Repair Damaged or Missing Files

If you suddenly notice the database displaying a dialog that says a certain file is missing or appears to be damaged, then you need to perform a recovery of the damaged files.

This assumes you are on Windows and have FileMaker Pro installed on the server. If you are a Mac client, it works the same way, just the paths are different.

1. Stop the FileMaker Server.
2. Open the "AMain Database" folder located in the FileMaker Server's "Databases" folder. On Windows, you will find this at "C:\Program Files\FileMaker\FileMaker Server 8\Databases\File Name".
3. Double-click the file called "File Name User.fp7", FileMaker Pro will launch, and the database will begin to open. This is opening the database on the local machine.
4. Wait patiently and Login when requested to do so. If you get the message "PDC_[filename].fp7 is damaged and could not be opened..." then record the filename(s) and quit FileMaker Pro 8.
5. Launch FileMaker Pro 8 all by itself and use the FILE:RECOVER command to recover the damaged "PDC_[filename].fp7" file. Repeat this process until you have completed the recovery process of all damaged files you recorded when the database was opening. Once you have finished this process, then you should quit FileMaker Pro.
6. Look in the "Database" folder. You will have some new files there now ending with "_recovered" (otherwise the same as the original files). Remove the old PDC_[filename].fp7 file (put it somewhere until your sure everything was recovered fine) and rename the recovered file to the original file name (removing the word "_recovered"). You are swapping out the old files with the recovered files.
7. Repeat step 3 - 6 until no further damaged files are detected by the FileMaker Pro client when opening the database locally. In other words, open the database again using the method in Step 3 to confirm that FileMaker Pro does not detect any further corrupted files that need to be recovered.
8. Restart the FileMaker Server.
9. Login to the database from the client workstation.

Everything should be working fine. Report any further issues immediately to Support.

File corruption like this is typically caused by either including the main database folder in a backup schedule (never backup this folder; only the "Database Backup" folder), power surges or outages (solve with a good UPS), or abrupt termination of a client (client machine crashed while in the middle of doing something).