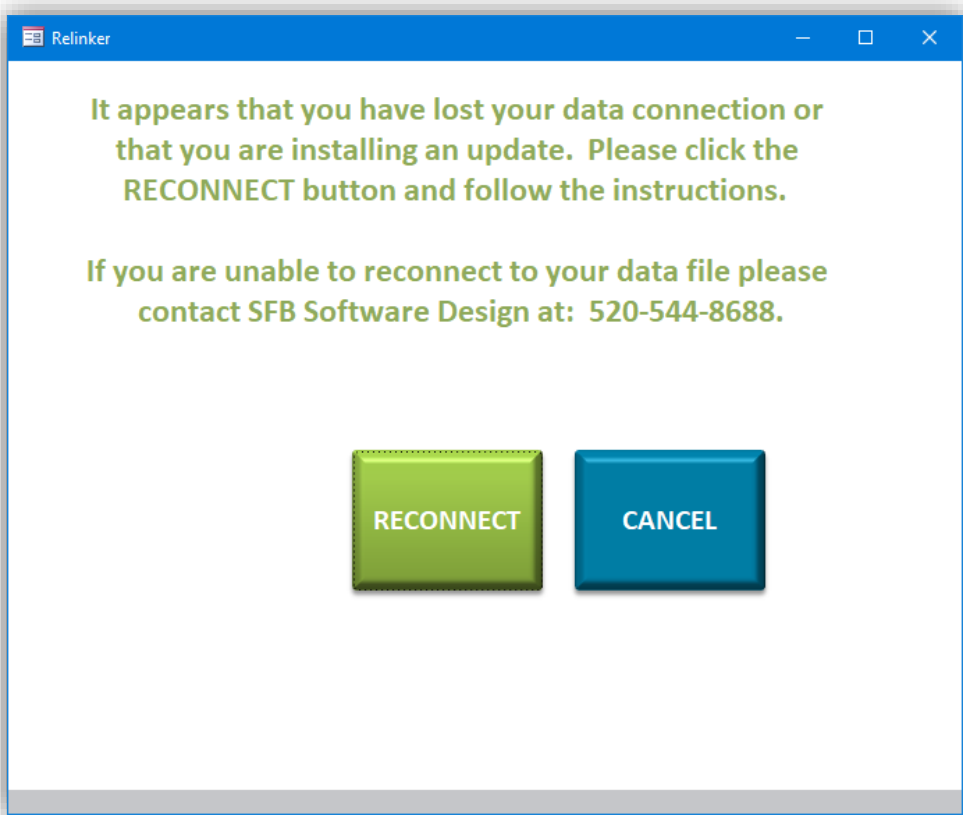


Recovering from ACEDATA.accdb Damage

Description

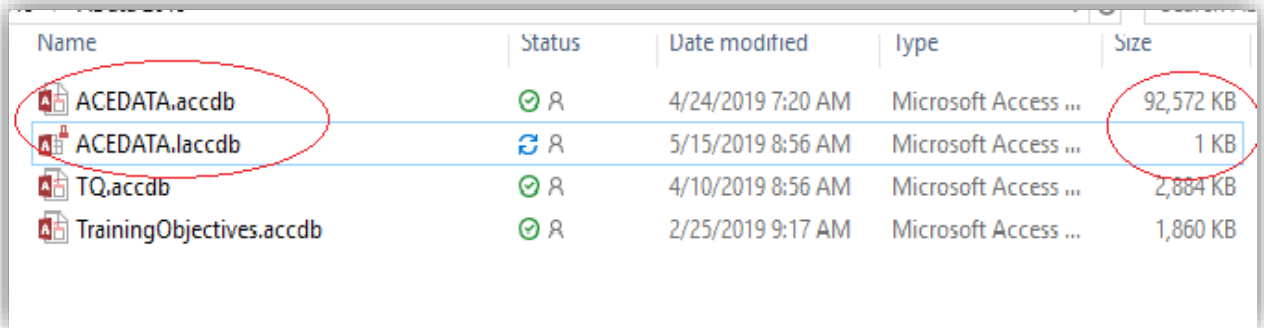
If you see the message below when you open ACE and you are not installing a new version of ACE it is likely an issue with either your network connection or a corruption to the primary data file, ACEDATA.accdb.



ALWAYS MAKE A COPY OF THE ACEDATA.ACCDB FILE BEFORE ATTEMPTING TO RECOVER YOUR ACE SYSTEM DATA FILE

Resolution

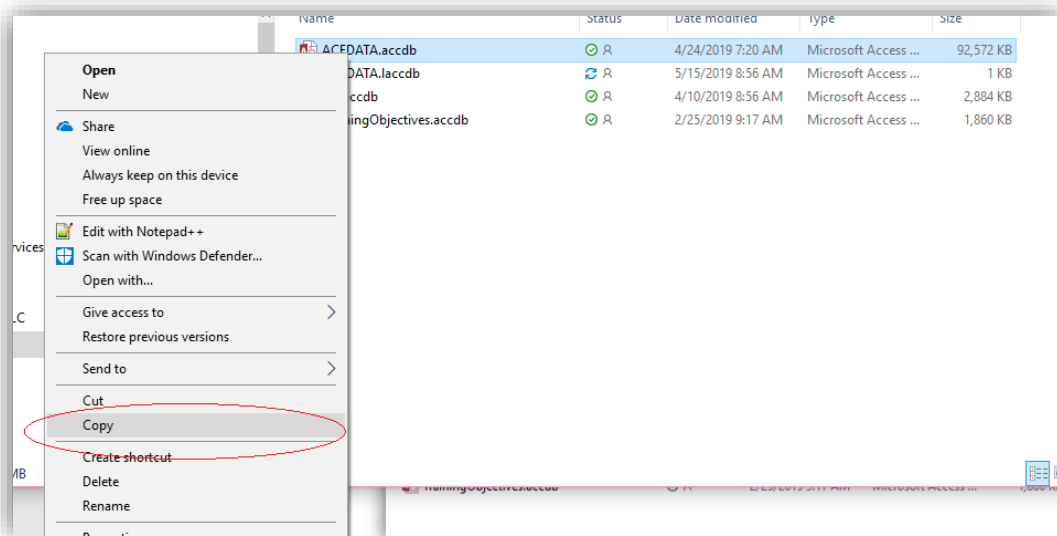
1. Navigate to the ACE folder on your shared drive.
2. Locate the **ACEDATA.accdb** file. Note that there will be an ACEDATA.laccdb file with a little lock icon on it. That is NOT the file you want.



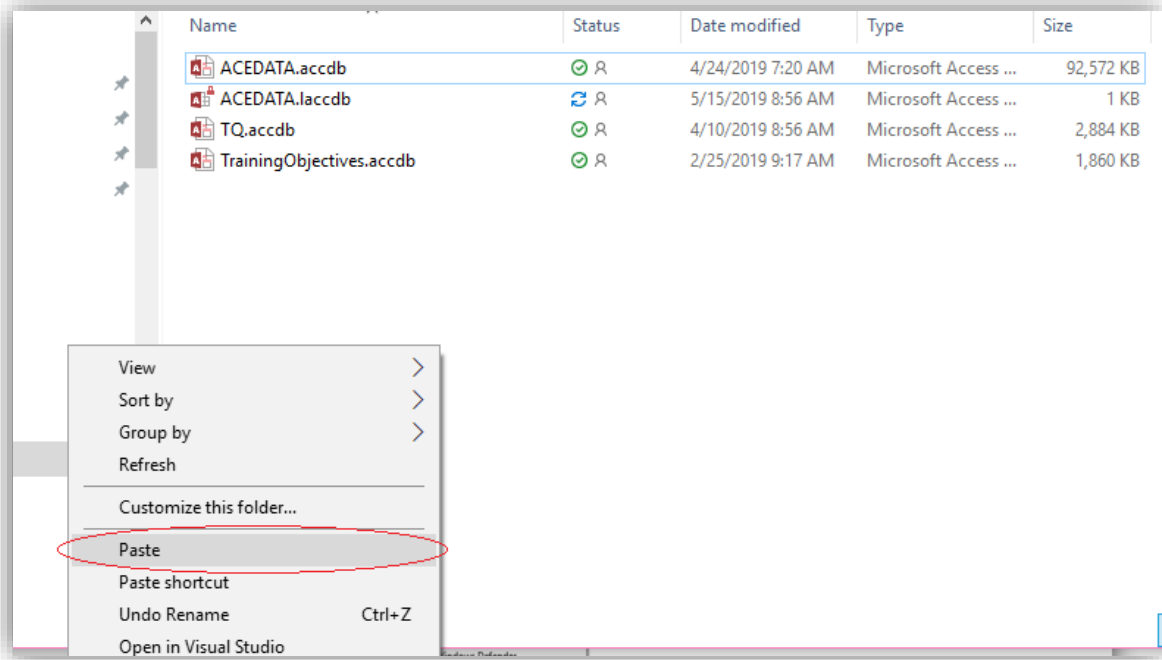
Name	Status	Date modified	Type	Size
ACEDATA.accdb	✓ R	4/24/2019 7:20 AM	Microsoft Access ...	92,572 KB
ACEDATA.laccdb	🔒 R	5/15/2019 8:56 AM	Microsoft Access ...	1 KB
TQ.accdb	✓ R	4/10/2019 8:56 AM	Microsoft Access ...	2,884 KB
TrainingObjectives.accdb	✓ R	2/25/2019 9:17 AM	Microsoft Access ...	1,860 KB

You want the one without the lock. If you cannot see the extension “.accdb” or “.laccdb”, that’s OK, you just want the one that is the biggest (see image above with the right-most circle).

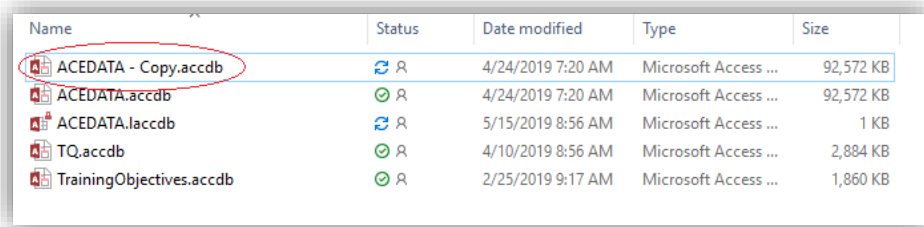
3. Right-click the **BIG ACEDATA.accdb** file and choose “Copy”.



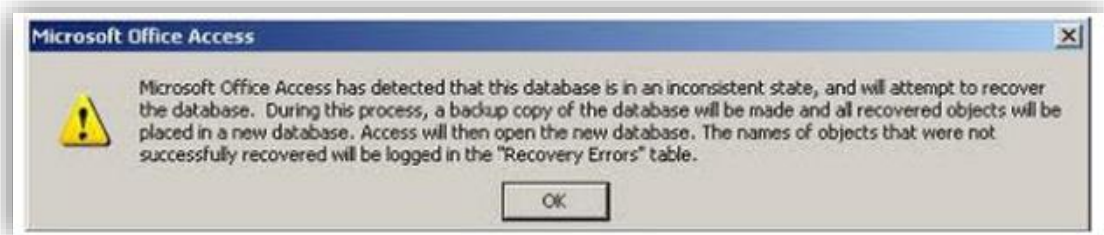
- Now right-click on any blank area in the folder and select "Paste".



- This creates a backup copy of the database file.



- Double-click the **ACEDATA.accdb** file (**the big one**) to open it. You will see something like this:



- Click "OK" and when the process has completed close the ACEDATA.accdb file.
- Open your ACE System and check to see if it is working.

NOTE:

If during the recovery process the circle continues to spin and nothing happens for several minutes, force close it by using the X on the upper right corner then follow the instructions below:

- Copy or drag the damaged **ACEDATA.accdb** file to your desktop.
- Open the **desktop** copy of the ACEDATA.accdb file and follow the instructions.
- When the database is recovered copy it BACK onto your network folder and overwrite the existing ACEDATA.accdb file.
- Test your ACE System and if all looks well you can put the desktop copy of the file into your trash can or save it someplace safe as a backup.