Recovering a Damaged File

PestaRoo is based upon FileMaker Pro, which does a wonderful job preventing damage and protecting your data. But even FileMaker can't protect your file from a power outage. If your copy of PestaRoo is damaged there is a straight forward way to repair the damage and get back to work. These directions work for Server-based or client-based installations.

Preventing Damage

The best way to prevent damage is to have a reliable battery backup power supply. This is called a UPC. Anyone running ANY database (PestaRoo is a database) should have a UPC. A UPC provides you with power during those brief power 'flickers' and for perhaps a half hour or more. Most damage occurs to databases when the power drops while they are up and running. We normally recommend a size 1200 VAC or larger. They are available at any office supply store. "APC" is the most common brand. A UPC lasts for about one year before it needs to be replaced. Most people put a sticker or label on it to indicate the replacement date.

Backups

Obviously backups are critical for any software in your business. We recommend backups every single night, without exception. But no matter how good you are, damage happens. If your copy of PestaRoo is damaged, here is how you fix it. If you have a damaged copy of PestaRoo and a network of machines, you only need to repair it on the host machine.

Server vs Client-Based

If you have 3 or more clients, you probably are using Server. This is a separate machine, usually a Macintosh, that has a special piece of software running on it that allows a large number of users to work in PestaRoo simultaneously. If you have only one or two users of PestaRoo, then you are probably client-based.

Launch FileMaker Pro

Launch FileMaker Pro, the application. For Windows users, do this from the Start menu. For Mac OS X users, do this from the Applications folder or the Dock. If asked to "Create a new file ..." or "Create a new empty file", or "Open an existing file" click cancel. We only want the application open, not any document. We do NOT want PestaRoo open.

Recover

From the File menu, select "Recover...". Next it will ask you to find your copy of PestaRoo.

Find Your Copy of PestaRoo

If Server: Navigate to Macintosh HD >>Library>>FileMaker Server>>Data>>Databases. Inside that folder, you'll find PestaRoo. If Client-based you should already be on the computer that is the host, then go to Documents>>PestaRoo Folder. Inside that folder you'll find PestaRoo. If these paths are not exact or you have moved PestaRoo, use your operating systems "find" function to find your copy. Caution: we must find your actually copy of PestaRoo, not an aliases or a shortcut. Click "Open" Next you will be asked what to Name the Recovered file and where to place it. Use the default name of "PestaRoo Recovered", and then save it in the same location as your original copy of PestaRoo. Click "Save". Now FileMaker will run for 1-15 minutes recovering your data and structures.

Rename files

When recovery is complete, you will Quit FileMaker Pro and rename both files. Rename your old file PestaRoo to "Damaged PestaRoo March 15 of 2008" using whatever the current date is. Notice we don't use any punctuation marks. Next, change the name of "PestaRoo Recovered" to "PestaRoo". Be careful not to leave a space after the name PestaRoo. Note: Depending upon the settings in your install-ment of your operating system, you may or may not see the extension ".fmp12" after the name.

Move Damaged File

Your damaged file now needs to be moved to your Archive folder or burned to a disk and saved. This is not critical for Client-based users. But if you are Server-based, you must move the file to a different directory. The damaged file **must** be removed from the Data>>Databases folder.

Relaunch

Relaunch PestaRoo normally and you are ready to get back to work!