

# Techo Tip #13



## RUNNING UPDATES VIA MODEM

Many users are running various updates and other database changes from their home PCs or a terminal via modem.

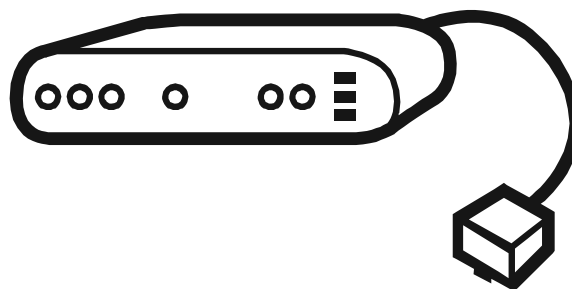
Please be advised that if the modem connection drops out, the update or database change may not continue, leaving the update only partially completed.

It is essential that a TRANSPAC database backup is complete before **any** database change or update is commenced, as it can be extremely difficult to restore the system to its correct condition without the database tape.

If a situation occurs where you are running an update and the modem connection drops out, please ensure that you dial back in and check that the process has completed. To do this, go to the 'Housekeeping' Menu, select 'Examine System Error Logs' and enter **T** for TRANSPAC. This will allow you to check the progress that the update made, as all updates log to this file.

If you find that the update has only partially completed, the quickest way to rectify the problem is to run a TRANSPAC database restore, then restart the update. If you are unsure of this procedure please contact Software Integrators as soon as possible.

Do not leave the problem until the following day as users may have already started normal processing and this makes the job of recovering the situation even more difficult.



*Any questions? Get in touch with the TRANSPAC support desk any time at Software Integrators by phoning +61 2 9267 5556, emailing us at [support@softint.com.au](mailto:support@softint.com.au) or faxing a support request form to +61 2 9267 5559.*

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