

# Repairing a WINS damaged database

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This document is intended for the use of repairing a WINS software program that has a damaged database. This procedure is for the technical expert and should only be done when the Steltronic technical support team has advised you to proceed.

There are 5 databases used in the WINS program:

- 1. DR.MDB**
  - This database contains the financial records for your daily sales reports
- 2. DB-DIPE.MDB**
  - This database contains the data collected for employee time cards swipes with a magnetic card.
- 3. ARCTESS.MDB**
  - This database contains the data for your magnetic cards. (Discounts, Frequent Bowler Program, Employee discounts...)
- 4. WINSCAL.MDB**
  - This database contains the data for when you have assigned special rates to be used for holidays.
- 5. BK.MDB** (only in Super Elex II hardware configurations)
  - This database is for your reservations (bookings) information

There are two (2) options to try and resolve a corrupted database listed below:

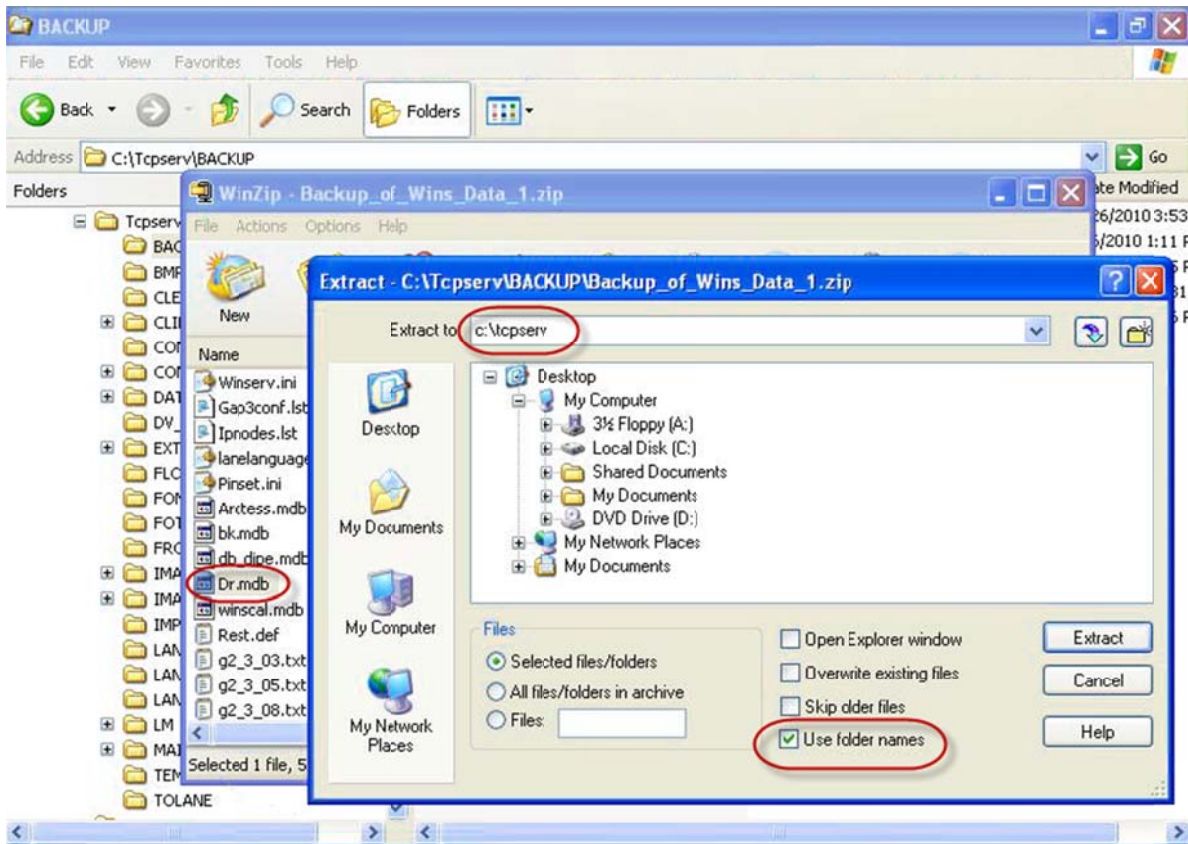
## Option 1

If you have called for technical support and we have advised you that your current database is corrupted, then your 1<sup>st</sup> line of action could be a trial attempt to use one of your “backups” stored on your computer.

If you can browse to the main server computer, you will find a folder called: C:\tcp serv\backups

If you notice in this folder, you may find several backup files dated with the date they were created. You can double click this Zip file, and browse to the MDB file that you want to try and restore. Keep in mind, if you restore a database file dated earlier than today, you are restoring your database with “older” data, but in some cases, this is OK with the bowling center because you need to get your system up and running again.

When you need to restore a database using WinZip, please take a close look at the screen below.



We have selected a backup ZIP file, we then selected the DR.MDB file (this is just an example because you may need to restore a different database), then we clicked on the extract button. Please notice that we have selected to extract this file to a location of **c:\tcpserve** and also notice we selected the **“Use Folder Names”** option. This will ensure the file is extracted to the correct location.

**WARNING:** You should not attempt to restore any file while your bowling center may be still using the WINS system. Please go to each terminal in your center and verify that WINS software is not running. If it is running, simply close the WINS software.

## Option 2

If your attempt to use a backup database is not available, or you simply just want to start with a “fresh” completely empty database, you can use the empty database files that you can download from our website at <http://www.steltronicusa.com>

The “empty” database files are located in the “frequently asked questions” portion of our technical website.

Steltronic Technical Support

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