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BOOKMARK FACT SHEET

Fixing Malformed Database Errors

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Sometimes the database becomes slightly corrupted. This generates a "Malformed database error" or "Commit error".

99% of the time no cause can be identified for the error. Nothing can be done to stop it.

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. The items are there but cannot be found in a search.

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.

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.

Contact your Bookmark help desk. They can diagnose the problem and advise on the correct remedy.

If you cannot contact the help desk, here are steps to clean up a database:

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.

More Severe Errors

If the problem happens when borrowing or returning or anywhere else than AddEdit Items, 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. (See special note below.)

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

But, wait…there's more…

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
Then click on Reindex Search Words and do that.

The database is now as clean as possible.

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

A UNC address style is not recommended for Bookmark. A mapped drive letter is preferred. UNC addresses are created when a desktop icon is made by the "drag and drop" method. Do not use that method to make an icon. Instead use the "right-click Send To" method.

A temporary drive-letter can be made.

In Rebuild Database, Proceed but then cancel before it starts.

Still on the System Support (Batcave) menu:
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.

Note: network security can prevent creating a temporary drive letter or even opening the command window.