TECHNICAL SUPPORT FACSIMILE TRANSMITTAL FORM

To:	From:
At:	Phone: (800)-644-4051
Phone:	Date/Time: October 8, 2003
FAX:	Qty. of Pages: 1

Btrieve Recovery

Installation

1. Hold down your shift key and put our CD in your CD-ROM drive
   a) After about 20 seconds, let up on the shift key.
   b) This should bypass the automatic startup, if not simply cancel installation.
2. Open Windows Explorer (**START-PROGRAMS-WINDOWS EXPLORER**)
   a) Click on **VIEW – DETAILS**.
   b) Click on **VIEW** and select **OPTIONS** (or Folder Options) at the bottom.
      i) Click on the **VIEW** tab.
      ii) Select **SHOW ALL FILES**
      iii) Uncheck **HIDE FILE EXTENSIONS** or MS DOS file extensions.
3. On the left side of the screen, left click on your CD-ROM drive. (It may say Ai32Suite.)
   a) On the right side of the screen, double click on **UNSUPPOR.TED**.
   b) On the right side of the screen, double click on **BCOVER.ZIP**
      i) Left click **EXTRACT**
      ii) Change **EXTRACT TO** so that it reads **C:\BTRIEVE**
      iii) Click **EXTRACT**
      iv) Close Winzip
   c) Repeat these instructions (in step b) for **BTOOLS.ZIP**.

Windows Version

1. Click **START – RUN**
   a. Type: **C:\BTRIEVE\BTRTOOLS.EXE**
   b. Click **OK**
2. Click **OPTIONS – BTRIEVE**
   a. Set Memory to **64**
   b. Set Page size to **4096**
   c. Click **SAVE, OK, OK**
3. Click **OPTIONS – TOOLBOX**
   a. Change the data buffer to **4096**
   b. If you are rebuilding the file index,
      • Change Data to **DTA**
   c. If you are rebuilding Fkeys or Wincomps,
      • Change Data to **DAT**
   d. Click **SAVE – OK**

Btrieve Options

Memory (KB)	64	12	Trans Fil
Page Size (Bytes)	4096		Prelmag
Prelmage (KB)	16	☐ Balanced Tree
Compression (KB)		☐ Logging
Files	20	☐ Minimization
Locks	20	

Transaction Control File

[OK] [Save] [CAN]

Toolbox Options

Data Buffer: 4096

Extensions
Data	.DTA
Save	.SAV
Desc.	.DSC
Index	.NDX
Stats	.TXT

Text
○ Black
○ Blue
○ Green
○ Cyan
○ Red
○ Magenta
○ Yellow
○ White
◉ System

Background
○ Black
○ Blue
○ Green
○ Cyan
○ Red
○ Magenta
○ Yellow
○ White
◉ System

[OK] [SAVE] [CANCEL]

4. Click **TOOLS – RECOVER**
    a. Browse to the Tradata directory
    b. Double click on the **[..]**
        1) Double click on **TRADATA**
        2) Double click appropriate *dat* or *dta* file (e.g., ua2.dat)
        3) Type the name of the file and add .sav to it (e.g., ua2.sav)
        4) Click **OK**
    c. If it asks if you wish replace the existing sav, say **YES**
    d. It will tell you how many records it recovered. Click **OK**.
    e. An error message indicates that it is unrecoverable.
    f. Close Betrieve
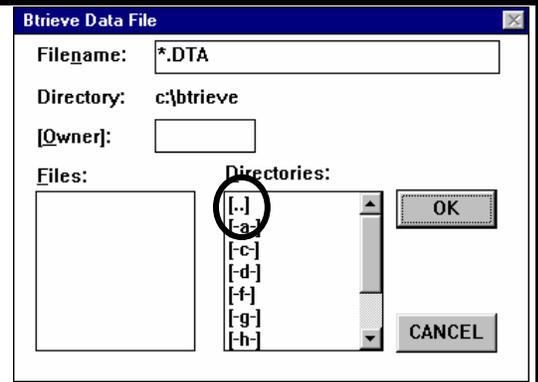
Dos Version
If you cannot successfully recover the file with the Windows version above, try the Dos Version of the recovery. Sometimes the Dos will recovery the file when the Windows version will not. Unfortunately, the Dos version will only work with DAT files. Thus, for this example, we will assume that you are rebuilding the ua2.dat.
1) Click **START – RUN**
2) Type: **COMMAND** and click Ok
    a. **CD\BTRIEVE** and hit **ENTER**
    b. Type: **BTRIEVE** and hit **ENTER**
    c. Type: copy **C:\TRADATA\UA2.DAT C:\BTRIEVE\UA2.OLD**
        i) Type: **BcoveR C:\UA2.OLD C:\UA2.DAT**
        ii) Hit **ENTER, ENTER**
        iii) Type: **COPY UA2.DAT C:\TRADATA\UA2.DTA**
        iv) Hit **Enter, Y, Enter**
        v) Type: **Exit** and hit **Enter**

Please include your customer ID # in all correspondence. If you are within 30 days of a purchase or upgrade or if you have a support contract, please call for voice support. If you are outside 30 days of a purchase or upgrade and don't have a support contract, there will be a charge for voice support. The voice support phone number is (800) 644-4051. You can fax us for FREE at (800)-344-1484 or e-mail us for FREE at tech@sfrep.com. Please visit our web site at www.sfrep.com for additional information and answers to frequently asked questions.

Technical Support Engineer