you will see will look like this:



5 Initialising the new software

Initialisation of the new version is automatic the first time you run it. Start the upgraded system in the normal way to begin. It's best to do this from your server as the upgrade can be a very lengthy process.

You will see the usual splash panel appear. After a short pause, the system will begin to load. The first time it starts after an upgrade it will notice it's a new version and will automatically initiate the upgrade process. This converts your data from the old version to the new. If this is the first time you have installed an update you may see this screen:

[Frame] Data files repair/upgrade required Your Match-IT data files are either damaged or a new version of Match-IT has been installed. Before you can run a new version an upgrade of your data files is required. No station has been nominated as the recovery/upgrade station. The recovery/upgrade operation can be very long so it should be done from your 'server'. You should re-start Match-IT on your server and nominate it as the recovery/upgrade station. You can do this by clicking on the splash panel that is shown immediately after you start Match-IT. Select the '/recover' tab and then check 'Add this option' and then resume. You will not be able to start Match-IT until you have nominated a station and performed the recovery/upgrade action. This dialog will close in 296 seconds. <u>O</u>k

This is normal. It just means you haven't nominated a station to perform the upgrade.

To nominate a station, press **OK** on the above message, this will stop the software. Start it again, and when you see the initial splash panel appear, click anywhere on it. This will bring up a screen like this:

| 🍐 Match-IT - Set Command Line Options [ini=match-it.set] 📃 | |
|---|-----------------|
| 1 User switches 2 Advanced switches 3 Development switches 4 Environment | |
| /ask //lock //unlock //readcheck //writecheck //agent /SFDC //recover fix= nam | ie= |
| When this switch is present it causes this dialog to be presented to allow you to set Match-IT st up options. This dialog is also presented if you press the space key before Match-IT starts to I | art- 🔺 .oad. |
| 4 | ~ |
| Add this option Remove this option | |
| Options: ini=match-it.set | |
| Match-IT Issue 21.3.11 (24/01/09) © Match-IT Ltd 19942008 | <u>Cancel</u> |
| elect the /recover tab, the screen will change to: | |

| Amatch-IT - Set Command Line Options [ini=match-it.set] | x |
|---|-----|
| 1 User switches 2 Advanced switches 3 Development switches 4 Environment | |
| /ask //lock //unlock //readcheck //writecheck //agent /SFDC /recover fix= name= | |
| Starting with this switch causes the station that is starting to become the nominated 'recovery' or 'upgrade' station. This is the station that will perform database damage detection and recovery when some catastrophic event has occured (like a power failure). It is also the station that will perform database upgrades when a new Match-IT version is installed. Stations other than the nominated one will be advised to start Match-IT on the recovery/upgrade station when they detect a 'crash' has happenned or a new version has been installed. The recovery/upgrade operations can be very slow, so you would normally nominate your 'server' as the recovery/upgrade station. | * |
| Add this option Remove this option | |
| Options: ini=match-it.set | _ |
| Match-IT Issue 21.3.11 (24/01/09) © Match-IT Ltd 19942008 | cel |

Then press the **Add this option** button, this will add the option to your options line, then press **Resume** to continue loading.

During the loading the system will detect all the data upgrading that is necessary and after a few moments you will see a screen similar to this:

The list on the left will show all the existing databases that must be converted to the new version. It may be empty if the new version has not changed the format of any databases. The list on the right shows any new databases that are required for the new version. This is usually empty. Adding new databases is relatively rare.

If you see this screen, it means the new version has detected and understood the changes required correctly. If your old version is too old to be upgraded to the new version, you will see a different screen informing you of this. In this case, you must find an intermediate version of the software and upgrade to that first (these intermediate versions are referred to as 'bridges'). Ask your Match-IT supplier for the appropriate 'bridge' version or check out http://download.make247.co.uk as many old versions are available to download from there.

IMPORTANT: Once your data has been upgraded it will not be possible to run your previous version. If you find the new version does not operate correctly for you, you will need to restore your data to the state before the upgrade and re-install your previous version of the software. For this reason it is STRONGLY recommended that you make a backup copy of your data folder before any upgrade.

When you are ready to proceed, press **Yes**.

You will be asked to confirm the action with a screen like this:

| [Frame] zu | uUpgradeSystem: Backup/Time Warning | |
|------------|---|--|
| | You have requested that your data files be upgraded. | |
| | You are STRONGLY advised not to proceed unless you have made a backup. | |
| ? | WARNING: This operation may take a VERY long time. It will be much quicker if run on your 'master' station. | |
| | Are you sure you want to perform the upgrade? | |
| | This dialog will close in 1798 seconds. | |
| | Yes No | |

Press **Yes** to confirm the action.

| [Frame] zuUpgradeSystem: Customisations Installed? | | | | | |
|--|--|--|--|--|--|
| | WARNING: | | | | |
| ? | If your Match-IT system has customisations specific to you they MUST be installed BEFORE you start this upgrade. | | | | |
| | Are you sure you want to perform the upgrade? | | | | |
| | This dialog will close in 1797 seconds. | | | | |
| _ | Yes No | | | | |

Next you will be asked to confirm that your customisations have been loaded. You can ignore this if you do not have any customisations. Press **Yes** to proceed. Next you will be invited to take a 'snapshot' of your data:

| 🛆 Select Path for Dataset Snapshot [Upgrading] | | | | |
|---|--|--|--|--|
| This function will create a snapshot of your current dataset by creating a new backup generation. Unlike your normal backup, this one will not affect any existing backups. Its recommended you do this before performing an action you may later like to undo. | | | | |
| Where do you want to create the snapshot? | | | | |
| Snapshot Path: C.\MATCH-IT\data\backup\ | | | | |
| Its recommended you place the snapshot in the same folder as your normal backups as they are easier to restore from there. | | | | |
| Start Snapshot No Snapshot Cancel Action | | | | |

This is useful if you later discover the new version does not operate correctly for you. The snapshot will allow you to revert to your data as it was before the upgrade. The Snapshot Path offered will normally be your

Match-IT backup folder. The procedure to recover data from this snapshot is described in Undoing an upgrade. The final message you will see looks like this:

This is just informing you that the upgrade will proceed un-aided. Press **OK** and let it get on with it. Various messages may be shown as the upgrade proceeds. Just ignore them. Part of the process involves logging-in to perform some more actions and then logging out again.

If you leave it to it and come back later, it's normal to find it has shut-down. Start it again as normal. If the upgrade succeeded, you will be asked to log-in as normal. If it fails, instead you will see something like this:

There are many reasons why the upgrade might fail. If it happens to you, contact your Match-IT support engineer for guidance. If you want to just back out of the upgrade and revert to your previous version, select **No**. Match-IT will then restore your data to its original state and start again. It will show the **Confirm** Upgrade dialog again. This time select **No**. It will shut-down. Find your previous version CD and re-install that.

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6 Undoing an upgrade

There are two stages to reversing an upgrade: stage 1 is to re-install the previous version of the software, stage 2 is to restore your data.

The previous software version you re-install must match the data you are also going to restore. To re-install the software just follow the procedures described in Loading the new software and Loading your customisations.

There are two main options to restore your data: option 1 is to use the 'snapshot' you took during the upgrade attempt, option 2 is to use some other backup. If you did not take a snapshot then you must restore your data manually. The data required is all the files with a TPS extension from the data folder in the Match-IT installation. If you took no snapshot and have no other backup then you are committed to using the new version; there is no 'undo' path available. You will need to consult with your Match-IT supplier to resolve the situation.

Restoring your data is straightforward if you took a 'snapshot' during the upgrade attempt. To do this, start the re-installed version of the software and when the splash panel appears, click on it. The command line switches screen will appear:

| Amatch-IT - Set Command Line Options [ini=match-it.set] | | | | | |
|---|--|--|--|--|--|
| 1 User switches 2 Advanced switches 3 Development switches 4 Environment | | | | | |
| /ask /lock /unlock /readcheck /writecheck /agent /SFDC /recover fix= name= | | | | | |
| When this switch is present it causes this dialog to be presented to allow you to set Match-IT start- up options. This dialog is also presented if you press the space key before Match-IT starts to load. | | | | | |
| Add this option Remove this option | | | | | |
| | | | | | |
| Match-IT Issue 21.3.11 (24/01/09) © Match-IT Ltd 19942008 | | | | | |

Click on the fix= tab, the screen will change to:

| Antch-IT - Set Command Line Options [ini=match-it.set] | | | | | |
|---|--|--|--|--|--|
| 1 User switches 2 Advanced switches 3 Development switches 4 Environment | | | | | |
| /ask /lock /unlock /readcheck /writecheck /agent /SFDC /recover fix= name= | | | | | |
| This switch requires a comma separated list of database IDs, or the word 'all', to follow the equals sign. E.g. "fix=mch,msi" and "fix=all". The whole switch must be enclosed in " marks. FIX forces Match-IT to perform its damage recovery procedures on the identified databases. This is useful if you suspect there is damage and neither the /READCHECK or the /WRITECHECK switch detected it. | | | | | |
| You should make sure everybody is logged off before using this option otherwise you may get Access Denied errors on some files. | | | | | |
| Add this option Remove this option | | | | | |
| Options: ini=match-it.set | | | | | |
| Match-IT Issue 21.3.11 (24/01/09) © Match-IT Ltd 19942008 | | | | | |

Click on **Add this option** then press **Resume**. After a short pause you will be presented with the recovery options, like this:

| Select Recovery Option for ZFR | |
|--|---|
| The previous verification, or open, of the ZFR file failed. This may n in the file has been damaged. You should perform some action to v no damage or repair it if there is. It is possible to make matters wors attempting to repair damaged files, so MAKE A BACKUP FIRST jus have to revert. If you decide to attempt a repair using the TPSFIX uf SURE THE VERSION OF THE SYSTEM YOU ARE RUNNING NO MATCHES THAT OF THE FILES YOU ARE ABOUT TO REPAIR. installed a new version and have not yet run it at least once then DO ATTEMPT TO RECOVER, instead re-install the previous version a using that. Err on the side of caution! See the "Recovering Damage note (mun122) for more detail. | nean the data verify there is se when at in case you tility MAKE W If you've just NOT nd recover ed Data" user |
| Recover This: zfr:File Registry | |
| Options: (select one then press Explain for details) ● 1 Repair the file using TPSFIX NB: READ → Explain ● 2 Re-create by copying all records ● 3 Just verify the file by reading all records ● 4 Don't do anything and carry on with no recovery - BEWARE! ● 5 Delete and allow a new empty one to be created - BEWARE! ● 6 Restore it from the Match-IT internal backup ● 7 Don't do anything and stop now ● 8 Revert to using live data (damage is in training data) | Files To Do: ZFR, asa, asc, asd, asf, asl, asp, asu, asw, ath, atu, bmi, bmn, csa, csc, csh, csl, csp, csr, csv, ctc, cth, drh, drl, drt |
| <u>Apply</u> this option to all files requiring recovery? | <u>O</u> K <u>C</u> ancel |

Select option 6 Restore it from the Match-IT internal backup and press **OK**. You will be presented with a list of databases to restore, similar to this:

| Carteria Select file(s) to restore for ZFR **** REGISTRY DAMAGED **** | | | | | | | - • • |
|---|-------|--|----------------------|----------|---------|---|-------------|
| 1 Select 2 READ THIS | | | | | | | |
| ID | FId | Name | Restore From | Date | Time | | |
| X | asa | User activity audit loc | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:33 | | Rest. From |
| X | asc | User access control I | iC:\MATCH-IT\data\ba | 12/05/05 | 7:07:33 | Ξ | Last Backup |
| X | asd | Data File Access | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:33 | | |
| X | ast | Data Field Access | | | 20204 | | Set All |
| X | asi | Login history | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:34 | | Pick One |
| | asp | Process Access | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:35 | | |
| | asu | User When in the manual in | C:\MATCH-II \data\ba | 12/05/05 | 7:07:35 | | PICK Rest |
| | asw | vvno is logged in Llaarl abala (rapart) | C:\MATCHIT(data\ba | 12/05/05 | 7:07:35 | | |
| | auri | User (report) | C.\MATCH-IT Juala/ba | 12/05/05 | 7.07.35 | | Select |
| | hmi | Dibbon Itom | C.\MATCH-IT) data\ba | 12/05/05 | 7.07.35 | | All |
| | hmn | Ribbon Menu | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:36 | | None |
| I Q | CSa | Accounts Centre | C\MATCH-IT\data\ba | 12/05/05 | 7:07:36 | | |
| | CSC | Contact | C\MATCH-IT\data\ba | 12/05/05 | 7.07.36 | | <u> </u> |
| | csh | Customer/Supplier | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:38 | | Damaged |
| X | csl | Ledaer i/f status | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:38 | | |
| X | csp | Payment term | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:38 | | |
| X | csr | Carriage Rule | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:39 | | |
| X | CSV | Vat Rate | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:39 | | |
| X | ctc | Contact (report) | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:39 | | |
| X | , cth | Customer/Supplier (re | C:\MATCH-IT\data\ba | 12/05/05 | 7:07:39 | | |
| | | | | | | | <u> </u> |
| I = X if file included for restore F = X if last backup failed (see Reason col) D = X if file is marked for requiring recovery | | | | | | | |

Make sure Set All is checked, then press **Last Backup**. This will select the most up to date copy of every database to be restored. This will normally correspond to the snapshot you took during the upgrade attempt.

If you've performed an internal backup on the new version before deciding to undo the upgrade you may have to manually select the files to restore. In this case there will be multiple backup copies of the databases available. Pressing **Pick One** will show you a list of all copies available for the file highlighted using the normal windows file select dialog. Make sure you can see the file details and use the date/time information as a guide to select the version you want to restore. Like this:

| Select File | | | | × |
|--|--|--|----------------------|------|
| Match_ | IT ▶ data ▶ backup | | arch | Q |
| 🌗 Organize 👻 🏢 Views | 👻 📑 New Folder | | _ | ? |
| Favorite Links | Name | Date modified | Type | Size |
| Desktop Recent Places Computer Documents Pictures Music Recently Changed Searches Public | matchasa.000 matchasa.001 matchasa.002 | 22/12/2009 13:31 22/12/2008 01:06 27/01/2009 09:43 | 001 File 002 File | |
| Folders | < | | Find example | |

Having selected the appropriate version, press **Open** to return to the files to restore list. Notice the date and time columns on the file highlighted now reflect the version you picked. Now press **Pick Rest** to select the same version for all the other files. Notice the date and time columns change for all the other files. They will change to the closest in time versions available to the one you manually picked; the date/times may not be identical but they will be close.

Once the file version set to restore has been picked, press the select **All** button. An \mathbf{x} will appear in the \mathbf{I} column to indicate the file has been selected for restore. Finally, press **OK**.

Your files will now be restored. During the restore you may receive advice that a file has changed size significantly, like this:

| [Frame] ASL size changed! | | | | | |
|---------------------------|---|--|--|--|--|
| | The size of the ASL file has changed from 70400 to 75520. | | | | |
| <u> </u> | This may indicate you have restored a file that is too old. You should verify the file has been correctly restored IMMEDIATELY. | | | | |
| | This dialog will close in 42996 seconds. | | | | |
| | Ok | | | | |

Make a note of the file ID (shown in the title - ASL in the example above). When you log-in to the recovered

system you will need to convince yourself no information has been lost. For example, check the last thing you did is still there.

When the restore is complete, the software will resume it's normal start-up and you will be invited to log-in.

7 Damaged Data Recovery

Match-IT goes to great lengths to check and maintain the integrity of the information it holds. However, sooner or later damage will occur, due to a power failure, faulty network, faulty PC or for a whole raft of other reasons. Whenever Match-IT starts, it does a rudimentary check for damage in your data. This is what is happening when you see this panel:

zf:File System - Pre-init (locating:CSC)

You will see the file mnemonic (CSC in the example above) cycle through all your databases as they are checked. If no damage is detected, you will be asked to login as usual. However if damage is detected, Match-IT will initiate its damage recovery procedures. There are 2 stages to this recovery.

Stage 1 is a local, more intensive, check for damage. You will be asked to perform a verification with a dialog like this:

In the first instance, it is recommended you perform a quick verify, press **Yes** to do that. This checks the databases listed (the ASA and ASW in this example) can be read and written without error. If these checks pass then the damage has been repaired; Match-IT will continue its start-up procedure and you will be asked to log in as usual. If these checks fail then the damage recovery system will move to stage 2.

Stage 2 is a global recovery system and is instigated if serious damage is detected. When this happens, all stations currently logged-in to the dataset will be asked to log-out. Any attempt to log-in will be refused until the damage has been repaired. Stage 2 damage repair can only be done from the nominated 'recovery' station (DCN6 in the example above). This is usually your server, unless your server is not running *Windows*TM. A station can be nominated as the recovery station by adding the /recover switch to the command line that starts Match-IT (either in the start-up icon or by clicking on the splash panel, selecting the /recover tab and pressing **Add this option**).

You will be presented with a form like this:

| B Select Recovery Option for ASA | |
|---|---|
| The previous verification, or open, of the ASA file failed. This may mean the in the file has been damaged. You should perform some action to verify ther no damage or repair it if there is. It is possible to make matters worse when attempting to repair damaged files, so MAKE A BACKUP FIRST just in case have to revert. If you decide to attempt a repair using the TPSFIX utility MAKE SURE THE VERSION OF THE SYSTEM YOU ARE RUNNING NOW MATC THAT OF THE FILES YOU ARE ABOUT TO REPAIR. If you've just installed new version and have not yet run it at least once then DO NOT ATTEMPT TO RECOVER, instead re-install the previous version and recover using that. Er the side of caution! See the "Recovering Damaged Data" user note (mun12) more detail. | data is you E XHES ta D ron 2) for |
| Recover This: asa:User activity audit log | |
| Options: (select one then press Explain for details) Files To Image: Accelerate one then press Explain for details) AsA, as Image: Accelerate one the press Explain for details) AsA, as Image: Accelerate one the press Explain for details) AsA, as Image: Accelerate one the press Explain for details) AsA, as Image: Accelerate one the press Explain for details) AsA, as Image: Accelerate one the press Explain for details) AsA, as Image: Accelerate one the press Explain for details) AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for details AsA, as Image: Accelerate one the press Explain for | Do: w |
| Apply this option to all files requiring recovery? | <u>Cancel</u> |

Here you are presented with a number of options to recover the damaged data. Unfortunately, there are no hard and fast rules about which option is best. It's is recommended you try the TPSFIX option first. This tool tries to recover information by using the redundancy built into the files. It might not always be able to do that, in fact it may crash in the attempt.

If the TPSFIX option crashes in the attempt, or Match-IT crashes, it is very important that you immediately re-start Match-IT on the same station. This is necessary so it can detect the failed attempt and restore the databases to the pre-repair attempt state. If you do not do this, you will make the damage much worse.

The next thing to try is the re-create by copying all records option. Again, if that fails you must immediately re-start Match-IT so it can recover from the failed attempt.

The final option is to restore from a backup. If you have to resort to this, it is highly likely you will need to restore everything not just the damaged files. This is because most files are inter-related, so doing a partial restore can lead to inconsistencies, e.g. a purchase line with no purchase header.

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