Database Repairs

January 6, 2016

TABLE OF CONTENTS

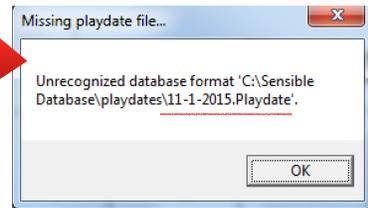## Database Repairs

Database Repairs:

✳ **"Unrecognized Database Format" (PLAYDATE FILE DAMAGED)**

Message Shows the Playdate Filename
Error message is displayed at all of your running terminals. This corruption was caused by a network stability issue which in turn may have caused the database to become unstable or corrupt. This usually occurs during heavy network traffic and can be fault of a receive buffer on the server's network hardware driver being set too low. In most cases you can repair the file and restart your terminals within minutes. If this problem occurs frequently, some network hardware or cabling may be faulty. To repair the current playdate file, follow the steps below.

1. Open the **Database Repair** Tool in Sensible Manager or start it from *Windows Start Button -> All Programs -> Sensible Cinema Software*
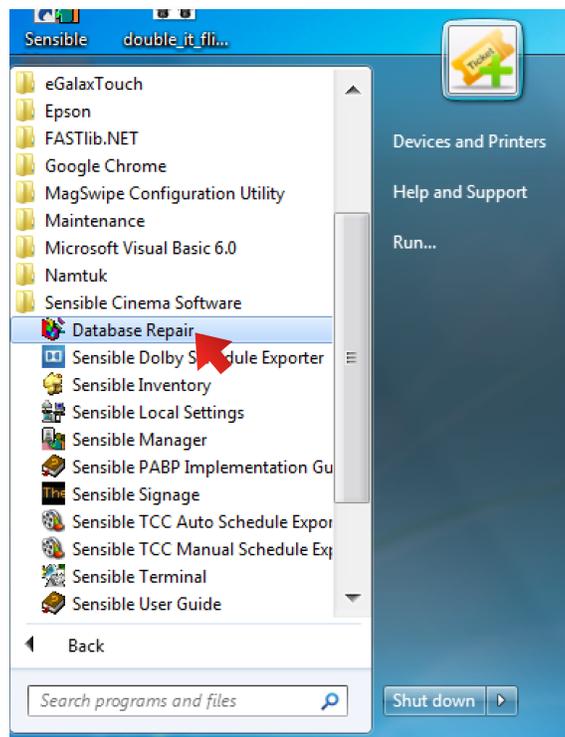
2. Select the date for this playdate on the month view calendar then press **Start Compacting**.
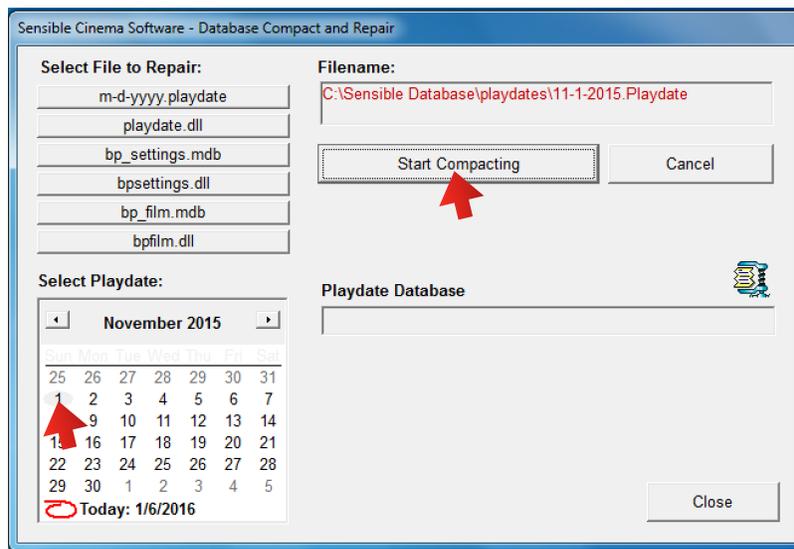
3.   Wait for confirmation that the file has been successfully compacted. Once successfully completed, close the utility and restart Sensible Terminal at all needed workstations.
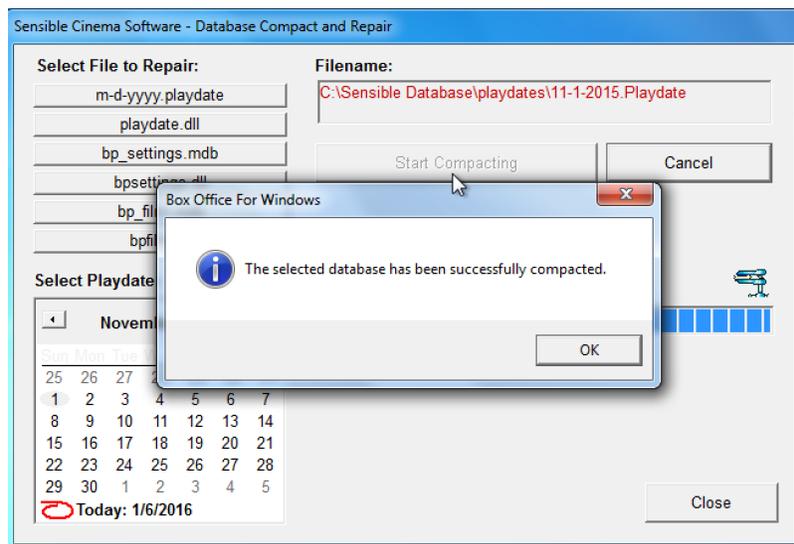
If the Database Compact and Repair utility gives you an error saying that the file is in use, check to ensure that all terminals have been closed and any other Sensible Cinema program like the Sensible Signage program or Auto TMS Schedule Exporter have been closed. The database cannot be repaired or compacted if some other process is using the file. Reboot the computer if you cannot resolve this, but beware of any programs that run at startup.
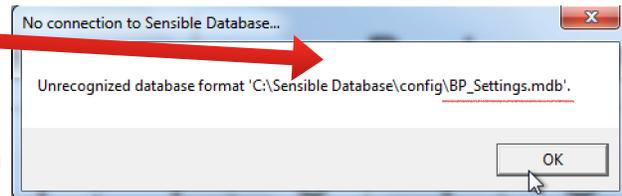
Database Repairs:

✳ **"Unrecognized Database Format" (BP_Settings.MDB)** *not bpsettings.dll*

Message Shows the filename BP_Settings.mdb.
Error message is displayed at all of your running terminals. This corruption was caused by a network stability issue which in turn may have caused the database to become unstable or corrupt. This usually occurs during heavy traffic, but not always. The bp_settings.mdb file contains master templates, password and user data, concession items and prices and key system configuration settings. All terminals and Sensible Manager, as well as all utilities like Sign Info Generator and TMS Schedule exporter, must be closed to run the database repair tool on the BP_Settings.mdb file.

1.   Open the **Database Repair** Tool - Start it from:
        Windows Start Button -> All Programs -> Sensible Cinema Software
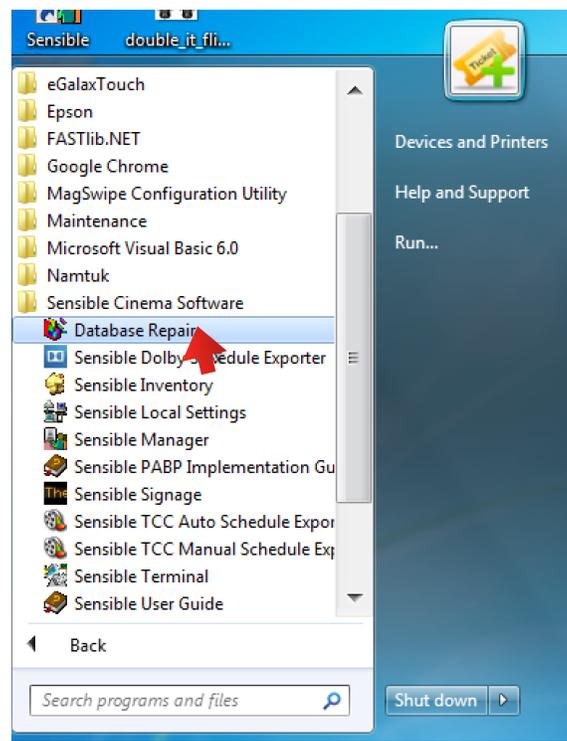
2.   Select the bp_settings.mdb button then press **Start Compacting**.
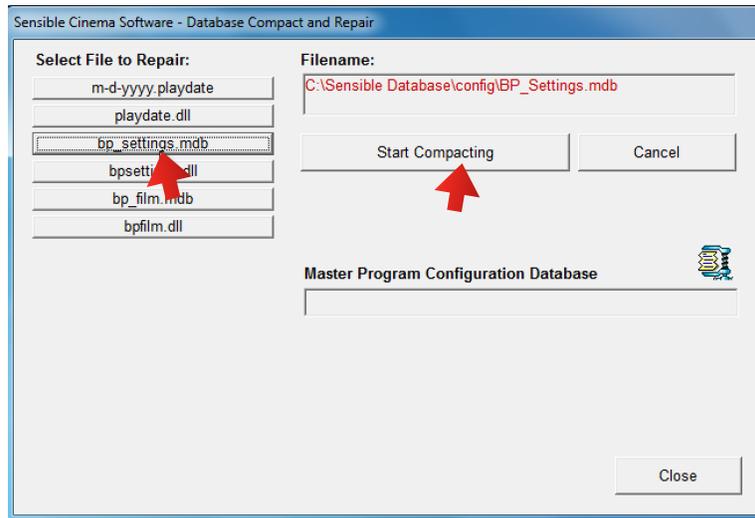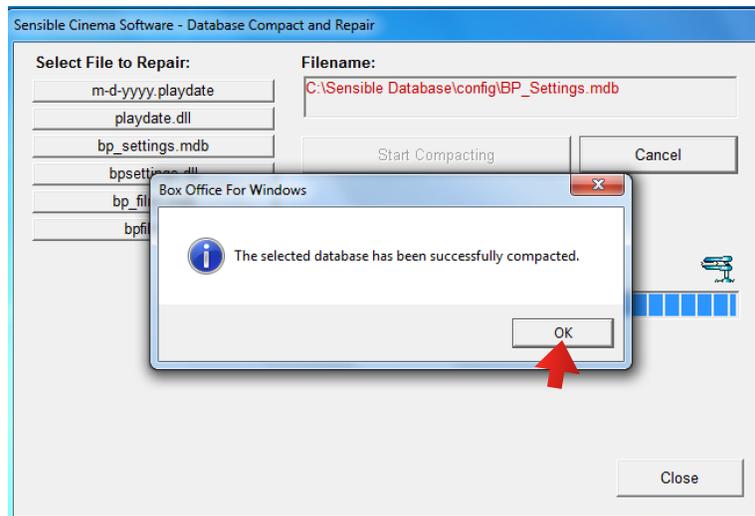

3.   Wait for confirmation that the file has been successfully compacted.
        Once successfully completed, close the utility and restart Sensible
        Terminal at all needed workstations and open the other utilities needed.

If you are unable to complete the database compacting procedure because of a
"file in use" message, shut off each selling station and try again. If you still get the
message, restart the server and/or manager station. Be sure to close any
programs that automatically run at startup.

Note: You cannot run the database repair tool from inside Sensible Manager to
repair the system file bp_Settings.mdb. All Sensible apps must be closed.

Database Repairs:

✳ **"Unrecognized Database Format" bpsettings.dll**

If running Sensible Cinema 4.1 or later, see below this paragraph.
Every computer running Sensible Cinema programs will have a copy of this file in the *C:\Sensible Database* folder. Open Windows Explorer on any working computer running a Sensible Cinema application and browse to this location. Using a flash drive, simply copy the good copy of the file **bpsettings.dll from the folder to the flash drive**. Now take the flash drive over to the computer producing the error message. Open the folder on the flash drive containing your good copy of **bpsettings.dll** and copy the file and paste it into the C:\Sensible Database folder, overwriting the existing file.

On Version 4.1 and later of Sensible Cinema you will find a database repair tool linked to the Menu of the Sensible Local Settings application. From here you can repair a damaged **bpsettings.dll** instead of going through the copying process above.

If the **bp_film.mdb** or **bpfilm.dll** files are damaged, the database repair utility can repair them as well.

Anytime a database file is repaired due to a corruption, there is a possibility that there has been some data loss which will cause balancing problems and incorrect data on some of the affected tables. If this starts happening regularly, here are some key things to look for:

> 1. Outdated half-duplex devices called Network "Hubs" should not be used. Sensible Cinema Databases should only be used with full-duplex Network "Switch" devices, never half-duplex "Hubs".

> 2. Sleep mode settings being turned on for your server computer, your network card or your hard disk drive. There are several settings to double check. These are described in this document:
> http://www.sensiblecinema.com/download/Sensible_Server_Setup_Guide.pdf

> 3. Cabling, router, network switch, network interface cards and the drivers and settings. Set NIC card receive buffers upward to 512.

Database Repairs:

✳ Error starting with -214*xxxxxxxx*

The errors which begin with -214 are Microsoft SQL database and Microsoft Jet Database errors. There are hundreds of possibilities. The best way to determine the meaning would be to Google the error itself and any accompanying description. Sensible Cinema can help troubleshoot these errors. An error affecting all terminals would seem to indicate a problem with a common file all terminals share. When an error occurs on a single terminal, the problem likely only applies to a file on that system.

If you have recently installed an update to **Sensible Terminal**, ensure that you have the same version or newer on your manager and/or server computer system. To trigger and perform a database refresh, close all terminal clients and perform the following steps:

1) Open **Sensible Local Settings** on the Manager PC.
2) Close the **Sensible Local Settings** App.
3) Reopen **Sensible Manager**. Watch for the database to update.

Versions earlier than 4.1 will not refresh in this manner. Ensure the latest version of the management software is installed and run it prior to running or updating any terminal clients.