

How do I...

Recover a file when there has been a crash or I get a message that tells me that a file has been damaged ...

In this situation, it is best if you can restore from a backup. Recovering a file *may* retain what caused the crash in the first place. However, there will be situations where restoring from a backup is not feasible and you will need to perform a recovery.

If you are running FileMaker Pro Server in OS X, make sure you stop services *first*, don't just quit the FileMaker Config program (if you have it set to automatically start, you will need to contact your system administrator to stop server). In Windows XP, you will also need to stop services *first*. On other platforms, shut down FileMaker Pro Server appropriately for that platform. *If you do not shut down Filemaker Pro Server properly, you will just make things worse!*

In these instructions, the extension **.fp5** is used. Substitute **.fp3** or whatever appropriate extension is needed for the version of FileMaker Pro you are using.

1. Go into FileMaker Pro (you may need to open it separately).
2. Go up under FILE and select RECOVER
3. Select the file you wish to recover
4. Allow FileMaker to name it but make sure that it is being put into the same folder as the rest of your files (like Patients.fp5, Appointments.fp5, etc.)
5. Wait while it does the recover
6. Hide/Minimize FileMaker and go into the folder you told it to put the recovered file
7. Find the damaged file (the one you just recovered) and rename it to end in old.fp5 (such as Patients old.fp5)
8. Find the recovered file and rename it to remove the word **Recovered** (such as Patients **Recovered**.fp5 to Patients.fp5). There should **not** be a space before the .fp5.
9. You should be able to open the file and proceed as usual.

Alternate Method - Good when FileMaker Pro isn't already running

1. Go into your program folder and select the damaged file.

2. Rename the damaged file to end in bad.fp5 (such as Patients bad.fp5)
3. Double-click on the damaged file. You will get a message that "this file is damaged." Good.
4. Click Ok (or Cancel) until there are no more dialogs. Go up under File and select Recover.
5. Select the file you want to recover. When you're asked what to name the recovered file, take out the word Recovered. There should **not** be a space before the .fp5.
6. When the recovery is done, move the damaged file to the archive (if you have one).
7. You're ready to go.

If the file does not show up on your network

1. Make sure your server is running FileMaker Server or otherwise serving the files
2. Open FileMaker Pro (**not** PracticeMaker) on the workstation
3. Go up under FILE --> OPEN --> HOSTS Are any of the PracticeMaker files on the list? If not, this is a networking problem and you will need to contact your network administrator. Is the file you recovered (*without* Recovered, Damaged, Old, etc. in the name) on the list?
4. If your file is missing from the list, quit FileMaker Pro.
5. Go to the Server and stop FileMaker Pro Server services and quit FileMaker Pro Server.
6. Find your PracticeMaker folder.
7. Find the file you recovered. Double-click on the file. If it asks for a password, you may enter desk. After the file opens, you may be taken to a window that says **Navigation Error**. Click on this screen and then when you can quit, do so. If you recovered multiple files, you will need to do this for each file.
8. Restart FileMaker Pro Server.
9. Go back to your workstation