



# System Administrators Guide

## Standalone Version

Freezerworks Unlimited  
Version 6.0

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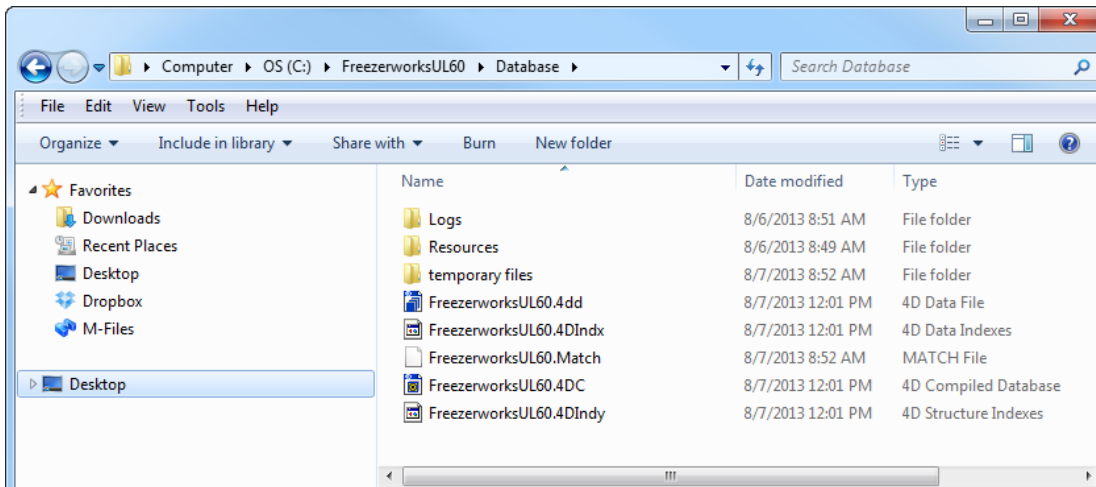
## File Locations at Installation

Freezerworks Unlimited does not write anything to the registry during installation. All necessary files and information for running the program are located in the folders discussed in the sections below.

## Windows

The Freezerworks application and database files are by default located in the *FreezerworksUL6x* folder. The folder is installed by default in the root folder.

The data file (.4DD) and Freezerworks application files are located in the *Database* subfolder:



The \*.4dc file (seen above as FreezerworksUL60.4dc) is the “structure file” where the code is kept. When updates are sent out, it usually entails copying over this file with a new file of the same name. This will not overwrite your data. Data is kept in the \*.4dd file (seen here as FreezerworksUL60.4dd). Data files can be renamed, but must have the .4dd extension. The default data file name will be FreezerworksUL60.4dd. It is important to include the \*.4dc file along with your data file when making a backup.

## Important changes beginning with version 5.0 and present in version 6.0

### *Index file is separate from the data file*

**New** to versions 5.0 and later is the data **index file**. It will have the same name as the data file, but with a “.4DIndx” extension. In previous versions of Freezerworks, compacting a data file was the best way to rebuild indexes. Now, to rebuild the indexes, simply delete the Index file. Then, when you next open the data file, Freezerworks will automatically rebuild the indexes and replace this file.

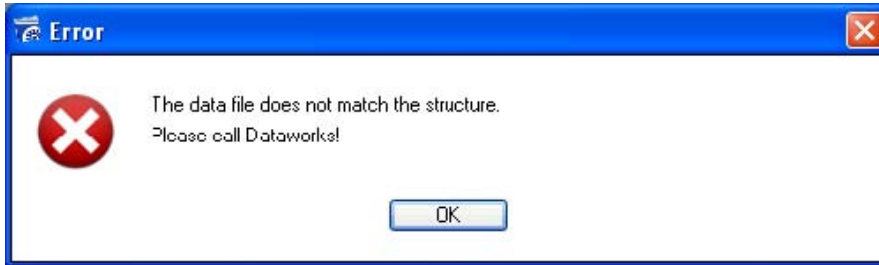
The **\*.4DIndy** file is an index for the structure. It is used by 4D to quickly find information about tables, fields, etc. If deleted, it will be recreated by Freezerworks.

Also new with version 5 is the **Match file** (\*.Match) which links table files with their universally unique IDs.

### ***Switching between different data files no longer an automatic option***

The structure file (\*.4dc) and the data file (\*.4dd) are now inextricably linked to each other. Therefore, to open a new or different data file, you must use a clean copy of the structure file (\*.4dc). By “clean” we mean a structure file that has not been linked to a data file before. Contact Dataworks Development if such a file is needed.

If you attempt to open a new or existing data file with a structure file that is linked to another data file, you will receive the message “The data file does not match the structure. Please call Dataworks!”



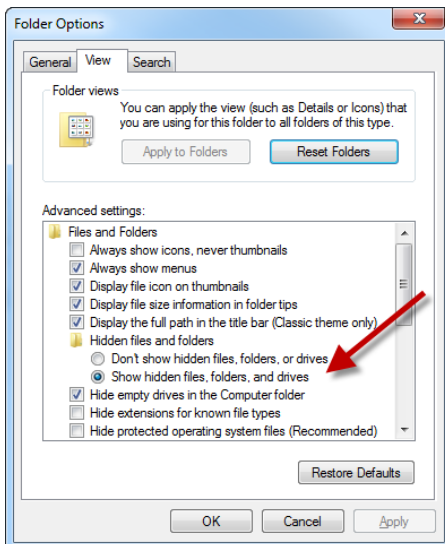
## **Macintosh**

Freezerworks is located in one packaged file on the Macintosh, *FreezerworksUL6x*. The structure of the program is located in the *FreezerworksUL6x* file. The data default name is *FreezerworksUL6x.data*.

## **Some Important Files in Freezerworks**

### **Windows**

**Note:** Because many of the files used by Freezerworks have the same name but different extensions, it is helpful to set your Windows Explorer or My Computer settings *not* to hide extensions for known file types. Select **Folder Options** in Control Panel to set this:



### ***Freezerworks Unlimited Program Files***

FreezerworksUL6x.exe is the executable program for the standalone version of Freezerworks 6.

FreezerworksUL6x.4dc is the compiled application program.

### ***Freezerworks Unlimited Data Files***

FreezerworksUL6x.4dd (or \*.4dd) is the primary data file, containing all your Sample data as well as freezer configurations, user defined fields, user information and properties, and so on.

FreezerworksUL6x.4DIndx (or \*.4DIndx) is the index of the data file. If it is deleted, Freezerworks will build a new one when the data file it belongs to is opened.

### ***Other Files***

Many of the files that do not have “Freezerworks” in the name are resource files, files that increase the command set or .dll extensions that allow the program to work in the Windows environment.

## **Macintosh**

### ***Freezerworks Unlimited Program Files***

FreezerworksUL6x is the executable program for the standalone version

### ***Freezerworks Unlimited Data Files***

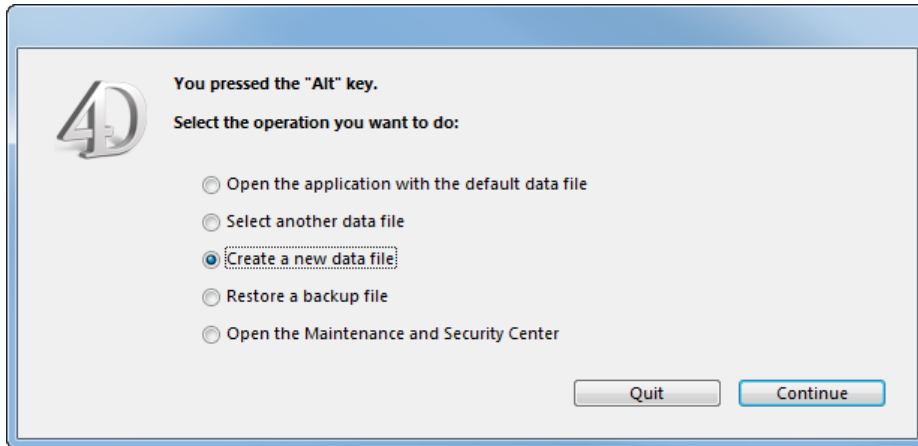
FreezerworksUL6x.data is the primary data file. It contains all your Sample data as well as freezer configurations, user defined fields, user information and properties, and so on.

## **Creating New Data Files/Opening Existing Data Files**

Only one data file can be opened at a time.

### ***To create a new data file***

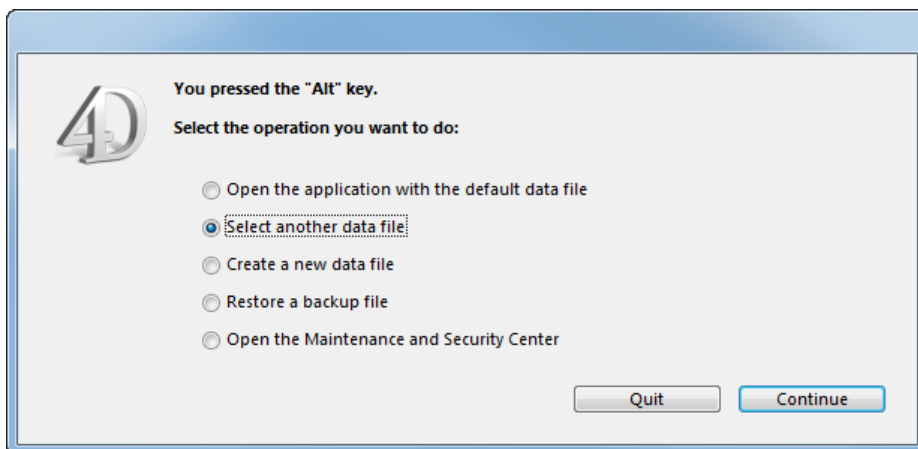
1. Close Freezerworks if it is running.
2. Paste a clean copy of FreezerworksUL6x.4dc over the file of the same name in the Database folder.
3. Start Freezerworks by double-clicking the desktop icon or FreezerworkUL6xServer.exe. Hold the Alt key (Option on Mac) immediately after double-clicking the desktop icon. You should see this window:



4. Select **Create a new data file**, and then click **Continue**.
5. Enter a new file name in the **File name** box. The program will automatically add the .4dd extension.
6. Click **Save**. Freezerworks will create a new, blank data file, and will open using this file.
7. Enter the program serial number, or leave it blank to make this a DEMO data file.  
You will see the following message:  
“The field structure has been modified. You must restart Freezerworks.”
8. Click **OK** and restart the program.
9. Log in as “Admin” with no password.

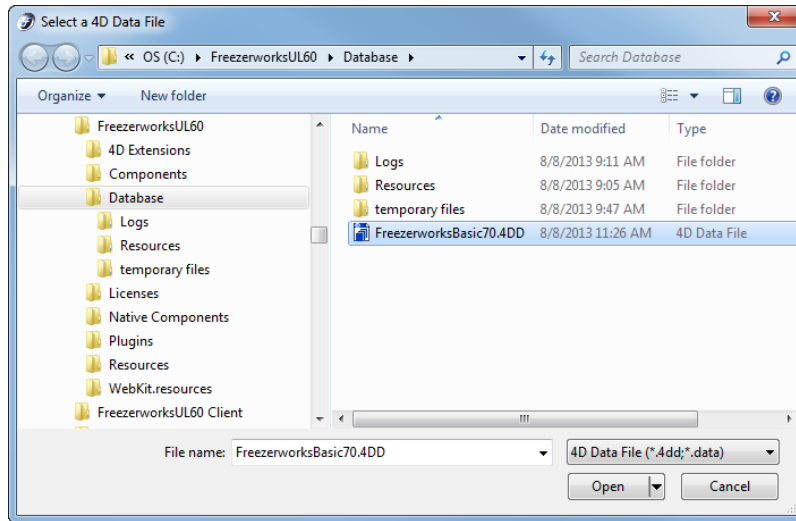
***To convert a previous version’s data file to Freezerworks 6.0***

1. **Close** Freezerworks if it is running.  
**Important:** Be sure to make a backup copy of any data file you are converting.
2. Paste a clean copy of **FreezerworksUL6x.4dc** over the file of the same name in the Database folder.
3. **Start Freezerworks** by double-clicking the desktop icon or FreezerworkUL6x.exe. Hold the Alt key (Option on the Mac) immediately *after* double-clicking the desktop icon.  
You will see this window:



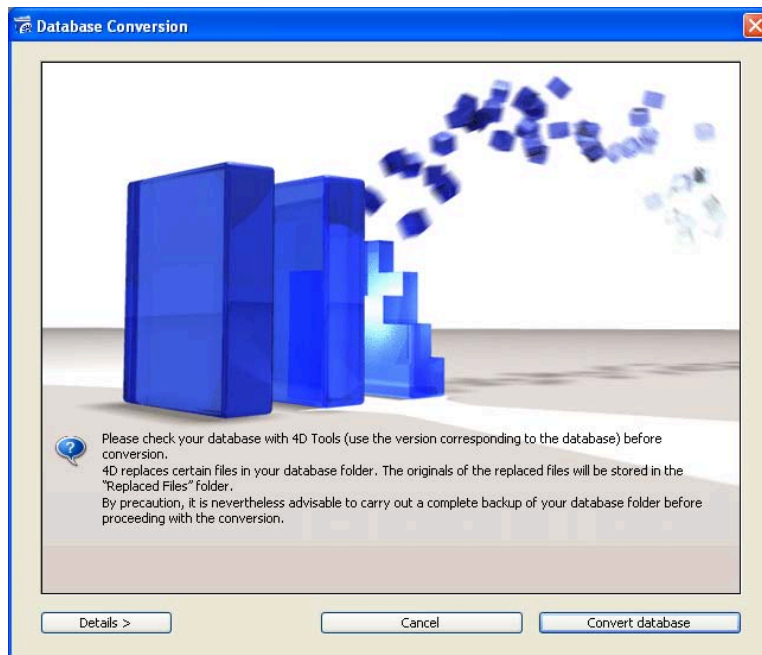
4. Select **Select another data file**, and then click **Continue**.

5. **Locate the data file name.** It must be on the same physical drive as Freezerworks in order to open it.



*An example of upgrading a Freezerworks Basic data file to Freezerworks Unlimited*

6. Select the file and click **Open**.  
You will see a screen similar to the following (depending on the version from which you are upgrading):



*Database Conversion: The original data file will be stored in the "Replaced Files" folder.*

7. Click **Convert database**. Freezerworks will begin the conversion process.  
This message will be shown at completion: "The field structure has been modified. You must restart Freezerworks."

8. Restart Freezerworks.
9. If you are upgrading from a version of Freezerworks Basic, or from a version of Freezerworks Unlimited earlier than 5.0, enter your new Freezerworks 6 serial number and log in.

## **Sending Data Files to Dataworks Development**

There may be times when problems with your data file make it necessary for you to send it to Dataworks Development for troubleshooting. Dataworks Development uses ShareFile (<http://www.sharefile.com>) to send and receive large files securely via the web.

### **ShareFile Security**

Each user of the system has a unique login and password. All user passwords are hashed in the ShareFile database, meaning that not even the ShareFile support personnel have the ability to view or in any way determine a user's password.

All communications between ShareFile and the user are encrypted using the Secure Socket Layer (128-bit SSL).

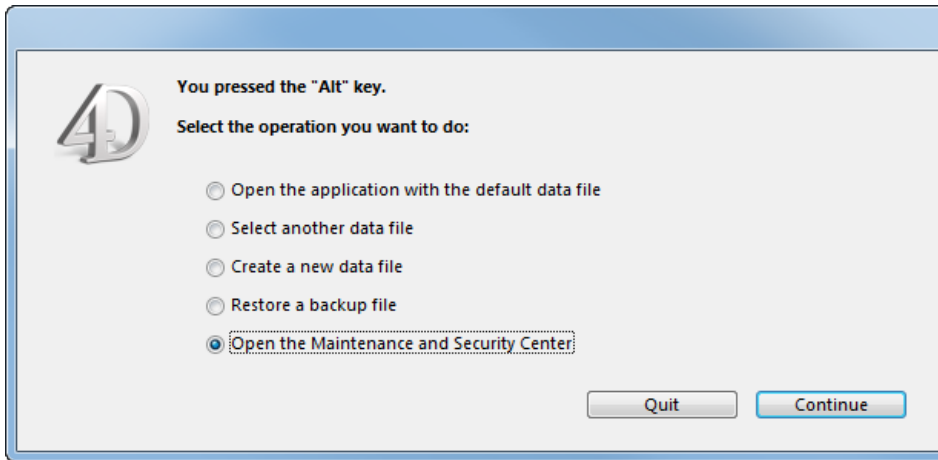
### ***To send data files to Dataworks Development***

1. **Close** Freezerworks if it is running.
2. **Back up the data file:**  
  
Windows: FreezerworksUL\*.4dd  
Macintosh: FreezerworksUL\*.data
3. **Compress** the file(s) using WinZip or Stuffit.
4. Dataworks support staff will send you an email requesting that you upload a file.
5. Upon receipt of the email, click the **Click here to upload** link, or copy and paste the link provided into your web browser.
6. An **Upload Files** page appears. Click **Choose Files**, and select your compressed file from the dialog. Follow the on-screen instructions if you want to select more than one file.
7. The Title will automatically be the name of your file. Enter Details if you want to send additional information or questions to Dataworks.
8. Click **Upload Files**. A file progress indicator appears. A **Files Uploaded Successfully** dialog appears after the file upload completes. Dataworks support staff will automatically receive an email that your file has been uploaded.
9. Close your web browser to exit ShareFile.

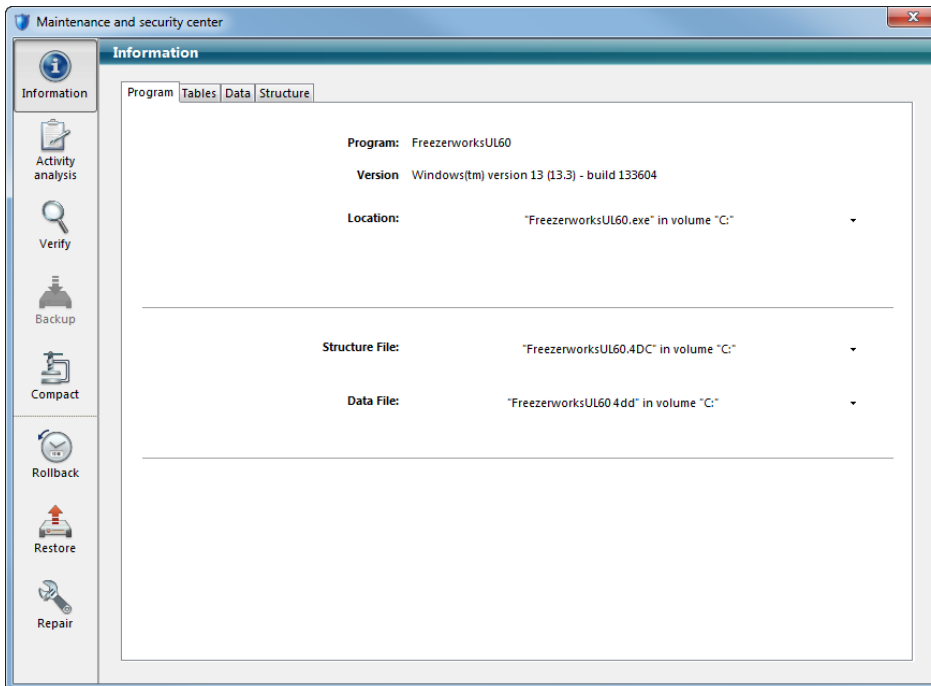
## **Maintenance (previously 4D Tools)**

The Maintenance and Security Center offers options for data file diagnostics. Prior to version 5.0, diagnostics, data file maintenance, and repair tasks (rebuilding indexes, checking for errors, compacting

the data file, etc.) were handled by a program outside of Freezerworks called "4D Tools". These options are now integrated with the Freezerworks program at the Maintenance and Security Center. To access these options, double click FreezerworksUL60.exe and **then** hold down the Alt key.



Select **Open the Maintenance and Security Center**. Click **Continue** to view the Center:



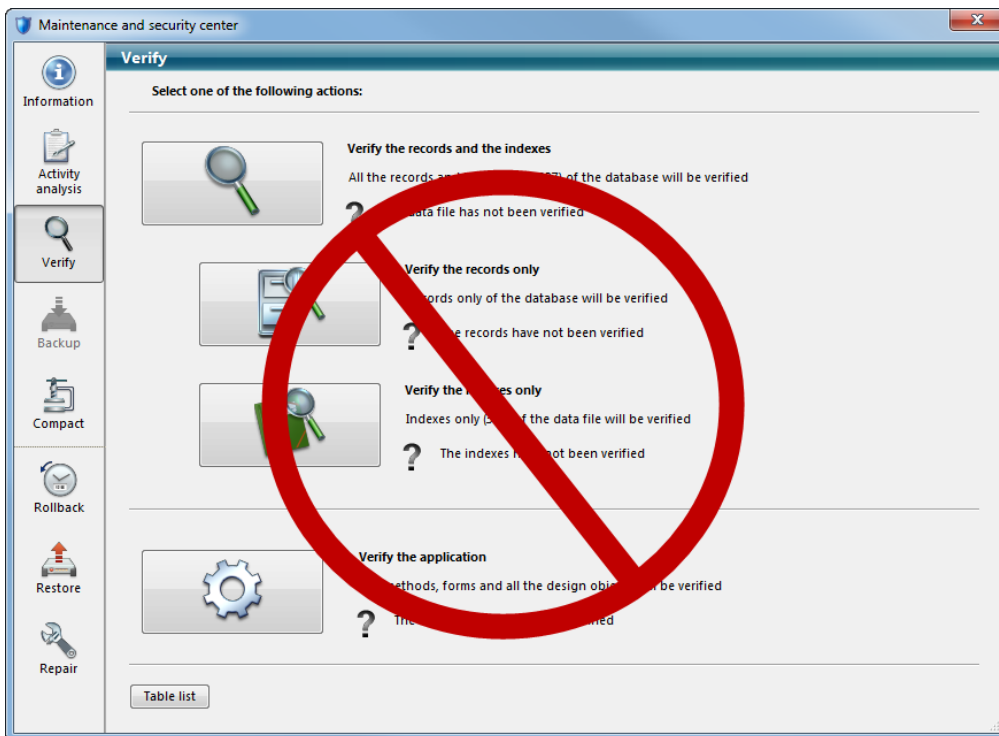
The Maintenance interface has the following options:

**Information:** Shown above, this gives you the 4D version number, and the location of the data file and structure file that Freezerworks is currently linked to. The **Tables** page will give you information on the table structure of your data file.

**Activity Analysis:** Not applicable for Freezerworks.

**Verify:**

**IMPORTANT:** DO NOT USE THE OPTIONS ON THIS PAGE. A current issue with this tool may cause data corruption.



**Compact Data:** This option is not useful with Freezerworks.

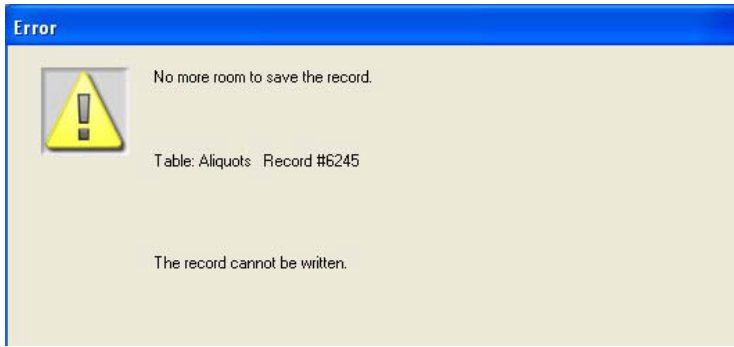


## Error Messages

No more room to save the record.

Or

Data file is locked.



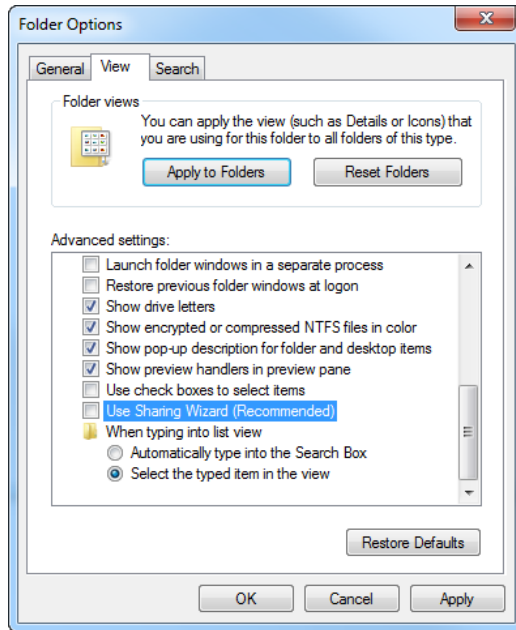
Users receive this error message when the data file has been set to **Read Only**, or when they do not have permission to save data.

### **Check Permissions:**

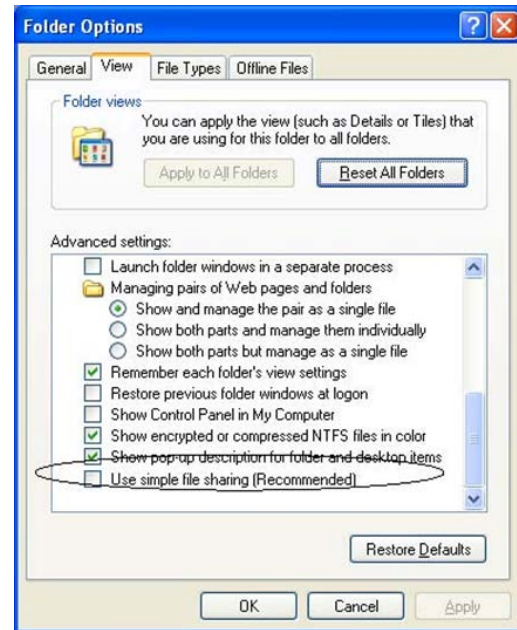
When installing Freezerworks, the Administrator must set the Freezerworks folder's security to Full Control for all users.

### ***To set folder permissions***

1. In Windows Control Panel, go to **Tools - Folder Options**.
2. Switch to the **View** tab. Scroll to the bottom, and CLEAR the **Use Sharing Wizard (Recommended)** check box in Windows 7 (**Use simple file sharing** check box in Windows XP). Click **OK**, and then close Control Panel.

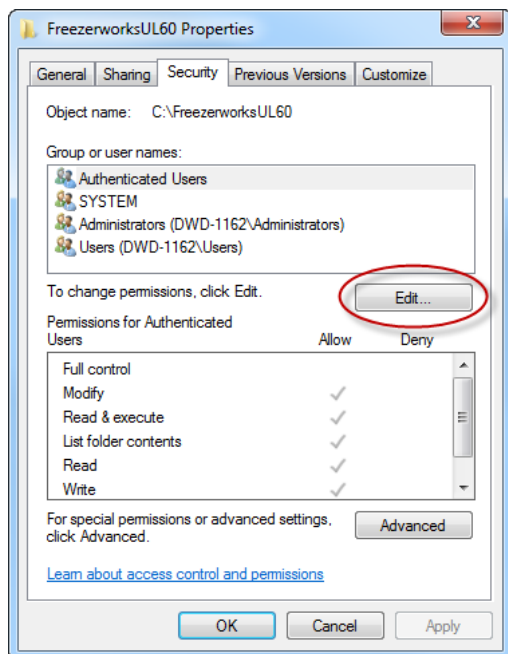


Windows 7

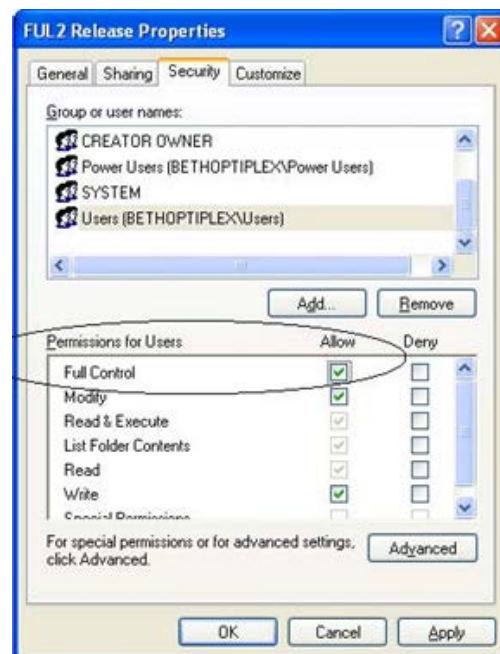


Windows XP

3. Locate and right-click the *Freezerworks* folder, click **Properties** (Windows 7), **Sharing and Security** (Windows XP).
4. Click the **Security** tab.



Windows 7



Windows XP

5. Highlight the appropriate **Group or user name(s)**, and turn on Full Control by clicking **Edit** and selecting the **Allow** check box for **Full Control** (Windows 7), or selecting the **Allow** check box for **Full Control** (Windows XP). This permission level will allow the users to save data in Freezerworks.

If the permission settings are correct, then make sure the Read-Only attribute is not selected on the data file (.4dd, or .data on Mac) or the program file (.4dc). This can happen if a CD-RW is used to copy Freezerworks from one machine to another. The Read-Only attribute is set by the CD copy software when the files are placed on the CD-RW, and are retained by Windows when the file is copied back to the computer.

An attempt has been made to save non-unique data to a table with a unique field.

This indicates a potentially serious error. Normally, it indicates that Freezerworks for some reason wants to assign a record with a number that has already been assigned to another record. In order to avoid the data corruption that would occur, the program prevents this operation, and the error message appears. Contact Dataworks immediately if you see this error message.

An interruption has occurred while flushing the data to disk.

This indicates a serious problem with the data file. The fix most likely will be to run the Verify diagnostic tool in the Maintenance and Security Center (double-click Freezerworks.exe and then hold down the Alt key to access the Maintenance and Security Center). Contact Dataworks immediately if you see this error message.

Error 1.

See Error -9939.

Error -9939. External routine not found. The plug-in method cannot be executed.

A plug-in that is used to run a Freezerworks option is missing. Freezerworks is still accessible, but the option controlled by the plug-in will not work. Contact Dataworks to get a copy of the missing plug-in.

Out of Memory or Label Printer not Responding error when printing bar code labels.

This occurs when the printer manufacturer's Windows driver has been installed. Freezerworks does not use the Windows printer driver, therefore a conflict exists between Windows and Freezerworks. The problem is resolved by removing the printer driver, and disabling and re-enabling the COM port used by the printer. Another option is to use the Add a Printer wizard in Windows, select the Generic Text Windows driver, and enable the Shared Printer option. See the Label Printer Guide for instructions.

When the “Out of Memory” error occurs, it is important to note that data entered immediately before the error may be lost. The most recently entered data resides in cache (temporary) memory, and is later written to the hard drive; data can be lost during this brief interval.

**Other things to check:**

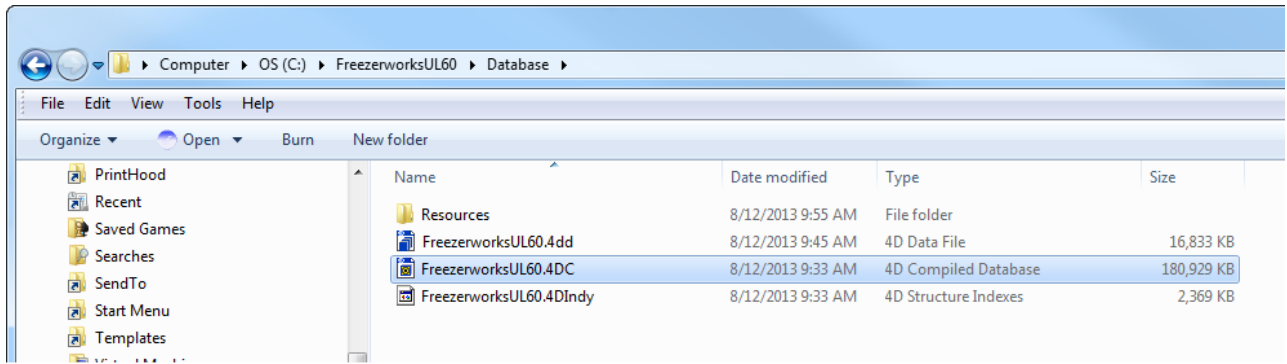
- Make sure the printer is on. Is the green button lit?
- Does the printer advance one label when pressing the form feed button? If not, reset the printer’s “gap” using instructions in the Label Printer Guide.
- Ensure that you have selected the correct COM port if the printer is directly connected to a COM/serial port.
- Is the printer attached to the computer using a serial-to-USB adapter? Use the adapter’s software to determine the assigned COM port number.
- When using a shared printer, make user the **Shared Printer** option is enabled in each user’s account preferences.

The data file does not match the structure. Please call Dataworks!



This message indicates that you must copy over a “clean” structure file to open this data file.

The message appears when a user attempts to open a data file (\*.4dd) with a structure file (\*.4dc) that is matched to a different data file. You must copy a “clean structure file” (a structure file not yet linked to any data file) to open this data file. The clean structure file will then be linked to the data file. Make sure that the version number of the clean structure file you are copying over is of the same or a later version than the one your data file was last opened with. Opening a data file with an earlier version will corrupt it. Contact Freezerworks Support to receive a clean structure file, and be sure to back up your data file before opening it.

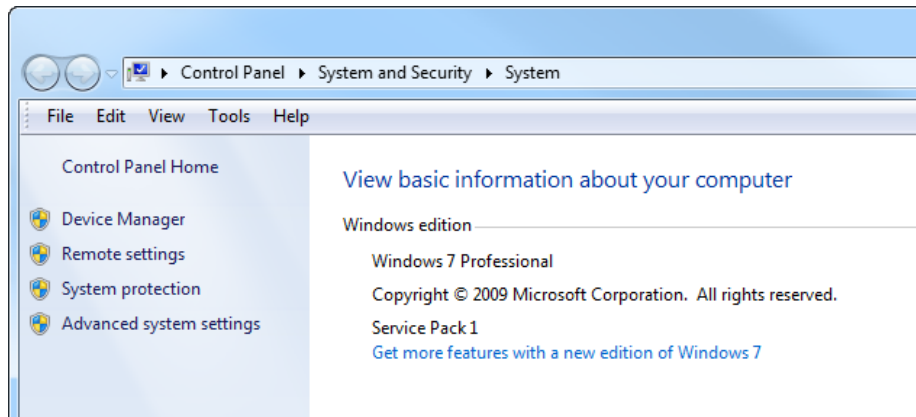


## Troubleshooting

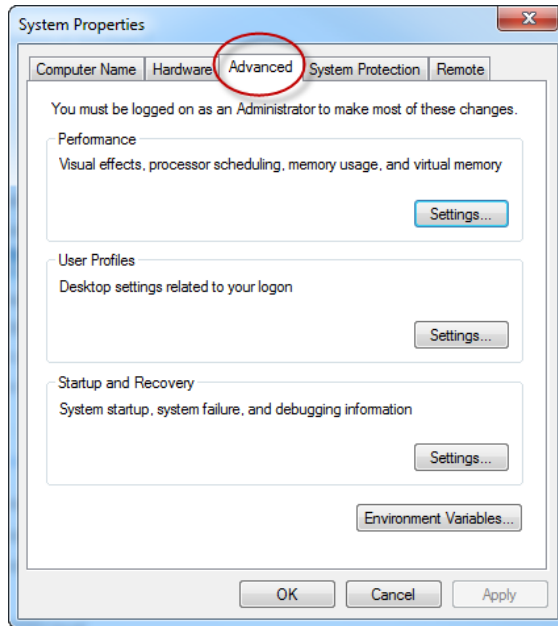
### Freezerworks does not start. It flashes, and then disappears.

Data Execution Prevention (DEP) is a security feature in Windows. When starting Freezerworks Unlimited for the first time after installation, you may notice that the program flashes on the screen and then quits. This is an indication that you may need to add it as an allowed program in DEP.

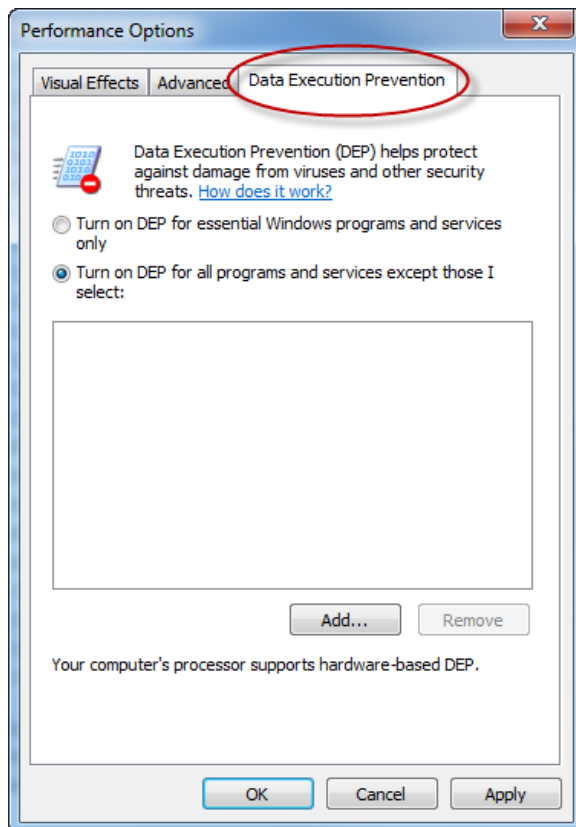
1. Click **Start**, right-click **Computer**, and then click **Properties**, or use **Start-Run** and type **sysdm.cpl**, and then click **OK**.



2. Click the **Advanced** tab. (On Windows 7 or Windows Server 2008, click **System Protection**, and then the **Advanced** tab.)



3. In the **Performance** section, click **Settings**.
4. Click the **Data Execution Prevention** tab.

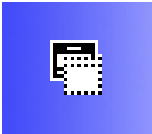


5. Select the **Turn on DEP for all programs and services except those I elect** radio button.
6. Click the **Add** button.

7. Browse to the folder where Freezerworks Unlimited is installed, and select the executable file (FreezerworksUL6x.exe).
8. Click **Open**, and then click **OK** twice.
9. Restart the computer for this change to take effect.
10. Start Freezerworks.

A missing program file can also cause Freezerworks to flash and disappear. Make sure the FreezerworksUL6x.4dc file is located in the Database folder.

**You cannot work in the visible window and the cursor turns into an icon with two tiny overlapping rectangles.**



The two rectangles represent two windows out of order. A window behind the window you are currently viewing must be closed. Press the Esc key on your keyboard to bring the hidden window forward. Alternatively, you can minimize the front screen to access the screen behind it, and then close that screen and return to the screen you minimized, or use the **Windows** menu in Freezerworks to select the hidden window.

## Windows Virtual Store and Freezerworks

Freezerworks should not be installed in the Program Files folder on systems running Vista or Windows 7. Windows will silently store the data file in the local user's folder instead of the Program Files folder. This can prevent it from being backed up. Additionally, if multiple users use the same desktop PC to access Freezerworks, each will have his own data file, rather than the shared single data file that is expected.