



Repair Tool

Automatically re-installs
Color Manager

1. General information

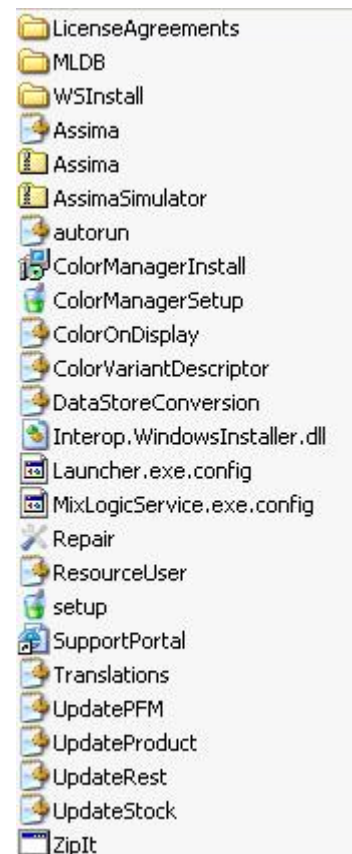
Troubleshooting Color Manager installations

The easiest and usually successful method of troubleshooting Color Manager installations is just to re-install the software. However doing this requires many actions to be done carefully and in particular order. It consumes also quite some time. With the Repair Tool (Repair.exe) we automate this process to ensure it is done correctly and faster than when executed step by step by a human being.

2. Prerequisites and Precautions

Prerequisites

- The correct version of SQL Server 2008 R2 must be installed. Accepted versions are:
 - 10.50.1600 = SQL Server 2008R2
 - 10.50.2500 = SQL Server 2008R2 SP1
 - 10.50.4000 = SQL Server 2008R2 SP2
- Color Manager software must be installed
- Repair.exe file must be placed in the root folder of Color Manager installation package. See the picture on the right.
- The Repair Tool can only be executed on the same version of Color Manager software, e.g. if Color Manager 2.4 is already installed and Repair Tool is executed from Color Manager 2.5 distribution then it will not work.



Precautions

- The Repair Tool cannot be executed twice at the same time
- Color Manager software, Manage Database and Configuration windows and EcoMix terminal software must be closed
- The logged on user running Repair Tool must be a member of the administrator group

3. What does the Repair Tool do for you?

Actions automatically done by the Repair Tool

- Save current Color Manager Configuration for later use
- Create backup of Color Manager databases:
 - UserData
 - DataStore (if present)
 - AMOwnColorBank
- Uninstall completely Color Manager software
- Install back Color Manager software as a fresh installation

- Restore databases backed up previously
 - UserData
 - DataStore (if present)
 - AMOwnColorBank
- Restore Color Manager Configuration saved previously

4. Obtaining Repair Tool

Repair Tool in the Distribution

All distributions downloaded manually from Color Manager Download Center already contain Repair.exe in correct root folder (as explained in point 2 above). Other distributions – synchronized directly from the server – do not contain it. We plan to add Repair.exe to server distributions later.

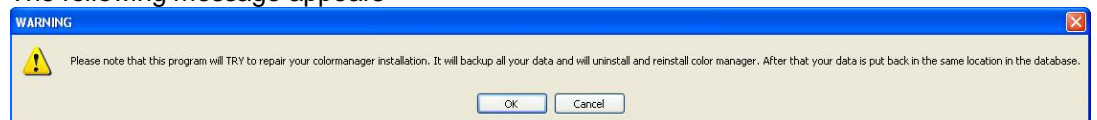
Downloading the Repair Tool from Customer Service Portal

In case your distribution does not contain Repair.exe you can download this file from Customer Service Portal: <http://my.anaac.net/>. Place downloaded Repair.exe file to the root folder of Color Manager installer (as explained in point 2 above).

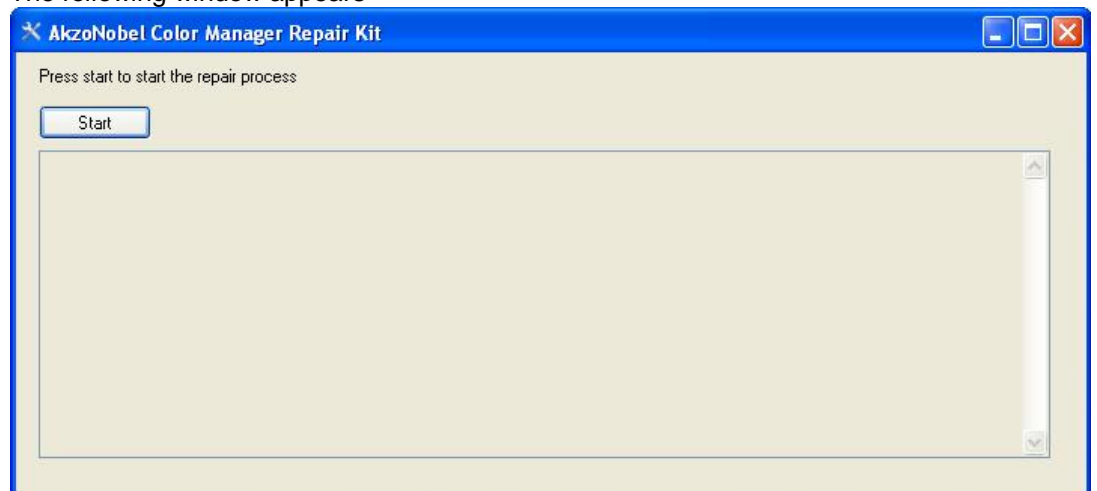
5. Running the Repair Tool

How to run the Repair Tool?

1. Go to root directory of Color Manager installer
2. Verify that the file Repair.exe is there (if not, read point 4 about obtaining this file)
3. Run (double-click) the file Repair.exe
4. The following message appears



5. If you confirm by clicking [OK] button then the process starts
6. The following window appears



7. Click [Start]
8. The process is executed



9. The system does the following
 - a. Saves Color Manager Configuration
 - b. Detects if this installation is using DataStore or UserData
 - c. Does integrity check on all databases
 - i. If any database fails integrity check the Repair Tool stops and advises contacting support representative
 - d. Makes backup of all databases
 - i. Backups location (just as an information)
 1. Windows Vista and higher
 - a. C:\ProgramData\ComputerLogic\SQLBackup
 2. Windows XP
 - a. C:\Documents and Settings\All Users\Application Data\ComputerLogic\SQLBackup
 - e. Uninstalls Color Manager
 - f. Installs Color Manager
 - i. Regular installation process takes place
 1. You are familiar with this process and screens
 - g. Restores backup from saved databases
 - h. Restores Color Manager Configuration
 - i. Done! You can close window shown below by clicking cross [X] in the window bar

