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Maintenance - Why Bother?



Maintaining your TeleMagic installation is very important for two reasons:

- It protects your data, which is the lifeblood of your work. Just think about the amount of work required to re-enter all of that data!
- It allows TeleMagic to operate at the best speed possible.

There are other reasons, but just the two mentioned above should be enough to make you think about maintaining your TeleMagic installation. Unfortunately, TeleMagic Technical Support hears horror stories from users who have not performed maintenance on regular basis. As important as maintenance is, some people either forget or ignore these warnings. When the worst time for a problem arrives, they are not prepared.

Note: Only perform maintenance to your TeleMagic installation if you are the system administrator, or if you have been assigned to perform maintenance by the system administrator!

Backup

Whenever data is critical to you, you should always perform backups on a regular basis. Since there is a backup program supplied with every copy of Windows, TeleMagic does not

have its own backup routine. You may also be using a special backup program depending on the type of backup media/method you are using. You will need to know what needs to be backed up, and how often a backup should be performed.

Let's look at how often a backup should be performed. If your data is critical to you, and your TeleMagic installation is very active (in other words you add, change, and delete information often) you should probably back up daily. If you decide that your TeleMagic installation is not that active, or the data is not that critical, you should back up at least one time each week.

Next, let's look at what should be backed up. *It is recommended that you back up the entire installation of TeleMagic and all of the data files every time.* If, however, you want to save time and storage space, you could back up only the data files. The data files are those files with *.DBF, *.FPT, *.CDX, *.FRT, and *.FRX file extensions.

Note: Remember, if you have a problem that can only be solved by restoring from a backup, the backup that you will probably have to restore will be the *entire TeleMagic installation* rather than just the data files.

Rebuild

Rebuilding is an extremely important aspect of TeleMagic. By using rebuild on a regular basis you are able to make sure that your database(s) and other aspects of the program run at peak efficiency.

There are two types of rebuilds:

Internal rebuild, which is accessed from the **File** menu.

External rebuild, which is run outside of TeleMagic.

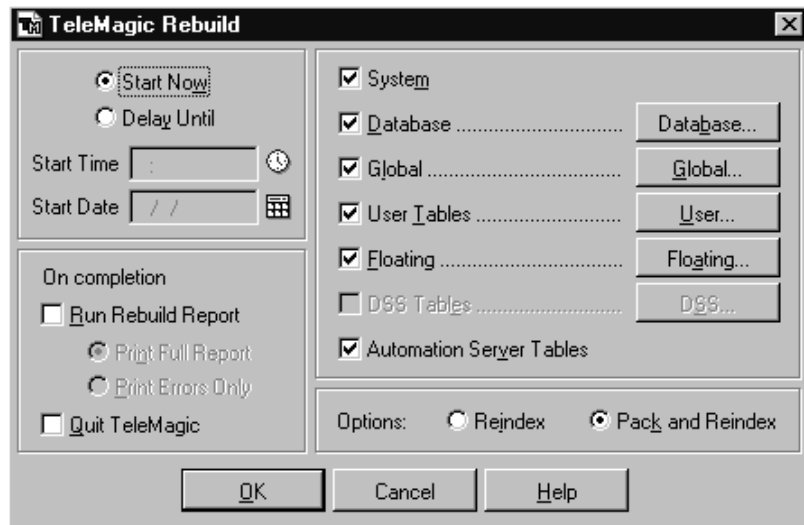
While both versions of rebuild work identically, the external version has some special capabilities based on what has happened in your TeleMagic installation and what special commands you issue to it.

When is rebuild important? Whenever you make a change to the structure of your database, such as adding or changing fields, you must rebuild so the database knows how to deal with the changes. In addition, it is important to rebuild after creating or revising indexes, and a special rebuild is included right in that portion of the program for that purpose.

If you are rebuilding the entire TeleMagic installation, TeleMagic requires that only one user (the one running the rebuild) be running TeleMagic. The others must exit TeleMagic before starting the rebuild. Users will also not be able to log in during a rebuild. However, if you are rebuilding only a single database, for example after adding fields, other users may continue to work in other databases.

Another important purpose of rebuild is to recreate a supervisor user if all of the supervisors are removed from that group. If that has happened, rebuild will notify you that this situation has occurred and will automatically create a user with the User ID of TST and a special password.

Here is the Rebuild dialog box:

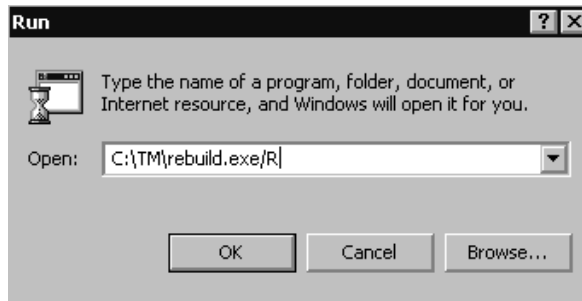


Setting	Contents
<p>Start <u>N</u>ow / Delay <u>U</u>ntil / Start Time / Start Date</p>	<p>If you want to rebuild immediately, leave <u>S</u>tart <u>N</u>ow selected.</p> <p>If you want to delay the rebuild until a future date/time, select <u>D</u>elay <u>U</u>ntil. Enter the start date and time for the rebuild.</p>
<p>On completion / <u>R</u>un Rebuild Report / <u>P</u>rint Full Report / <u>P</u>rint Errors Only / <u>Q</u>uit TeleMagic</p>	<p>Mark <u>R</u>un Rebuild Report to print a report after the rebuild has completed. Select <u>P</u>rint Full Report to print a complete report or select <u>P</u>rint Errors Only to print only the errors found.</p> <p>Mark <u>Q</u>uit TeleMagic to exit TeleMagic at the end of an internal rebuild. This option is not available for external rebuilds.</p>
<p><u>S</u>ystem</p>	<p>Mark the appropriate check boxes to rebuild different parts of TeleMagic. To perform a complete rebuild, mark all of these check boxes. To rebuild a certain item or group of items, mark only the appropriate check box(es) and click the button(s) to select certain items to be rebuilt:</p> <p>Mark <u>S</u>ystem and TeleMagic will rebuild the system files.</p>

Setting (cont'd)	Contents (cont'd)
<u>D</u> atabase / D atabase button	<p>Mark this check box to rebuild one or more databases and associated components. If you want to modify the default settings, click Database. Select the databases to be rebuilt. If this is an internal rebuild, the currently open database will already be selected by default.</p> <p>For each database selected, the contact data, filters, export formats, import formats, Quick Lists, report file list, and views files are selected to be rebuilt by default.</p> <p>If you want to have all of the calculated fields recalculated as part of the rebuild of the selected databases, mark the <u>C</u>alculated Fields check box. If this option is selected, the time needed for the rebuild will increase.</p> <p>By default, the entire database(s) selected will be rebuilt. As an alternative, you can select to rebuild only a particular database level. This is only recommended when you have changed something on one particular level of a database and only that level requires the rebuild. However, keep in mind that this will apply to all of the databases selected. If you want to rebuild only one level of one particular database, just perform a rebuild on it alone.</p>
Global / G lobal button	<p>Mark this check box to rebuild the global tables. If you want to modify the default settings, click Global to access your global files. Global files include the list of databases and security settings for all users, groups, records, and fields. Select the files to be rebuilt.</p>
User <u>T</u> ables / U ser button	<p>Mark this check box to rebuild the user tables. If you want to modify the default settings, click User to access your user files. Select the files to be rebuilt.</p>
<u>F</u> loating / F loating button	<p>Mark this check box to rebuild the floating tables. If you want to modify the default settings, click Floating to access your floating files. Activities, user-defined list boxes, function keys, toolbars, and scripts are all saved in floating files. Select the files to be rebuilt.</p>
DSS <u>T</u> ables / D SS button	<p>Mark this check box to rebuild the Data Synchronization Server tables. If you want to modify the default settings, click DSS to access your Data Synchronization Server-specific files. The rebuilding of these files can also be done through DSS.</p>

Setting (cont'd)	Contents (cont'd)
Automation Server Tables	Mark this check box to include the Automation Server tables with their current settings in the rebuild. The rebuilding of these files can also be done through the Automation Server.
Reindex / Pack and Reindex	Select Reindex to only update index files. If this option is marked, no deleted records will be removed from the databases being rebuilt. Select Pack and Reindex to update index files and streamline the tables so they take up less storage space. If this is marked, all deleted database records will be removed from the databases being rebuilt. Pack and Reindex is the default.
OK button	Click here to begin the rebuild. If you are delaying the start of the rebuild, a dialog box will open indicating the date and time the rebuild will start.

In addition to the manual settings, the external rebuild allows you to give special commands to the rebuild program called command line parameters. You can use these settings when you start the REBUILD.EXE program by including the desired parameter(s) in a Windows Run command:



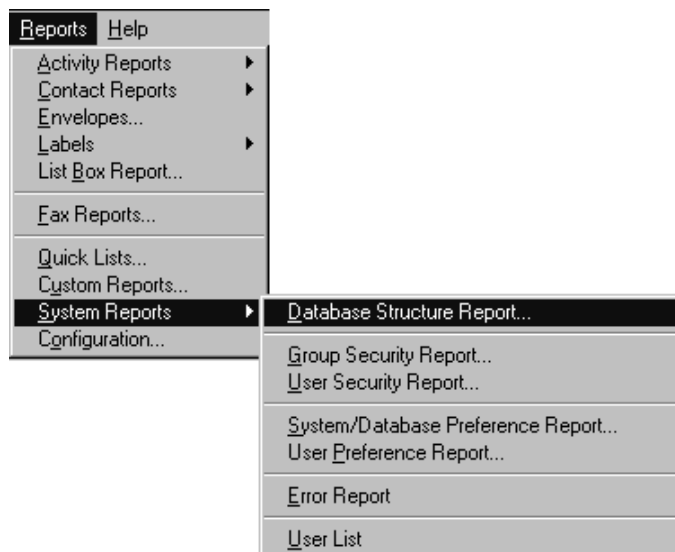
Here is a list of the Rebuild command line parameters and what they do:

Setting	Results
/R	This will bypass the Rebuild dialog box and perform the rebuild directly with the default settings.
/RE	This parameter will bypass the Rebuild dialog box and delete the error log. Use it in place of the /R parameter.
/RC	This will bypass the Rebuild dialog box and recalculate calculated fields. Use it in place of the /R parameter.

Setting (cont'd)	Results (cont'd)
/REC	This will bypass the Rebuild dialog box, recalculate calculated fields, and delete the error log. Use it in place of the /R parameter.
/PRNTERR	This is used to limit the default rebuild report to only detail any errors that are encountered during rebuild. This parameter must be used with the /R, /RE, /RC, or /REC parameter. (Example: /R /PRNTERR)
/NOREP	This will turn off the default report option. This parameter must be used with the /R, /RE, /RC, or /REC parameter. (Example: /R /NOREP)

System and Other Important Reports

System Reports provide another reliable way to check TeleMagic's current status on a Network system. Each of these reports can be accessed from the **Reports** menu, by selecting **System Reports** and opening the submenu. Supervisor users have full access to all of the reports, and non-supervisors have access to only certain reports. A Supervisor user's version of the menu is seen below:



Most of these reports will print immediately when selected, without allowing you to view it on screen. Here's what each report will tell you:

Use this System Report:	To Find Out About:
Database Structure Report	This report shows all field names, types, sizes, etc. in a selected database. This report is only available to Supervisors.

Use this System Report: (cont'd)	To Find Out About: (cont'd)
Group Security Report	This report shows all Security Groups and their security access/rights in TeleMagic. It also shows which users belong to which Security Group. This report is only available to Supervisors.
User Security Report	This report shows which Security Group a particular user belongs to, and what access/rights that user has. This report is only available to Supervisors.
System/Database Preference Report	This report shows the System and Database Preference settings for every installed database in TeleMagic. This report is only available to Supervisors.
User Preference Report	This report shows the Preference settings for individual users. This report is available to Supervisors with all features, while non-Supervisor users can access the report but only print their own Preference settings.
Error Report	<p>This report shows the detailed listings of every error report on file, including the system status and settings when the error occurred. This report is available to all users.</p> <p>It is not recommended that you print a detailed error report unless absolutely necessary, as these can be very large.</p>
User List	This report shows the users in this installation in alphabetical order by User ID. This report is only available to Supervisors.

List Box Report

The List Box Report allows you to view or print a report showing the details of the current field's list box or for all of the list boxes for the fields of a particular database level. This report can be accessed from the **Reports** menu by selecting **List Box Report**. You can select the database on which to report, as well as the database level. The report can be previewed or printed. This report is available to all users.

Fax Reports

The Fax Reports option allows you to print the same reports while in TeleMagic as you can print if you are in the Automation Server. This report can be accessed by selecting **Fax**

Reports from the **Reports** menu. Supervisor users have full access to all of the features of this report, and non-Supervisors have limited access.

Database Utilities (DBUTIL.EXE)

Database Utilities is an external program that comes with TeleMagic and is copied to the \PROGRAMS folder when TeleMagic is installed. This program is designed for use by a System Administrator, your TeleMagic reseller, or someone who has been instructed by them or TeleMagic Technical Support. Its purpose is to perform repairs and to manipulate your TeleMagic installation in special ways. Most of its features are restricted to Supervisor users only.

When you start Database Utilities you see a warning screen. After you click **I Agree** to continue, the Login dialog box will appear. As previously stated, most of the features in Database Utilities are restricted to Supervisor users only, so enter a Supervisor's User ID. When the user's ID and password have been entered, the main screen will open:



Database Utilities contains several utilities. Here is a brief explanation of each:

Activity Menu

Verify Duration/Due Time Utility

If your activity table contains invalid times or durations which have been replaced with an asterisk, this utility will automatically detect and repair them. Typically, these invalid times or durations were generated by add-on products not following published TeleMagic standards, importing improper data into these fields, or (under certain circumstances) from prior versions of TeleMagic. There are no user inputs associated with this utility. While running, a status bar will be displayed. You will be informed when the utility has finished and what errors were found, if any.

Comment ID Regeneration Utility

This utility is used prior to installing Data Synchronization Server at a particular site. It is possible for activity comment IDs to be duplicated. This condition will occur when a site is initially synchronized and whose Site ID is, or has been, identical to another site already under synchronization. This will result in some activities being associated with the wrong comments. To avoid this, the Site ID of one of the sites must be changed and the Comment ID Regeneration utility run prior to initial synchronization.

Note: To avoid this the System ID has been included as part of the comment ID. This feature was implemented in comment IDs generated on activity import in version 3.5a.

Global Menu

Path Update Utility

TeleMagic contains several internal references to the location of its primary directories. If you move your TeleMagic installation from its original path, it will be unable to locate its directories. When this occurs, you will not be able to access TeleMagic.

The Path Update Utility allows you to tell TeleMagic the new path to the global directory after it has been moved.

Note: This utility does not actually move your installation of TeleMagic. You must move TeleMagic to the desired target location before updating the path.

Registration Transfer Utility

This utility will transfer registration information from an established, registered installation to a new installation. This feature is intended to address issues experienced when an installation has become damaged, corrupted, or unstable and re-installation is required. The registration status of the source installation will be deleted.

Word Processor Upgrade Utility

This utility is used to change the default word processor used for previously created TeleMagic documents. When you create a document in TeleMagic, the program remembers which word processor you selected. It will only allow you to use that same word processor for that particular document. If you upgrade your word processor (or add another word processor) and want to use it with your existing documents, you must first run this utility. For example, if you were using Word 6 as your word processor and then upgraded it to Word 2000, you would use this utility so you will be able to open and use them when inside of TeleMagic.

Note: You must have the newer word processor installed and selected as a word processor in TeleMagic before attempting to use this utility.

Note: This utility does not convert the internal structure of the document. If the newly upgraded (or new word processor) uses a different internal structure than the original word processor, that structure is not changed by this utility. Most word processors will convert the old structure to the new structure when the document is opened, and then allow you to save the document with the new structure.

Contact Menu

Database Integrity Check

TeleMagic uses a special Contact ID that is assigned to a contact record when the record is first created. In addition, a record may have a fixed relationship with other records. For example, it may be a Level 2 child record of a Level 1 parent record.

Under certain circumstances the TeleMagic database may become corrupted. This corruption could result in Contact IDs being damaged, or links to related records being broken. Records with the latter condition are referred to as "orphans". Records can become corrupted for many reasons. Some of the most common causes are:

- Using add-on products that do not comply with TeleMagic's published standards.
- Closing TeleMagic improperly, such as by turning off the computer without first exiting TeleMagic. This may damage TeleMagic files, or leave one or more TeleMagic files open.
- Experiencing a power outage or other power fluctuation, which could result in damage to TeleMagic files.

The Database Integrity Check allows you to fix any Contact IDs that might have been damaged in your databases. In addition, you can identify orphaned records and reconnect them to the proper parent record (if possible). If a file has become an orphan due to a bad Contact ID, it will not automatically be reconnected to its original parent. A new parent will be created and the file will be associated with the newly created parent.

Database Repair

The Database Repair function will analyze and attempt to fix any problems within a .DBF file. It was primarily designed to fix corrupt headers in .DBF files.

Use Database Repair only if you have tried rebuilding the file(s) with no success. If Database Repair is unsuccessful, you will have to restore the database file(s) from an earlier backup. Database Repair should never be run on a database which is currently in use. It is highly recommended that all users exit any database being repaired, even if you are only generating a report and not attempting repairs.

WARNING! We strongly recommend that you create a backup of the installation before using the Database Repair function.

Template Maker

Template Maker is designed to allow you to take a TeleMagic database and make a template from it. What is included in a template? Any settings that are database-specific will be in the template, including:

- Customized Views

- Field Structure
- Contact Records
- Notebook Records
- Indexes
- Filters
- Import/Export Format Files
- Custom Reports
- Quick Lists
- Reports Menu Configuration
- In Directory Preferences, if the following are set to database-specific for any users, they will also be included in the Template:
 - Toolbar Configuration
 - Function Keys
 - List Boxes

Note: Activities linked to contacts in the database will not be included in the template. If you wish to include linked activities, you can do so through Data Synchronization (if the installation in which the database currently exists is the central site, and it is being sent to an installation that is a remote site). Alternatively, when you create the template, do not elect to include contact records. You can then export the contact records with the linked activities to a file which can be imported into any new databases created from the template.

What is not included in a template? Any settings that are user-specific or installation-specific (for example, security settings) will not be included in the template.

The Template Maker creates three files with the file name DBTYPES, but each have different file extensions (.DBF, .FPT, and .CDX). All three files must be present to install a database from a template. These files are all you need to install the template at another location. After the template has been created it can then be given to any other TeleMagic installation to be installed and used.

Note: The TeleMagic installation into which you want to install the template should be running the same version of TeleMagic as was used to create the template. However, in most cases the latest version of TeleMagic will install a template created in the version of TeleMagic immediately preceding it. For example, TeleMagic V5 will install templates created in TeleMagic V4.5.

Address Correction

TeleMagic has formed a partnership with Mailnet Services to provide users with a valuable service. Address Correction allows you to have the most accurate and updated information possible on your contact records. You can update area codes, make sure the address you have is accurate, check ZIP codes, and other useful services. Users will have to set up an account with Mailnet Services to use these features.

Once an account is set up, you can then use Database Utilities to send a packet of information from a particular database level (optionally, these can be filtered records, but all records must be from the same level) to be updated by Mailnet Services. You will set up a profile detailing the records and fields to send, and then upload it to Mailnet's FTP server. You have the option of 24-hour or 72-hour turnaround.

Note: You can perform Address Correction on only one level at a time.

Later, you will use Database Utilities to download the packet from Mailnet's FTP server and process the packet.

WARNING! The packet containing the updated contact information will overwrite the existing contact information (that was selected to be updated) in the database, even if information has been updated since you sent the packet to Mailnet Services.

For more information about Address Correction, please see the on-line help.

DSS Utilities

Packet Viewer

The Packet Viewer allows you to view the contents of your Data Synchronization packets. This is useful in situations where the records do not appear to be updating as expected after being synchronized. Packet Viewer examines the packet and generates a report which provides general data concerning the system, site, users, deleted records, security groups, and scripts. The report also provides descriptive data of records and e-mail, but does not reveal content. Packets going from a satellite to a central site will not include detailed information concerning the central site, but will indicate that the target is a central site. Once generated, the report can be printed or saved as a text file.

Rejected Records

Records may be rejected during the synchronization process for any of several reasons:

- The record was changed at the remote after being deleted at the central site.
- The record did not meet a filter requirement.
- The record is an orphan. (It is a subordinate level record with no valid parent.)
- The site is not accepting new records.

The contents of rejected records will be saved in TeleMagic's DATA subdirectory in files. These rejected files will be named according to the convention REJECTx.DBF, where x indicates the level (1, 2, or 3).

The Rejected Records Viewer allows you to examine the contents of these rejected files. You will then be able to assess the value of the rejected data and take steps to retrieve or reconstruct it, if appropriate.

Export/Import Corporate Licenses

This feature is only available if you have a corporate license for DSS sites, and it is used at the central site before performing an update. It allows you to export the corporate licenses to a special file before the update is performed, and then allows you to import the corporate licenses after the update has finished.

Uninstall DSS

Select this item to remove Data Synchronization Server from your installation. You will receive a message asking you to confirm the removal of DSS. Click **Yes** to remove Data Synchronization Server.

System Utilities

Copy and Register System Files

Note: This option should only be used if directed to do so by technical support personnel.

Select this item to check the \WINDOWS\SYSTEM directory (\WINNT\SYSTEM32 in Windows NT and 2000 installations) for supporting files used by TeleMagic (a list of these files can be found in the TMSYS.INI file). If these files do not exist or are out-of-date, they are copied from the TeleMagic installation. TeleMagic then updates the registry entries for all files that can be registered.

This utility should be run before TeleMagic is started for the first time after reinstalling Windows. This utility may also be used if errors related to accessing any of the noted files are experienced.

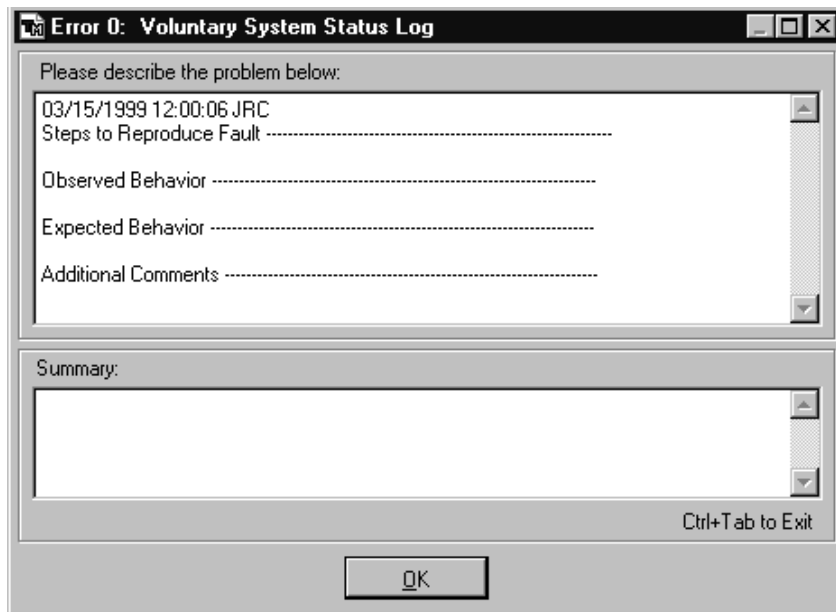
Dealing With Errors

Sage U.S. Holdings, Inc. is careful about testing and re-testing our products before they are released. However, due to the complexity of this program, sometimes we may miss something. Or, as is more often the case, something happens in the machine running TeleMagic that causes an error. If this occurs, an error may be hardware-related or Windows-related.

If an error happens, you will usually receive some sort of error message, either from TeleMagic, from Visual FoxPro (the programming language in which TeleMagic is written), or from whatever version of Windows you are using. If errors are found, check the Troubleshooting section of the System Administrator Guide and try to find and fix the problem.

To help you in your troubleshooting, you can record an error as it happens by creating an error log. Error logs pop up automatically when most errors occur, and they provide a convenient way for you to record a system problem. In addition, the error log will record system information at the time of the error, as well as the contents of critical files such as AUTOEXEC.BAT and CONFIG.SYS. This error log can be very useful in determining a problem if you need additional assistance from your TeleMagic reseller or from TeleMagic Technical Support.

If an error log does not appear when you experience an error and you would still like to create an entry in the error log, select **Log the System Status** from the **Help** menu and a Voluntary System Status dialog box will be displayed:



Record what you did (keystrokes, selections, etc.) *before* the error as precisely as possible. Then describe the error that occurred. When you're finished filling out the report, click **OK** and TeleMagic will take a "snapshot" of the system at the time of the error.

To view the error log later, select **View System Log** from the **Help** menu. You will see a browse table with all of the logged errors. To see the information concerning a particular error, double-click it. A dialog box will appear that will let you look at any of the system information stored with the error entry, and the log entry itself. While in this area you can create a report of the error log. To view a report for all of the log entries, use the Error Report mentioned earlier in this chapter as part of the System Reports discussion.

Exercises

1. What are the two methods of printing error log entries?
2. What are the two methods of rebuilding and what is the main difference between them?
3. What are the two main reasons for maintaining your TeleMagic installation?
4. Which system report shows the preference settings for individual users?
5. If you are doing a partial backup, what are the file extensions that should be backed up?
6. What is the command line parameter that allows you to run an external rebuild without printing a report?
7. What type of information is stored in the global files?
8. True or False: If you have a major problem you will probably need to restore data from a full backup.
9. What type of information is stored in the floating files?
10. True or False: An error log will contain the contents of special files such as CONFIG.SYS to assist in determining the cause of the error.

Chapter 8 Notes