



SOFTWARE

▶ For Real Estate Professionals

TECHNICAL SUPPORT FACSIMILE TRANSMITTAL FORM

To:	From:
At:	Phone: (800)-644-4051
Phone:	Date/Time: January 28, 2003
FAX:	Qty. of Pages: 4

File Index Rebuild

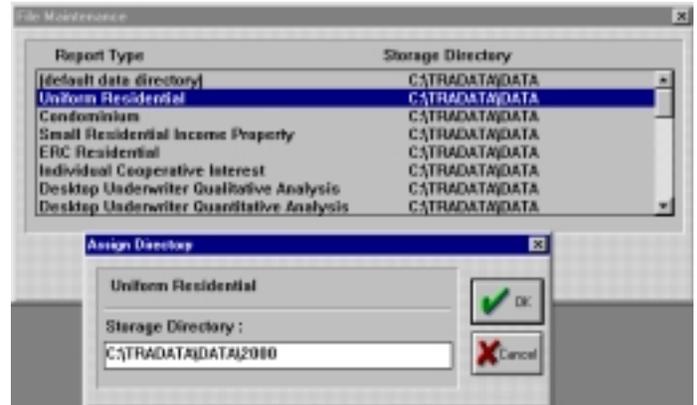
If Appraise-It has not been networked properly or has been changed from stand alone to network, the file index will frequently not be able to load the reports, which requires this rebuild. If you are using Appraise-It on a server, you will set up the server so that the server will not conflict with the workstations. (See correcting the INI and MAPPING below). Do not run Appraise-It on any machine while running the rebuild.

CORRECT TRA.INI AND MAPPING

1. Close Appraise-It on all machines.
2. Install the new file index from your CD.
3. Open Windows Explorer (**START-PROGRAMS-WINDOWS EXPLORER**)
 - a) Change the View Options
 - i) Click on **VIEW – DETAILS**.
 - ii) If you have Win 98, click **VIEW – TOOLBARS – ADDRESS BAR** (You will now see an address bar below your toolbar that gives the address of directory you select.)
 - iii) Make sure there is a **CHECK** next to **STATUS BAR** under View.
 - iv) Click on **VIEW** and select **OPTIONS** (or Folder Options) at the bottom.
 - (1) Click on the **VIEW** tab.
 - (2) Select **SHOW ALL FILES**
 - (3) Uncheck **HIDE FILE EXTENSIONS** or MS DOS file extensions.
 - b) Rename Traindex
 - i) Double click on **TRADATA**
 - ii) On the right side of the screen, left click on **TRAINDEX.DTA**
 - iii) Hit **F2**
 - iv) Type **TRAINDEX.OLD**
 - v) Hit **ENTER**
 - c) Archive your reports (**optional** – but recommended if feasible)
 - i) Make a backup of your Data directory
 - ii) Create a subdirectory for each year
 - (1) Left click **DATA**
 - (2) On the tool bar at the top, click **FILE – NEW – FOLDER**
 - (3) Type a year (e.g., **1997** if that is the first year you have reports in Tradata)
 - (4) Hit **ENTER**
 - (5) Repeat the above steps to create a subdirectory for each subsequent year including the current year (e.g., **2001**).
 - (6) Also use these steps to create a subdirectory called **PROBLEMS**.

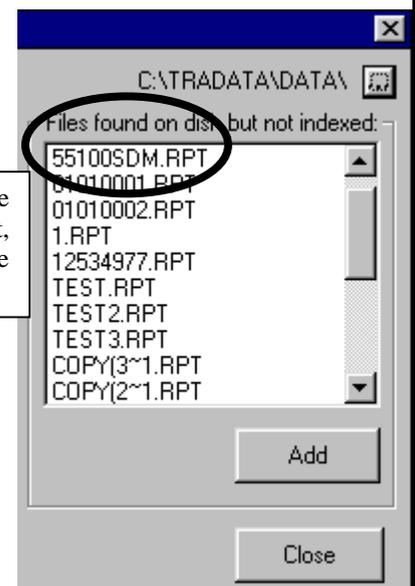
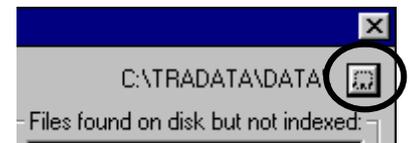
- iii) Move your reports into the correct directory
 - (1) Left click on **DATA**
 - (a) At the top of the of the forth column on the right, left click **MODIFIED** twice
 - (b) The reports should now be ordered by date from the earliest to the latest
 - (c) Left click on the file name for the first report (e.g., the first 1997 report)
 - (d) Scroll down and hold down the **SHIFT** key while you **LEFT CLICK** on the last report for that year. This should highlight all your reports for that year.
 - (e) On the tool bar, click **EDIT – CUT**
 - (f) Left click on the correct directory (e.g., **1997**)
 - (g) On the tool bar, click **EDIT – PASTE**
 - (h) All your reports for 1997 should be transferred to your 1997 directory
 - (2) Repeat this process to transfer your reports for each subsequent year including the current year (e.g., **2001**).
 - iv) Close Windows Explorer
4. If you are on a standalone, skip to step 5. If you are on a network, you want to be certain that the server and workstations use the same drive letter for Appraise-It.
- a) Each workstation will need to use the same mapped drive letter (e.g., **S**) to the server's C drive (assuming Tradata is on the server's C drive).
 - b) It is also necessary that the server have the same drive (e.g., **S**) mapped to its own C drive. If not, then do the following on the server.
 - i) If your server is Windows 98
 - (1) click **START – RUN**
 - (2) Type **MSCONFIG** and click **OK**
 - (3) Left click on the **AUTOEXEC.BAT** tab
 - (4) Left click **NEW**
 - (5) Type: **SUBST S: C:**
 - (6) Click **OK** and click **YES** to reboot
 - (7) (Note this will create a S drive on your server's hard drive and substitute what is found on C for it. In other words, S will be the same as C.)
 - ii) If your server is NT or 2000
 - (1) Open Windows Explorer and under *Network Neighborhood* **RIGHT CLICK** on the server's C drive. Left click **MAP NETWORK DRIVE**.
 - (2) Select **S** as the drive; make sure there is a check mark in **RECONNECT AT LOG ON** and click **OK**.
 - c) Change tra.ini on the server so that it is looking to S
 - i) Go to **START-RUN** and type **TRA.INI** and click on **OK**.
 - ii) Click **SEARCH - FIND**
 - iii) Type: **DIR**
 - iv) Click **FIND NEXT**
 - v) Click **CANCEL**
 - vi) Scroll down so that you can read the section marked [Directories].
 - vii) Change the C to an **S**
 - (1) AppDir=**C:\TRA**
 - (2) DataDir=**S:\TRADATA**
 - (3) PrivateDir=**C:\TRAPRIV**
 - (4) ExeDrive=**C**
 - (5) ImageDir=**S:\TRADATA\IMAGE**
 - (6) AS_Source=**S:\TRADATA\SKELS\UA2SKEL\UAR-3X5.RPT**
 - (7) FileOpen=**S:\TRADATA\DATA*.RPT**
 - viii) Click **FILE – SAVE**
 - ix) Close Notepad

- d) Repeat the above steps to change tra.ini on the workstation so that the data is pointed to **S** drive. (Do not point the AppDir, PrivateDir, or ExeDrive to S on the workstations!)
5. If you did not archive your reports, then skip to running rebuild on next page.
 - a) Open Appraise-It.
 - b) Click **FILE – UTILITIES – DIRECTORIES**
 - c) You cannot change the default directory, but you will need to change each of the other ones.
 - d) Double click on **UNIFORM RESIDENTIAL**
 - e) At the end of **C:\TRADATA\DATA** add **\2001** and click **OK**.
(WARNING!! If you are on a server, your directory should be drive letter for the server, e.g., **S**, not C as pictured!!! If it is not **S**, change it!!)
 - f) Repeat this process for each of the other report types.
 - g) Close Appraise-It
 - h) (If you are on a network, you will need to do this on each workstation or copy C:\Windows\TRA.INI from the server to each of your workstations.)



RUNNING REBUILD

- 1) Open Appraise-It on the server (but do not open a report).
- 2) Click **FILE – FILE INDEX – REBUILD**
 - a. Click the browse button (...) in the top right-hand corner.
 - b. Double click on the **2001** directory and click **OK**
 - c. The path in the top right corner will now say **C:\TRADATA\DATA\2001**
(WARNING!! If you are on a server, your directory should be drive letter for the server, e.g., **S**, not C as pictured!!! If it is not **S**, change it!!)
 - d. Click **ADD** and it will start rebuilding the file index.
- 3) If you encounter problems during the rebuild, trying running the rebuild again. If when you click **Add** the rebuild keeps crashing on the same report (listed at the top of the Add screen), then that report is corrupt and needs to be moved to the Problems directory you created earlier.
 - a. In Windows Explorer, go to your Tradata\Data directory
 - b. Highlight the problem report
 - c. On your tool bar click **EDIT-CUT**
 - d. Left click on your Tradata\Data\Problems directory and click **EDIT-PASTE**.



If Add crashes twice on the top report, move that report to the Problems directory.

PREVIOUS YEAR

After you have ran the rebuild for all your reports this year, you can run it for previous year if you wish.

1. Click **REBUILD – ADD**
2. Click the browse button (...) in the top right-hand corner.
3. Double click the **DATA** directory
4. Double click the previous year
5. Click **Ok** and run rebuild for that year by clicking **Add**.

NEXT YEAR

At the very beginning of next year you will need to repeat the steps above for the new year, that is,

1. Open Appraise-It
 - a) Click **FILE – UTILITIES – DIRECTORIES**
 - b) You cannot change the default directory, but you will need to change each of the other ones.
 - c) Double click on **UNIFORM RESIDENTIAL**
 - d) At the end of C:\TRADATA\DATA add \2002 and click **OK**.
(WARNING!! If you are on a server, your directory should be drive letter for the server, e.g., **S**, not C as pictured!!! If it is not **S**, change it!!)
 - e) If it asks if you want to create a 2002 directory, say **YES** and it will create it for you.
 - f) Repeat this process for each of the other report types.
2. Close Appraise-It
3. You will need to do this on each workstation or copy the **TRA.INI** from the S:\Windows on your server to the C:\Windows directory on each of your workstations.

FILE OPEN

Please note that when you use **FILE – OPEN** in Appraise-It afterward for the first time you will not be in your proper directory for the given year. You must open and save a report from that year before Appraise-It will default to that year. If you wish to switch back to another year, simply click on the **DEFAULT DIRECTORY** button and then select the year.

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