

DATABASE VALIDATION FOR MEDIASUITE

Revised: 23/08/2022

Database Validation for Versions 3 & 4 (previous versions are not Supported)

1. PRACTICE REQUIREMENTS

Please follow the instructions below and perform the Database Validation on a **WEEKLY** basis. If you have questions or concerns that aren't answered in the "More Information" section, call Centaur Software on the number below and speak to a technician.

2. INSTRUCTIONS

1. Ensure that *Mediasuite* is closed on **ALL** computers.
2. On the SERVER computer if you see one of the following icon names on your desktop, it means *Mediasuite* is installed as a Dedicated Server installation type. If you do not see one of the following icon names, proceed to step 4:
'Start-Stop CMS Server' or 'CSS (CMS)'
3. Double click on the icon and select the option to STOP the Service.
4. On the SERVER computer, go to the Start menu > Centaur Software, then right click on *CMS Validation* and select **RUN AS ADMINISTRATOR**. N.B. This is based on the Windows 10 Operating System; what you see may differ if you are running an older version of the Windows Operating System.
5. Click "**Validate**" to start the process.
6. You may be prompted to select a drive to backup your Database. Proceed as directed.
7. Once complete, the Validation process will state whether your Database validated successfully or not. Click "**Finish**" if the process completed successfully. If it failed, proceed to step 8.
8. If you received a message stating the Database failed to Validate, please call Centaur Software Support on 1300 855 312, and select option 2 for Support.

Please note: If *Mediasuite* is installed as a Dedicated Server (see step 2 above), stopping the Database Service can cause **potential data loss** if users have patient x-rays, photos etc open at the time. Ensure that **EVERYONE** has stopped working in *Mediasuite* and that the software is closed on **ALL** computers before validating.

3. MORE INFORMATION

What is Database Validation?

Database Validation is the process of reading each individual section of the Database file to ensure that the integrity is correct, and that the Database file itself is not corrupt.

How does the Database become corrupt?

All cases to date have been attributed to the failure of the computer hardware or obscure problems within the Windows Operating System in relation to the reading and writing of data to the physical hardware devices.

How often should I perform the Database Validation?

Once a week is enough for normal usage.

How long will the Database Validation process take?

Up to 30 minutes. Depending on Database size and speed of the SERVER, the process may be slightly faster or slower than this.

What computer should I perform the Database Validation on?

The SERVER computer.

What should I have running on the computer when I do the Database Validation?

You should have no programs running. *Mediasuite* must **NOT** be running on any computers, and Backups, Scandisk, Defrag or any similar hard disk utility must **DEFINITELY NOT** be running at the same time.

What if I don't want to do Database Validations?

Centaur Software cannot force you to perform Database Validations as this is your choice; however, please consider that the process of restoring a corrupt Database is extremely time consuming and requires a reasonable amount of knowledge. Taking this into consideration, we must then pass the cost of providing this service onto you **irrespective** of your Support Contract.