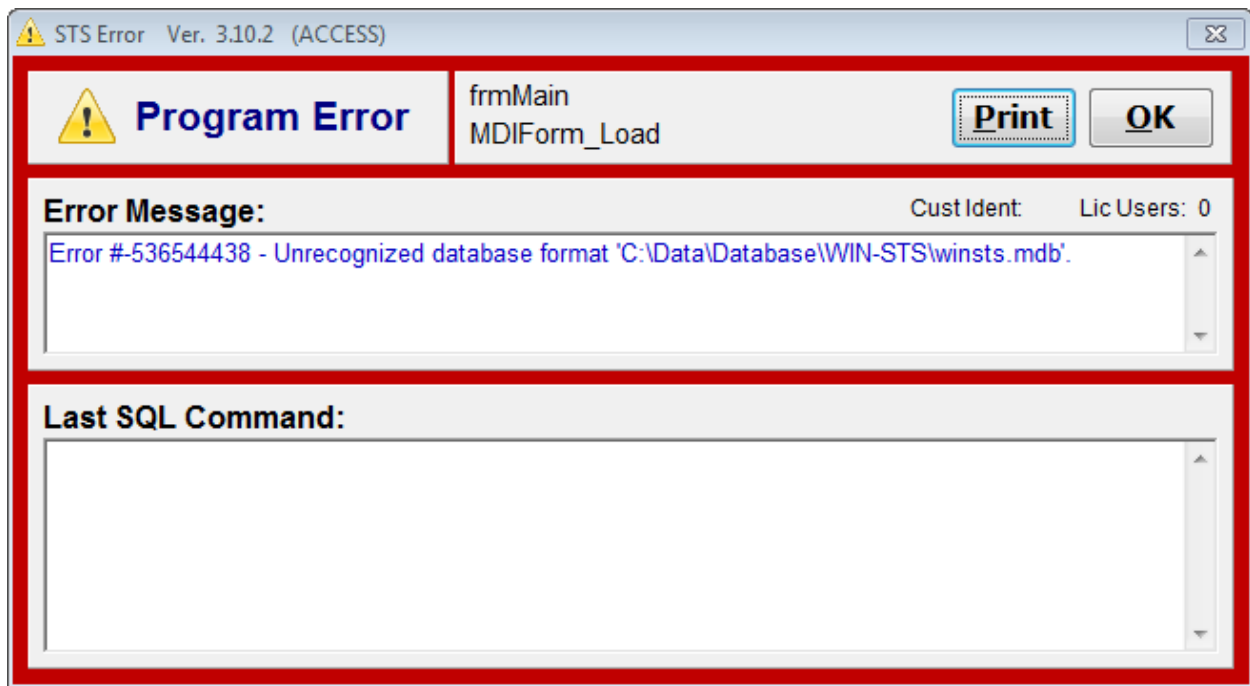


## Repairing a Corrupted Access Database

### Symptom

When launching GigaTrak software, you may receive an error message similar to the following:

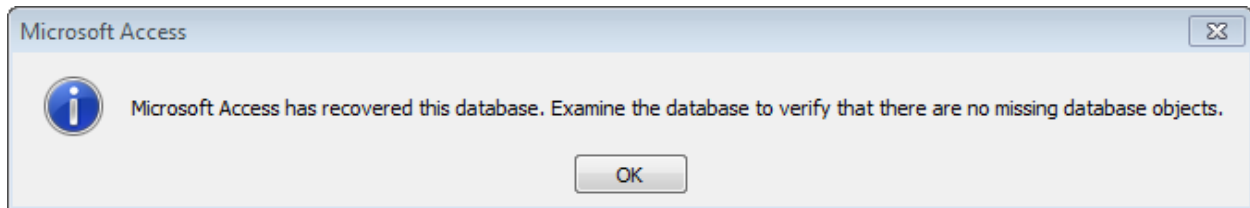
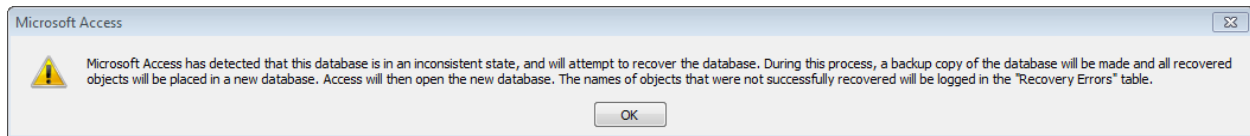


This indicates a corrupt Access database. The GigaTrak application is unable to repair the database, and is unable to continue.

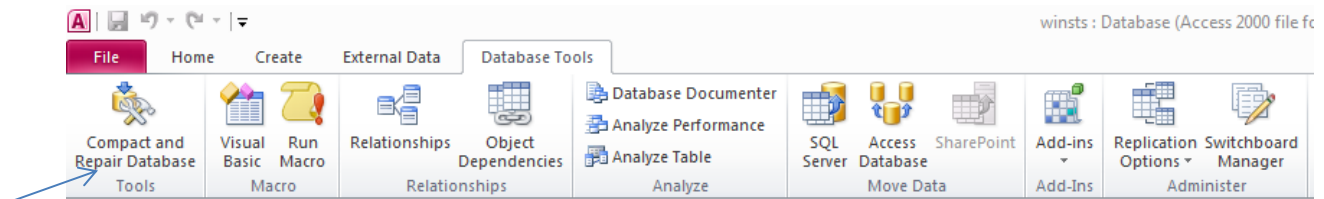
### Resolution

To resolve this, use one of the following three methods.

1. Restore a backup of the database prior to the corruption. As always, backups are important, especially when using an Access database in a multi-user environment. The software does not automatically backup the database; this is something you must have planned for and implemented independently.
2. If available, use Microsoft Access (2000 or more recent) to repair the database. Often, simply opening the database in Access will detect and repair problems. Enter the database password (see chart below), and you may be presented with a prompt, such as:



If that does not fix it, or the initial message does not show, perform a Compact and Repair Database:



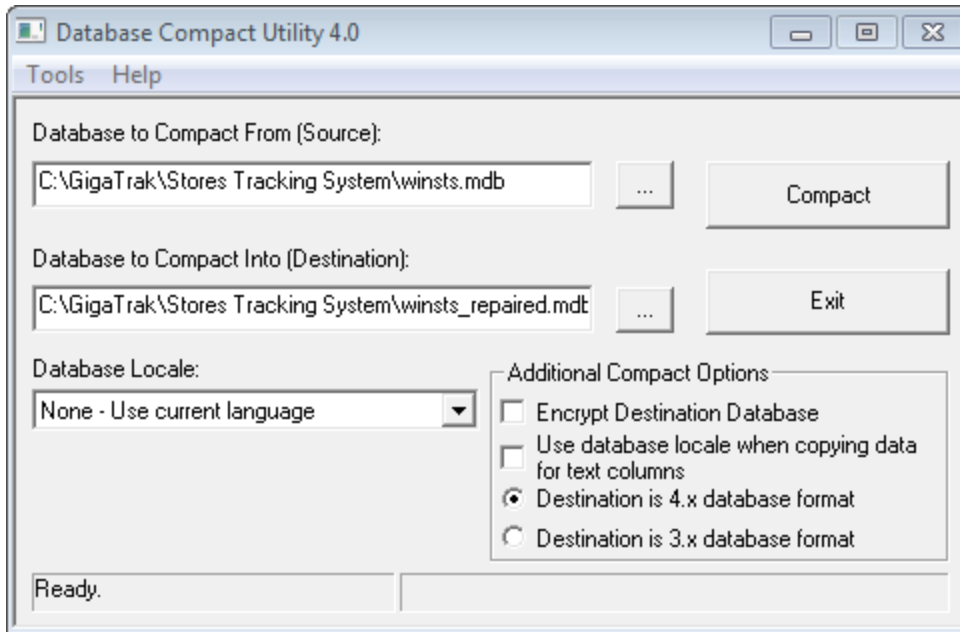
3. Use the Microsoft JetComp utility (free download) to repair the database. The utility is available via one of the links below:

<http://support.microsoft.com/kb/273956>

<http://files.gigatrak.com/jetcomp.zip>

Double-click JETCOMP.exe to run the utility. Use the browse button to select the corrupt database (Source).

Copy and paste and/or type in the full path and file name of the database to compact into (Destination). *Note:* Do not use the browse button here; it appears to not work unless a destination database already exists. See the following screenshot:



Click Compact. Enter the database password (see chart below). Exit the utility when complete.

Browse to the folder containing the database files, and rename the old database (winsts.mdb) to another name, such as (winsts\_corrupt.mdb).

Finally, rename the new database (winsts\_repaired.mdb) back to (winsts.mdb).

### Access Database Passwords

| GigaTrak Application   | Password   |
|------------------------|------------|
| Asset Tracking System  | beligerant |
| Stores Tracking System | grump      |
| Tool Tracking System   | gigatools  |