

Maintaining GoldMine dBASE Databases

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Maintaining dBASE Databases

Performing routine scheduled maintenance on your GoldMine files can help prevent minor issues from becoming major ones. FrontRange Solutions recommends the following maintenance procedures for your dBASE version of GoldMine.

- **It is strongly recommended that you backup your GoldMine data before maintaining your databases.**
- For information regarding backing up your data, please refer to our support site at <http://support.frontrange.com>.
- Database maintenance should be done by the GoldMine Administrator. You must have Master Rights to perform database maintenance.

Reindexing, Rebuilding and Packing the Database Files

Re-indexing your database files only creates new index files for your database tables. FrontRange Solutions recommends re-indexing your GoldMine files on a weekly basis. Re-indexing will create new index (.mdx) files for your database tables and ensure quick access to the data in indexed fields.

Rebuilding, for a dBASE database, creates a new file (or table) structure and copies data from the old files. Packing is the process of permanently deleting records that were marked for deletion. Rebuilding and packing promotes database integrity and helps prevent data loss. In most cases, it is recommended you rebuild your database on a monthly basis.

1. Verify that all GoldMine users are logged out of GoldMine. GoldMine ensures that no other users are accessing the database and prevents users from logging in once maintenance has begun.
2. Select **File>>Maintain Databases**. The Maintenance Wizard appears.

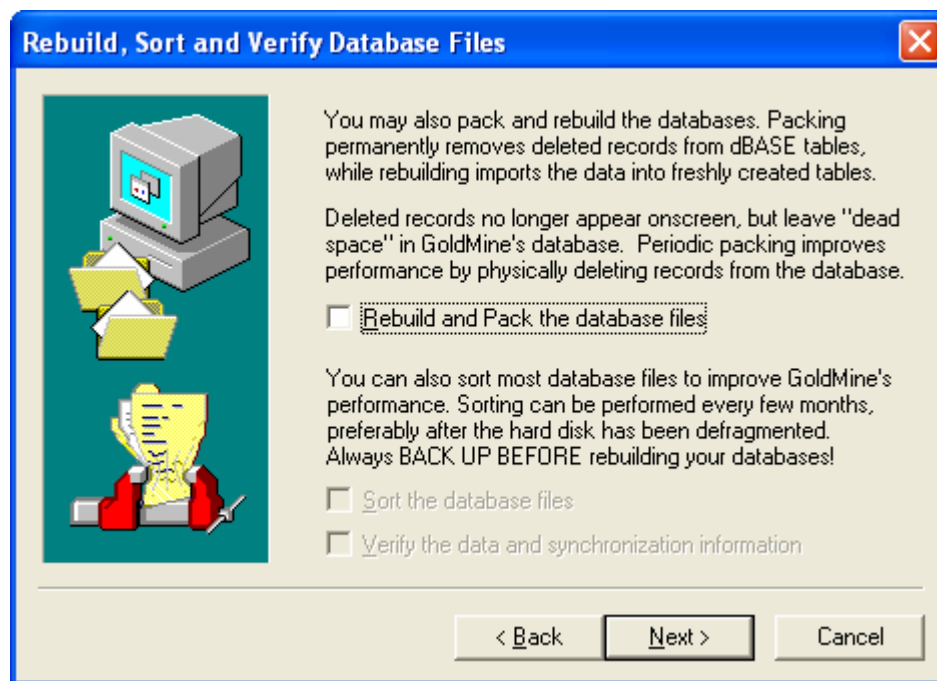


3. The following options are available:

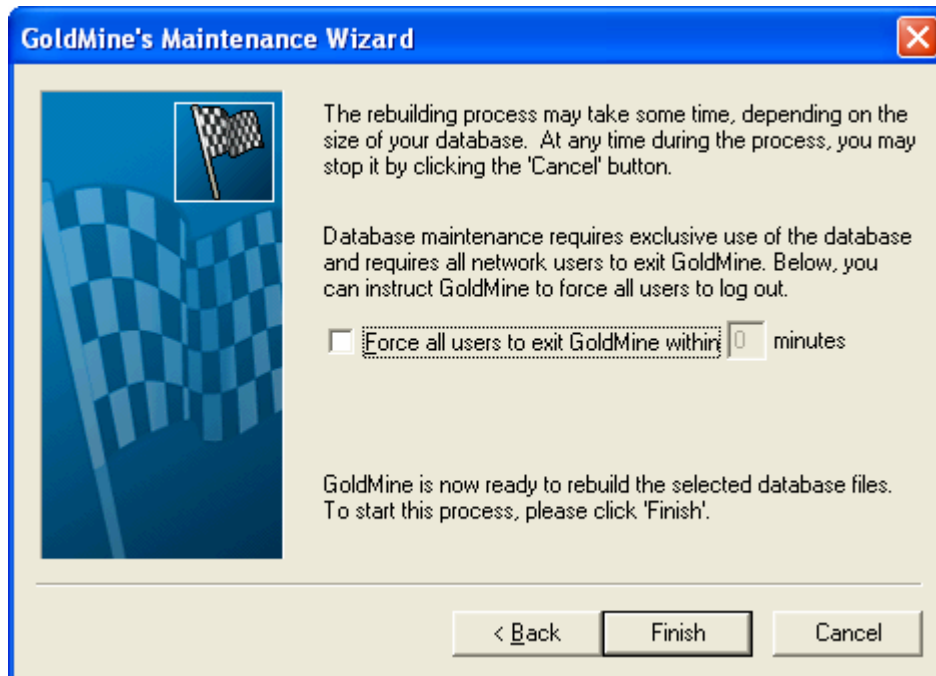
- **Current Contact Set Files:** Re-indexes only the contact set currently open.
- **Individual Files:** Allows you to specify which files/tables in the GoldMine directory and in the currently open database that GoldMine will index. This option is most useful if you have received an error message in GoldMine that indicates a particular table (such as Cal.dbf or Contact1.mdx) or if a particular functionality (such as scheduling appointments) is failing. FrontRange Technical Support can assist you in determining which files to maintain under these circumstances.
- **All Database Files:** Indexes and rebuilds the files in the GoldMine system directory and provides a choice of all including only the current contact set files or all contact files.
- **Automatic Maintenance:** Sets GoldMine to run Automatic Maintenance after a specified number of days. For example, you can set GoldMine to run Automatic Maintenance seven days after the last maintenance performed or once weekly.

Current Contact Set Files

1. Select the **Current Contact Set Files** option and click **Next**.



2. To **Re-index only**, do not check the *Rebuild and Pack the database files* option; simply click **Next** and proceed to step 4.
3. To **Re-index and Rebuild**, check the *Rebuild and Pack the database files* option. After doing so, the next two options become available; check these options to **Sort and Verify** the database files.



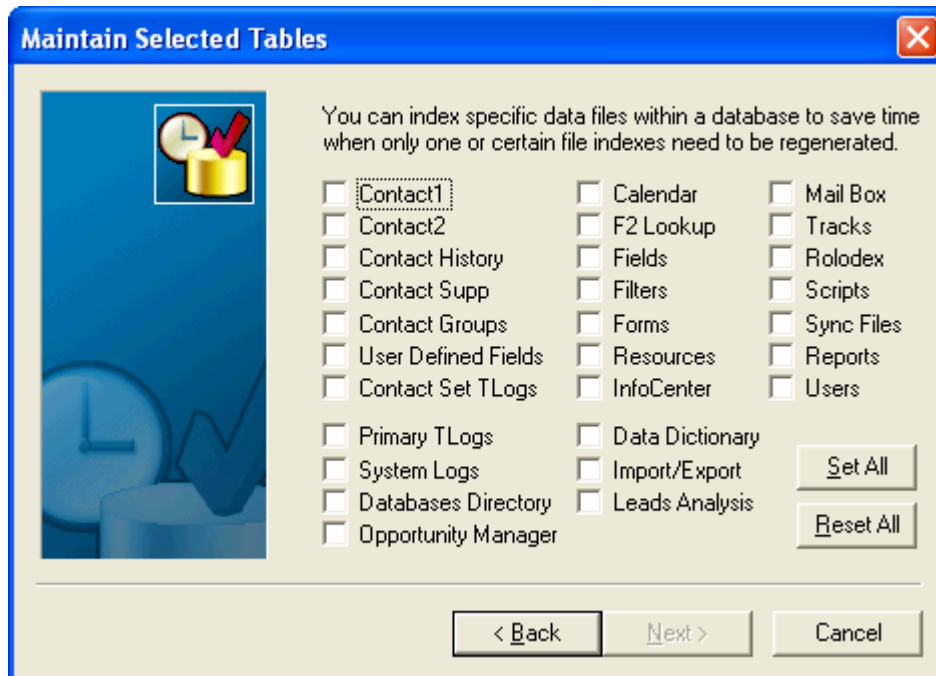
4. If you know that users are still logged into GoldMine, you can check the *Force all users to exit GoldMine within* box and then specify the number of minutes before they are forcibly logged out.
5. Click **Finish** to begin the process.

Individual Files

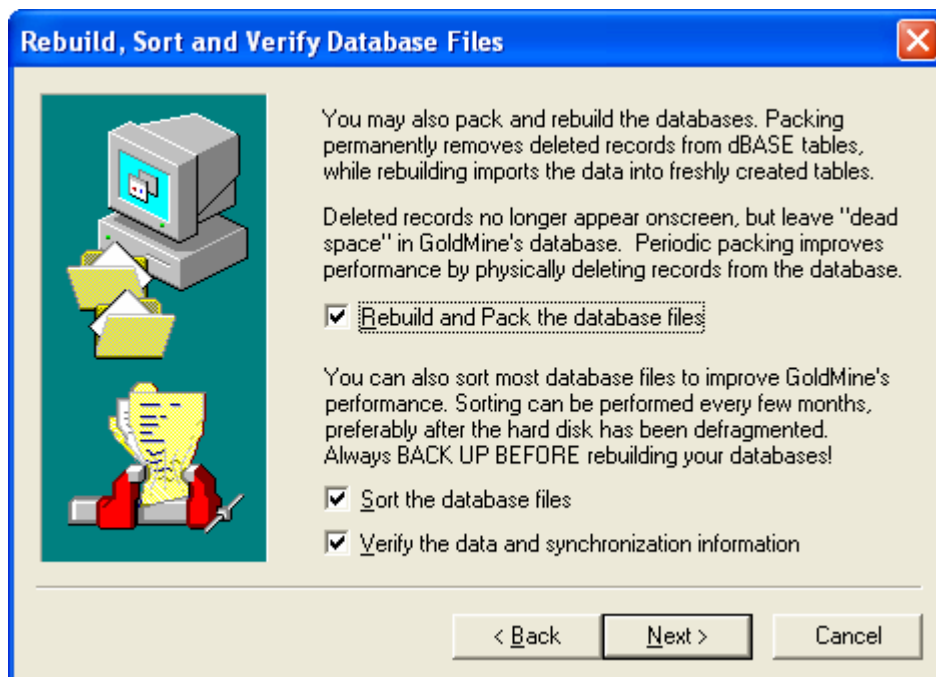
As mentioned previously, this option is most often used after receiving an error message that mentions a particular table, or sometimes when a particular function is failing. As an example:

The error “**Index is missing or corrupt; Contact1.mdx**” is indicating a problem with the index (.mdx) file for the Contact 1 table.

1. Select **Individual Files** and click **Next** to display the list of individual data files.



2. Select the individual files you'd like to re-index or rebuild. In the case of the previously mentioned error message, you would check the Contact1 box. GoldMine error messages will usually include the name of the table affected, and the corresponding entry on this window is typically easy to identify. FrontRange Technical Support is always available to help should you need assistance.
3. After making the desired selection(s), click **Next**.

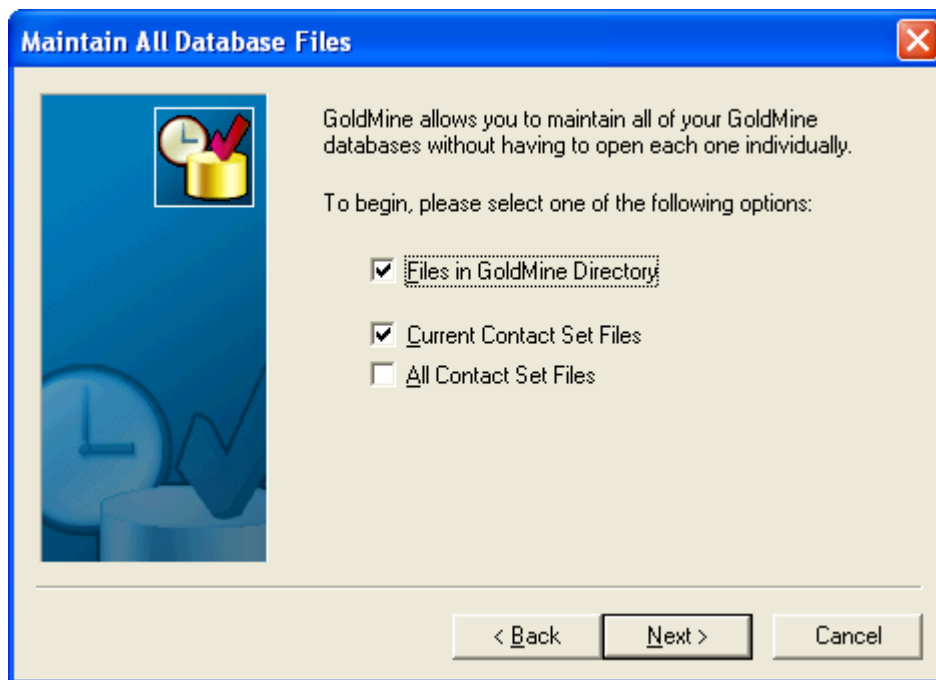


4. By default, all three checkboxes are already checked when using the Individual Files option. However, it is recommended that you deselect these options and first re-index the selected files, particularly when an error message has pointed to an index (.mdx) file. Sometimes this alone will resolve the error situation. If it does not, then rebuild the files by repeating these steps and selecting all three of these checkboxes.
5. Click **Next** to display the final window of the wizard. Check the *Force all users to exit GoldMine within* if desired, and then click **Finish**.

All Database Files

When running regularly scheduled maintenance (weekly and monthly), the **All Database Files** option should be used. This is the most comprehensive maintenance and the only option that maintains the files in the GMBase folder, files such as Calendar, Mailbox, Reports and others.

1. Select **All Database Files** and click **Next**.



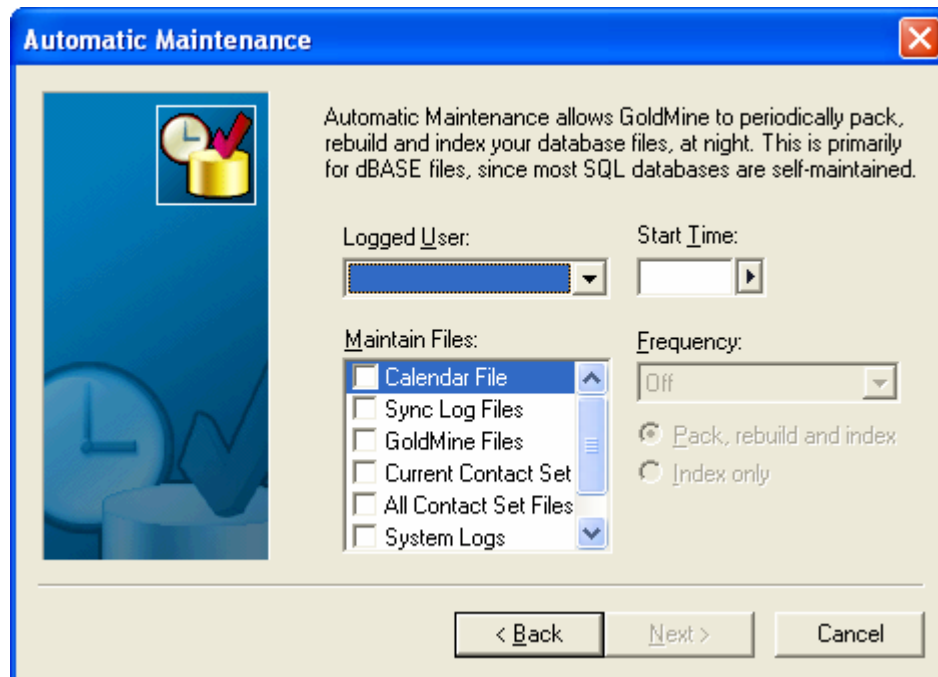
2. Leave the *Files in GoldMine Directory* option checked, as this is what causes the GMBase files to be maintained.
3. If you have only one set of contact files in GoldMine, it is fine to leave the *Current Contact Set Files* option checked. If however, you have multiple contact set files and wish to maintain all of them, **check the All Contact Set Files option**.
4. To **Re-index only**, do not check the *Rebuild and Pack the database files* option; simply click **Next** and proceed to step 6.
5. To **Re-index and Rebuild**, check the *Rebuild and Pack the database files* option. After doing so, the next two options become available; check these options to **Sort and Verify** the database files.

6. Click **Next** to display the final window of the wizard. Check the *Force all users to exit GoldMine within* if desired, and then click **Finish**.

Automatic Maintenance

GoldMine can be set to run an automatic maintenance on the files of your choice. However, it is important to note that a designated user must be logged into GoldMine for the automatic maintenance to run.

1. Select **Automatic Maintenance** and click **Next**.



2. Configure the following settings:

- **Logged User:** designates the GoldMine Administrator or other user with Master Rights, responsible for the Automatic Maintenance. The Logged User must be logged into GoldMine at the specific time and day the maintenance is scheduled.
- **Maintain Files:** select the files scheduled for maintenance.
- **Start time:** time of day re-indexing or re-building is to take place. Click on the right-facing arrow to access a graphical clock.
- **Frequency:** Select how often maintenance is to occur. This can range from very frequent (Every day) to infrequent (Once a month), to Off.

3. Select your choice for type of maintenance: Pack, Rebuild and index or Index only.
4. Click **Finish**.