NRG: Mac & FileMaker Shipping Software

How do I recover a damaged file with NRGship UPS Pro?

Power failures, hardware problems, or other factors can damage a NRGship database file. If your database becomes damaged, you will need to recover the damaged file. When NRGship discovers a damaged file a dialog box appears telling the user to recover the file. Even if the dialog box does not appear, files can become corrupted and exhibit erratic behavior.

NOTE: If the recover process has been completed in the past, you need to locate the file with "old" in the filename and put it in a new folder, before you begin the recover process.

To recover a damaged file:

 Press Command-Option while double-clicking the NRGship icon. Hold the keys down until you see the Open Damaged File dialog box.

 Locate and select the NRGship UPS Pro Data.usr file.

What to expect during the recovery process

 A new file will be created It will rename the damaged file by adding Old to the end of the filename (for example, NRGship UPS Pro Data is renamed to NRGship UPS Pro Data Old) When complete, it will give the repaired file the original name

 If you experience unusual behavior in the recovered file, you should revert to a backup copy that was made before the file became corrupt.

http://www.nrgsoft.com/support/activekb/questions.php?questionid=89