



# System Utilities and Technical Guide

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# Introduction

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The ACI System Utilities and Technical Guide is designed for the ACI System Administrator and other technical users. The guide provides step-by-step instructions for running ACI System Utilities and performing database maintenance.

Please contact ACI Technical Support at 800.274.8727 if additional assistance is required.

# Database Redirector

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The Database Redirector is a utility for changing database directories and file locations of stored data.

## Redirecting ACI to Shared Data

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1. Click **Start > Programs > ACI Collection 32 > ACI System Utilities > Database Redirector**.
2. Click the check box to the left of each redirected item.
3. Click **Browse** and navigate to the location of the shared data. Select the appropriate folder and click **OK**. Repeat for all redirected items.

**NOTE:** Selecting **Reports** forces a check in *Do not copy data, but update Track Database with new Reports path*. If redirecting a computer to existing data, specifically Track Databases, uncheck this option.

4. Click **OK** to save the changes and close the Database Redirector.

## Database Redirector Templates

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Using templates in the Database Redirector saves time and reduces potential input error when changing database directories on multiple computers. Change directories on one computer, save the changes in a template file, and then load the template onto other computers to redirect paths. Changes are made once in the template, eliminating the need to manually redirect databases on each computer.

### Creating a Redirection Template

1. Click **Start > Programs > ACI Collection 32 > ACI System Utilities > Database Redirector**.
2. Click **Edit Template**.

**TIP:** Verify file paths before saving the template.

3. Click **Save As** and save the template file to a shared location.

**CAUTION:** The template file extension must be .Redirect.

4. Click **OK** to close the *Templates* window. Click **OK** to close the Database Redirector.

### Using a Database Redirector Template

1. Map a network drive to the shared folder using the same drive letter (e.g., X:, Z:) on each computer.
2. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > Database Redirector**.
3. Click **Load Template**.
4. Browse to the location of the saved template, highlight the template file, and click **Open**.
5. Click the check box to the left of each redirected item.

**NOTE:** Selecting **Reports** forces a check in *Do not copy data, but update Track Database with new Reports path*. Uncheck this option.

6. Click **OK** to save the changes.

## DB Rebuild

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The DB Rebuild utility repairs tables in the Track, Research, or Flash databases. There are separate utilities for each database: *Track DB Rebuild*, *Research DB Rebuild*, and *Flash DB Rebuild*. Run Database Rebuild if "Index is out of date" errors occur when using the Flash, Research, or Track programs. If additional errors are uncovered after running DB Rebuild, see *Running Database Repair*.

### Running DB Rebuild

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1. Close all instances of the application. If the databases are networked, close all instances of the application on all computers.
2. Click **Start > Programs > ACI Collection 32 > ACI System Utilities > Flash DB Rebuild**, or **Research DB Rebuild**, or **Track DB Rebuild**.
3. The *Track Table Repair* progress bar displays the rebuild status. The status window closes when the rebuild finishes.

**NOTE:** DB Rebuild runtime is impacted by database size, computer resources, and network resources.

**CAUTION:** Deleting and rebuilding indexes requires recreation of custom indexes.

## Database Repair

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The Database Repair utility re-indexes tables in the Common, Track, Research, or Flash databases. Run Database Repair if index errors occur when using these applications.

*Example:*

An error was encountered using File Lister: Unable to open Order information table. Index is out of date: Order.DB on C:\Program Files\ACI32\Databases\ACI Track.

## Running Database Repair

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1. Close all instances of the application. If the databases are networked, close all instances of the application on all computers.
2. Double-click the **My Computer** icon on the desktop, or click **Start > My Computer**.
3. Browse to the location of the database referenced in the error (e.g., ACI Track).
4. Right-click the **TblMaint.ini** file and select **Delete**.
5. Click **Start > Programs > ACI Collection 32 > ACI System Utilities > Database Repair**.
6. Click **Browse** and browse to the location of the database application.
7. Select the application (e.g., ACI Track) and click **Open**.
8. Select the database file (e.g., Order.DB) and click **Open**.
9. Click **Verify** on the *Database Repair Utility* window.
  - a) If the header and data records pass verification, click **OK**.
  - b) If the table is corrupt and must be repaired:
    1. Click **Yes** to view problems.
    2. Click **Close** to return to the *Database Repair Utility* window.
    3. Click **Rebuild** to repair the table.
    4. Click **OK** when table has been successfully rebuilt.

10. Repeat steps 8 and 9 if more than one table requires repair. Click **Exit** when repairs are completed.
11. Browse to C:\Program Files\ACI32\Applications. Double-click the corresponding table updater executable file and click **OK**.

***Track32TableUpdater.exe***

Updates the ACI Track and Common databases.

***Research32TableUpdater.exe***

Updates the Research database.

***Flash32TableUpdater.exe***

Updates the Flash database.



# Disk Defragmenter

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Disk Defragmenter (Disk Defrag) is a Microsoft system utility that analyzes local volumes (storage areas on a computer's hard disk), and locates and consolidates fragmented files and folders. See Microsoft Windows Help for additional information regarding disk defragmentation.

## Running Disk Defragmenter

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1. Click **Start > All Programs > Accessories > System Tools > Disk Defragmenter**.
2. Select the volume (e.g., C:\) and click **Analyze**.

**NOTE:** Analyze volumes before running Disk Defrag. Defragment only when Disk Defragmenter recommends it.

3. Click **Defragment** to run.

**CAUTION:** Run Disk Defrag at the end of the work day. Disk Defrag run time, which may take several hours, is impacted by the size of the volume, the number of files on the disk, the number of fragmented files on the disk, and the available system resources.



# eServices Agent

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eServices Agent is a report delivery monitor that can be used with the eServices Inbox.

## Using eServices Agent

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1. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > eServices Agent**.
2. The application is enabled. The eServices Agent icon () is added to the system tray.
3. Right-click the **eServices Agent** icon () to access the application menu.

### **Show / Hide Queue**

Opens and closes the eServices Agent queue.

### **Pause / Resume Queue**

Stops and restarts the queue tasks.

### **About eServices Agent**

Displays the eServices Agent version and release.

### **Exit eServices Agent**

Disables the eServices Agent. Clicking **Start > All Programs > ACI Collection 32 > ACI System Utilities > eServices Agent** also disables the application.

## Net & Lck File Cleanup

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ACI's Borland Database Engine uses Paradox tables to store information. The Borland Paradox Engine and Track place files (known as Net and Lock files) in various directories determined by user preference and directory options. These Net and Lock files are referenced to keep exclusive access to one database record safe from edit by other users when one user is working in that record.

When a user launches Track and opens an existing order, Track and Borland search for pdoxusr.lck and paradox.net files, read their contents, and verify that the requested order is not currently in use. Once the file is open, Track writes entries to the Net and Lock files detailing which user is in the record. These entries are removed from the Net and Lock files when the user closes Track. The order is now available for use by another user.

*Net and Lck (Lock) File Cleanup* scans the local machine, or the local machine and network drives, for files locked by another process. If files are held open (locked) by another process, *Net and Lck File Cleanup* unlocks the files.

## Running Net & Lck File Cleanup

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1. Close all instances of the application. If running *Net & Lck File Cleanup* on Network drives and the databases are networked, close all instances of the application on all computers.
2. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > Net & Lck File Cleanup**.
3. Select *Local machine only* to scan the local disk drive, or select *Local machine and Network drives* to scan the local disk and the network drives. Click **Start**.

**NOTE:** The Start button is grayed out while files are scanned. Scanned files quickly scroll across the screen.

**NOTE:** Net & Lck File Cleanup runtime is impacted by the number of files to scan.

4. The Start button is enabled once the scan is finished. Click **Exit** to close *Net & Lck File Cleanup*.

# Networking

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ACI can be configured to share data over a network in offices with multiple users. ACI recommends using absolute pathing standards instead of UNC (Universal Naming Convention) pathing when configuring ACI on a network.

Absolute pathing is recognized by a drive letter at the beginning of the path i.e., C:, X:. The default ACI directory is C:\Program Files\ACI32\.

UNC pathing is a filename format that is used to specify the location of files, folders, and resources on a local-area network (LAN). UNC pathing is recognized by two back slashes at the beginning of the path (\\server-name\directory\filename).

## Setting up ACI on a Network

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Generic steps for setting up ACI on a network are provided below.

1. Create a Windows-based network.
2. Create a shared folder labeled 'ACI Shared' on the designated server computer.
3. Map a network drive to the shared folder on the server using the same drive letter (i.e., X:, Z:) on each computer.
4. Move common (shared) folders and files to the server location. Common folders include:

***Canisters***

Contains images saved to Canisters in the Flash program.

***Databases***

Contains program database files: Common, Report, Track, Research, and Flash.

***Images***

Contains images saved to image files in the Flash program.

***PDFS***

Contains reports files saved in .PDF format.

**Picklist**

Contains Common Response files.

**Reports**

Contains report and report backup files.

**Signatures**

Contains ACI signature files.

**Templates**

Contains report template files.

5. Install ACI on the local computer and redirect access to the shared data. See *Redirecting ACI to Shared Data* for additional information.

# Order DB Index Manager

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Create custom indexes using the Order DB (database) Index Manager. Indexes are used to sort View Schemes in File Lister.

## Creating an Index

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1. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > Order DB Index Manager**.
2. Click **New**.
3. Enter the *Index Name*.
4. Select a field from *Available Fields*. Click the **right arrow** to add the field to *Index Fields*.

**TIP:** Use the up and down arrows to reorder the *Index Fields*.

5. Select sort order under *Direction*. Click **OK** to create the index.

### ***Ascending***

Records are sorted from lowest to highest.

### ***Descending***

Records are sorted from highest to lowest.

**NOTE:** Deleting and rebuilding indexes requires recreation of custom indexes.

## Modifying an Index

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1. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > Order DB Index Manager**.
2. Select an index from *Available Indexes* and click **Modify**.

**NOTE:** Only custom indexes can be modified.

3. Edit the index contents and click **OK** to save the changes.

## Deleting an Index

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1. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > Order DB Index Manager**.
2. Select an index from *Available Indexes* and click **Delete**.

**NOTE:** Only custom indexes can be deleted.

3. Click **Yes** to confirm deletion, or click **No** to cancel.
4. Click **Close** to exit the *Order DB Index Manager*.

# Registry Editor

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The ACI Registry Editor contains keys and values that the application references during operation. The Registry Editor allows the user to modify specific ACI Registry settings.

**CAUTION:** Please contact ACI Technical Support prior to modifying Registry settings. Incorrectly modifying registry settings may affect the operation of the software.



# System Check

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ACI System Check registers specific core .dlls (Dynamic Link Library files) in the Windows operating system. Not all ACI .dlls require registration. Internally, the ACI software identifies which .dlls to register.

## Running System Check

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1. Click **Start > All Programs > ACI Collection 32 > ACI System Utilities > ACI System Check**.
2. Select the collection to scan and correct, and click **Start**.
3. System Check results are displayed. The status is to the left of the *Name*.



File scanned without error and registered successfully. The file has the same or newer version number than the listed file in the program's internal checklist.



The file is older than the listed file in the program's internal checklist and the user clicked **Yes** when prompted to register the file, possibly correcting a problem with that file.



The file is older than the listed file in the program's internal checklist and the user clicked **No** when prompted to register the file.



The file could not be registered.

**NOTE:** Only click **Send to Support** if the results were requested by ACI Technical Support. Clicking **Send to Support** generates an e-mail with the System Check results attached.

4. Click **Quit** to exit.

# Temporary Files

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Software applications create temporary files for their own use. Some applications create temporary files and leave them on the computer. Temporary files accumulate over time and can take up disk space. Deleting temporary files cleans up the hard disk and frees up disk space.

There are various types of temporary files: temporary application files, temporary internet files, Cookies, history, form data, and passwords.

## Deleting Temporary Files

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1. Click **Start > Run**.
2. Enter `%TEMP%` in the *Open* dialog box and click **OK**.
3. Click **Edit > Select All**, or press **CTRL+A** on the keyboard to select all files.
4. Press **Delete** on the keyboard and click **Yes** to confirm deletion.

**NOTE:** Some files may remain because they are in use. Delete as many files as possible.

5. Click **File > Close** to exit.

## Deleting Temporary Internet Files

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1. Open Internet Explorer and click **Tools > Internet Options**, or click **Start > Control Panel** and double-click **Internet Options**.
2. On the *General* tab, click **Delete** under *Browsing History*.
3. Select the item to delete, or click **Delete all** to delete temporary files from all categories.

### ***Temporary Internet Files***

Copies of webpages, images, and media that are saved for faster viewing.

### ***Cookies***

Files stored on a computer containing website preferences like login information.

### ***History***

A list of visited websites.

### ***Form data***

Saved information entered into forms.

### ***Passwords***

Passwords automatically filled in when logging on to previously visited websites.

4. Click **Yes** to confirm deletion, or click **No** to cancel.
5. Click **Close** to exit *Browsing History* and click **OK** to close *Internet Options*.

# WebUpdate

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Web updates are available to all clients with Premier Plus or Premier Executive membership. Web updates include new and updated software features and services, and general software updates and fixes.

## Using WebUpdate

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1. In Report, click **Help > ACI WebUpdate**. Outside of Report, double-click the **ACI WebUpdate** icon on the computer desktop, or click **Start > All Programs > ACI Collection 32 > ACI System Utilities > WebUpdate**.
2. If requested, enter the company password and click **OK**.

**NOTE:** The *Special Update ID* field should be left blank unless otherwise instructed by ACI.

3. Click **Go** to download the updates.
4. Click **OK** when the update completes and click **Exit** to close the Web Updater.

## Wizard Files

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The Wizard.WIF file contains configuration information for Report Paks, Templates, and Picklists. Wizard files may be shared to ensure that all appraisers in the office are using the same report formats and common responses. The default location for the Wizard.WIF file is C:\Program Files\ACI32\Configuration.

## Sharing Wizard Files

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**CAUTION:** Always create a backup copy of the Wizard.WIF file on each computer before copying the shared Wizard file into the Configuration folder.

1. On the user's computer, click **Start > My Computer** or double-click the **My Computer** icon on the desktop.
2. Browse to **C:\Program Files\ACI32\Configuration**.
3. Right-click **Wizard.WIF** and select **Rename**.
4. Enter a name for the backup copy of the Wizard file, for example *Wizard.SAV*, and press the **Enter** key on the keyboard.
5. Browse to the location of the shared Wizard.WIF file. Right-click **Wizard.WIF** and select *Copy*.
6. Browse to C:\Program Files\ACI32\Configuration on the user's computer. Right-click in the **Configuration** folder and select **Paste**.

**NOTE:** If templates or picklists are shared across a network, map each computer to the shared file path. See *Redirecting ACI to Shared Data* for additional information.

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