

# Database FAQ

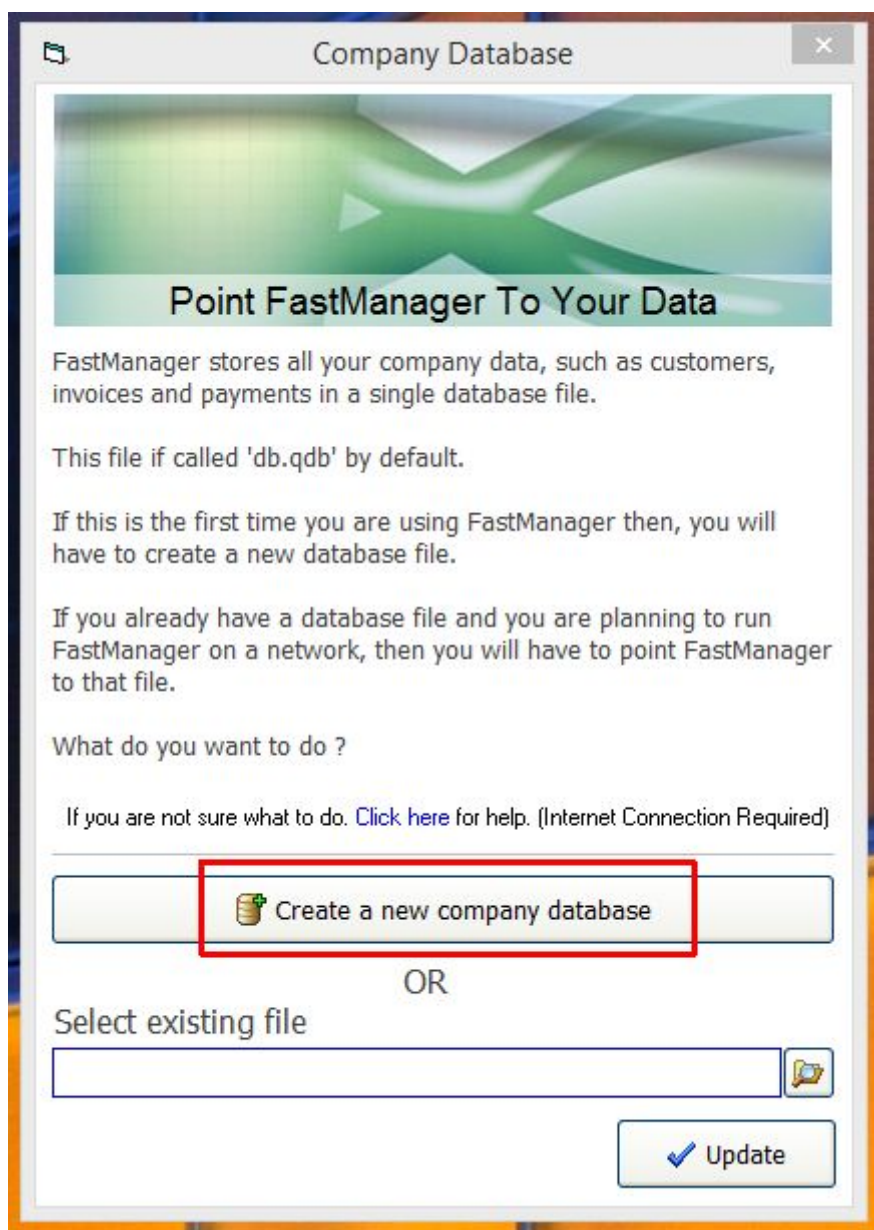


The information below is only relevant with the default database backend. If you have upgraded to the SQL backend, some things will be different. Please visit the [Helpdesk](#) for assistance.

## 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*

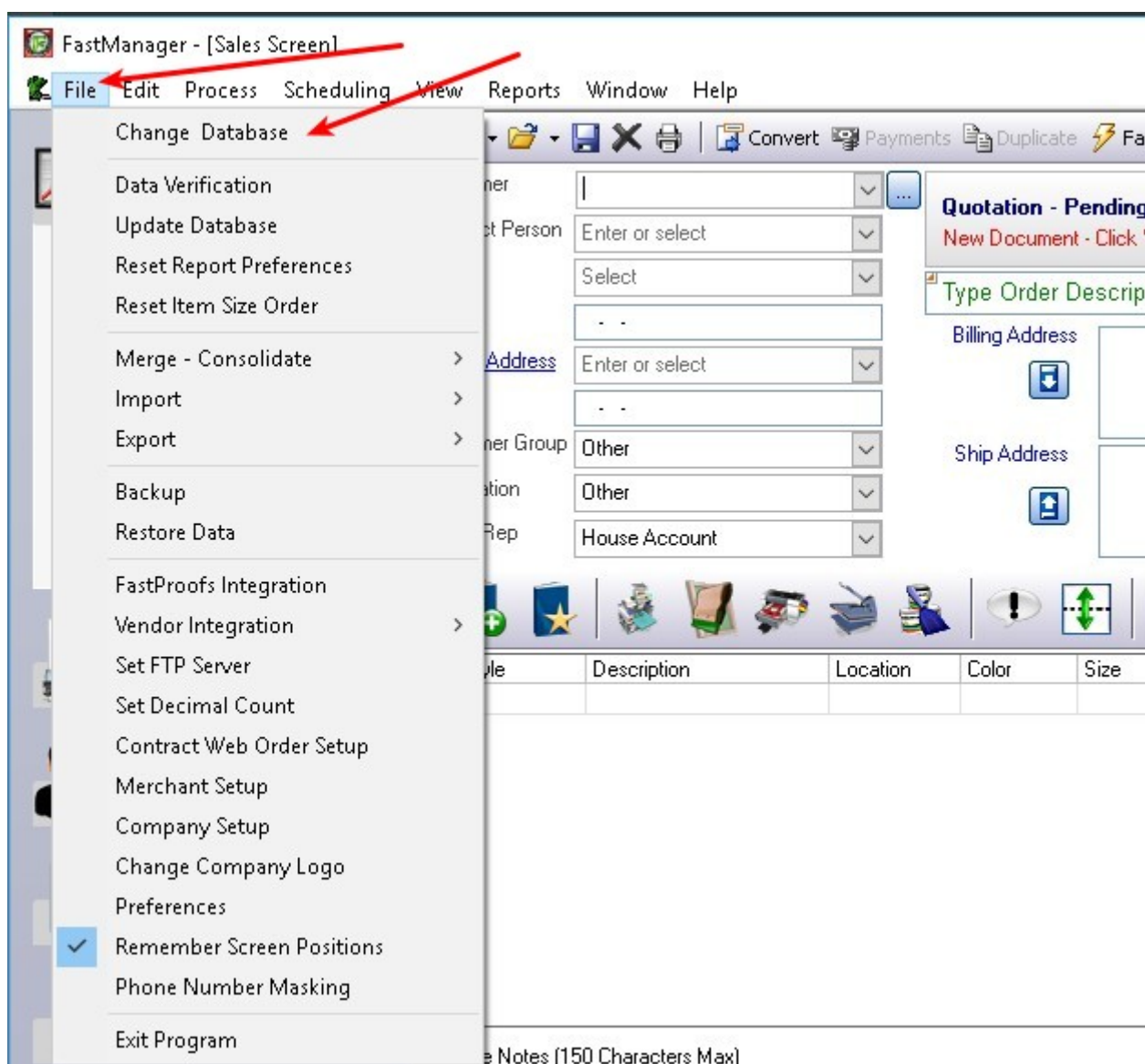


- Then proceed to follow the steps [here](#)

## 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
  - This will open the database selection dialog
  - First create or select a *new or different folder* from the one your previous company database was in, then:
  - Follow the [steps to create a company database](#)



## 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](#)

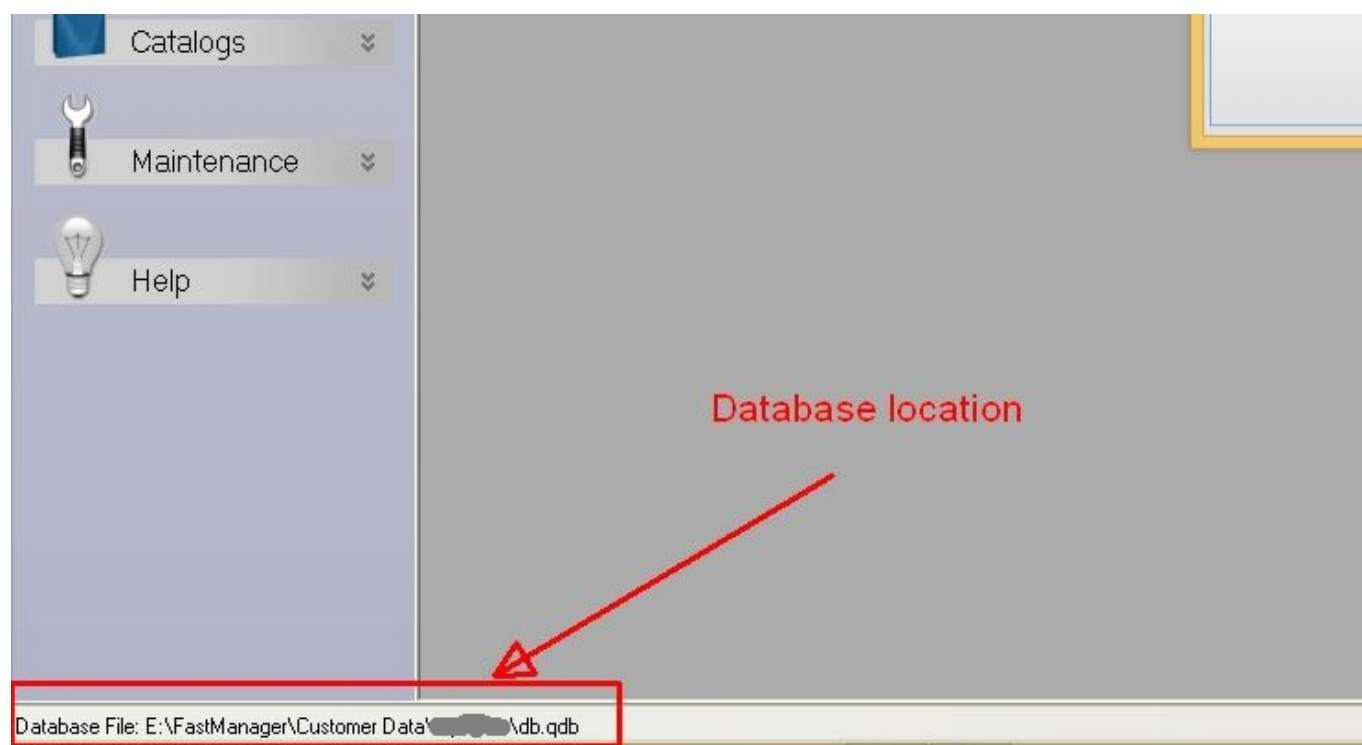
- You can also change to a different Company Database after you have logged in to the program:
  - Go to: File -> Change Database

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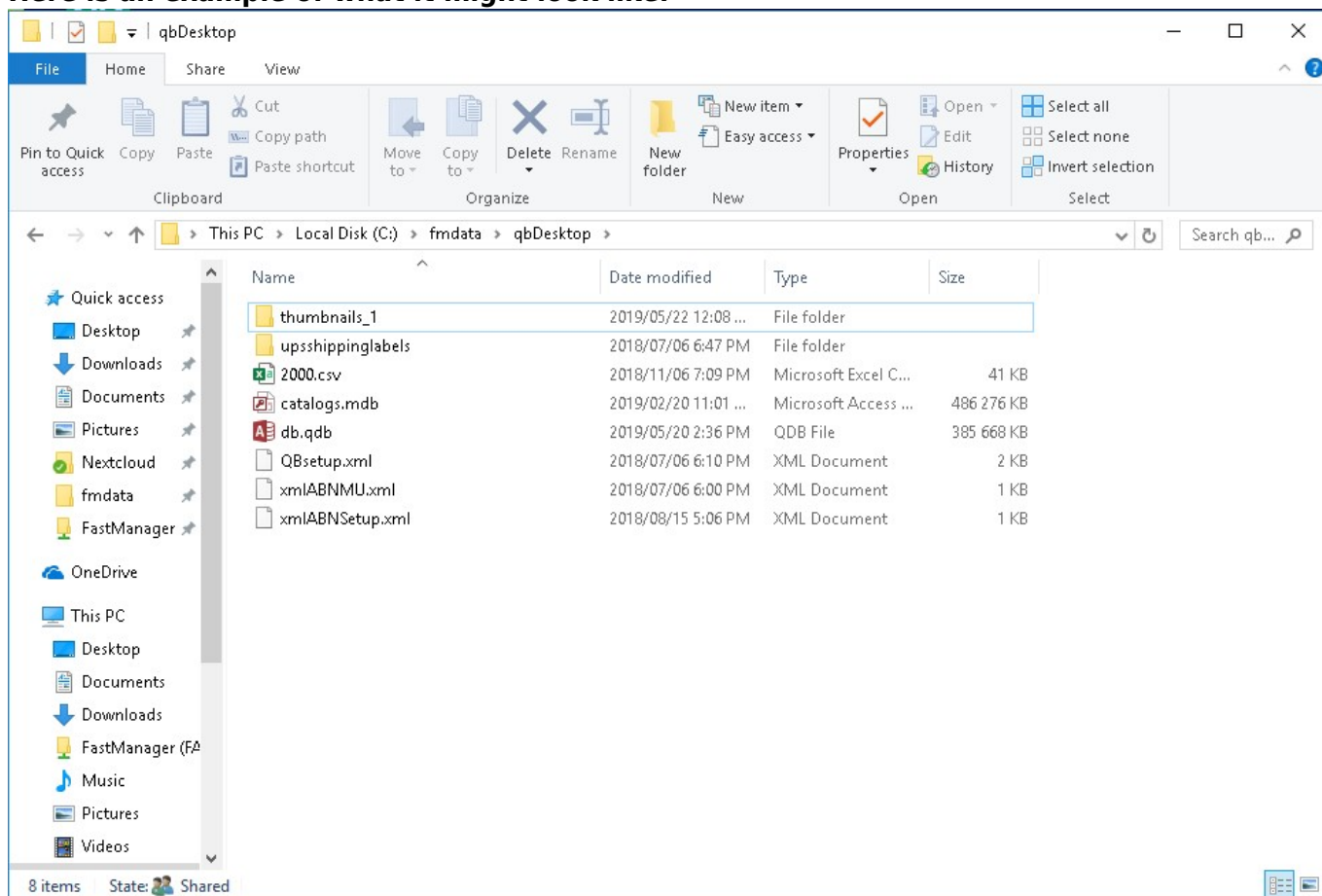
## The FastManager Data Folder

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:



## Here is an example of what it might look like:



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!



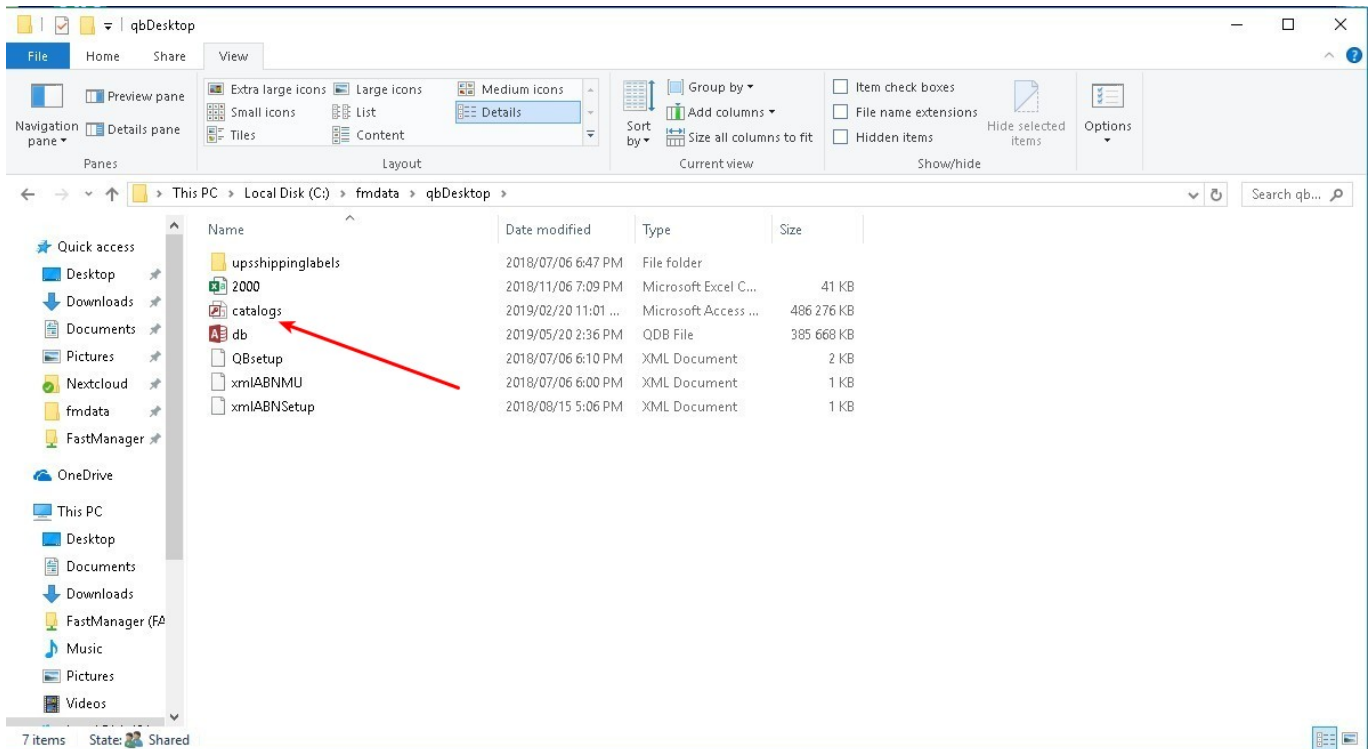
Double-check the actual “filename” of the database file (in lower-left corner of the FastManager program window). *Just in case* it is different from the default!

### 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



In some computers you will not see the .mdb file extension, in which case the file will simply be called: catalogs



## 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

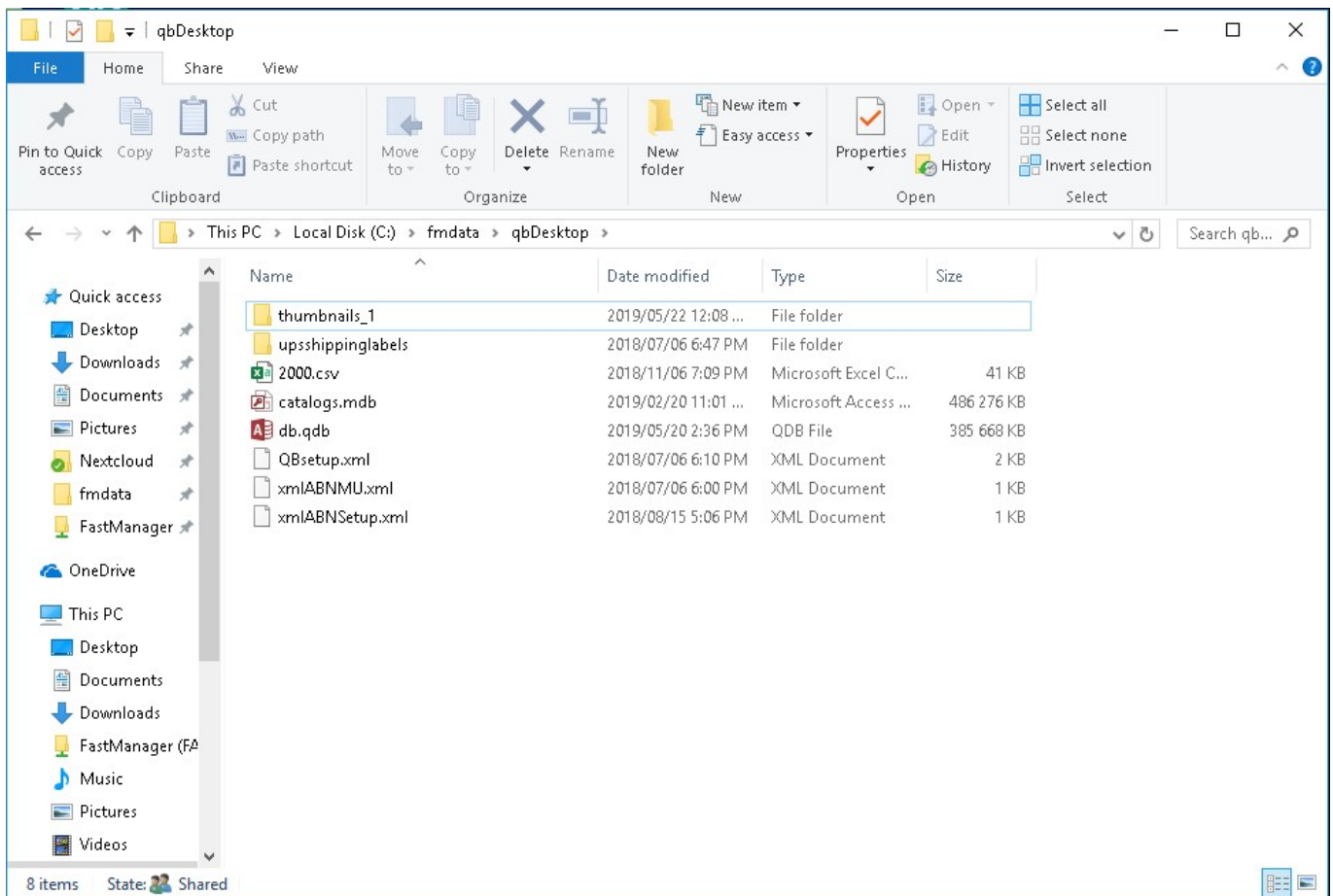
- As the name suggests, all generated UPS Shipping labels are stored in this folder
- These labels can be easily (re)generated from the Job Board

### 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



## 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:

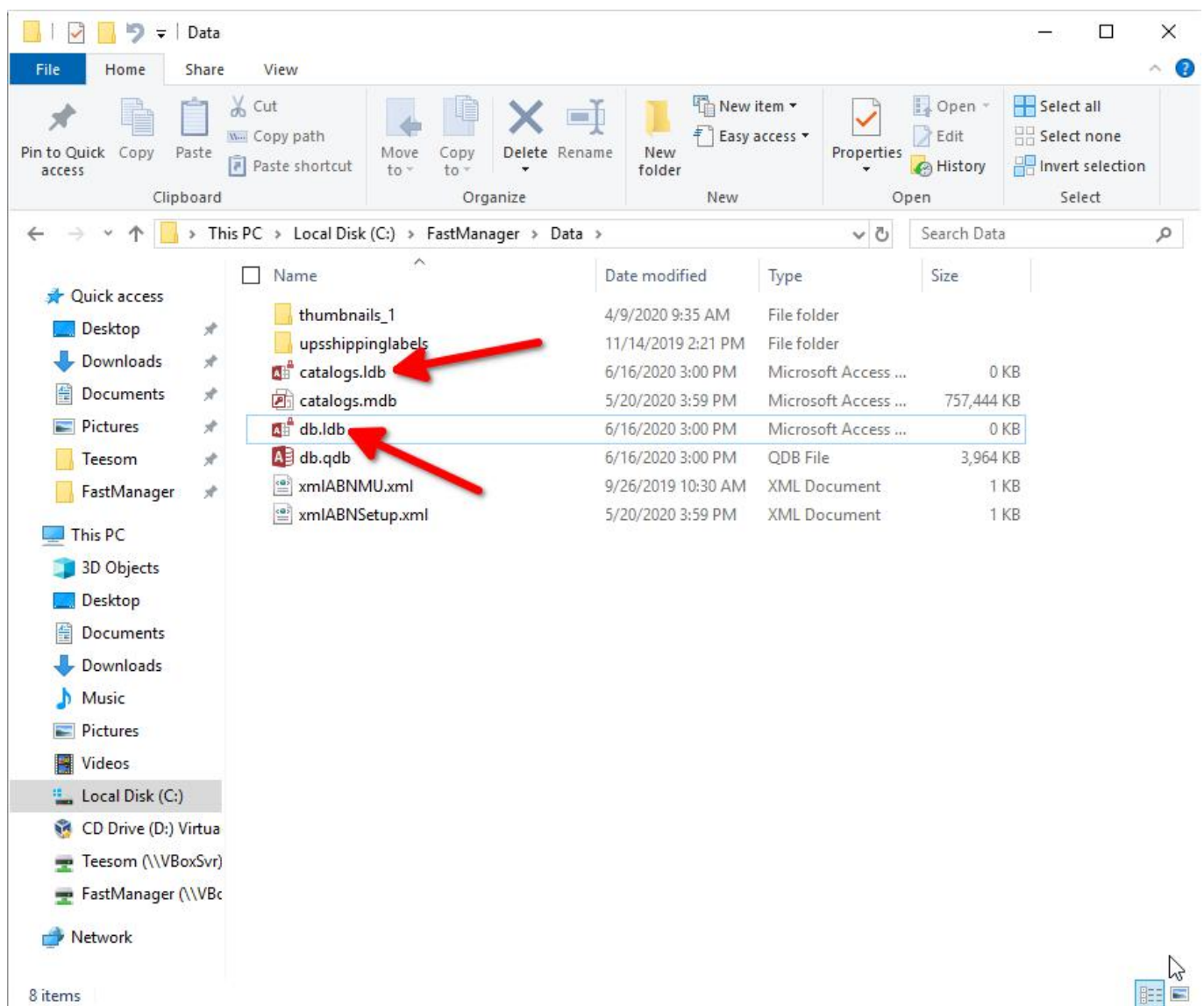


Make sure that everyone has closed FastManager on all computers

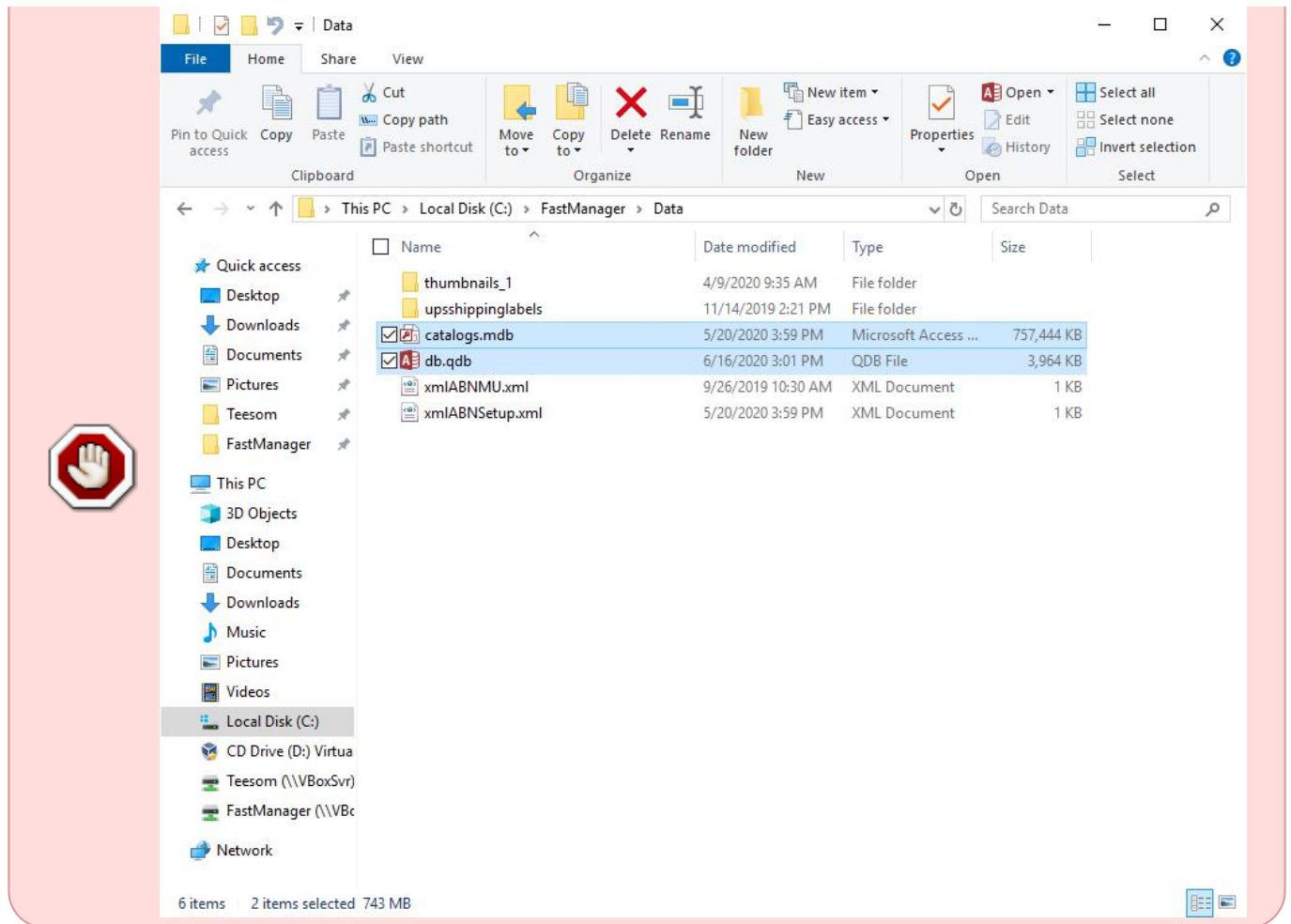
Double-check in the FastManager data folder for the presence of the 2 “lock” files

- 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



DO **NOT** DELETE YOUR DATABASE FILES!

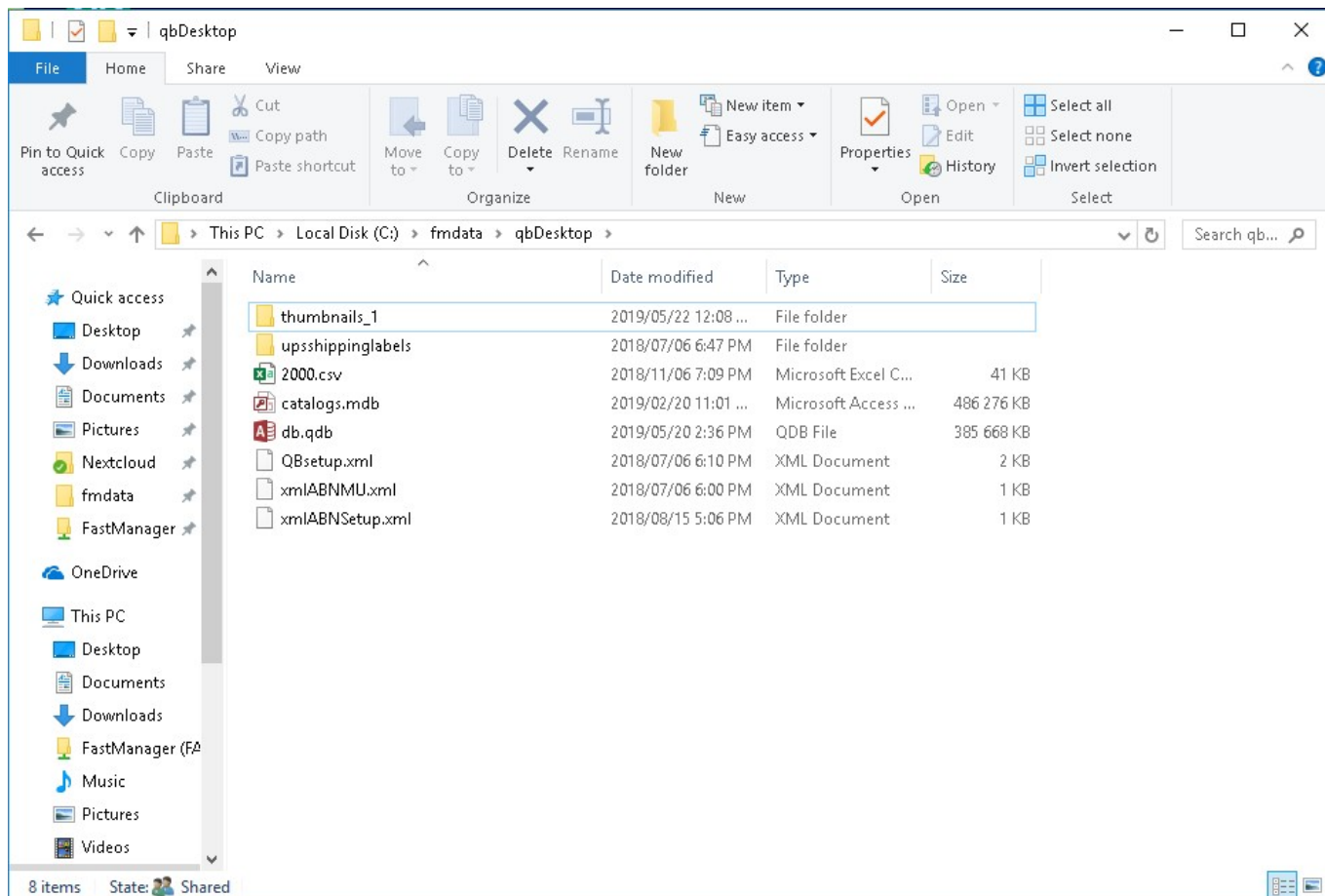


## Step 2:

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
  - And a few other things





### 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

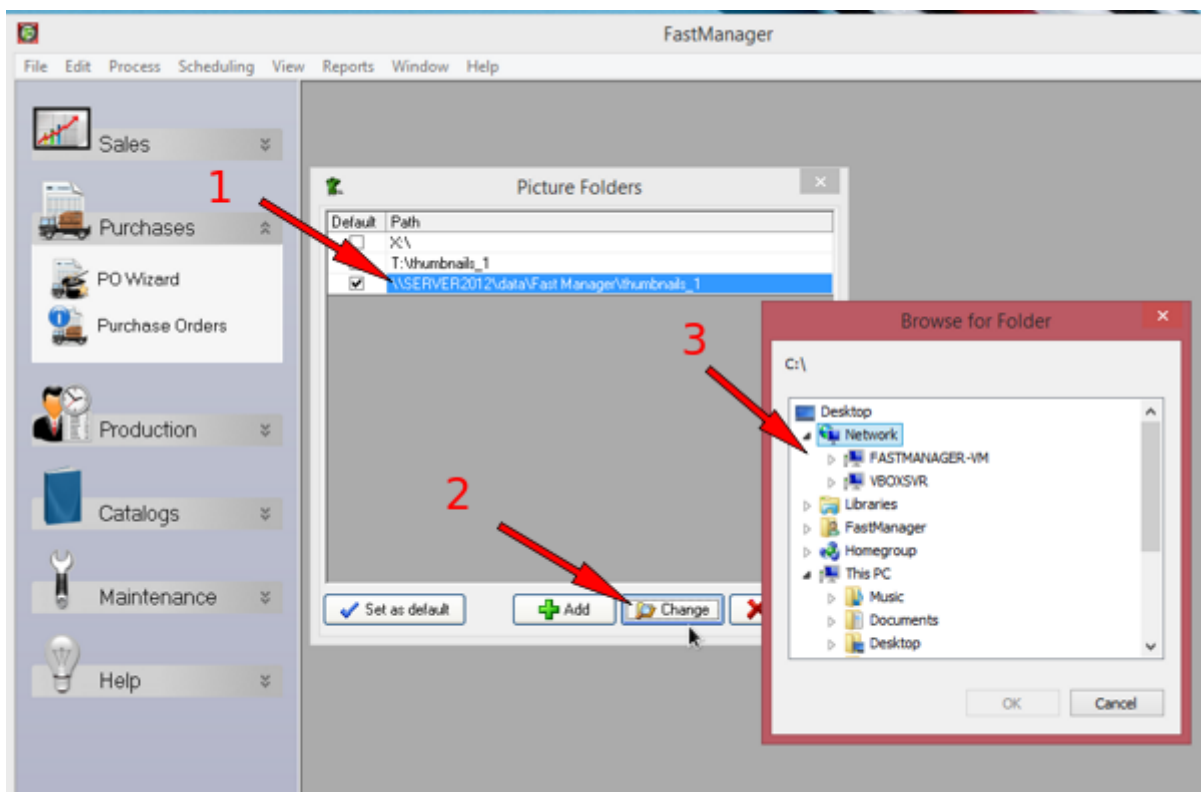
- When the user starts FastManager, they should get a prompt saying that *"FastManager cannot find your database files"*
- Click the yellow folder icon at the bottom right and browse to the *new* location of the Company Database
- Select db.qdb and click on Open
- Then click on Update

[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>

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