

# **Inmagic PowerPack**

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## **DB/Text Updater Service User's Guide**



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# Learning about the Updater

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The Updater is part of Inmagic® PowerPack™, which is a set of three Windows services: Checker, Updater, and Importer. The Updater is also supplied with Inmagic PowerPack Lite (which consists of the Checker and Updater, but not the Importer). You can use the PowerPack services on Inmagic® DB/TextWorks® textbases to help automate management and maintenance tasks.

## Purpose

The purpose of the Updater is to post deferred updates to one or more textbases, using background processing. Deferred updates are records that were added, edited, or deleted while Deferred indexing was in effect. Deferred updates are kept in a queue until they are posted (by the Updater or manually), at which time the indexes are updated.

The Updater takes the burden of the update process off the desktop and puts it on a Windows server. Updates are processed automatically in the background on the server, not at the user's desktop or across your network. Ideally, the Updater should be installed on the file server containing the drive where the textbase files reside. This eliminates network traffic because indexing occurs at the server, not spread across many machines.

## Overview

Run the Updater if you and others who maintain the textbase use Deferred indexing regularly. Instead of manually having to post deferred updates all at once (using DB/TextWorks), you can let the Updater continually monitor the specified textbase(s) and post updates one at a time.

Posting deferred updates results in the following actions:

- If a record was added under Deferred indexing, it is indexed.
- If a record was edited under Deferred indexing, the changes are made to the indexes.
- If a record was deleted under Deferred indexing, the information is removed from the indexes.

The Updater maintains a thread for each textbase it is servicing. It opens each textbase and continually checks to see if there are any deferred updates. If there are, it posts exactly one deferred update, then "sleeps" for the number of seconds specified for the [Post a Deferred Update every](#) setting. After the specified number of seconds, it repeats the process (checks for updates and posts one, if found).

The Updater skips records that are locked by other users (for example, if someone has the record open in the Edit window). The update will be posted when the record is no longer locked. The Updater also skips records that do not comply with unique validation. To correct these problems, use DB/TextWorks to edit the records. Note that you can post deferred updates with DB/TextWorks even while the Updater is running.

**Important!** Do not run the Updater on a textbase that you suspect is damaged. To detect and fix problems with damaged textbases, use the DB/TextWorks Check Textbase feature, or leave the textbase alone until the Inmagic Checker does its regular check. Depending on the outcome, you may have to restore a reliable backup or use the DB/TextWorks Recover Textbase feature. Only when you have determined that a textbase is not damaged should you post deferred updates.

## Updating textbases located on other machines

Ideally, the Updater should be installed on the file server containing the drive where the textbase files reside. This eliminates network traffic because indexing occurs at the server, not spread across many machines.

However, if a textbase that you want to update is located on a machine other than the one where the Updater is installed, you must:

- Ensure that the Inmagic PowerPack Updater Windows Service uses a Log On account (in the service Properties) that has full access to all the textbases in the Textbases to Update list.
- Use the UNC file name (for example, \\SERVER\VOL1\LIBRARY\CATALOG) instead of a drive letter when adding textbases to the Textbases to Update list. Do this by using the **Network Neighborhood** or **My Network Places** icon on the Open Inmagic DB/TextWorks Textbase dialog box, as applicable.

## Starting or Stopping the Updater Service

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The Inmagic PowerPack Updater is a Windows service, which must be running in order to perform updates. Whenever you make a configuration change, you must restart the service in order for your change to take effect.

To start or stop the service:

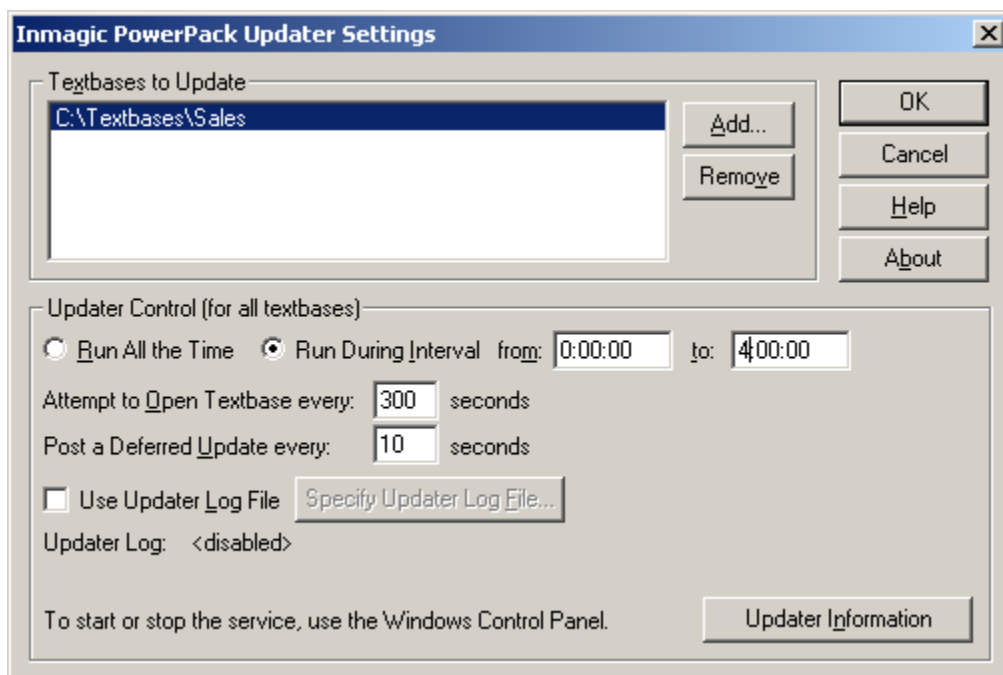
1. Open the Windows Control Panel, open the Administrative Tools folder, and double-click **Services**. If you prefer, you can choose **Start>Run** and enter **services.msc**.
2. Right-click the Inmagic PowerPack Updater service, and choose **Start** or **Stop**.
3. By default, the Updater service is set to run **Manually**. If you want the service to start automatically whenever the system is rebooted, set the service Startup Type to **Automatic**.
4. Close the Services and Control Panel windows.

# Configuring the Updater

This topic explains how to use the Inmagic PowerPack Updater Settings dialog box to configure the Updater.

## To configure the Inmagic PowerPack Updater

1. Choose **Programs>Inmagic Applications>PowerPack>Updater** to open the Inmagic PowerPack Updater Settings dialog box.



2. Click the **Add** button and select a textbase to add to the Textbases to Update list. By default, you can add up to 50 textbases. To change the default, modify DBUPDSRV.INI (see *DBUPDSRV.INI*).

**Note:** If the textbase is on a different machine than the Updater program, use the UNC file name (for example, \\SERVER\VOL1\LIBRARY\CATALOG) instead of a drive letter. Do this by using the **Network Neighborhood** or **My Network Places** icon in the Open Inmagic DB/TextWorks Textbase dialog box.

3. If you add a textbase that has passwords, you are prompted for the Master password. Type the Master password assigned to this textbase. Characters that you type appear as asterisks on the screen, so no one can see the password as you type it. If you do not know the Master password, you will not be able to update this textbase.
4. Specify the Updater Control settings, which affect all textbases in the list:
  - **Run All the Time.** Select this option to start running the Updater when you start the service in Windows (or immediately, if the service is set to Automatic). It will continue running until you stop the service in Windows. Note that the Updater counts as one user (it occupies one textbase user slot), and opens textbases for non-exclusive write-access. If the textbase administrator needs to remove everyone from a textbase (for example, to edit the textbase structure), someone with administrator privileges will need to stop the Updater service, then start it again later.

- **Run During Interval.** This is the recommended option. Select this option to run the Updater during the specified interval. The textbase will be closed at the interval end and opened the next day at the interval starting time. During the off hours (outside of the specified interval), you can perform operations that require exclusive access to a textbase, such as running Inmagic Checker or backing up textbases. You must start the service in Windows to turn on the Updater (or set it to Automatic).

**Note:** Specify times using the HH:MM:SS format, using 24-hour time. For example, 0:00 starts the Updater at midnight (the default). 1:15 starts the Updater at 1:15 a.m. 12:00 starts the Updater at noon.

- **Attempt to Open Textbase every [nn] seconds.** Specify how often the Updater attempts to open a textbase to start posting deferred updates. If someone on the network has the textbase open using Immediate indexing, the Updater will not be able to open that textbase. The default is 300 seconds (five minutes). Once a textbase is open, it remains open as long as the Updater is running (determined by the **Run All the Time** or **Run During Interval** setting).
- **Post a Deferred Update every [nn] seconds.** Type a value in this box to specify how often the Updater posts deferred updates after opening a textbase. For example, if you specify 10 seconds (the default), the Updater checks every 10 seconds to see if there are any deferred updates. If there are deferred updates, the Updater posts exactly one deferred update, then remains idle for the specified number of seconds. If people using the textbase report that the textbase indexes are often unavailable (for example, when trying to save a record), increase the number of seconds.

**Note:** If someone on the network has the textbase open and is accessing the indexes (for example, if someone is importing records using Express Import), the Updater cannot post deferred updates until the indexes are free. Then the update can proceed.

- **Use Updater Log File.** Check this box to record activity in a log file (recommended). By default, the file is called UPDATER.LOG. To change the name or location, click the **Specify Updater Log File** button. For more information, please see *Updater.LOG File*.
  - **Updater Information.** Click this button to display or print information about the Updater. You can use this as a troubleshooting and diagnostic tool.
5. Click **OK**. This closes the dialog box and writes the settings to the DBUPDSRV.INI file.
  6. If the Service is set to Automatic (in Windows), the Updater will run at the specified interval. If the Service is set to Manual, it won't run until you Start it in Windows Services, and the specified interval begins. **Important!** You must restart the Service in order for your changes to take effect.

**Important!** Never reboot the system while the Updater is running. Always stop the Updater first. If you reboot or the system crashes while the Updater is running, stop the Updater as soon as you can. Do not start the Updater until you have checked the textbase and fixed any problems.

# Initialization and Log Files

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This topic describes the initialization and log files that are generated by the Updater. These files can be opened using any text editor, such as Microsoft Notepad.

## InmServices.INI File

The InmServices.INI file indicates the location of all of the PowerPack Service initialization files (DBCHKSRV.INI, DBUPDSRV.INI, DBIMPSRV.INI).

### To determine or change where the Service INI files are saved

1. Use a text editor to open the **InmServices.ini** file, which is in the Services installation folder (for example, C:\Program Files\Inmagic\PowerPack\InmServices.ini).
2. Locate the [InmServices] section, and change the IniFilePath value. Create the specified folder if it doesn't exist. For example:

```
[InmServices]
IniFilePath=c:\InmServices
```

3. Save and close the file.

## DBUPDSRV.INI

The Updater initialization file (DBUPDSRV.INI) contains settings specific to the Updater service, such as the number of textbases to be updated, the path to each textbase, and whether a log file is enabled.

DBUPDSRV.INI is created by the software when you click **OK** in the Inmagic PowerPack Textbase Updater Settings dialog box. It is located in the folder specified in the InmServices.INI file (see above).

**Note:** In general, you should use the user interface to change the service settings, rather than editing the INI file. The instructions below are provided because the only way to change the maximum number of textbases is by editing this file.

### To edit DBUPDSRV.INI

1. Close the Inmagic PowerPack Textbase Updater Settings dialog box.
2. Use a text editor to open DBUPDSRV.INI. (If you are not sure where the file is, look at the InmServices.INI file, explained above.)
3. Make the desired changes. For example, to change the maximum number of textbases that can be added to the Textbases to Update list (the default is 50), add the TextbaseMaxCount= parameter to the [Textbases] section and specify any number up to 100.
4. Save and close the file.
5. Restart the service in order for your change to take effect.

## Updater.LOG File

The Updater log file records service activity, such as time started and stopped. This file is generated if you select **Use Updater Log File** in the Inmagic PowerPack Updater Settings dialog box.

By default, the file is called UPDATER.LOG and is saved in the location specified in the Inmagic PowerPack Updater Settings dialog box. To specify a different name or location, click the **Specify Updater Log File** button.

Best practice is to always use a log file, call it UPDATER.LOG, and keep it in the same location as the DBUPDSRV.INI file. Typically, you would examine the log file after starting the Updater, to make sure that updates start posting, the textbase is accessible, and so on.

Whenever there is activity, new information is appended to the end of the log file. You may occasionally want to delete the file, if it becomes very large. A new one will be generated the next time the Updater starts (if **Use Updater Log File** is selected).

## Troubleshooting

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To troubleshoot Updater issues, use the following resources:

- Read the optional log file (see *Updater.LOG File*).
- Click the **Updater Information** button on the Inmagic PowerPack Updater Settings dialog box.

Some common issues and error messages are listed below.

**Message: "Cannot proceed because textbase <textbase name> is inaccessible."**

This message may appear if the textbase does not exist. You may also get this message if the textbase does exist, but resides on a machine other than the one where the Updater resides-- please see *Updating textbases located on other machines*.

**"Cannot access indexes because someone else is updating a record."**

**"Cannot update record because someone else is using the indexes."**

**"Record was saved using Deferred indexing because someone else is using the indexes."**

If people using the textbase report frequent occurrence of these Inmagic DB/Text messages, open the Inmagic PowerPack Updater Settings dialog box and increase the value for **Post a Deferred Update every [nn] seconds**, or schedule the Updater to run at an off-peak time.

This is the last page of the *Inmagic PowerPack v16 DB/Text Updater Service User's Guide*.