



PLATO[®] Pathways Utilities

For PLATO Pathways version 4.3

Inspired solutions for teaching and learning.[™]

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General Information

Purpose This guide contains information about the standard utilities you can run for PLATO Pathways. These utilities can help you to resolve problems caused by corrupted data in files or tables used by the Borland Database Engine™ or PLATO Pathways.

Caution Do not run the Database Repair Utility, User Repair Utility, Warehouse Rebuild Utility, or Key Validation Utility as part of a routine maintenance program. Only run these utilities as needed for the specific problems they solve.

Note to Windows® Vista users If you have difficulty running any of the Pathways utilities, right-click on the utility and select **Run** as administrator from the menu. You may be asked to supply an administrator sign-on name and password.

Assumptions These instructions are intended for trained PLATO lab administrators, network administrators or users with equivalent knowledge and experience.

Contact PLATO® Support Services At times, this guide directs you to various Knowledge Articles for further information. To locate these articles, visit the PLATO Support web site, then click the Knowledge Base tab, from which you can search the entire library of support articles. If you need additional technical or troubleshooting help, you can use the following options to get help from PLATO Support Services:

- PLATO Support Services Web site: <http://support.plato.com>
 - Submit an e-mail request: <http://support.plato.com/email>
 - Phone: 1.800.869.2200
-

Database Repair Utility (WCMIDBRU.EXE)

Description The repair utility attempts to fix only those *symptoms* that occur as a result of corrupted data. It does not prevent database corruption from occurring in the future.

Caution Running the Pathways Database Repair Utility is not a permanent solution to the cause of database corruption or missing files and tables. It is recommended that a root cause analysis be done on any database corruption to prevent future corruption of the same type. Root cause analysis is preferred over a superficial fix of the symptom(s). The Knowledge Base on the Support site at <http://support.plato.com> contains many tips on how to find the causes of database corruption. With persistent troubleshooting, the frequency of corruption in many systems can be dramatically reduced.

Products Affected PLATO Pathways 3.9.X and 4.X systems.

Continued on next page



Database Repair Utility (WCMIDBRU.EXE), Continued

Symptoms Run the Pathways Database Repair Utility (WCMIDBRU.EXE) if you see the following types of problems or error messages:

- Index out of date
- Indications of corrupt files: Corrupt file (or table) other than header; corrupt memo or BLOB file; corrupt index; etc.
- Error 413, index=count=
- 701 Errors related to database corruption (rather than workstation configuration), such as "cannot perform this operation on a closed dataset"
- Pathways hangs at the signon screen when a user tries to sign on; there is no error message.
- Records do not match header count.
- Index version does not match table version.
- Users receive "unable to initialize current user" or "unable to initialize Pathways database" errors, and all other troubleshooting has yielded no results (missing files, insufficient rights assigned to users, or incorrect syntax in files such as WCMIWS.INI or WCMISYS.INI can cause these type of errors also and should be checked first). To troubleshoot other potential causes first, please see the following Knowledge Articles in the Knowledge Base at <http://support.plato.com>:
- Knowledge Article 23429 – Unable to Initialize Current User
- Knowledge Article 24402 – Unable to Initialize Pathways Database
- After checking for memory management and workstation configuration issues, users can sign on to Pathways, but are still unable to run courseware.

Continued on next page

Database Repair Utility (WCMIDBRU.EXE), Continued

Running the utility

To run the Database Repair Utility, follow the steps below.

Caution

If you end the task or quit the repair utility while it is running, your database tables may become corrupted. The progress bar for the repair utility may remain at 0% for several minutes as it prepares to scan files. This is normal. The progress bar will also appear to stop completely when the utility scans large tables. *This does not mean the utility is frozen*, nor is it experiencing a problem. Wait until the repair utility finishes normally. **DO NOT PRESS CTRL + ALT + DELETE** to end the task. If you do, you will see an inaccurate message saying the program has stopped responding when it has *not* stopped responding.

How long the utility takes to run depends on the size of your network and how many student records you have, but it usually needs a minimum of 15 minutes to complete.

Step	Action						
1	<p>Make sure you have a recent backup of PLATO Pathways. Ideally, you should back up the entire \PWAY folder. If this is not possible, back up the following files and folders at a minimum.</p> <table border="1" data-bbox="565 1094 1386 1528"> <thead> <tr> <th data-bbox="565 1094 748 1136">System</th> <th data-bbox="748 1094 1386 1136">Folders/Files</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 1136 748 1331">Network</td> <td data-bbox="748 1136 1386 1331"> <ul style="list-style-type: none"> • ... \PWAY \PRIVATE • ... \PWAY \PRIVDB • ... \PWAY \DB • ... \PWAY \WCMISYS.INI • ... \PWAY \SYSID.PWY </td> </tr> <tr> <td data-bbox="565 1331 748 1528">Standalone</td> <td data-bbox="748 1331 1386 1528"> <ul style="list-style-type: none"> • ... \PWAY \PRIVATE • ... \PWAY \PRIVDB • ... \PWAY \DB • ... \PWAY \WCMISYS.INI • ... \PWAY \SYSID.PWY </td> </tr> </tbody> </table>	System	Folders/Files	Network	<ul style="list-style-type: none"> • ... \PWAY \PRIVATE • ... \PWAY \PRIVDB • ... \PWAY \DB • ... \PWAY \WCMISYS.INI • ... \PWAY \SYSID.PWY 	Standalone	<ul style="list-style-type: none"> • ... \PWAY \PRIVATE • ... \PWAY \PRIVDB • ... \PWAY \DB • ... \PWAY \WCMISYS.INI • ... \PWAY \SYSID.PWY
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Continued on next page



Database Repair Utility (WCMIDBRU.EXE), Continued

Running the utility (continued)

Step	Action
2	Make sure all users have exited from Pathways and logged off the system (exit from the Pathways signon screen at all workstations). Close all open programs on all workstations. Temporarily disable screen savers, antivirus, and security software programs on the workstation from which you will run the utility.
3	Run the repair utility from a workstation, <i>not from the file server</i> .
4	At a workstation that is set up to run PLATO Pathways, double-click My Computer , then double-click the drive on which PLATO Pathways is installed.
5	Open the \PWAY folder and then open the \BIN subfolder . Double-click the WCMIDBRU.EXE file name in the list of available files. Result The "Welcome to PLATO Pathways Database Repair Utility" box displays with Start, Close, or Configure buttons to choose from.

Continued on next page

Database Repair Utility (WCMIDBRU.EXE), Continued

Running the utility (continued)

Step	Action						
6	<p data-bbox="544 436 1214 472">Refer to the table below to determine your next step.</p> <table border="1" data-bbox="565 506 1386 1278"> <thead> <tr> <th data-bbox="565 506 821 541">If...</th> <th data-bbox="821 506 1386 541">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 541 821 947"> <p data-bbox="574 548 795 730">you want the utility to automatically fix each error it detects,</p> </td> <td data-bbox="821 541 1386 947"> <p data-bbox="831 548 1365 621">click the Start button (Verify and Repair is the default option).</p> <p data-bbox="831 657 1365 947">Result The Database Repair Utility checks your Pathways system files and tables, then attempts to repair them automatically if it detects problems. A Repair Utility dialog box with a progress bar displays a message indicating that the utility is currently checking your system.</p> </td> </tr> <tr> <td data-bbox="565 947 821 1278"> <p data-bbox="574 953 779 1062">you want to be prompted to fix each error,</p> </td> <td data-bbox="821 947 1386 1278"> <p data-bbox="831 953 1365 1098">click the Configure button. Select the Prompt Before Repair option. The All Pathways Databases option is selected by default. Click OK > OK > Start.</p> <p data-bbox="831 1134 1365 1278">Result The utility checks your system and automatically attempts to repair problems found.</p> </td> </tr> </tbody> </table>	If...	Then...	<p data-bbox="574 548 795 730">you want the utility to automatically fix each error it detects,</p>	<p data-bbox="831 548 1365 621">click the Start button (Verify and Repair is the default option).</p> <p data-bbox="831 657 1365 947">Result The Database Repair Utility checks your Pathways system files and tables, then attempts to repair them automatically if it detects problems. A Repair Utility dialog box with a progress bar displays a message indicating that the utility is currently checking your system.</p>	<p data-bbox="574 953 779 1062">you want to be prompted to fix each error,</p>	<p data-bbox="831 953 1365 1098">click the Configure button. Select the Prompt Before Repair option. The All Pathways Databases option is selected by default. Click OK > OK > Start.</p> <p data-bbox="831 1134 1365 1278">Result The utility checks your system and automatically attempts to repair problems found.</p>
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Database Repair Utility (WCMIDBRU.EXE), Continued

Running the utility (continued)

Step	Action	
6, cont'd	If...	Then...
	you want to pack the database records,	<p>click the Configure button and select the Pack Database Records option. All Pathways Databases should be selected. Click OK>OK>Start.</p> <p>Important Using this option is not recommended. Packing database tables does not provide any significant value and may result in the corruption of tables beyond repair.</p>
you want to run the utility to only repair a certain selected file,	<p>click the Configure button and select the Selected Databases option, then select the file you want to repair from the Selected Databases list. Click OK>OK>Start.</p> <p>Result The utility checks and attempts to repair the file you selected.</p>	

Continued on next page

Database Repair Utility (WCMIDBRU.EXE), Continued

Running the utility (continued)

Step	Action						
7	<p data-bbox="542 436 1214 472">Refer to the table below to determine your next step.</p> <table border="1" data-bbox="565 506 1386 735"> <thead> <tr> <th data-bbox="565 506 977 546">If...</th> <th data-bbox="977 506 1386 546">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 546 977 657">you want to save the results of previous repairs plus results of this repair,</td> <td data-bbox="977 546 1386 657">select Append the Log file.</td> </tr> <tr> <td data-bbox="565 657 977 735">you only want to save the results of this repair,</td> <td data-bbox="977 657 1386 735">select Overwrite.</td> </tr> </tbody> </table>	If...	Then...	you want to save the results of previous repairs plus results of this repair,	select Append the Log file .	you only want to save the results of this repair,	select Overwrite .
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Database Repair Utility (WCMIDBRU.EXE), Continued

Running the utility (continued)

Step	Action				
9	<p data-bbox="542 436 1214 474">Refer to the table below to determine your next step.</p> <table border="1" data-bbox="565 506 1386 1283"><thead><tr><th data-bbox="570 510 808 548">If...</th><th data-bbox="808 510 1382 548">Then...</th></tr></thead><tbody><tr><td data-bbox="570 548 808 1278">you are running Pathways on a network and DBRU finds any errors, particularly in tables in the DB\USER or DB\ACTIVITY folders,</td><td data-bbox="808 548 1382 1278"><p data-bbox="818 552 1372 621">after you exit the utility, you should do one of the following:</p><ul data-bbox="818 663 1372 915" style="list-style-type: none">• Sign on to Pathways as an administrator and go to System Management > Maintenance > Update Workstations.• From Windows, go to your Pathways drive in My Computer or Windows Explorer and run \PWAY\BIN\WHBLDR.EXE.<p data-bbox="818 957 1372 1278"><i>Note Either of these two procedures will update the files in the "warehouse", which is in one of the folders in \PWAY\DB\WH01, WH02, etc. This allows the repaired tables to be copied to the local workstation database folders the next time the workstations start Pathways.</i></p></td></tr></tbody></table>	If...	Then...	you are running Pathways on a network and DBRU finds any errors, particularly in tables in the DB\USER or DB\ACTIVITY folders,	<p data-bbox="818 552 1372 621">after you exit the utility, you should do one of the following:</p> <ul data-bbox="818 663 1372 915" style="list-style-type: none">• Sign on to Pathways as an administrator and go to System Management > Maintenance > Update Workstations.• From Windows, go to your Pathways drive in My Computer or Windows Explorer and run \PWAY\BIN\WHBLDR.EXE. <p data-bbox="818 957 1372 1278"><i>Note Either of these two procedures will update the files in the "warehouse", which is in one of the folders in \PWAY\DB\WH01, WH02, etc. This allows the repaired tables to be copied to the local workstation database folders the next time the workstations start Pathways.</i></p>
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Database Repair Utility (WCMIDBRU.EXE), Continued

Causes of database corruption

Database corruption can come from many different sources, including workstations hanging or locking up intermittently, hardware problems, network connectivity or configuration issues, locking contentions, files not being closed properly, or shutting down workstations improperly.

For help with diagnosing causes of database corruption, you can contact PLATO Support Services. Tell the support analyst you work with that you need information to help diagnose causes of data corruption and to prevent corruption from occurring in the future.

Email Support Request: <http://support.plato.com/email>
Voice: 800.869.2200



User Database Repair Utility (WCMIUDBR.EXE)

Description The User Database Repair utility attempts to check and repair tables only within an individual user's \PRIVDB subfolders. It can also attempt to repopulate the data within a specific table—something the Database Repair utility cannot do.

When the User Database Repair utility repopulates tables, it restores data based on information in the central tables from the last time a report consolidation was run.

When the User Database Repair utility restores tables, it copies user data from the central tables at the file server (ATTEND, EVENT, GRADE, PERFORM, and USERS) into the user's PRIVDB tables. A user's data can then be rebuilt if the user's \PRIVDB subfolder or table within the subfolder has disappeared.

Caution *You should not run the User Database Repair utility routinely.* You should only run the utility when there are problems with one or more user's \PRIVDB tables; for example, one or more \PRIVDB tables for a user are reported as missing for some reason.

If you select the option to repopulate tables, the utility will attempt to restore data *based on the last time a report consolidation was run*. If it has been two weeks since you consolidated reports, you may lose data that has been collected since then. If you have been instructed to repopulate tables, attempt to consolidate reports **before** you run the User Database Repair utility.

Products affected PLATO Pathways 3.X or 4.X systems.

Continued on next page

User Database Repair Utility (WCMIUDBR.EXE), Continued

Symptoms

Run the User Database Repair Utility if you see the following types of problems or error messages:

- Pathways reports that a file, table, or directory is missing from a particular learner's PRIVDB folder
- A "file access denied" message displays when a learner tries to launch a lesson; the message only displays for this particular learner and is not caused by rights or access issues
- An I/O 103 error message displays when a learner tries to run lessons; the errors continue to occur at any workstation.
- An "Index Does Not Exist. Index: UserID" message displays when a learner tries to sign on
- After a learner signs on to Pathways, an "Index is out of date – Index: ClassTree Order" message displays, and the learner is unable to run lessons
- One particular user is not able to sign on to Pathways or run a lesson
- Invalid numeric input error when a user tries to sign on
- Field Name Missing error when a user tries to sign on
- A "Field User ID not found" message displays when a particular user tries to sign on or when a Pathways administrator tries to delete a particular user
- One particular user receives general protection fault errors in Pathways modules, such as WCMISTRRT.EXE, WCMIADMN.EXE, or WCMILRNR.EXE
- An "unable to initialize current user" or "unable to initialize Pathways database" message displays for one particular user and all other troubleshooting has yielded no results (missing files, insufficient rights assigned to users, or incorrect syntax in files such as WCMIWS.INI or WCMISYS.INI can cause these type of errors also and should be checked first). To troubleshoot other potential causes first, please see the following Knowledge Articles in the knowledge base at <http://support.plato.com>:
- Knowledge Article 23429 – Unable to Initialize Current User
- Knowledge Article 24402 – Unable to Initialize Pathways Database

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User Database Repair Utility (WCMIUDBR.EXE), Continued

Symptoms (continued)

- One particular user receives a message indicating that files in the PRIVDB folder have been corrupted: for example, "Corrupt Index. Index Q:\PWAY\PRIVDB\127\UACTLT.PX". Other messages that indicate corruption in PRIVDB files or tables include "corrupt file or table other than header", and "corrupt memo or BLOB file".
- A learner signs on to Pathways and the following message displays (caused by a missing PERFORM.PX file in the learner's PRIVDB folder):

"Error Encountered

The system encountered an error when running.

Please report this error. The error information:

Error Number: 701

Error Name: EDatabaseError

Version Number: 100

Location: TROPerform.Fetch, FindKey

Message: Field index out of range

Error Value: XXXXX" (number varies)

Continued on next page

User Database Repair Utility (WCMIUDBR.EXE), Continued

Running the utility

To run the User Database Repair Utility, follow the steps below.

Note Unlike the Database Repair Utility, the WCMIUDBR.EXE utility *can* be run when other users are signed on to the system and working in Pathways. However, the individual user whose table you wish to repair must be signed OFF the system.

Step	Action
1	Navigate to the \PWAY directory and open the BIN folder.
2	Double-click the WCMIUDBR.EXE file in the BIN folder to start the utility. Result The User Database Repair utility window displays.
3	Choose from the following options for running the utility: <ul style="list-style-type: none"> • Run the utility on a specific user ID number in decimal format ("User ID"), or a user ID number in hexadecimal format ("User ID in Hex"). • Run a repair on all user tables or certain user names or ID numbers.

Continued on next page



User Database Repair Utility (WCMIUDBR.EXE), Continued

Running the utility (continued)

Step	Action
4	<p>Click Select All to repair all user tables or select individual user names or ID numbers by holding the Ctrl key and using your mouse to select multiple users.</p> <p>Reminder If you choose to repair all user tables, all users must sign off the system. If you choose to repair only certain user names and ID numbers, only those users must sign off the system.</p>
5	<p>Click Start.</p> <p>Result The utility runs and the message, "<i>Processing...please wait.</i>" displays.</p>
6	<p>If the utility reports any errors, you can view the details of these errors in the log located in the \PWAY\LOGS\UDBR folder. The log reports the problems that were found and confirms whether the User Repair Utility was able to resolve the problem.</p>

Causes of database corruption

Database corruption can come from many different sources, including workstations hanging or locking up intermittently, hardware problems, network connectivity or configuration issues, locking contentions, files not being closed properly, or shutting down workstations improperly. Do not just run repair utilities as a "quick fix". The User Database Repair Utility can temporarily fix some problems resulting from database corruption or missing data, but it cannot prevent the corruption from occurring in the first place. Always take the time to properly diagnose problems, and their sources, to prevent database corruption from occurring next time.

For help with diagnosing causes of database corruption, you can contact PLATO Support Services. Tell the support analyst that you need information to help diagnose the causes of data corruption or missing user data so that you can prevent these problems from occurring in the future.

Email: <http://support.plato.com/email>
Voice: 800.869.2200

Lock Clear Utility (LOCKCLR.EXE)

Description The Lock Clear utility deletes any lock files that are open. Lock files are opened by the application and used to identify and/or restrict user access. The same files are closed or deleted each time the user logs out of the application properly.

Products Affected PLATO Pathways 3.X and 4.X systems; both networked and standalone workstations.

Symptoms Run the Lock Clear Utility if you receive any of the following error messages:

- Capability not supported
 - Directory is controlled by other .NET files
 - File is locked
 - Multiple .NET files in use
 - Cannot perform this operation on a closed dataset
-

Cause Normally, lock files such as PARADOX.LCK, PDOXUSRS.LCK, INTERLCK.*, and PARADOX.NET close properly when a user exits the system. However, if a user does not exit properly, a network connection is dropped, or a workstation locks up or crashes, the lock files may be held open because they are unable to close properly. The next time the user tries to sign on, Pathways detects that the lock files are still open and displays messages such as "multiple .NET files in use" or "capability not supported; directory is controlled by other .NET files."

Continued on next page



Lock Clear Utility (LOCKCLR.EXE), Continued

Running the Utility

You can use the Pathways Lock Clear Utility (LOCKCLR.EXE) to search for and delete lock files that are being held open. To run the utility, follow the steps below.

Step	Action
1	Make sure all PLATO Pathways users have exited from Pathways (exited from the signon screen) and have logged off the network.
2	<p>Open \PWAY\BIN, and then double-click LOCKCLR.EXE.</p> <p>Result The Lock Clear utility runs and attempts to delete the following lock files if they are being held open:</p> <ul style="list-style-type: none">• PDOXUSRS.NET from the \PWAY folder• INTERLCK.*, PDOXUSRS.LCK, and PARADOX.LCK from the \PWAY folder and all of the \PWAY subfolders <p>The utility displays its progress as it runs, and lists files that it finds and attempts to delete in the LCKCLR.LOG file. Any files that it cannot delete are also listed in the log file. The LCKCLR.LOG file is saved in the \PWAY\LOGS folder.</p>

Continued on next page

Lock Clear Utility (LOCKCLR.EXE), Continued

Creating a LOCKCLR shortcut

If you frequently need to check for lock files that may be held open, you can create a shortcut to the LOCKCLR utility on your desktop. To do so, follow the steps below.

Step	Action
1	Open the \PWAY\BIN folder.
2	Right-click on the LOCKCLR.EXE file name.
3	Select Send To > Desktop (create shortcut). Result A shortcut to the utility copies to your desktop for easy and quick access the next time you need to run it.



Warehouse Rebuilder (WHBLDR.EXE)

Description The Warehouse Rebuilder Utility rebuilds warehouse tables for PLATO Pathways. PLATO Pathways 3.0 and higher systems use a data warehouse structure to prevent multi-user access to tables that are stored in a central location.

Products affected PLATO Pathways system versions 3.9.X and 4.X.

Symptoms Run the Warehouse Rebuilder for the following symptoms:

- No learners or administrators can sign on to Pathways, which may be caused by a warehouse problem with the USERS table. Running the User Database Repair Utility, WCMIUDBR.EXE, has not resolved the problem.
- When you try to run the User Database Repair Utility (WCMIUDBR.EXE), a message similar to the following displays: *Table does not exist. File: X:\PWAY\DB\USER\USERS.DB* (X: is the drive Pathways is installed on)
- When learners or administrators start Pathways, the message "Error when accessing the .DAT files. Try Again?" displays. When you click "No", the following messages appear in succession, and then the system exits from PLATO Pathways:
 1. *EDBEngine Error: Table does not exist. File: C:\WINDOWS\PWAY\DB\ACTLIC.DB*
 2. *EDatabaseError: Cannot perform this operation on a closed dataset.*
 3. *Unable to initialize Pathways database.*

Continued on next page

Warehouse Rebuilder (WHBLDR.EXE), Continued

Symptoms (continued)

- The message "*Unable to initialize Pathways database*" displays when both learners and administrators try to sign on to Pathways. You troubleshoot the problem by following the procedures in Knowledge Article 24402; however, this support tip hasn't resolved the problem if you receive an "*Unable to Initialize Pathways Database*" message.
 - When you sign on to Pathways as administrator, the message "Error accessing .DAT files" displays. Learners may be able to sign on successfully.
-

Resolving warehouse problems

Before you attempt to run the Warehouse Rebuilder Utility, WHBLDR.EXE, try the following options.

Step	Action						
1	<p data-bbox="544 905 1214 936">Refer to the table below to determine your next step.</p> <table border="1" data-bbox="565 974 1386 1346"> <thead> <tr> <th data-bbox="565 974 938 1012">If...</th> <th data-bbox="938 974 1386 1012">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 1012 938 1199">there is a problem that requires rebuilding the warehouse and you can still sign on to Pathways as administrator,</td> <td data-bbox="938 1012 1386 1199">rebuild the warehouse using the "Update Workstations" feature in PLATO Pathways. Go to step 2.</td> </tr> <tr> <td data-bbox="565 1199 938 1346">no one is able to sign on to Pathways, including administrators,</td> <td data-bbox="938 1199 1386 1346">you won't be able to use alternate methods to rebuild the warehouse. Run WHBLDR.EXE.</td> </tr> </tbody> </table>	If...	Then...	there is a problem that requires rebuilding the warehouse and you can still sign on to Pathways as administrator,	rebuild the warehouse using the "Update Workstations" feature in PLATO Pathways. Go to step 2.	no one is able to sign on to Pathways, including administrators,	you won't be able to use alternate methods to rebuild the warehouse. Run WHBLDR.EXE.
If...	Then...						
there is a problem that requires rebuilding the warehouse and you can still sign on to Pathways as administrator,	rebuild the warehouse using the "Update Workstations" feature in PLATO Pathways. Go to step 2.						
no one is able to sign on to Pathways, including administrators,	you won't be able to use alternate methods to rebuild the warehouse. Run WHBLDR.EXE.						

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Warehouse Rebuilder (WHBLDR.EXE), Continued

Resolving warehouse problems (continued)

Step	Action
2	<p>There are two ways you can rebuild the warehouse using the Update Workstations feature:</p> <ul style="list-style-type: none">• If you receive the message "Error accessing the .DAT files. Try again?" when signing on to Pathways as administrator, click No. Pathways will then update the workstations (which means the warehouse will be rebuilt). See the <i>Disabling the Archive attribute</i> section on page 23 for more information on resolving this error.• Sign on to Pathways as an administrator and click System Management. Click the Maintenance tab and click the Update Workstations button.

Running the utility

Make sure you have tried to resolve your warehouse problems by using the Update Workstations feature *before* you attempt to run the Warehouse Builder Utility. Run the Warehouse Rebuilder Utility only as a last resort. To do so, follow the steps below.

Step	Action
1	<p>Make sure you have a current backup of your system. This is not required, but is strongly recommended. Back up the entire \PWAY folder if possible. If this is not possible, back up the following files and folders at a minimum:</p> <ul style="list-style-type: none">• PWAY\PRIVATE (including subfolders)• PWAY\PRIVDB (including subfolders)• PWAY\DB (including subfolders)• \PWAY\WCMISYS.INI• \PWAY\SYSID.PWY
2	<p>Make sure all users have signed off PLATO Pathways; this means they must exit from the Pathways signon screen.</p>
3	<p>Run WCMIDBRU (Database Repair Utility) to make sure that all of the central database tables are intact. If the utility reports that there are missing files, contact PLATO Support Services before proceeding.</p>

Continued on next page

Warehouse Rebuilder (WHBLDR.EXE), Continued

Running the utility (continued)

Step	Action
4	Open the \PWAY\PWAY\BIN folder.
5	Double-click WHBLDR.EXE . Result The Warehouse Rebuilder dialog box displays.
6	Click the Rebuild Warehouse button to start the utility. Result While the utility is running, an "Updating Workstations" message displays. Please be patient—the utility may take several minutes to run. Note If the message "Unable to update workstations" displays, one or more of the central database table files may be missing. If you ran the WCMIDBRU utility in step 2, this will have been reported as a problem.
7	Click OK on the "Workstation update completed" message that displays. Result The Warehouse Rebuilder window reappears.
8	Close the window to exit the utility. (The utility does not close or exit on its own.) Note If you don't close the Warehouse Rebuilder window, the message "System locked for update... You cannot sign on at this time" will display when you try to sign on to Pathways.
9	Try signing on to PLATO Pathways. Run the Pathways system and PLATO Courseware to make sure they perform well.

Continued on next page



Warehouse Rebuilder (WHBLDR.EXE), Continued

Disabling the Archive attribute

If you are a Novell user, you may need to disable the archive attribute if you sign on as an Administrator and still receive errors after running the WHBLDR.EXE. To do so, follow the steps below.

Step	Action
1	Open the \PWAY folder.
2	Right-click the \DB folder and click Properties .
3	Clear the Archive attribute. Note Windows [®] XP users will need to click the Advanced... button and deselect the option "Folder is ready for archiving." Click OK to save this option, then click Apply to apply the disabled attribute and click OK to exit.

Key Validation Utility (WCMIKVU.EXE)

Description The Key Validation Utility, WCMIKVU.EXE, verifies and repairs the following tables to resolve key violations. If a key violation occurs in other tables, running WCMIKVU.EXE will not resolve the problem.

- Activity\ActAtt.DB
 - Activity\Activity.DB
 - Activity\ActKey.DB
 - Activity\ActLic.DB
 - Activity\Objectiv.DB
 - Activity\Pkg.DB
 - Activity\Resource.DB
 - User\Class.DB
 - Users\CustAtt.DB
 - User\DemoGrp.DB
 - User\Rights.DB
 - User\Roles.DB
 - User\Users.DB
-

Products affected PLATO Pathways system versions 3.9.X and 4.X.

Symptoms Run the Key Validation Utility for the following issues:

- An administrator receives a key violation error when creating or modifying a user, class, assignment, activity, or report.
- When you try to sign on to Pathways, or try to run the WSETUP.EXE program, the message "Waiting for IDs file resource, click cancel to stop waiting" appears. If you click Cancel, the error "Possible corruption of SYSID.PWY file. Program halted" appears, followed by "Unable to get unique workstation ID. Program Halted". The computer then kicks you back to the workstation desktop.

Note If you receive a key violation error when you try to consolidate reports, running the Key Validation Utility will not solve the problem. Instead, see the instructions on how to run the User Table Fix Tool on page 27.

Continued on next page



Key Validation Utility (WCMIKVU.EXE), Continued

Causes of key violations

A key violation is a Borland Database Engine™ "integrity violation" error. Key violations can occur for any of the following reasons:

- The PLATO Pathways system file (SYSID.PWY), which is used to generate keys, has become corrupt. When the SYSID.PWY file is corrupt, the key values it generates become "out of sync" and the system can generate keys that already exist. This produces key violations. Key violations can also occur if a file in the Pathways \REPORTS directory has become corrupt.
 - Insufficient rights or permissions to Pathways files or folders are producing "waiting for IDS file resource" or "corrupt SYSID.PWY" errors.
 - A key violation can occur if you reinstall PLATO Pathways and then restore the DB, PRIVDB and PRIVATE folders from a backup, but not the SYSID.PWY file. When you try to add new users or activities, the SYSID.PWY file gives out IDs that it thinks are available, but are actually in use. To prevent the problem, the SYSID.PWY file and the WCMISYS.INI file should be backed up along with the \DB, \PRIVDB, and \PRIVATE folders.
-

Running the utility

To run the Key Validation utility, follow the steps below.

Step	Action
1	Make sure all users have completely exited from PLATO Pathways (exit from the signon screen) on all workstations.
2	At a workstation that is set up to run PLATO Pathways, use My Computer to navigate to the drive PLATO Pathways is installed on; then open the \PWAY\BIN folder.
3	Double-click WCMIKVU.EXE . Result The "Pathways Key Validation Utility" window displays. The WCMIKVU.EXE program will quickly recreate the SYSID.PWY file and automatically exit when it is finished. The utility will take less than a minute to run.
4	In most cases, the key violation should no longer occur. If the key violation continues to persist, follow the procedures in the "Still receiving errors" section on page 26.

Continued on next page

Key Validation Utility (WCMIKVU.EXE), Continued

Still receiving errors?

If you run the Key Validation utility and still receive errors, follow the steps below.

Step	Action
1	Contact PLATO Support Services to request a new USERLMT.LIC license file. When you receive the license file, continue with Step 2.
2	Make sure all users have completely exited from PLATO Pathways (exited from the signon screen) on all workstations.
3	Delete or rename the \PWAY\SYSID.PWY file.
4	<p>At a workstation that is set up to run PLATO Pathways, go to the drive PLATO Pathways is installed on, open the \PWAY\BIN folder, and double-click WCMIKVU.EXE.</p> <p>Result While the utility is running, the "Pathways Key Validation Utility" window displays.</p>
5	Install the new USERLMT.LIC file to restore your licenses.



User Table Fix Tool (WCMIUTFT.EXE)

Purpose Record consolidation happens automatically during reporting. Report information will be invalid and inaccurate if corrupt data exists in the user database tables. The User Table Fix Tool (UTFT) deletes corrupt records from these tables to prevent any key violations.

How it works The User Table Fix Tool (UTFT) searches each database table(s) in the Pathways PrivDB directory and deletes records that do not match the user's ID. Then, the UTFT searches the appropriate central tables and deletes records that do not match any current user's ID.

The UTFT checks and repairs the following user tables, as necessary:
Attend, Event, Perform, uActLt, uClassLt, uGrade, and uMemo.

Note The utility checks all user database tables. You cannot select specific tables for the utility to check.

Frequency Run this utility as often as needed to repair key violation errors that occur during record consolidation.

Running the utility To run the User Table Fix Tool, follow the steps below.

CAUTION

All users should be signed off of PLATO Pathways before running the utility.


Note Index errors in databases may cause the User Table Fix Tool to terminate. If this utility terminates before it has finished running, run the Database Repair Utility and the User Repair Utility. After running the Repair utilities, try running the User Table Fix Tool again.

Step	Action
1	Double-click the WCMIUTFT.EXE in the ... \PWAY\BIN directory. Tip Create a shortcut on your desktop to this *.EXE if you anticipate running the utility often.

Continued on next page

User Table Fix Tool (WCMIUTFT.EXE), Continued

Running the utility (continued)

Step	Action
2	<p>Click OK to begin the utility.</p> <p>Result A process bar displays and the utility begins checking user database tables.</p> <p>Note You can abort the process at any time.</p>
3	<p>When the process completes, the results display as shown below.</p> <div data-bbox="548 766 1101 1144" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Information ✕</p> <p> <<< Process Completed >>></p> <p>No bad user records were found There were no missing user tables No bad central table records were found</p> <p>Log file: T:\PWAY\LOGS\UTFT\UTFTrun.log</p> <p style="text-align: center;"><input type="button" value="OK"/></p> </div> <p>Tip Browse to the utftrun.log file for details.</p>



Report Consolidation Utility (WCMIRPTC.EXE)

Purpose The Report Consolidation Utility allows you to consolidate all user records outside of PLATO Pathways. In addition, sometimes a consolidated user table becomes corrupted and cannot be repaired by running the Database Repair Utility. The Report Consolidation Utility enables you to force consolidation of all user records.

Caution Make sure no users are logged into PLATO Pathways while running this utility. All users must exit from the Pathways signon screen at all workstations.

Products affected PLATO Pathways 3.9.2 and 4.X systems.

Symptoms Sometimes a consolidated table (\PWAY\DB\PERFORM\PERFORM.DB, \EVENT\EVENT.DB, \ATTEND\ATTEND.DB) becomes corrupted and cannot be repaired by running the Database Repair Utility, WCMIDBRU.EXE. Symptoms of corrupt tables may vary greatly. Run the Report Consolidation Utility after a PLATO Support Analyst has helped you identify a problem and instructs you to do so.

Causes of table corruption Two commonly suspected causes for table corruption are interrupted network connections and premature shutdown of the workstation.

Running the utility To run the utility, follow the steps below.

Step	Action
1	Double-click WCMIRPTC.EXE in the \PWAY\BIN folder. Result Report consolidation begins. This process may take a considerable amount of time depending on the total amount of user data as well as the speed of your system.

Unlock License Utility (UNLOCKLIC.ZIP)

Description The purpose of the Unlock License Utility is to automatically free invalid courseware licenses from Pathways. It does this by deleting duplicate licenses and license files for inactive workstations.

Products affected Pathways 4.X systems—both networked and standalone workstations.

Symptoms When you try to run courseware, the message "No license currently available for this activity" displays. The message can be duplicated if you shut the workstation off while running a Pathways lesson, and then try to launch the same lesson again.

Cause When you exit a lesson, your corresponding license-in-use (.LIC) file is normally deleted. However, if you were unable to exit from PLATO Pathways properly because your workstation locked up, your .LIC file may not have been deleted, leaving the license in use. When you try to sign on to Pathways and try to run the same lesson, you then receive a message saying the license is not available.

Running the utility To install and run the utility, follow the steps below.


Note You can run this utility as often as needed when active license files are not deleted.

Step	Action
1	At a workstation that is setup to run PLATO Pathways, download and save the UNLOCKLIC.ZIP from http://support.plato.com/accountability/pathways.asp#downloads
2	Save the file to a location or folder on your workstation, such as My Documents.
3	Double-click the UNLOCKLIC.ZIP file to unzip it. Result Numerous files will be copied to the same location as the *zip file; therefore, it is recommended that you save UNLOCKLIC.ZIP in its own folder where these files can be contained.

Continued on next page

Unlock License Utility (UNLOCKLIC.ZIP), Continued


Running the utility (continued)

Step	Action
3	<p>Double-click the UNLOCKLICSETUP.EXE file.</p> <p>Result The PLATO Pathways Unlock License Utility is added to the PLATO Pathways Utilities group in the Start Menu. You can choose to have a shortcut added to your desktop during installation as well.</p>
4	Follow the prompts to install the Unlock License utility.
5	Click OK when the installation completes.
6	<p>To run the utility, click Start > Programs > PLATO Pathways Utilities > PLATO Pathways Free License Utility.</p> <p>Result The following prompt displays.</p> 

Continued on next page

Unlock License Utility (UNLOCKLIC.ZIP), Continued

Running the utility (continued)

Step	Action
7	<p>Click the Free Inactive Courseware Licenses button.</p> <p>Result The utility runs, displaying a blank utility window. Please wait for the utility to finish running and displays the results as shown below. This process may take a few minutes or more.</p> 
8	<p>View the results that display and click the Exit button to exit the utility. Your students should now be able to sign on to PLATO Pathways successfully</p> <p>Note If your file server is still holding connections to the workstations open, the Unlock License utility will be unable to delete the license files that are still in use by those workstation users. Most of the time, this should not affect your PLATO Pathways lab. However, if your entire lab goes down at once, you immediately bring your workstations back up, and students try to run Pathways, you may find that the Unlock License utility is unable to delete the license files that are still in use. The files cannot be deleted until your server releases the workstation from the network.</p>



Activity Version Utility (ReadCWVer.EXE)

Description The PLATO Pathways Activity Version Utility provides a list of all courseware currently installed and includes the version number for each title.

Products affected PLATO Pathways 4.3.

Purpose The Activity Version Utility is designed as a reference tool that displays courseware titles, version numbers, and the titles of courseware CDs that contain the curricula. It may be necessary to verify courseware versions if you intend to reinstall courseware or order courseware upgrades.

Note

This utility is only intended for use as a reference tool. It is not designed to treat errors pertaining to courseware.

Running the utility To run the Activity Version Utility, follow the steps below.

Step	Action
1	From a workstation, open the PWAY\BIN folder.
2	Locate the ReadCWver.exe file and double click the file to launch the Activity Version Utility.
3	Click the Run button to start the utility. Result The program automatically locates the Pathways system to which the workstation is connected and displays a list of all main courseware titles installed on the system. All listed courseware titles include the title of the Pathways courseware CD on which the courseware was originally distributed. The CD title contains the most recent courseware version.
4	The information is displayed in columns. You can click the heading of any of the columns to sort by that column's properties.
5	You can save this information by clicking the program's Save button and selecting a location on your local hard drive. To open the file after it has been saved, you must choose to open it with a Microsoft [®] -based application, such as Microsoft [®] Excel.
6	To close the program, click the Close button, or use the X in the upper right corner of the window.
