note

Database FAQ

The information below is only relevant with the default database backend. If you have upgraded to the SQL backend, some things will be different. Please visit the Helpdesk for assistance.

How To Create Your First Company Database

When you start FastManager for the first time, you will be prompted with the following dialog:

• Click on: Create a new company database to start the New Company Wizard

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FastManager invoices and	stores all your company data, such as customers, payments in a single database file.	
This file if ca	lled 'db.qdb' by default.	
If this is the f have to creat	first time you are using FastManager then, you will te a new database file.	
If you alread FastManager to that file.	y have a database file and you are planning to run on a network, then you will have to point FastMan	ager
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If you are not	sure what to do. Click here for help. (Internet Connection Requ	uired)
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Select exis	OR ting file	
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• Then proceed to follow the steps here

How To Create A Second Company Database

If you are already connected to an existing Company Database, but you would like to create (or switch to) a NEW one, go to:

- File -> Change Database
 - $\circ\,$ This will open the database selection dialog
 - First create or a select a *new or different folder* from the one your previous company database was in, then:
 - $\circ\,$ Follow the steps to create a company database

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Connecting FastManager To An existing Company Database

If you already have a company database, you can connect it by selecting the yellow "Folder" at the lower-right of the database selection dialog

• Then navigate to the location of your "FastManager Data Folder"



The Company Database is the file called: db.qdb

opendb.mp4

• You can also change to a different Company Database after you have logged in to the program: \circ Go to: File -> Change Database

The FastManager Data Folder

When you first installed FastManager, you created or selected a folder that would serve as your *"FastManager Data Folder"*

• You can see where this folder is located in the lower-left corner of the FastManager program window, on any computer running FastManager:

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The FastManager Data Folder will contain:

Your Company Database Files

db.qdb

- This is your main Company Database
- NEVER DELETE THIS FILE.
- ALWAYS BE SURE TO HAVE A CURRENT, WORKING BACKUP OF IT!

Double-check the actual "filename" of the database file (in lower-left corner of the FastManager program window). Just in case it is different from the default!

catalogs.mdb

- This database contains all of the imported vendor catalogs, as well as any "custom" catalogs or items that you have created
- Do not delete this file
 - If you do, we can easily help you to create a new, empty one, however you will lose any "custom" catalogs or items that you have created

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Other Important Files & Folders

Some important files and folders that you might see:

thumbnails_1

- This will be your Pictures Folder
- In FastManager, you can go to Edit -> Picture Folders to see a complete listing of all your configured Pictures Folders and where they are located
- These are all the thumbnail images that are embedded into the Design Detail Area of your orders
- Back these up if you are concerned about these thumbnails "disappearing" from old orders

upsshippinglabels

- As the name suggests, all generated UPS Shipping labels are stored in this folder
- These labels can be easily (re)generated from the Job Board

xmlABNMU.xml and xmlABNSetup.xml

- These contain (encrypted) configuration information for the real-time integration connection to "AlphaBroder"
- If they are deleted, you will need to re-enter the Alpha account information at:
 - File -> Vendor Integration -> Vendor Account Information, and:
 - File -> Vendor Integration -> Markup Selection

QBsetup.xml

• This contains setup and configuration information for the Quickbooks Integrator

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Moving the FastManager Database

NOTE These steps are not relevant if your database is in SQL. If your FastManager shows: "MS SQL SERVER" at the lower left, please contact the HelpDesk for assistance with moving to a new server

To move the FastManager Database to a new server

Step 1:

Make sure that everyone has closed FastManager on all computers

Double-check in the FastManager data folder for the presence of the 2 "lock" files

- They should NOT be there. If they are, double-check once more that everyone has closed FastManager
- If you are certain that all users have closed the program, and the lock files are still there, DELETE them
- If you are unable to delete them, Reboot the server computer and try again
- the "lock" files are called: db.ldb and catalogs.ldb
 - not to be confused with the actual database files: db.Qdb and catalogs.Mdb , respectively

Once you are certain that the 2 "lock" files are gone, proceed to Step 2





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Step 2:

Copy the entire FastManager Data Folder, and all its contents, to the new location

- The data folder will contain, among other things:
 - The 2 database files: db.qdb and catalogs.mdb
 - The Pictures Folder: thumbnails_1
 - Possibly also a folder called: upsshippinglabels
 - $\circ\,$ And a a few other things

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Step 3:

Share the FastManager Data Folder from the new location

NOTE: This step is only necessary if you have multiple users that all need to access the FastManager Company Database from various places in the network, OR if the location where the data folder will be stored is not already accessible from the network computers (such as would be the case in an existing fileserver)

- right-click on the data-folder
- select: Share with --> Specific People --> Everyone --> Add --> Read/Write
 -> Share --> Done

share-folder.mp4

Step 4:

Rename or delete the "original" FastManager Data Folder

• this is to ensure that the users do not accidentally reconnect to the old database

Step 5:

Reconnect the users to the database at the new location

- When the user starts FastManager, they should get a prompt saying that "FastManager cannot find your database files"
- Click the yellow folder icon at the bottom right and browse to the *new* location of the Company Database
- Select db.qdb and click on Open
- Then click on Update

opendb.mp4

Step 6:

Update the setting for the Pictures Folder

- In FastManager, go to Edit -> Picture Folders
- Select the default entry and click on Changepic
- Navigate *through the network* to the new location of the Pictures Folder (usually this the folder called thumbnails_1 in the FastManager Data Folder)
- Click Ok



Step 7:

Reload the company logo

• Follow these steps

Backup your company database



check the lower-left corner of the program window, If it points to a file called: db.qdb - you are using the default (MSAccess) backend If it says: MS SQL SERVER - you are using the SQL backend

If you are using the "default" (MSAccess) backend

• See: this article

If your company database is in SQL Server

• See: this article

From: https://docs.fastmanager.com/ - **FastManager Help Manual**

Permanent link: https://docs.fastmanager.com/kb/database

Last update: 2022/08/12 12:17

