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Tek-CARE500 TekTip: Maintenance Tips

The Tek-Care500 system receives a large amount of signal data as part of the everyday operation of the system (supervisory information especially). As time passes, this information can make the database grow significantly in size—slowing system performance—if certain maintenance steps are not regularly followed.

Purge Schedule

The purge schedule cleans events out of the database that exceed a certain time range and just needs to be set up to run regularly with no user intervention. To ensure that this is set up properly, click on the *Configure* menu and select *Database Setup & Maintenance*.

On the displayed window, click the *Purge Schedule* button. In the next window, check the field with the title *Run as*. The path displayed should be *NC501\tekcare500*.

Click on the *Set Password* button. Enter tektone (all lower case) in both fields and then click ok.

Next, select the *Schedule* tab and ensure that the settings are "daily" for *Schedule Task* and "3:00AM" for *time*. Then click on the *Advanced* button in the displayed window. When the next window appears, ensure the start date is set to today's date or an earlier date. Click ok where required to complete these settings

Backup Schedule

Perform the same steps in the backup schedule as described in the purge schedule above. The only notable difference is to set the *time* setting for "2:00AM." This allows the backup to occur before the purge.

The purge and backup scheduling can be confirmed by doing the following: Click *Start* button and then click *Control Panel* from the displayed menu. Double-click the *Scheduled Tasks* folder and look to see if there are *NC500_purge* and *NC500_backup* tasks present inside the folder.

Database Clean-Up

The database clean-up process must be performed on a regular basis. This requires that the system be shut down and restarted by the process, so it must be user initiated. This will also facilitate the resolution of any calls prior to the process starting.

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To initiate the process: Click on *Configure* from the menu bar and then select *Database Setup & Maintenance*.

Enter name and password where required. Once the window is displayed, select the *Maintenance* tab. Once the system has all calls resolved, click the *Database Clean Up* button.

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