



TECH TIP

FIXING DISK OR PARADOX ERRORS PCPAK VERSIONS 4.7-5.2

If you encounter 'Disk Error' or 'Paradox Error' while working with PCPAK version 4.7 or 5.0, you have several options available to fix the problem.

REBUILD

The first option is PCPAK's Rebuild. From the main menu, choose F6 - System Upkeep. Then choose F4 - Rebuild. Then choose F10 - All. Rebuild times vary widely, depending on computer speed, and number of cards in database. The range is from 15 seconds to several minutes.

PC SETUP

The second option is to check the configuration parameters of your PC. These include the number of files and buffers allocated, and the available conventional memory.

To check files and buffers, exit PCPAK, change to the root directory (CD\), then display the CONFIG.SYS file (TYPE CONFIG.SYS). The file should have these 2 lines:

```
FILES=50 (or FILES=40 for version 4.7)
BUFFERS=25
```

Values higher than these are okay. You can use DOS's EDIT command to make changes to CONFIG.SYS. To check conventional memory, change to the DOS directory (CD \DOS), then run DOS's memory program (MEM). Look for the line that states Largest Executable Program Size. This should be at least 593920. This is equivalent to 580K, the minimum for PCPAK to run. To free up more memory, consider not running some resident (TSR) programs, or adding or adjusting the memory manager program on the PC.

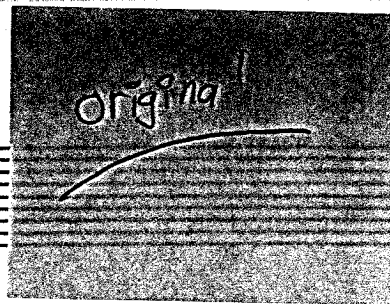
NEW INDEXES

The third option is to have PCPAK reconstruct its card data indexes. First, delete the current card index files. From the PCPAK directory enter the following commands:

```
DEL CDATA.PX
DEL CDATA.X*
DEL CDATA.Y*
DEL TMP*.*
DEL PNM.NDX
```

Del. SDATA.DBF

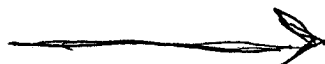
(NOTES: Do NOT delete the CDATA.DB file - it is the card database. Also, there may not always be TMP files to erase, but enter the DEL command for these files anyway.) Then run the DOS CHKDSK or SCANDISK program to correct hard drive problems. Enter CHKDSK /F (or SCANDISK if you have DOS 6.0 or higher). Answer NO if a question comes up about converting lost chains to files. (You don't need to run SCANDISK's surface scan) Then run PCPAK. You'll see messages in the Alarm Monitor that indicate PCPAK is reconstructing card indexes. Choose Rebuild in PCPAK (see above). That's it.



TECHTIP

A. Using the PCPAK Rebuild Utility (Versions 3.x - 4.5 only)

1. Go to REBUILD DATA BASE (with version 4.0 and above this is a sub menu under SYSTEM UPKEEP) and follow the instructions in B.6 through B.8. below for rebuilding.
2. If the above action is not sufficient, use the formula for a "complete rebuild" (Described in B. below).
3. An action message that had been attached to some of the cards may have been deleted. Create an action message, and see if it attaches itself to some of the cards or if attaching it to some cards will relieve the disk read problems with those cards.
4. It may be necessary to contact Northern Computers and discuss the situation if all of the above attempts fail.



B. Formula for a complete rebuild of PCPAK

1. Be sure you have the program file called PCPAK.EXE stored in another directory on the hard disk or that you have the floppy with that program file available.
2. Delete three files from the PCPAK directory: a. PCPAK.EXE b. SDATA.DBF c. PKBTREE.NDX or CNU.NDX
3. Run CHKDSK /F or SCANDISK. Remember this is not an internal command. You must either be in the directory where it is stored on disk, such as the DOS directory, or know how to call it from that directory. If you run SCANDISK, you don't have to perform a surface scan of the hard drive.
4. Copy PCPAK.EXE back into the PCPAK directory and enter the program. You will then be required to answer the set up questions which were deleted with the SDATA.DBF file.
5. When answering the setup questions remember 2 things:
 - a. Be sure to store all files - data, history and program - in the same subdirectory, such as C:\PCPAK.
 - b. Remember not to specify a printer (except for history) unless there is one on line. Calling for a printer when none is available will cause a lockup.
6. With versions 4.0 and above, when the program starts and you have logged on, go immediately to SYSTEM SET UP and choose INDEXING OPTION. Make sure there is a YES rather than NO in the box.
7. Go to SYSTEM UPKEEP and choose REBUILD DATA BASE. For version 4.5 and above you can choose REBUILD ALL, because it will rebuild in order. With older versions you must use the individual selections and do them in order: ACTION MESSAGES, TIME ZONES, PANEL DATA, ACCESS LEVELS, CARDS.
8. Return to the main menu, and exit to DOS, then enter the program.

C. The CONFIG.SYS, AUTOEXEC.BAT, And SDATA.DBF Files

1. The CONFIG.SYS file should have statements calling for a minimum of 25 files and 25 buffers.

```
FILES=25
BUFFERS=25
```
2. If you are using the AUTOEXEC.BAT file to boot into PCPAK, be sure that the following items are present:

```
TIME
DATE
SET PCPAK=-H4,7 -O
CD\PCPAK
PCPAK
```

If you are not using the AUTOEXEC.BAT remember the following things.

- a. The time and date should be correct in the computer before calling PCPAK. This is because the first action of PCPAK will be to automatically send the time and date from the computer to all panels.
 - b. The set command must be executed before calling PCPAK.
 - c. There must be a change to the directory in which PCPAK.EXE is installed. (This means, for example, that PCPAK should not be called from the DOS shell.)
3. The SDATA.DBF should contain the correct paths for DATA, HISTORY, and PROGRAM files. We recommend that all three be stored in a subdirectory called PCPAK so the correct path for all three would be C:\PCPAK if you are using the C drive. If you use other paths they must be clearly entered into the set up data for PCPAK. To check this you can go to the directory where the file called SDATA.DBF is stored. You then use the command TYPE SDATA.DBF to view the paths. (There will be other code characters in this file which are unintelligible, but the three paths will be clearly shown.) If these paths are corrupt, delete SDATA.DBF and restart PCPAK. You will be required to enter the set up data so that you can then correct the paths.