

Trouble Shooting Guide

Basic Troubleshooting:

- 1) Import a fresh version of the user front end files from your server to your work station:
 - a. Use the “Beam me Up-dates” shortcut supplied with the Appilistic database. This should be located on your desktop.
 - b. A backup copy of the shortcut should also be available with the local user front end of the database. This can usually be found on your computer at either “C:\Appilistic\Database Menu\” or “C:\Clubhouse DB\Database Menu\”, using Windows Explorer.

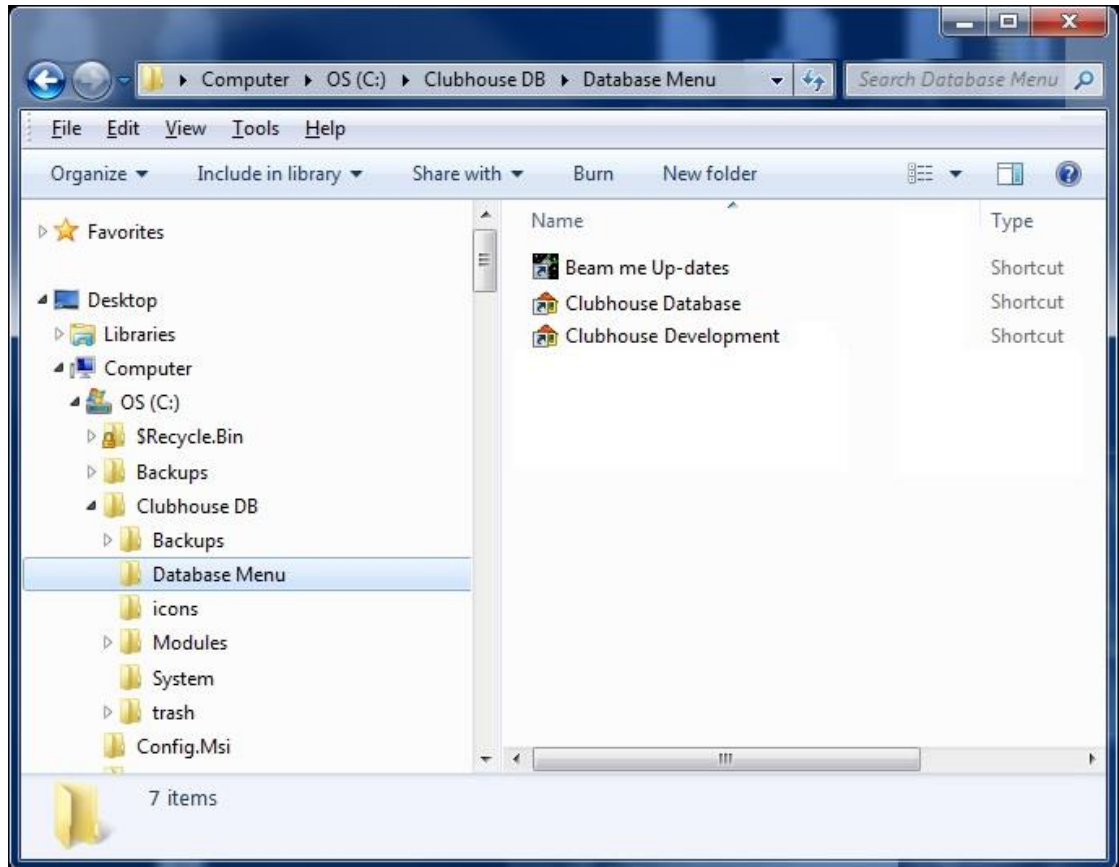
Advanced Troubleshooting:

- 1) If your first attempt is unsuccessful, it may be that lock files are blocking “Beam Me Up-dates” from installing a fresh version of the user front end files:
 - a. Open Windows Explorer.
 - b. Navigate to the folder “C:\Appilistic\Modules\” or “C:\Clubhouse DB\Modules\”.
 - c. Delete all files in this folder except “backup_mngr.mdb”.
 - d. Rerun “Beam Me Up-Dates”.
- 2) You might also check that network problems are not impeding the proper operation of the Appilistic Clubhouse database.
 - a. See “How to Isolate Network Problems.doc”.

Restoring Database Shortcuts to Your Desktop:

- 1) When the database is installed, it is normal to install shortcuts on the desktop. These include a database login shortcut and a “Beam Me Up-Dates” shortcut. If either shortcut is lost from your desktop, there is another location where they can be found:
 - a. Navigate to where the database is installed on the computer you are using. This is called the Local Path, and it is usually:
 - i. C:\Clubhouse DB\;
 - ii. C:\Appilistic\;
 - iii. Or, in a similarly named folder located within “My Documents”;

- b. Right click on the “Start” button or orb and select “Open windows explorer” or “Explore” to open Windows Explorer.
- c. Using Windows Explorer, find and open the “Database Menu” folder, found within the Local Path, as shown in the illustration below.



- d. Copy and paste (DO NOT DRAG or MOVE) the “Beam Me Up-Dates” shortcut to the desktop.
- e. NOTES:
 - i. If you don’t leave the original where you found it, it won’t be there the next time you need it;
 - ii. On Windows XP and earlier operating systems, the All Users desktop is located at “C:\Documents and Settings\All Users\Desktop\”;
 - iii. On Windows Vista, Windows 7 and Windows 8 machines, the All Users desktop is located at “C:\Users\Public\Desktop\”;