

## Tele-Support HelpDesk Purge Utility

The purpose of this utility is to help you clean up old records and increase performance for the ACCESS database.

Most companies maintain 2 years of records to access and others purged and used for historical references. By following our instructions you will be able to accomplish this process.

**IMPORTANT:** This is a one-way purge. There will be NO option to recover records back into the HelpDesk MDB once they have been purged from the database.

The HDPurge was designed for the ACCESS database version 4 and version 5.

The purge criteria starts in the INQUIRY table using the fields:

LDATE (which is the last date the inquiry was touched)

STATE =F (which indicates finished inquiry and is in the history)

FINISHED = -1 (which indicates finished inquiry and is in the history)

Two fields are used to verify a state of FINISH. Purge will ONLY select FINISHED Inquiries. If you have CURRENT Inquires that fall in the LDATE range, they will be ignored. All 3 fields need to be true to be selected for the purge.

Once the inquiries are selected, all database relationships will also be purged. These relationship tables include:

TIMELOGS | INQDATA | LINKS | PRIORITY

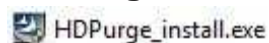
TASK | RMA | INTAKE FORMS | BUGS | INQUIRY

## Prep for the Purge

These steps are very important!

1. Run an inquiry report that includes the date range you will be selecting for your database purge. This report will become your hard copy historical reference if needed. You can use one of the reports provided in HelpDesk or customize your own report as desired to run outside of HelpDesk. Report can be saved as PDF for digital storage.
2. Have exclusive access to the HelpDesk .MDB database. Be sure there are no .lck files located in your \server or \server\users folder. And be sure the .ldb is cleared as well from the \server folder
3. Make a safe backup of your HelpDesk .MDB database
4. Using MS ACCESS, run a full compact and repair on the HelpDesk .MDB database
5. Make a final safe backup of your HelpDesk .MDB database once step #4 is completed

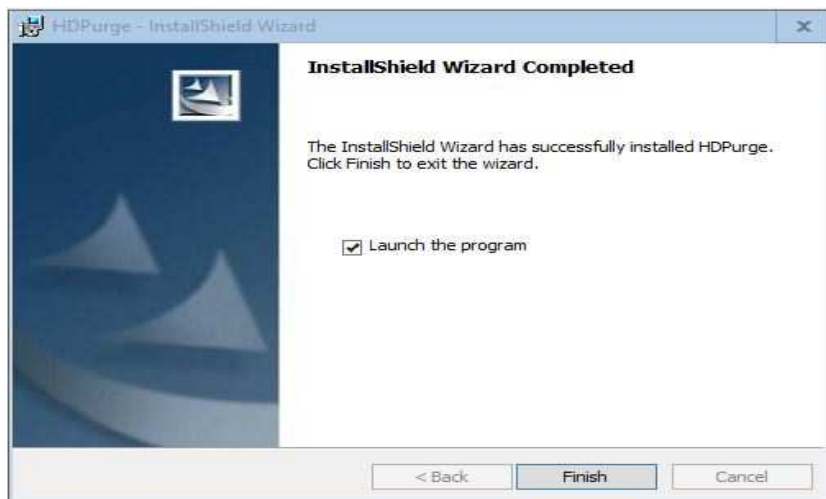
## Install HDPurge



The install wizard will install HDPurge on your computer. You only need to install this on one computer that can access the HelpDesk .MDB database file.



Click Next> to start the install process and follow the wizard



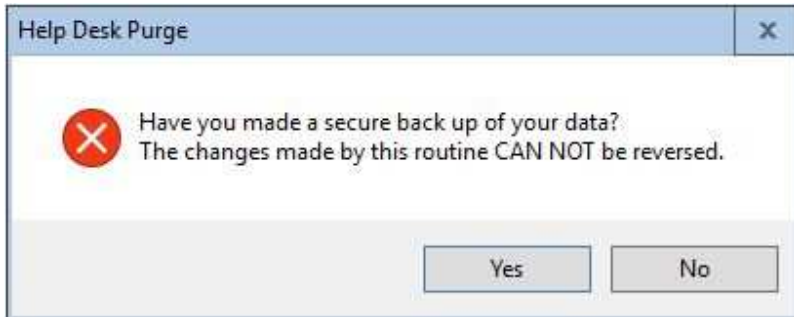
If you are ready to start the Purge, the check box is already set by default to launch the program. If not, uncheck the box and click Finish.

If you unchecked the box so you can run later, the default location is:

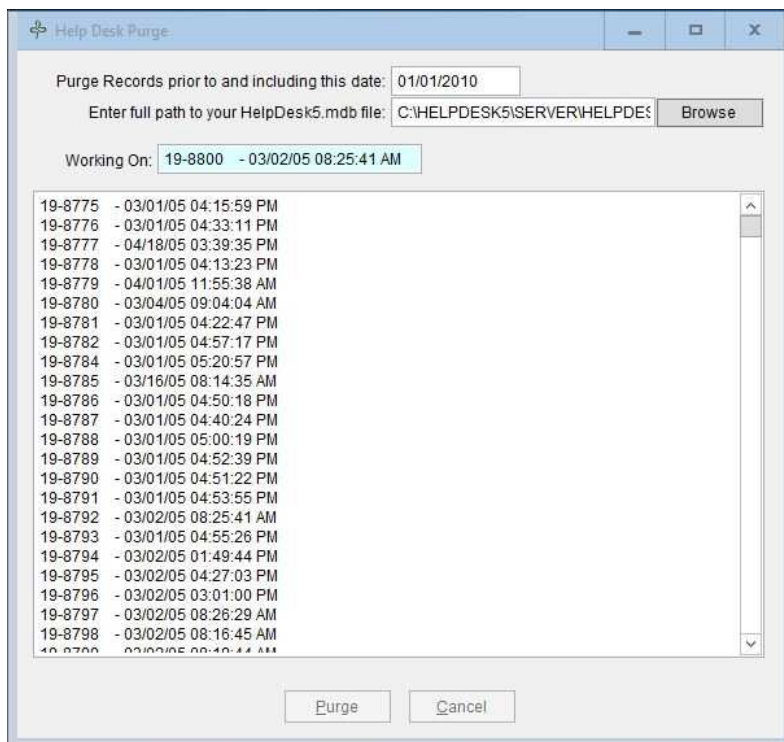
C:\Program Files (x86)\Apps\HDPurge

## Running HDPurge.exe

Browse to the default location, select and run the HDPurge.exe file. You will immediately be prompted to confirm you have created a safe backup before you can proceed.



To proceed, click Yes and you will see the Purge window



Purge Records prior to and included this date: <enter your date>

Browse to the HelpDesk .MDB file you wish to purge

Click the Purge button (bottom center) to begin the process.

Click the Cancel button (bottom center) to exit the process.

## **IMPORTANT**

Once you click the PURGE button, and the process starts, the cancel button will automatically be disabled. If you click the **X** at the top right of the Purge Window, inquiries already processed will be purged. There is NO recovery of ANY records once inquiry has been tagged and flagged for purging.

Once your purge is completed, and before anyone logs on to process inquiries, please logon yourself to verify that everything is okay. If you find ANY problems, please immediately restore your backup HelpDesk .MDB and submit an inquiry with details.

[http://www.resource-dynamics.com/support/inquiry\\_ticket.asp](http://www.resource-dynamics.com/support/inquiry_ticket.asp)