How to rebuild the local database

toxiCALL® 4 Common Questions · https://toxicalldemo.com/docs/tox4/how-to-rebuild-the-local-database/

1. Log into toxiCALL® 4 with supervisor rights.
2. Open the local database and ensure NO cases exist on the local.
    1. If a case will not upload from the local database, DO NOT CONTINUE. Contact CAS support for additional assistance.
3. Close the search window and return to the main grey screen by closing all case windows and the search window.
4. Open the toxiCALL® 4 configuration window using “Tools” > “Configuration”.
5. Click the 3-dot lookup button to the right of the “Local Database” field.
6. Click the 3-dot button to the right of the “Microsoft Access – Database” filed in the window that opens.
7. Locate the “ToxiLoc.mdb” file and delete it.
8. Verify the “File name” field still says “ToxiLoc.mdb” and press the “Save” button.
9. Press the “OK” button on the “Toxicall® 4 Configure Database” window.
10. toxiCALL® 4 will prompt that the “ToxiLoc.mdb” file does not exist and would you like to create it. Press “Yes”.
11. Press the “Save” button on the “Toxicall® 4 Configuration” window.
12. toxiCALL® 4 will start a Data Move Process that creates the local database from scratch.
13. Once this process is complete, toxiCALL® 4 will exit. Restart toxiCALL® 4.

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