



# ezDatabaseRepair Utility

User Manual v1.0 3-9-17

## Overview

Occasionally your ezChartWriter software might encounter database corruption. You will usually get a warning message that your database is damaged. When this occurs you must take quick action to salvage your existing data, especially if you've been entering new data since the prior night's backup.

Regular, nightly backups with ezBackUp Utility are essential to having a problem-free experience with ezChartWriter.

## Making Regular Backups

Open the ezBackup utility to create a complete backup of your database files. The ezBackup utility is found in your "C:\Program Files\ezHealthWare 4.x\ezUtilities" folder. Do this on your server computer (with the actual database files) in order to reduce the chance of problems during backups. Remember where you save the backup. When the backup is done you'll have a new file with a name like "Backup0616101451.zip" which is a date-time stamp. Always save the backups in a location different than the actual server (either use a portable USB drive or a service like DropBox to upload to the cloud). Using ezDatabaseRepair Utility to repair a damaged database.

Note this utility currently repairs only the main database.

First, verify that your problem is a corrupted database. Symptoms include ezChartWriter not opening AND an error message that your database is corrupt. Verify that the software does not open on at least two computers (it could be a network glitch).

If the software is definitely frozen because of a damaged database, you can use these steps to repair the database.

## INSTALLATION

First, download and copy the attached ezDatabaseRepair utility directly to the "C:\ezHW\_Data" folder on your server computer. You must unzip (extract) the file first before it will work. It **MUST** go in your database folder right next to the databases. If you are having trouble with this step, check with a computer guru to help you get the file into the correct location and extracted properly.

**You must download the software to your SERVER computer (where your database resides) if using a peer-to-peer network.** Failure to do so will most likely result in an incomplete recovery of your data. You must also have ezChartWriter installed on the same computer from which you will be attempting the repair.

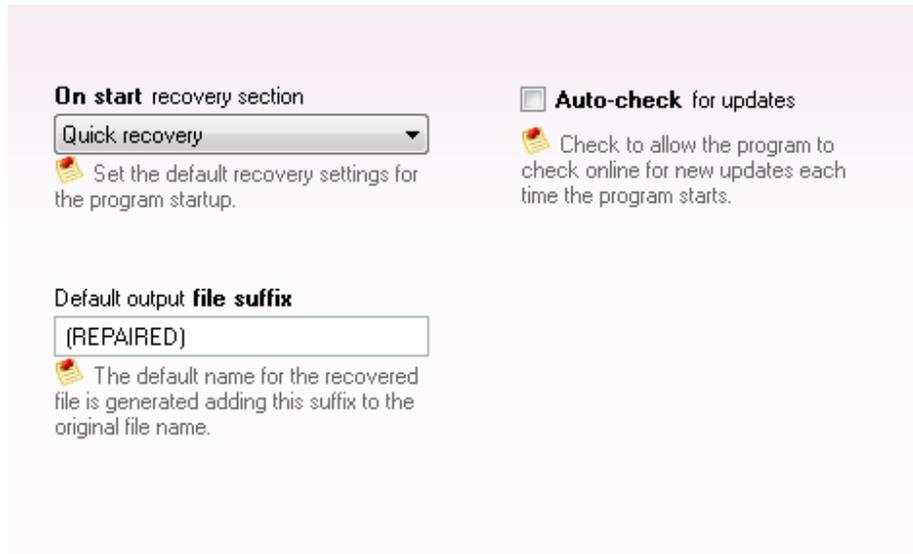
### IMPORTANT NOTE:

This utility requires the use of third-party software and we cannot guarantee the availability, price or effectiveness of the software. In our testing it has been highly effective at repairing databases and is very user friendly.

REQUIRED SOFTWARE: AccessFIX Professional (do not use "Home" version)

Website: [www.cimaware.com/access-database-repair-accessfix](http://www.cimaware.com/access-database-repair-accessfix)

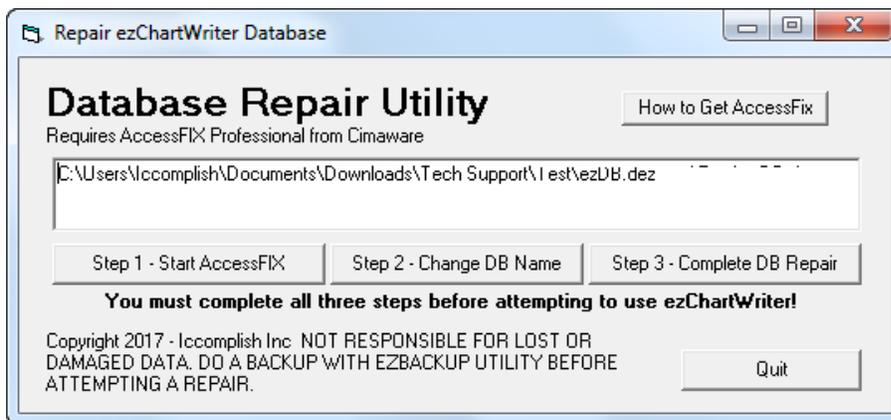
Before using AccessFIX you must do two things: (1) activate the software and (2) configure for use. To configure, click the “Options” menu at the top of the software screen. You will be given the choices available and they should match the screenshot below EXACTLY. Note that the “ (REPAIRED)” entry has a space at the beginning:



Once you have AccessFIX installed, activated and configured on your SERVER computer, proceed to the repair steps outlined below.

## REPAIR STEPS

First, start the ezDatabaseRepair utility by double-clicking it’s icon. If you cannot find the icon, the repair utility is installed in your “C:\Program Files\ezHealthWare 4.x\ezUtilities” folder.



Then follow the “Steps” in order to complete the repair.

### Step 1 – Start AccessFIX

Find the AccessFIX icon on your desktop or search for “AccessFIX” using the start button. Once the software is open, click the “Select File” button near the bottom right. A find file dialog will appear; you can either navigate to the C:\ezHW\_Data location on the server to find the ezDB.dez file or simply press **ctrl-v** (paste) to put the correct pathway in the box.

Click the "Recover" button in the far right corner of AccessFIX. This will start the low-level repair of the database. This can take many minutes, depending on the size of the database. When the process is completed the button in the right turns to "View". Click it to see a summary of your data. Next the button will change to "Go To Save". Click this button. You will be presented with a suggested location for the file to be saved. **DO NOT CHANGE THIS LOCATION.** There is no need to check the "Save Deleted Records" box, as you should already have a backup made prior to attempting this repair. Deleted records will not be accessible however most of the information listed as deleted is actually empty fields that were deleted on purpose. Your patient data, other than the exact record you were working on when the database crashed, should be fully recovered.

Once the Save is completed, click the Red X at the top right to close AccessFIX.

### **Step 2 – Change DB Name**

The database has been low-level repaired but is saved with an alternate name to allow a backup copy to be created. Click the Step 2 button to automatically create the correct name for the database.

### **Step 3 – Complete DB Repair**

You are almost complete with the repair. However one final step is to do a high-level repair of the database structure and to compress the database to the smallest size possible. This step, like the others, is required.

### **Alternative Method – Recovering from a Database Crash with a Backup File**

If the database crash occurs first thing in the morning, before you entered new patients, you can simply roll back to your prior night's backup (you made one right?). Find the most recent backup file (it will have a name like "Backup090110xxxx.zip". The numbers are a date/time stamp, so this example would be Sep 1, 2010.

#### Automatic Method

Use the ezBackup Utility to initiate a restore. On the left side menu select the "Restore Database" option. Then select the most recent database. Double-click the most recent backup file. Make sure the top three files (ezDB, ezImages and ezReports) are checked. Leave the others unchecked.

#### Manual Method

You must navigate to the folder with the backup file (usually in the C:\ezHW\_Backup folder on your primary computer, but that location may vary), then you need to uncompress (unzip) the file. Right click the file and select "Extract" (or just double click the file; in most versions of Windows this will start the uncompression feature). Once the folder has been extracted, you will see five databases. Copy the following THREE files to your primary ezHW\_Data folder: ezDB.dez, ezReports.dez, ezImages.dez. The computer will ask if you wish to overwrite and you should respond yes.

### **Do regular Compact/Repairs on the Database File**

You should be doing weekly Compact/Repairs. First, run the backup utility (ezBackup.exe) to make a backup file. Then click the Special Functions button on the main screen, and select Compact/Repair button.

# Top Causes of Database Crashes/Corruption:

**WARNING:** The following are known causes of database corruption. You should be doing backups EVERY night to preserve your data. Because many crashes are noticed first thing in the morning and support emails may take up to 48 hours for a response, it is really important to have a backup you can quickly roll back from. Realize that you have a higher risk for database crashing if you use wifi or have a laptop which you disconnect regularly.

- (1) never use a wifi connection as ANY part of the network
- (2) limit the number of simultaneous users (and number of open workstations) to less than seven
- (3) compact weekly (use the Special Functions menu to open)
- (4) avoid old, slow computers on the network (if the software is jerky or really slow opening screens, or you get intermittent "Unable to lock database" errors)
- (5) it's remotely possible that you might have a faulty network card or cable somewhere in your network. You can inspect your cables for anything that might look crushed or severely bent. If you have an older computer the NIC (network card) might have failed. An intermittent problem with a piece of hardware is very frustrating and hard to detect.
- (6) DO NOT USE automatic backup programs while the software is running!!! And even worse, an auto-synchronizing online backup. If the backup software is copying your database while it is in use, you WILL likely get a database crash. Backups should only be done (whether via our utility, network based or via an online service) when the software is not in use.
- (7) Certain virus software (e.g. AVAST) can create problems using ezChartWriter. The rate and method they scan documents slows the throughput down across the network. This creates network timeouts which creates problems with the database and will lead to corruption or a total crash. Try using Microsoft Security Essentials instead (it's free).
- (8) If a network is always on and you have a laptop that is removed occasionally, it may be assigned a new IP address when reconnected. This new address can create problems/conflicts.
- (9) If using Windows 7 or 8, make sure you are using a Workgroup and not a Homegroup for your networking configuration.
- (10) Make sure your firewall settings allow ezChartWriter full access to the Internet and across the network. Although this won't necessarily crash the database it can cause the software to hang, which could lead to corruption.
- (11) Using an UNC path (starting with "\\") rather than absolute path (e.g. "C:\") might be an issue. You should "map" the network folder as shown in the Networking Tutorial.
- (12) If you are using a laptop, make sure it is NOT running on battery since it will go into sleep mode quicker (see #13 below).
- (13) Windows will stop/disable the network adapter for power management purposes (during periods of inactivity) which causes a database disconnect. If this is occurring you should set up a "Never Sleep" power plan for the primary computer and all networked computers.
- (14) An important point about the number of connections to the database. When you have one computer connected to the database you might actually have 3-5 connections: one each for the main screen, the scheduler, the billing module and finally any charts (encounters) you have open. So in theory you could have 7 computers connected to the database but each computer with 2-5 connections, so you would well exceed the 10 connections limit. This is why it is recommended to logout of the unused modules (especially billing and scheduling) on minimally used computers.

## LAST RESORT:

Disable auto-updates for Windows on each computer. You still need to MANUALLY allow installation of the updates weekly or so (making sure ezChartWriter is NOT running).

Windows 10: <https://mspoweruser.com/turn-off-windows-update-windows-10/>

-or-

Windows 7: <http://windows.microsoft.com/en-us/windows/turn-automatic-updating-on-off-turn-automatic-updating-on-off=windows-7>