

PineSoft Database Troubleshooting Guide (Version 12.6)

Overall System Performance is Slowing

All User Data is stored in a backend Microsoft Access database, with the default name:

Pinedat_V12_6.accdb

If overall performance is slowing, it is a good idea to systematically (e.g. at the end of each session) create historical backup files and then delete old records from your current database. A database with three years of student records and associated placement files will respond significantly faster than one with twenty years of records!

*Note: If you also use historical backup files they should be appropriately named – for example ***Pinedat_V12_6_2006_2010.accdb***, indicating the range of Sessions in the data.*

Full details of how to complete Start of Session (Roll-over) Tasks are available in the Context Sensitive Help within the application – also listed in this pdf - [New Session Options](#) and via our [Learning Centre](#).

Possible Problem with Data File?

If you suspect that there might be a problem with your data file please ask all PineSoft users to log out of the system and then zip a copy of your data file (which will be on your Network Share) and send it to PineSoft for a free Health Check. If the zip file is password protected send this to us separately.

It is highly unusual to experience issues of database corruption but if it occurs it is essential to try to identify the problem at an early stage rather than struggle on creating further problems.

Why can't I just use Microsoft's inbuilt 'Compact & Repair' Option?

If your database file has already become corrupted, then using the Compact & Repair option can delete essential relationships between tables in an attempt to fix it. Missing Relationships are catastrophic for the application, which will not then work correctly.

Checking for Corruption – IT Support

If the back-end database Pinedat_V12_6.accdb is opened directly from Access (holding down the SHIFT Key) you will be able to use the following options:

DATABASE TOOLS > Relationships to get a graphical view of relationships & Primary Keys (all must be present) and compare with [DatabaseRelationshipsDiagram_V12_6.pdf](#)

DATABASE TOOLS > Database Documenter to get a full 43 page listing of relationships and compare with [DatabaseRelationshipsDoc V12_6.pdf](#)

Both documents are available on our website – look for 14 COMPDAT, 5 JOBS, 4 STUDAPP, 14 STUDDAT and 5 STUDPL relationships for the main tables.

What can I do to avoid Problems?

The PineSoft application works best via the front-end database, where the software has many inbuilt checks to ensure robust data.

If users attempt to manipulate or import data into the back-end tables, PineSoft's data integrity checks are bypassed, so forgetting to import default values or using invalid data can cause major problems.

The Learning Centre of our website at www.pinesoft.findonit.com/learning.php has detailed guides and videos of how to import data – 100% precision is required. If possible, it is much safer to enter data via the application front-end.

New users should peruse the Training Videos on our website and work through the PineSoft tutorials, to avoid data entry errors, such as using spaces and or unacceptable characters when defining Primary Key Codes.

Record Naming Tips

Company Records

SHELLABERDEEN is a sensible, user-friendly code whereas COMP3465 is not and makes finding the record more difficult.

When you create a new Job, the LOCATION code is automatically pasted from the entry in the Company record and many reports sort on LOCATION so (although not strictly essential) should be considered a very important field to enter. *Note: you could always define and use a look-up entry of UNDEFINED initially if you are not sure of the exact location.*

Address, Contact name and Title are also important if you ever use the letter options which merge Dear <TitleField Entry>, to give e.g. "Dear Stuart", "Dear Dr Donald" or, if not defined, would read "Dear ".

Student Records

O'BRIEN_STUART is an appropriate Student Code whereas O'BRIEN STUART is not (the code field cannot contain special characters such as apostrophes). *Note: this only applies to the 'Student Code' Key field – you can enter e.g. O'Brien, Stuart in subsequent rows.*

In Student records the top 8 row entries are required for data integrity and you cannot save a record unless they are entered.