

Synergistic Office Solutions, Inc.



Topic: Using the Check DB Integrity Utility
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From time to time you may run into a situation that requires you to run the SOS **Check DB Integrity** utility. This procedure examines your database for internal problems such as:

- Ÿ Incomplete or invalid transactions
- Ÿ Policies with a position rank of zero
- Ÿ Invalid charge links to claim setups
- Ÿ Incorrect charge amounts or balances
- Ÿ Incorrect data set links in transactions
- Ÿ Invalid managed care authorization links
- Ÿ Invalid charge split dates
- Ÿ Charge or credit split totals that do not match the transaction amount
- Ÿ Missing transaction posting dates
- Ÿ Missing data in required fields
- Ÿ Invalid VOID entries
- Ÿ Negative unapplied credit splits
- Ÿ Other problems

If any issues are discovered, it provides a means whereby most can be repaired automatically. To run the DB Integrity tool, follow these steps:

1. Make sure no users have any of the SOS modules running.
2. Log into SOS using a Security Administrator account and select the **Admin** module.
3. Click the **Database Tools** button on the Admin control panel.
4. Double-click the entry **DBA Utilities** on the menu.
5. When the program has loaded, select **Tools > Check DB Integrity**.
6. After a quick check to confirm that no other users are online, the utility will execute a series of tests to determine if there are any problems. When it is done, a **Continue** button will appear in the lower right corner of the window.
7. Click the **Continue** button to review the results. If anything is listed, you can highlight the finding in the top to see additional detail in the lower window. You can print a summary or detailed report to fax to SOS tech support if you would like input before proceeding.
8. You can click on “Gus” (the little guy with the wrench) to attempt repair of a specific highlighted problem, or to attempt automatic repair of all problems.
9. When repairs are complete, you may want to run the procedure a second time from the menu, or by clicking the magnifying glass, to see whether any problems remain.