Appendix A

Contents

This appendix contains information that is generally used for reference or is outside the main use of the Red Canyon Systems programs. Use this appendix for instructions and reference on the following items:

- RCS Files Repair
- Other Utilities (future)
- Updating Red Canyon Systems Programs (future)
- Problem Resolution and Error Messages (future)

RCS Files Repair

RCS Files Repair is a program provided by Red Canyon Systems for repairing and reindexing program databases and associated tables. You may want to run the repair on a regularly scheduled basis or just when it is obvious that your database is in need of repair. A Red Canyon Systems support analyst will ask you to run this utility whenever your questions seem to indicate that the database is in need of repair.

Note: Shut down all Red Canyon Systems programs before you run RCS Files Repair.

When you see errors that refer to an index or table, it is advisable to write down what the error message says, close any other Red Canyon Systems programs down, locate Red Canyon in the Start menu, and then choose RCS Files Repair. Follow these steps to use RCS Files Repair.

1. Close all Red Canyon System programs that you are running (including Log In, Log In Administrator, CenterFit, and FICIS).

2. Back up your RCanyon\AllData folder using the copy function in Windows or an archive program.

3. In the Programs Start menu, click on Red Canyon, and then click on **RCS Files Repair**.

   The following screen appears:
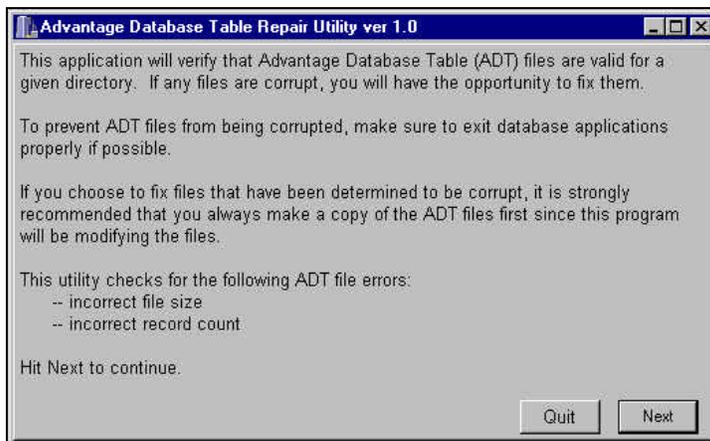
4. Click the **Next** button.

   The following screen appears:
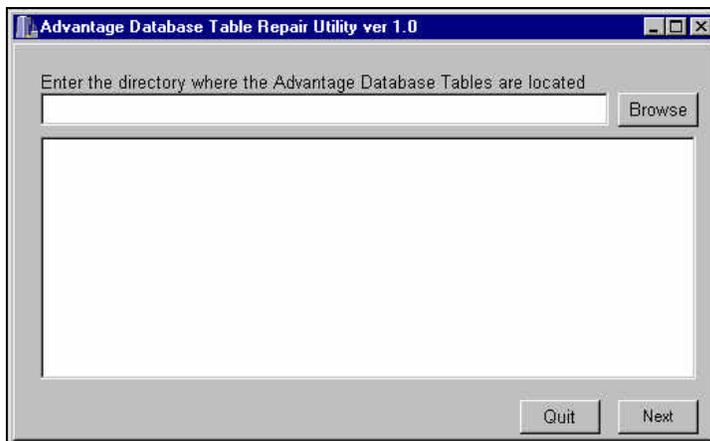
5. Click the **Browse** button.
   The following screen appears to allow you to search for the folder that contains your data tables.

6. The name of the folder is RCanyon\AllData.

   Once you locate and select it, the screen looks like this:
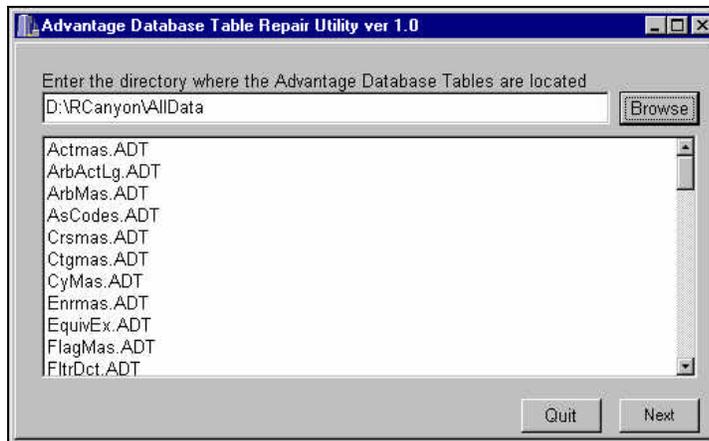
7. Click the **Next** button.

   The following screen appears:
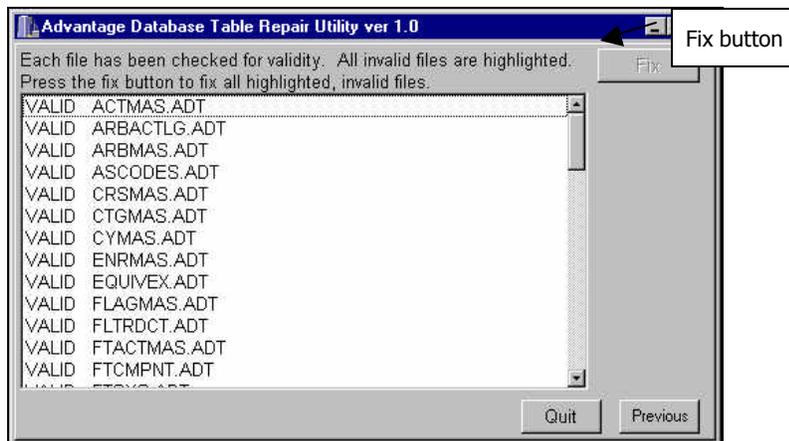
   If any files are damaged, their names will appear highlighted.

8. In that case, the **Fix** button in the top right corner will be enabled (available).

9. Click the **Fix** button if it is available. If not, click **Quit** to exit the RCS Files Repair program.

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