



BOOKMARK FACT SHEET

What to do about an Malformed Database error

April 2021

Bookmark tries to catch problems which may arise with the database system. It reports these in a special popup alert window.

One error may be "Malformed database error" or "Commit error".

These errors are a type of database corruption issue.

99% of the time no cause can be identified for the error.

Often the error is very minor. In most cases, no data is actually lost.

The database consists of blocks of data connected by "links" of numbers. If a link breaks, an error may happen or items that have been saved may not appear in searches. The breaks cause the error.

First important step: stop using Bookmark immediately. No borrowing or returning, no cataloguing. The more the database is used while in error, the greater the risk of losing actual data. Errors are something like a snowball rolling down a hill. They grow and grow and if not stopped, splat! Everything could be lost. Catch and treat the error as soon as possible.

If an error happens, *do not do a backup!* Backups only save the error, they do not correct it. *Only backup when there are no problems.*

Do not restore. Restoring a backup results in loss of data and is a last-step measure only if nothing else has solved the problem.

The best thing to do is contact your Bookmark help desk. They can diagnose the problem and advise on the correct remedy.

But if you cannot contact the help desk, here are some things that can be done.

The solution depends on the screen on which the error occurs.

Saving in Cataloguing

The malformed database error may pop up when saving an item in cataloguing. If the command involves updating keywords or something to do with keywords, then it means the word search index may be slightly corrupted. Fixing that index is the solution.

Go to Cataloguing.

Click on Reindex

Click on Reindex search words.

This step alone may fix the above error and clean up the database.

More Severe Errors

If the reindex does not correct the problem, the next step is to rebuild the entire database.

This is a "super house clean". It gets rid of rubbish blocks in the database file, relinks everything and generates a clean database.

Go to Utilities

Click on the Batcave

Click on Rebuild Entire Database

Continue

Yes to the backup

Choose a colour, even if reusing one

Afterwards a black window opens (see below *)

Data is exported into a temporary file

A new database file is created

The data is then imported into the new file

The black window disappears

Go to Cataloguing

Reindex

Click on Reindex then Database Indexes

This step can also speed up a slow database

Let it run through until finished

* This procedure does not work if Bookmark is operating from a UNC style address.

If a UNC address (starts with two backslashes \\) is detected, a message appears. Proceed. A Remake message appears. Cancel. To work around, create a temporary drive letter. Click on the Command Window button in the Batcave. On the popup black command window, *right-click* to make a "PushD command" then press Enter to execute it. This makes a temporary drive letter. (Often Z but could be different.) Then type in Remake.bat and press enter. When finished, close the command window by typing the command EXIT and pressing enter.

email

education.bookmark@sa.gov.au

website

<http://bookmark.central.sa.edu.au/>