



Standalone System Administrator's Guide

Freezerworks Basic
Version 7.0

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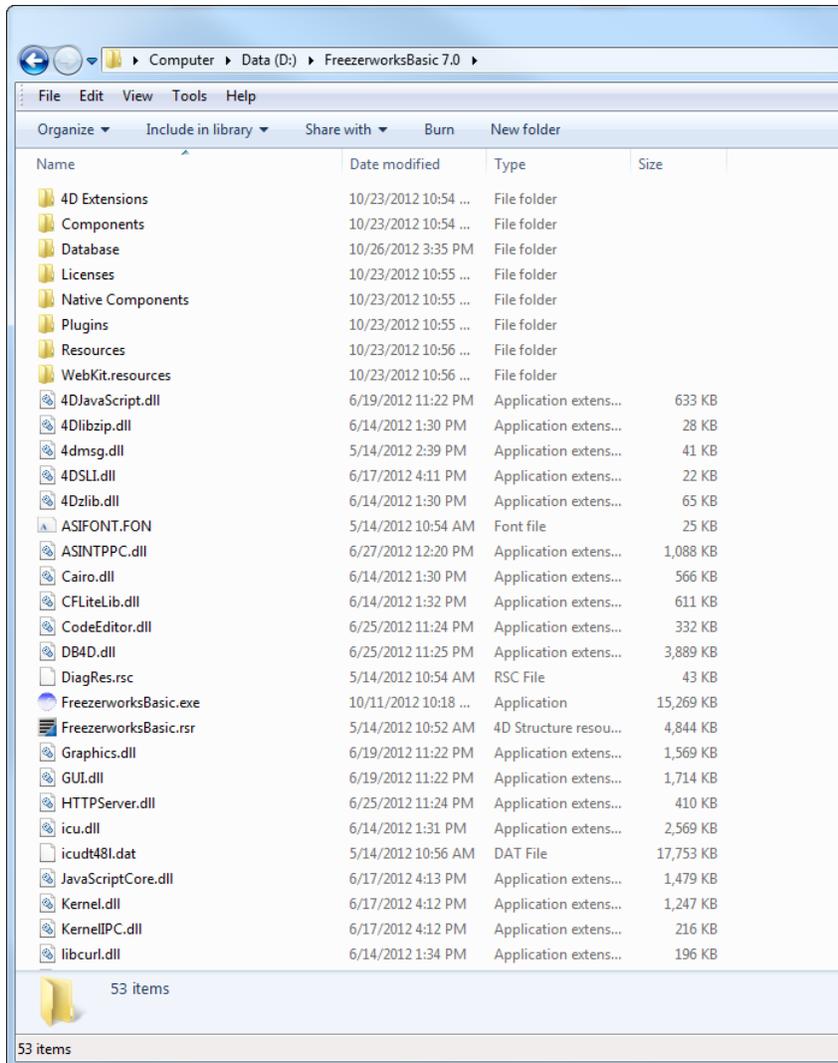
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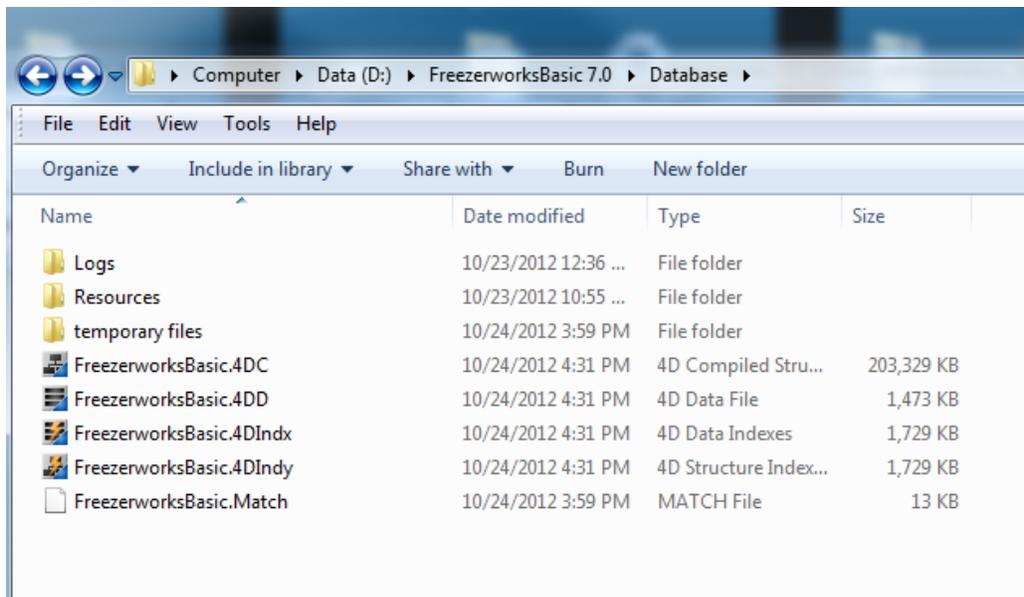
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File locations at Installation

When Freezerworks is initially installed, nothing is written in the registry. All necessary files and information/data for running the program are located in the folders discussed in the sections below.

Operating System: Windows





The *.4dc file (seen here as FreezerworksBasic.4dc) is the “structure file” where the code and SQL database elements are kept. When updates are sent out, it usually entails overwriting this file with a new file of the same name. This file should be included in the backup.

User **data** is kept in the *.**4dd** file (seen here as Freezerworks.4dd.) Data files can be renamed anything, but must have the .4dd extension. The default data file name is Freezerworks.4dd. This file should be included in the backup.

Important changes beginning with version 6.1 and also present in version 7.0

Index file is separate from the data file

The ***Index file*** for the data has the same root name, but with a “.4DIndx” extension. In previous versions of Freezerworks, compacting a data file was the best way to rebuild indexes. In version 7.0, to rebuild the indexes you merely delete the Index file (after shutting down the server application). Then, when you re-launch the server, 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 Server.

The ***Match file***, (*.Match) links table files with their universally unique IDs

Operating System: Macintosh

Freezerworks is contained in one file on the Macintosh, *Freezerworks*. The data default name is *Freezerworks.data*.

Creating New Data Files

Link between the structure file (*.4dc) and data file (*.4dd)

Only one data file can be opened at one time.

The compiled application structure file (*.4dc in Windows) is uniquely linked to the data file (*.4dd in Windows). This means that you cannot open a new data file without installing a “clean” *.4dc file as well. By clean, we mean that it has not been used to open a data file yet. To install a clean structure file, it is only necessary to copy it over the existing structure of the same name (e.g., FreezerworksBasic.4dc).

If you attempt to open a data file and are using a structure file that has earlier been linked to a different data file, you will receive this error message:



The data file does not match the structure – you will need to copy over a “clean” structure file to open this data file.

To create a new data file

If you have been using Freezerworks in a test situation and are now ready to start over with live data, you may create a new data file.

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



5. Select **Create a new data file**.
6. **Enter a new file name** in the file name box. The program will automatically add the .4dd extension.
7. Click **Save**.
8. Freezerworks will create a new, blank data file and will open using this file. Enter the program serial number, or leave blank to make this a DEMO data file.
9. Log in as "Admin" with no password.

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 in order to correct problems. 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 and compiled database files.** The Freezerworks data file(s) will be located in a folder called ***Database***.
 - Windows: Freezerworks*.4dd
 - Macintosh: Freezerworks*.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 message, click the **Click here to upload** link, or copy and paste the link provided into your web browser.
6. An **Upload Files** page will appear. Click **Choose Files** and select your compressed file from the dialog. Follow the instructions on the screen if you must 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 will appear. A **Files Uploaded Successfully** dialog will appear after the file is uploaded. 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)

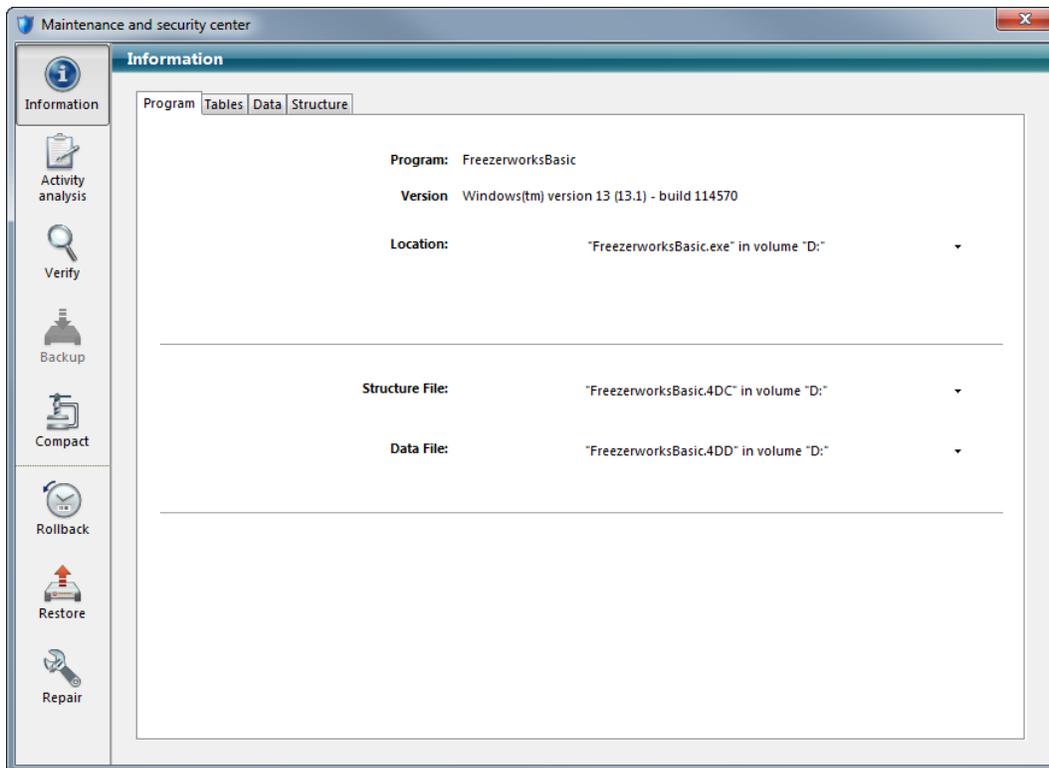
The Maintenance and Security Center offers options for data file diagnostics. Prior to version 6.1, diagnostics, data file maintenance, and repair tasks (rebuilding indexes, checking for errors, compacting the data file, etc.) were handled by a program outside of Freezerworks called “4D Tools”. These options are now integrated with the Freezerworks program at the Maintenance and Security Center.

To access the Maintenance and Security Center

1. Double-click FreezerworksBasic.exe and **then** hold down the Alt key.
2. Select **Open the Maintenance and Security Center**.
3. Click **Continue** to view the Center.

The Maintenance interface has the following options:

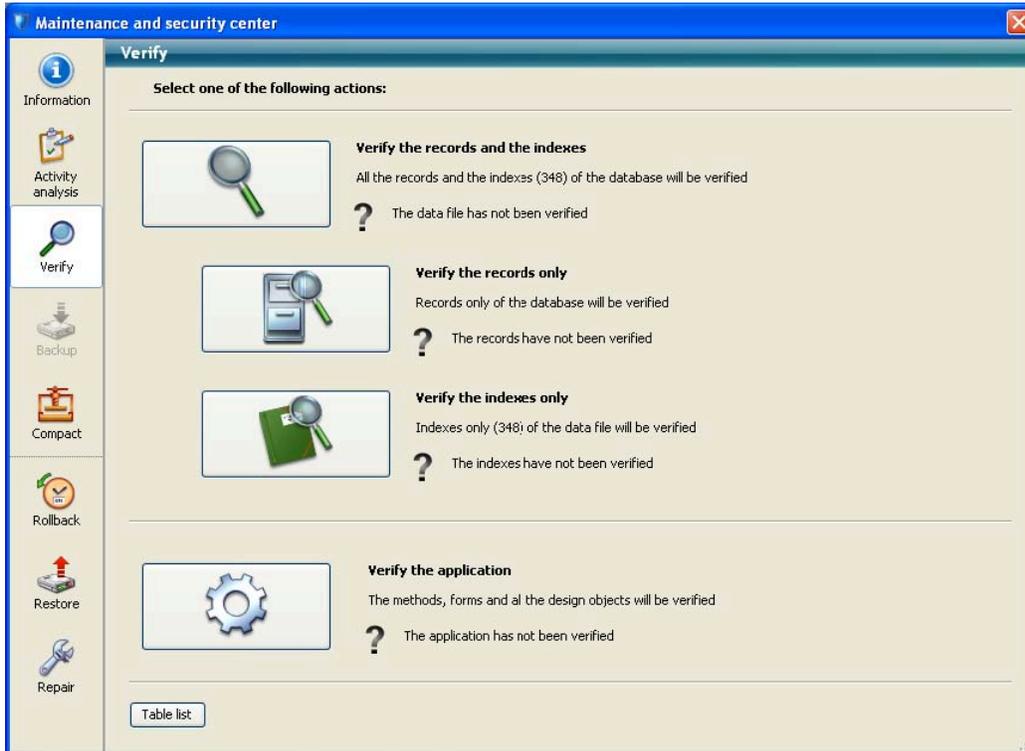
Information



This will give you the 4D version number, and the location of the data file and structure file Freezerworks is currently linked to. The **Tables** tab will give you information on the table structure of your data file.

Activity Analysis: Not applicable for Freezerworks.

Verify



This page includes options that will check the integrity of the data files. Results, including errors found, will be listed in a report placed in the Database/Logs folder. This file lists all the verifications carried out and indicates any errors encountered. The report is created in both XML and HTML formats, and is named Freezerworks_Verify_log.

After verification is complete, open the HTML report to view specifics.

OK in green indicates the procedure located no problems. A red “X” indicates errors encountered. Click **Show All** or **Show Errors** to see where in the database the error occurred.

FreezerworksBasic	
Operation:	Verify
Structure file:	D:\FreezerworksBasic 7.0 Server\Server Database\FreezerworksBasic.400
Data file:	D:\FreezerworksBasic 7.0 Server\Server Database\FreezerworksBasic.400
OS:	Windows Seven Business Edition, 64-bit Service Pack 1 (build 7601)
Started on:	2012-10-26T13:16:36-07:00
Ended on:	2012-10-26T13:16:40-07:00
Show all / Hide all Show errors / Hide errors Show warnings / Hide warnings	
1. Opening the database in maintenance mode [OK]	
2. Verify the internal database of the structure [OK]	
3. Check Bittables for segments [OK]	
4. Checking tables [OK]	
5. Checking indexes [OK]	

If you receive any error warnings or messages, contact Dataworks Development (support@dwdev.com).

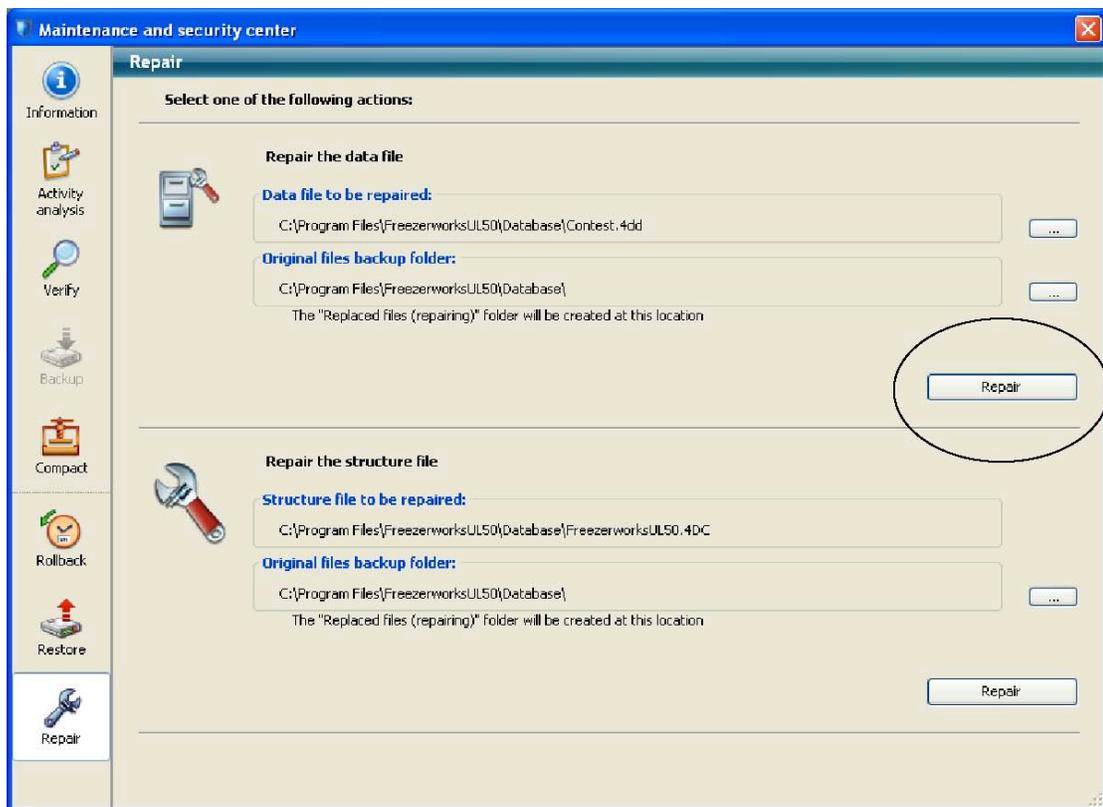
Rebuilding Indexes: New to version 7.0 is the **Index file** for the data file. It will have the same name, but with a .4DIndx extension. In previous versions of Freezerworks, compacting a data file was the best way to rebuild indexes. For version 7.0, to rebuild the indexes you merely move the Index file to another location. Then, when you next open the data file, Freezerworks will automatically rebuild the indexes and replace this file.

Repair

If **Verify** reports problems with the data file, it can be repaired using the **Repair** option.

Important: Do not repair the structure file.

- With the proper data file displayed under **Data file to be repaired**, click **Repair**.



After the repair is complete, if there is any reason to return to a copy of the old, unrepaired file, Freezerworks will place it in a folder called *Replaced files*.

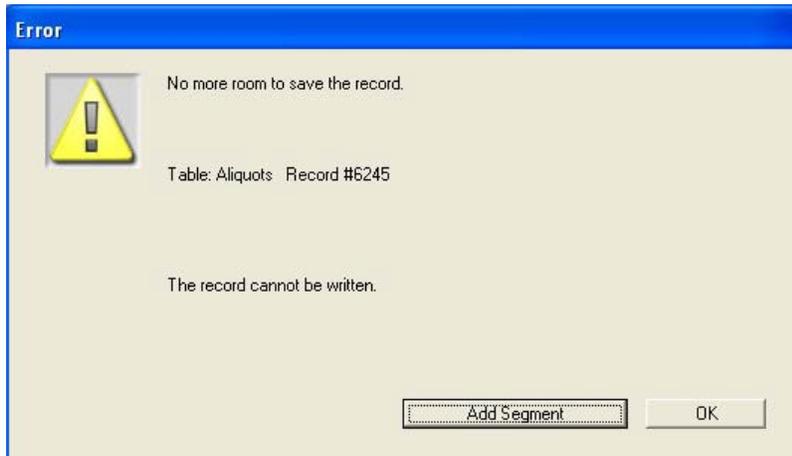
Compact Data: This option is not useful with Freezerworks.

Error Messages

No more room to save the record.

-Or-

Data file (or one of its segments) is locked.



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

Check Permissions:

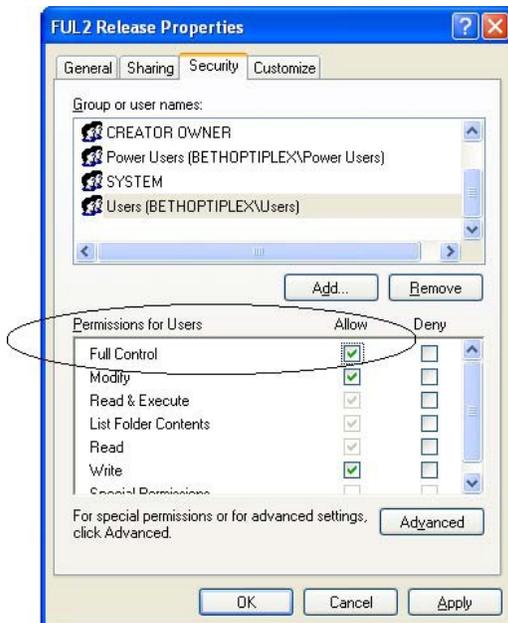
When installing Freezerworks, the Administrator must set the Freezerworks folder's security to Full Control for all users.

To set folder permissions

1. In Windows Control Panel, on the **Tools menu**, click **Folder Options**.
2. Switch to the **View** tab. Scroll to the bottom, and turn OFF the setting **Use simple file sharing**.



3. Click **OK** and close Control Panel.
4. Right-click the *Freezerworks* folder, click **Sharing and Security**, and switch to the **Security** tab.
5. Highlight the appropriate Group or User Name(s), and turn on Full Control by selecting the **Allow** check box. This permission level will allow the users to save data in Freezerworks.

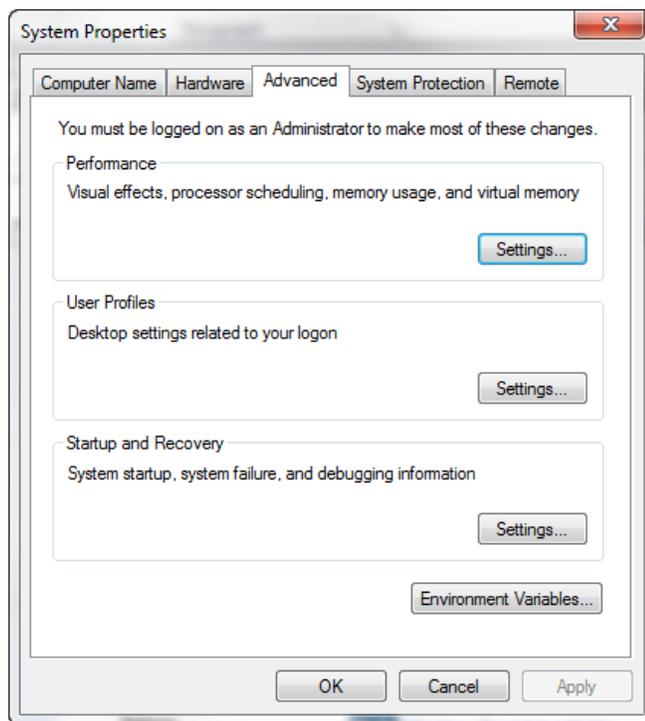


If the permission settings are correct, then make sure the **Read-Only** attribute is not selected on the data file (.add, or .data on Mac) or the program file (.4dc). This can happen if a CD-RW is used to copy Freezerworks from one computer to another. The Read-Only attribute is set by the CD copy software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

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

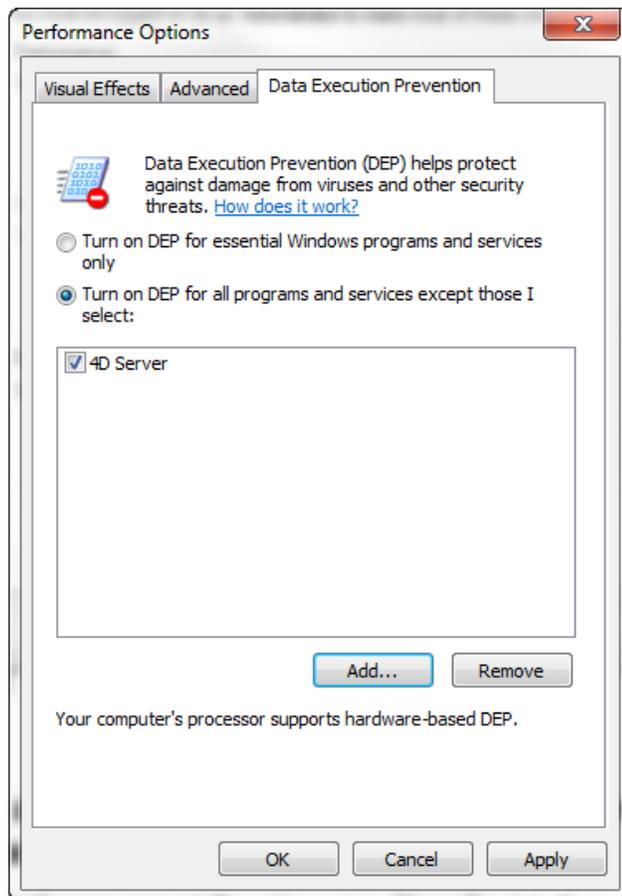
Data Execution Prevention (DEP) is a security feature in Windows. When starting Freezerworks for the first time after installation, you may notice that the program flashes on the screen and then quits. This is an indication that you may need to add it as an allowed program in DEP.

1. Right-click the **My Computer** icon, and then click **Properties**, or use **Start-Run** and type **sysdm.cpl**, and then click **OK**.
2. Click the **Advanced** tab. (On Win7 or Win Server 2008, select **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 select** radio button.



6. Click the **Add** button.
7. Browse to the folder where Freezerworks is installed, and select the executable file (Freezerworks.exe).
8. Click **Open**, and 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 Freezerworks.4dc file is located in the Database folder.

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 Freezerworks for some reason wants to assign a record with a number that has already been assigned to another record. In order to prevent the data corruption that would occur, the program prevents this, and hence the error message appears. Contact Freezerworks Support immediately if this error occurs.

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 on the Maintenance page described above. Contact Freezerworks Support immediately if this error occurs.

Error 1.

See Error -9939.

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

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

This can also be caused by a missing DLL file, specifically msvc70.dll. If this file is not available on your OS, contact Freezerworks support to get a copy.

“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 shortly later is 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 Dataworks **Label Printer Guide** (available from the **Manuals** menu in FBasic).
- 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 sure that the **Shared Label Printer** option is enabled in each user's account preferences.

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



The data file does not match the structure. Copy over a “clean” structure file to open this data file.

This indicates you are attempting to open a data file (*.4dd) with a structure file (*.4dc) that is matched to a different data file. You will have to copy a “clean structure file” (a structure file not linked yet to any data file) in order to open this data file. The clean structure file will then be linked to the data file. Make sure 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. You cannot open a data file with an earlier version. Contact Freezerworks Support to receive a clean structure file, and be sure to back up your data file before opening it.

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 looking at needs to be closed. Simply press the ESC key on your keyboard to bring the hidden window forward. Alternatively, 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.