

## Reindexing in Vision and Vision Pay

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We get many requests about reindexing .. what it does ... how often to perform one .. what options to choose. This article attempts to answer some of these questions.

### **Why do I need to perform a reindex?**

Data files and their indexes can be compared to the contents of a book and that book's index. Unlike a book's index however, an index that resides on electronic media and are constantly updated can become corrupted over time due to many factors such as spikes and surges, losses of data across a network, and crashing. This would be similar to ripping out a few pages of the index of a book. The book's contents are still inside the cover of the book, but the method most people would use to find the relevant content they require (ie table of contents or index) have effectively been corrupted and may yield unusual or no results.

A reindex deletes the index file and recreates the index from scratch looking at the data table to create that index file. This would be similar to reinstating a new set of index pages in a real book. This then allows the person searching for information to find it again.

Therefore we reindex to ensure that Sybiz Vision can see ALL the data in the data tables and therefore will report correctly on that data. With corrupt indexes we could find that the data displayed or reported on may be incomplete, which could be disastrous.

### **How often should I perform a reindex?**

This usually depends on whether you are on a network, how much processing you do and various other factors.

It is generally thought that on a network that does not experience any network connectivity problems, that once a week would be satisfactory (generally most reindexing problems are found to be network or hardware related and so if you need to perform reindexes more regularly it may be worth while having your system looked at).

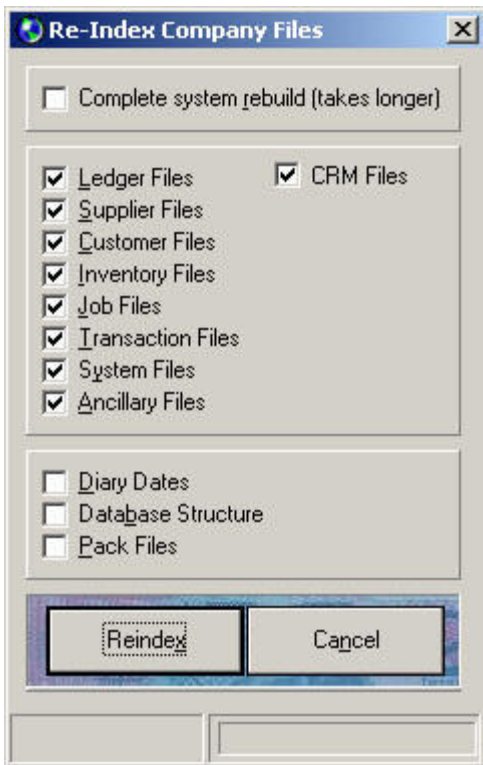
Also you should perform a reindex at the end of the month prior to end of month reports being printed. This is more preventative maintenance so as to ensure that if there is a problem it is resolved before printing out reams of paper on reports that need to be thrown out as they are incomplete.

We have received calls where the user has never performed a reindex .. it has happened! .. although we don't advise it.

### **What options should I choose when reindexing?**

Typically the default options that are chosen when you select to reindex. The below shows the defaults for Sybiz Vision. Other options should only be selected if:

1. You have a good restorable backup
2. Support staff advise you to use this function.



We have seen rare situations where data table corruption has occurred when some options have been chosen. In several cases half of the transaction file was deleted, and had to be restored before work could be done. It was only because it was seen first hand that the problem was picked up and resolved. The customer could have continued on for several days before picking up an error of that sort (ie by looking at old transactions etc as the system ran perfectly well except for the data that was lost).

Hopefully this has answered some of the more common questions pertaining to reindexing. If you have any further queries please contact The Support House on 08 8377 3222.