

## I/O error on F\_Dpunch.btr

465 [David Lopez](#) Wed, Mar 21, 2012 [TruTime](#) 0 5869

**AMANO.**

### Introduction

Just after polling, or while going into Edit Daily Data, the user gets "I/O error" on the file F\_Dpunch.btr.

This error is related to corruption in the main files that Trutime uses to store and process employee time history.

THIS IS NOT AN ERROR THAT CAN BE RESOLVED BY AN END USER.

THE FOLLOWING INSTRUCTIONS ARE FOR TRAINED TECHNICAL PERSONNEL.

Requirements: Trutime, Pervasive SQL ver 9.x or lower(Pervasive needs to have its compatibility mode set to Version 6, this was the version that Trutime V5.0 Build 2 and V6 were based upon.) Blank copies of the effected BTR file (A link to the blank BTR files will be included in this document.)

<ftp://ftp.amano.com/TruTime/Outgoing/Support/blank60btrs.zip>

There are five files that need to be serviced together since they interact very closely.

These files below can be replaced if corrupt beyond repair. Do not dispose of them unless that is the case. Since you will have to recalculate all of the customers history if you do.

F\_Dflag.btr

F\_Dclpnt.btr

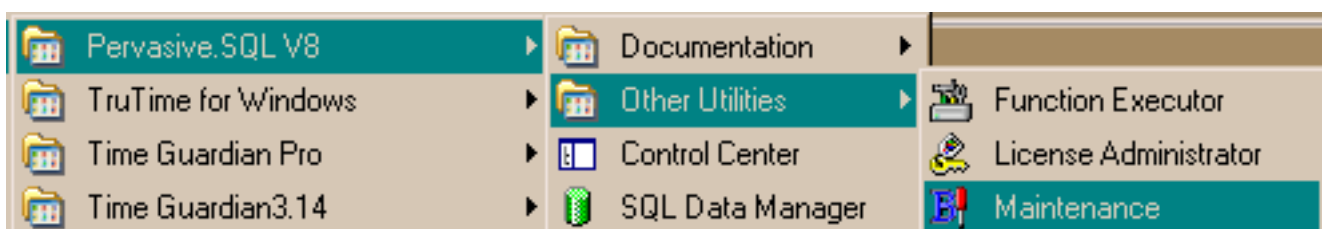
F\_Dhour.btr

These files CANNOT be lost. If they are corrupt beyond repair then restoring a backup is your only option.

F\_Dpunch.btr

F\_Dadd.btr

Open the Pervasive Btrieve Maintenance Utility:



You will need to extract from the blank60btrs.zip file a blank copy of each file you are going to repair.

In this case:

F\_Dflag.btr

F\_Dclpnt.btr

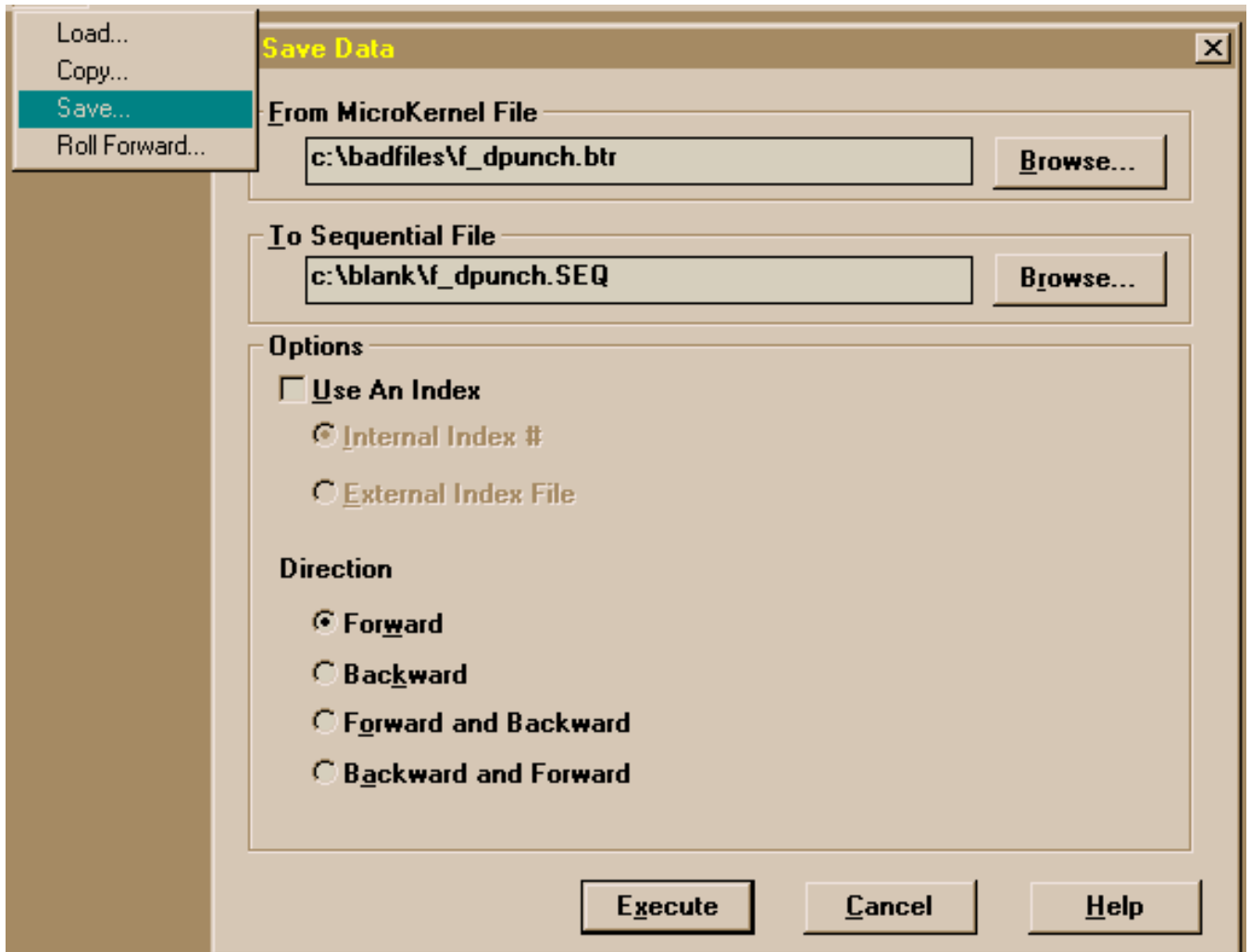
F\_Dhour.btr

F\_Dpunch.btr

F\_Dadd.btr

NOTE: F\_dpunch and F\_dclpnt generally run the at similar file sizes. So if F\_dpunch is 30MB and F\_dclpnt is 800kb then replace F\_dclpnt.btr

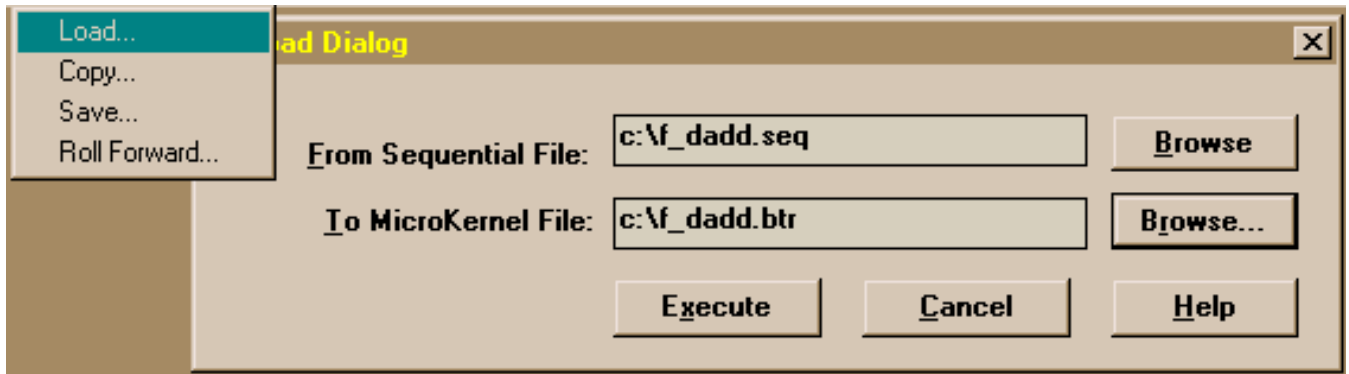
From the main screen of the maintenance software go to the Data menu then select SAVE:



In the from box select the bad file From MicroKernal File from the list. In the To Sequential File Type a path with the same filename, but with the extension SEQ. As shown above.

Aft you have run all five(or more) files into Sequential files. You now have to copy them into blank BTR files.

Go to Data>then Load:



So from your SEQ file you go back into a blank BTR file.

Once all of the files have been processed place them back into the working Trutime directory.

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## Conclusion

Thank you for your time, and have a great day. As always, feel free to submit ideas on topics you want addressed in the Amano Knowledge Base using the comments feature.

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### Customer Support Information

Call toll-free in the U.S.: 800-253-9836 (outside U.S. call 973-364-0294) or Fax: 973-364-1091  
Mailing address: Amano Cincinnati, Inc., 140 Harrison Ave., Roseland, New Jersey 07068  
Web site: [www.amano.com/time](http://www.amano.com/time) • E-mail: [support@amano.com](mailto:support@amano.com)

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