

Steps to Rebuilding Your Database (SMS V8.x)

**** Ensure you have a recent verified backup before proceeding with any steps below. If you would like to have a Cyrious technician perform these steps for you, you may contact them by calling 888.552.9823. Note: A valid technical support contract is required for assistance.**

1. Shut Cyrious down on all computers.
2. Shut down the SSLIP on the server. (If unable to shut the SSLIP down, kill it using the Task Manager and see document about removing Lock Files).
3. Right Click on the Cyrious Icon and select Properties.
4. In the SMS Properties box, click on Find Target button.
5. In the SMS Folder you will see a folder named Data, right click on it and select Copy.
6. Look for a folder named Backups (If no folder, right click anywhere in the open white area and select New and then Folder. Type in Backups. Hit your enter key.)
7. Double click on the Backups folder.
8. Right click anywhere in the open white area and select Paste.
9. When the Data folder finishes copying, right click on it and select rename.
10. Type the date and Data (e.g. 1.24.08Data, or 24Jan08Data).
11. Navigate back up a level (look below File and Edit, there should be an icon of a folder with an arrow pointing up - just click on it).
12. Double click on the Utilities folder.
13. Double click on the DBRebuild executable.
14. Double click on the DBRebuild executable (If it asks for a password, call Tech Support for the temporary password - there is no charge for the password).
15. Click the Rebuild all button.
16. When it finishes, click the Verify All button
17. When it finishes, click on the header Status. This sorts the tables based on whether the Table OK! No Errors Found, or Unable To Verify Table, or Errors Found. Rebuild Table.)
18. Scroll down to ensure all tables are Table OK! No Errors Found.
19. If you see any that say Unable to Rebuild!, please contact Tech Support for additional help.
20. If they all say Unable to Rebuild!, see document about removing Lock Files and then start again at step 3 and then go to step 12 to rebuild the database again.
21. If they all say Table OK! No Errors Found, close the DBRebuild tool.
22. Restart the SSLIP (Click Start, Program Files, Startup, and Cyrious SSLIP).
23. Start Cyrious.