

Frequently Asked Questions

How often should I run the database utilities?

Maintenance should be performed on your database once a week. Once per day is recommended during times when you are doing a lot of importing or coding. To run database maintenance, first back up the database. Next, run the Check, Pack, and Blaze utilities on the database. There are detailed, step-by-step instructions for each of these procedures in the program's Help system as well as our online Technical Support Knowledge Base in the Database Care Tech Note.

Users have logged out, but still appear to be logged in. What should I do?

This problem is usually the result of an abnormal program termination, and can be resolved by using Microsoft Windows Explorer to browse to the Summation program directory and delete the file named "sum2.log." Make sure all users log out of Summation before deleting this file. This file stores user login information and can become unsynchronized with the Summation system. A new sum2.log file will be created when Summation is restarted and the problem will be resolved.

I Open a Case and there are no Summaries in the Column View... ???

Make sure that you are in the correct form/table. CT Summation by default opens in the Stdfrm/stdtable when a user enters a case for the first time. This may not be the table/form with the case information present. Try the Eform/Etable. Click File – Select Form. The Choose New form to Load dialog will appear. Choose the Eform/Etable (or a case specific custom form) and click the Load Form button. This will change the Column to Etable display.

How do I import summaries?

Summation's import utility lets you bring into the Core Database data that was compiled in another program and saved as an ASCII delimited text file. You can import entire records or you can import revised field data.

Both Importing and Exporting are functions recommended for Advanced Users.

The Import utility is accessed from the Options menu by selecting Utilities and Import Summaries. To see a more detailed description on how to import summaries, go to support and click the Importing Summaries Whitepaper.

<http://www.geonlegal.com/support.html>



I received the message "Error: Database is in an undefined state." What should I do?

To correct this issue, first back up the database and then run the Check, Pack, and Blaze utilities. If there is any data loss, restore the database from backup and then Check, Pack and Blaze.

Where can I find information about training?

Go to our Training page to view the courses provided by GEON Legal Solutions.
<http://www.geonlegal.com/training.html>