

Clarion TPS File Recovery Instructions

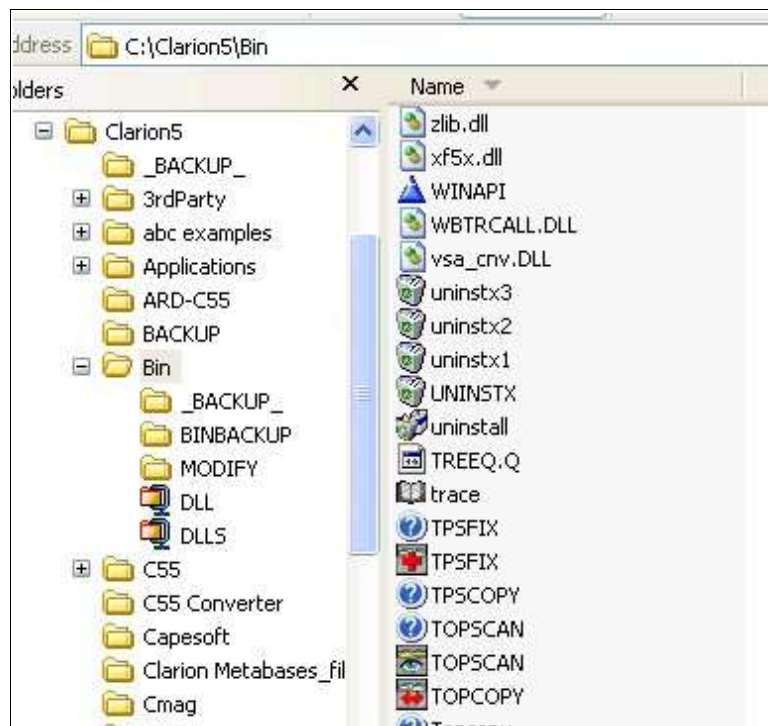
20 April 2004

by David Whiteman

Under certain circumstances, the MTQ Insurance Program data files residing on the file server, may become corrupted. This problem is not due to the Insurance Program but is related to known record locking and caching issues within the Microsoft Server Operating System. Apparently these issues are being addressed by Microsoft but in the meantime the MTQ System Administrator may need to recover a file and the following instructions detail the steps necessary to successfully recover a damaged or corrupted TPS file.

The first indication that a TPS file is corrupted is an error message indicating a file error 522, 521, or 530. The program stops and the workstation will have to shut down the program and restart. However, the data file that caused the error will still be corrupted and must be recovered for all users to be able to access. Therefore it is important to establish the data file that caused the error. This will be the data file that the user was trying to access when the error occurred. In the following screens we will assume that the EPI data file caused the error.

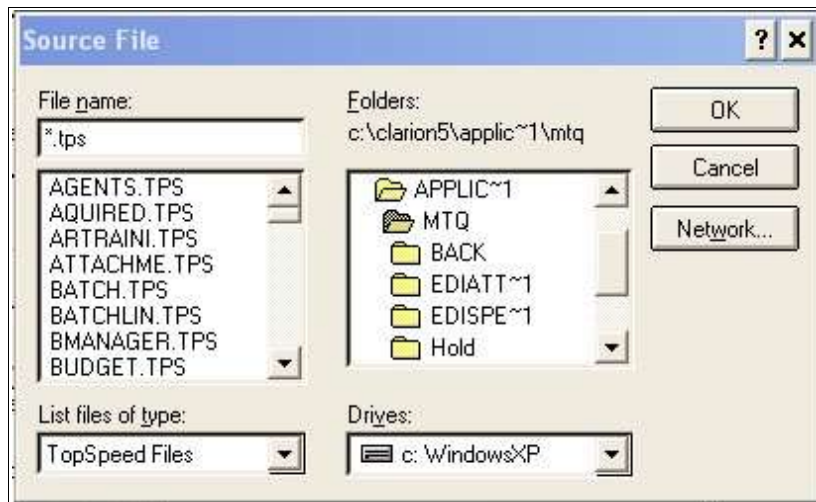
- Make sure that ALL users have closed the MTQ Insurance Program. Be particularly careful of workstations where a user has left the program open and has left the office.
- The System Administrator should then perform the recovery on the file server.
- Using Windows Explorer on the file server, navigate to the Clarion5/Bin directory.



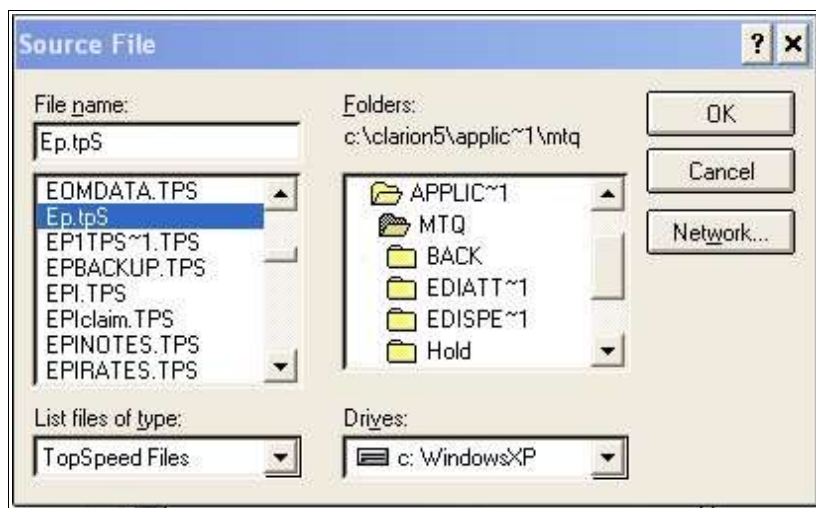
- Scroll down the file list until you find the file named TPSFIX. It will be an application and the icon will have a red cross on it. Double click the TPSFIX file to start the program.



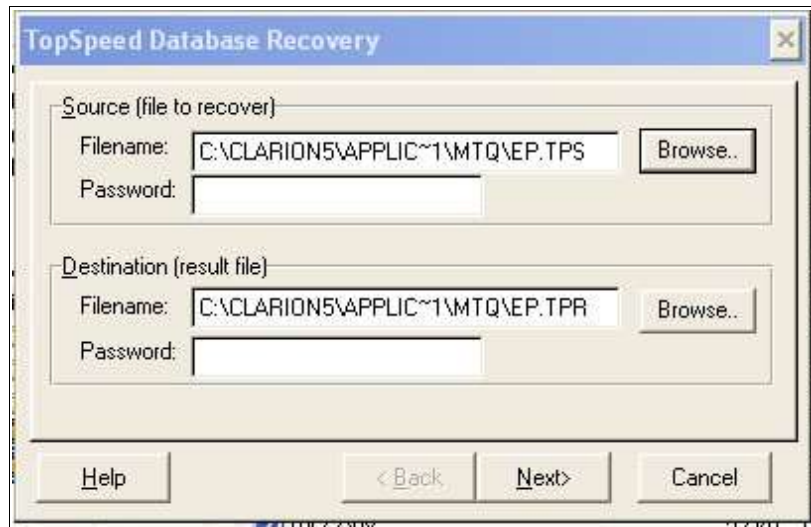
- The TopSpeed Database Recovery dialog window will open. In the Source section, click on Browse to find the file for recovery.



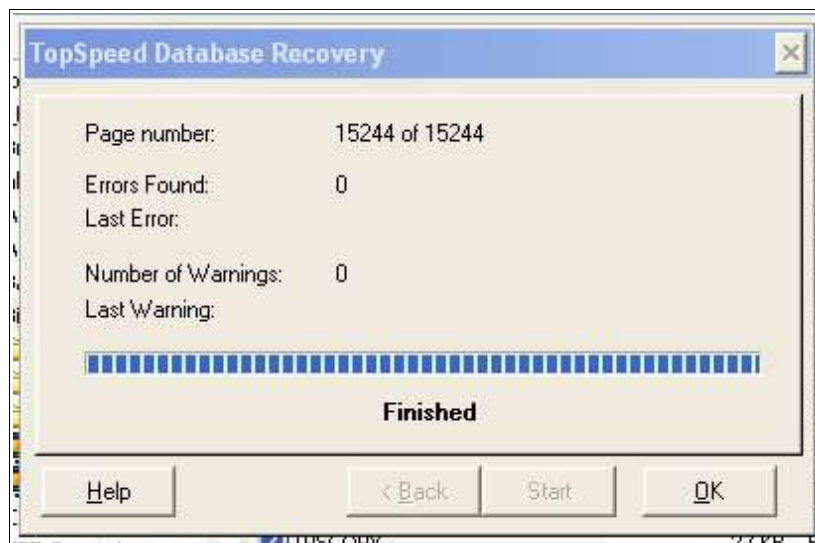
- You will have to use the Source File dialog box to navigate to the directory containing the MTQ Insurance Program data files. You should know the name of this directory on the server.



- We have navigated to the correct directory and have highlighted the file to be recovered... EP.TPS.
- Click on Ok to continue.



- The Source file name will appear in the Source box and by default, the Destination file will have the same name but with the file extension of .TPR. Leave this as is. Click on Next.



- The recovery dialogue window will display the progress of the recovery. If there are errors in the file the Start button will be highlighted. Click on Start to begin the recovery process. When recovery has completed it will show the number of errors and will indicate that it is finished.

At this point, you will have 2 identical files, the original corrupted file ... in this case EP.TPS and also the recovered file EP.TPR. You will need to delete the original file and rename the recovered file. The file sizes will probably be different if a corrupted file was recovered.

entcsv	24 KB	Microsoft Excel Com...	2/03/2004 8:44 PM
EOMDATA	2 KB	TopSpeed Database	10/09/2000 9:28 PM
Ep	52,561 KB	TopSpeed Database	19/04/2004 3:51 PM
EP1.tps	38,520 KB	TopSpeed Database	26/02/2004 1:21 PM
EP.SCN	10 KB	SCN File	9/04/2004 12:57 PM
EP.TPR	52,375 KB	TPR File	20/04/2004 10:15 AM
EPBACKUP	8,744 KB	TopSpeed Database	9/02/2000 4:22 PM
EPI	2 KB	ACDSee ICO Image	7/11/1999 1:47 PM
EPI	3 KB	TopSpeed Database	13/01/2000 4:44 PM
eni.SCN	5 KB	SCN File	11/10/2000 9:09 PM

- Highlight the original corrupted file ... in this case EP.TPS and press the delete key.



entcsv	24 KB	Microsoft Excel Com...
EOMDATA	2 KB	TopSpeed Database
Ep	52,561 KB	TopSpeed Database
EP1.tps	38,520 KB	TopSpeed Database
EP.SCN	10 KB	SCN File
EP.TPR	52,375 KB	TPR File



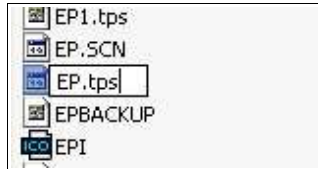
- Click on Yes to delete the corrupted file.
- Now highlight the recovered file. Remember it will have the same name as the original but will have the file extension of TPR.

EP1.tps	38,520 KB	TopSpeed I
EP.SCN	10 KB	SCN File
EP.TPR	52,375 KB	TPR File
EPBACKUP	8,744 KB	TopSpeed I
EPI	2 KB	ACDSee IC

- With the file name highlighted, left click on the name ONCE to open the name box.



- Type the new name ... EP.TPS. You can also right click the file name and select Rename from the Menu. Make sure you rename the file to have a file extension of TPS.
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- You should now have only one file called EP.TPS.

EOMDATA	2 KB	Top
EP1.tps	38,520 KB	Top
EP.SCN	10 KB	SCN
EP	52,375 KB	Top
EPBACKUP	8,744 KB	Top
EPI	2 KB	ACD
EPI	3 KB	Top

You have successfully recovered the corrupted file and should now open the Insurance Program on a workstation and try to access the file that was corrupted.

Once you have successfully recovered the file you should immediately do a backup of the data files before using the system for data entry. You should also check the last record showing in the data file against your data entry processing to check that the last record entered was in fact recorded to disk.