

# Pastoral Care Not Starting Up

Pastoral Care is an off the shelf product which runs on so many different computers and church network systems, we have no control over a church network setup or the operating system that runs Pastoral Care. It does happen, only very occasionally, that either the hardware or operating system fails on the church computer which causes an error when opening Pastoral Care in which you are unable to access your Pastoral Care Records. This document is designed to assist you through the process to establish what has gone wrong and how to fix the situation.

We recommend that the person who has the highest technical experience with your church computer system view this document so they can assist in resolving the problem of Pastoral Care not starting.

Before doing anything the first thing to do is run the 'Pastoral Care Doctor' program and choose the 'Rebuild & Repair' option to repair the database if it's at fault. The Doctor program is found by activating the Pastoral Care Resource program on your windows desktop in the Pastoral Care 12 folder.

If you are running Pastoral Care on a network to rule out any login permission levels causing any problem please make sure you are logged in as an administrator before continuing.

It is critical if you have Pastoral Care running on a network that all users have full Read / Write / Delete permissions set for Pastoral Care on the network drive X:\PC\_12 where X represents your network drive.

## **Before Continuing...**

Throughout this document various folder locations are given, Pastoral Care can store up to seven independent church databases, most churches just use one database so when you see in this document it refers to a file path which includes \Church1 in it, it is assumed to be talking about a church having problems with their primary database. If the issue is with another church database, i.e. \Church2 ..... to ..... \Church7 then just take note of the necessary changes in finding that church database.

## **Establishing if it's the Database or the program at Fault...**

If Pastoral Care still continues to go into error when starting it then we need to establish if this is caused by your database files, possibly corrupted, or is it that the program will no longer work on the operating system because either Windows has a fault in it or is it that something is missing from which Pastoral Care needs which was originally installed with the program.

If Pastoral Care is installed on a network and if its only one computer that goes into error when starting Pastoral Care with all the other computers working fine accessing the Pastoral Care data then you can safely assume the problem is not with your Pastoral Care database, in this case jump down through this document to the section titled 'If your installation of Pastoral Care is faulty then do the following...'

To establish what's gone wrong you firstly need to backup the data files on the computer that Pastoral Care is unable to open then take that backup file to another computer where Pastoral Care is installed on and working to test the backup file. You may need to install Pastoral Care onto another computer from the installation CD for this test if you don't have it already installed, please remember after installing Pastoral Care that you download the latest update by pressing the Update button in the toolbar at the main menu.

To backup the data files, normally this is done within Pastoral Care, but because you are unable to enter the program you need to run the Pastoral Care External Backup program, this is found by activating the Pastoral Care Resource program found on your windows desktop in the Pastoral Care 12 folder then choosing the External Backup option.

After you have created the backup file and loaded it into the test installation of Pastoral Care either one of two things is going to happen, the program will create the same error when starting, which means there is a problem with your database files or everything will work fine, which means there is an issue with the installation of Pastoral Care on the computer that cant run Pastoral Care.

### **If the database file is faulty do the following...**

If your database files are corrupted then go to the Pastoral Care web site and access the help desk informing us of your problem, we will email you so that you can send us the backup file you have created with the External Backup program. If we are able to repair the database then we will, if not, then we will inform you of this in which case you will need load into the program a previous backup copy of your files.

To be able to make the edition of Pastoral Care that is not working working again so that you can load in your backup files or the backup file we send back to you after repairing it you will need to manually remove the main database file using Windows explorer.

For Standalone mode the file to remove is

C:\Pastoral\_Care\_Data\Pastoral\_Care\_12\_Data\Church1\Pc12\_records.pas

For Network mode the file to remove is

X:\PC\_12\ Church1\Pc12\_records.pas (where X: represents your network drive)

Once this file is removed and you start Pastoral Care it will place in a fresh clean database file then you will be able to enter the program and restore your backup file.

### **Haven't got a Backup file, then access Pastoral Cares emergency Backup**

We have had churches come to us and say 'But we never did a backup' we encourage churches to regularly backup their data but if this is your situation Pastoral Care automatically performs regular behind the scenes backups for emergency's only.

To access this emergency backup file run the Pastoral Care Resource program found on your Windows desktop then activate the External Restore program to restore a backup file.

### **If your installation of Pastoral Care is faulty then do the following...**

It is assumed at this point that the backup copy you made of your data files using the Pastoral Care External backup program worked fine on another installation of Pastoral Care but it fails to work on a specific computer. What we need to establish now is if this is a problem because of the Pastoral Care program or because of Windows itself. Often at this point churches will respond saying everything else in Windows is working so it must be Pastoral Care, this is not necessarily so, Pastoral Care uses database and .Net resources that are built into Windows which have been known to go faulty meaning Pastoral Care won't work, or will any other programs that require those resources, but everything else does work.

To work out what's at fault you need to firstly remove Pastoral Care fully from the computer before attempting to reinstall the program. To do this follow the following steps-

- 1) Make sure you have your data safely backed up using the Pastoral Care External backup program and proven that it works without any problems on another installation of Pastoral Care. (The External Backup program is launched from the Pastoral Care Resource program found on the Windows desktop in the Pastoral Care 12 folder)
- 2) Use the Windows uninstall program to uninstall Pastoral Care 12
- 3) Using Windows Explorer delete the folder2 and all of its contents from

- 'C:\Pastoral\_Care\_Data\Pastoral\_Care\_12\_Data' and 'C:\Program Files\Pastoral Care 12'
- 4) Reboot the computer
  - 5) Install Pastoral Care 12 from the installation CD
  - 6) Install the latest update by pressing the Update button in the Toolbar at the main menu.

Now Run Pastoral Care, if the program works with no data in it then you have successfully solved the problem and can now either load the backup data into the program or set it up to access the data on the network.