

## helpdesk :: repairing your pathways data file

This guide outlines the procedure for running the “Compact & Repair” function on your Pathways data file.

### Follow this procedure if:

- 1) You wish to check your data file for errors and automatically correct them
- 2) You wish to compact and re-index your data file to improve performance
- 3) You are experiencing strange behaviour in Pathways and wish to check database health
- 4) Activ8’s helpdesk has asked you to run the repair process.

### Step 1: Locating your data file

The first thing you need to do is locate your Pathways data file.

#### **I use Pathways 8**

Your data file is named *PathData8.mdb* and is either located in the *Pathways* folder on your local hard drive, or if you work in a networked environment, it will be in a shared folder on your server.

#### **I use Pathways 9**

Your data file is named *PathData9.mdb* and is either located in the *Pathways9* folder on your local hard drive, or if you work in a networked environment, it will be in a shared folder on your server.

### Step 2: Repairing your file

- 1) Ensure Pathways is not open on any computer in the office
- 2) Find the file located in step 1 above, and double-click the data file (*PathData8* or *PathData9*) and it will open in Microsoft Access
- 3) Click on Tools on the top menu bar, click Database Utilities, click Compact & Repair
- 4) Microsoft Access will repair your data file, reindex the records and compact it to reduce size and performance.
- 5) Once the process is complete you can close Microsoft Access
- 6) Run Pathways as normal.

### Further questions?

If you have any further questions about the repair process, please email the Pathways helpdesk on [care@activ8.com.au](mailto:care@activ8.com.au)