



Resolving a Corrupt DB file and License File

For a corrupt DB

1. Terminate all sessions of Controller, Configurator, Communicator Service, etc on all PC/Servers that are running our software
2. In the DNCPro\DB folder of the main install of DNCPro, copy and open the corrupted DNCPro.accdb file to a PC that has MS access installed.
3. Follow the prompts to clean the corrupted DB
4. Enable Editing and accept as trusted if prompted
5. In the "Users" table, highlight and delete and rows that are populated with any characters.
6. Save the database to a local location on the PC or server
7. Rename the original DB in the DNCPro\DB folder to DNCPro.OLD
8. Copy/Paste the new DNCPro.accdb file to the DNCPro\DB folder
9. Restart and Communicator services on the PCs that run communicator
10. Use Controller, Configurator, etc. as normal

*This process resolves the corrupt DB issue. There is still potentially a corrupt license file (Cimnet.RES).

If there are issues logging in or accessing certain applications. Please re-do the activation process and use the attached, default Cimnet.RES file.

1. On the active DNCPro server/PC, open the Controller application, then click on Help, About. Write down the Serial Number.
2. Close all instances of DNC Pro on all PCs and Run the DNCPro\Clean32.exe application. After it opens, highlight any users that may show up, then click on Cleanup. Close Cleanup.
3. Run the DNCPro\Activate.exe application to get the Computer ID, and write this number down. Close Activate.exe.
4. Go to the www.btsdnc.com/activation.asp website, and fill out the activation form. We will send you an activation code during normal business hours.
5. After receiving the activation code, but before doing step 6...we need you to replace a file (Again all instances of DNC must be logged out. Redo step 2 if the software has been used since completing it initially). Overwrite the attached Cimnet.res file in the DNCPro folder.
6. Run Activate.exe again. Fill in the Serial Number, Computer ID, and paste the activation code, and then click on Activate.
7. Run the DNCPro\Configur.exe application to make sure license works.
8. Use DNP pro as normal to ensure everything is working.