Miracle Service Accent™

Database Utilities For Version 1.81 And Above Of Miracle Service Accent

User Manual

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Database Utilities

Note The version of database utilities described in this manual is applicable to version 1.81 of Miracle Service Accent and above.

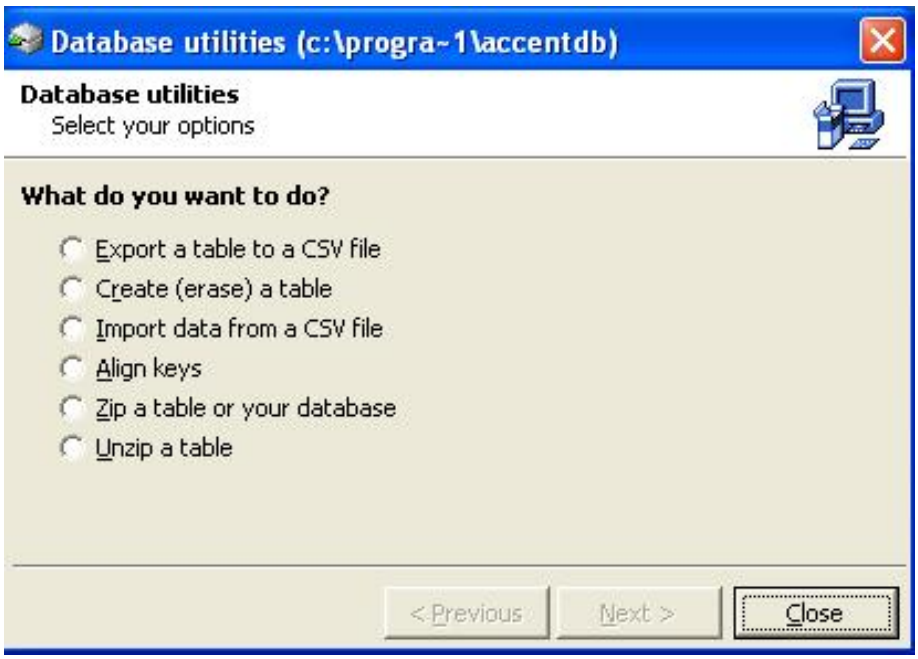
Database utilities (dbutils) are a suite of programs that allow you to manipulate your data within Miracle Service Accent.

These are very powerful tools and should only be used with instructions from your support provider. Misusing Database Utilities can result in loss or corruption of data within Miracle Service Accent.

Starting Database Utilities

To start Database Utilities either click on **Start**, **Program Files**, **Miracle Service Accent** and then **Database Utilities**. Or, if this option is not visible, open **Windows Explorer** and locate the file **dbutils.exe** (normally found in c:\program files\miracle service accent).

The following screen will be displayed when dbutils is run.



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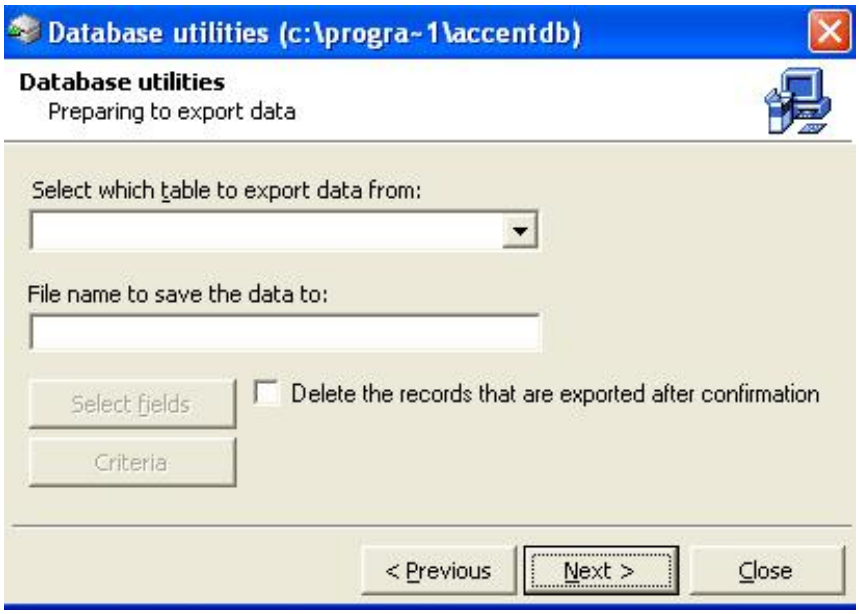
Export a table to a CSV file

Note The data is not physically removed from your database when you export unless you specify otherwise. It has effectively been copied and pasted into another location.

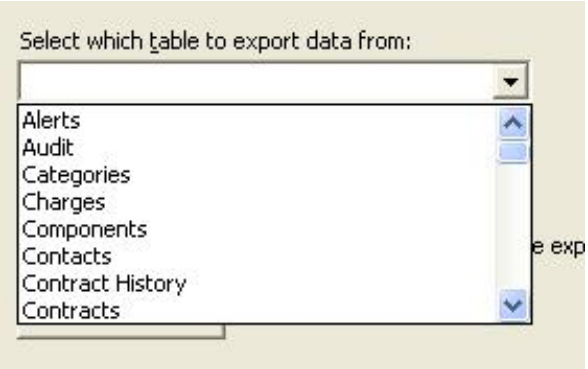
This routine is used to export data from Miracle Service Accent to a comma separated file (CSV). This csv file can then be opened with Microsoft Excel, Notepad or similar programs. The most popular use of the export is when your support provider requests that your data is sent to help in diagnosing a problem.

Click on the radio button next to **Export a table to a csv file** and then click **next.** The following screen is then displayed.



All the data within Miracle Service Accent is stored in files called **tables**. Appendix 1 of this manual shows a list of all the tables and the type of data held within that table.

Select which table to export data from



You need to tell Database Utilities which table you want to export the data from. Click on the drop down list next to **Select which table to export data from** and scroll up and down until you locate the required table. You can type the first letter of the table name to jump down the list, if you know which table you require. You can only export data from one table at a time. Highlight the table by clicking once with the mouse.

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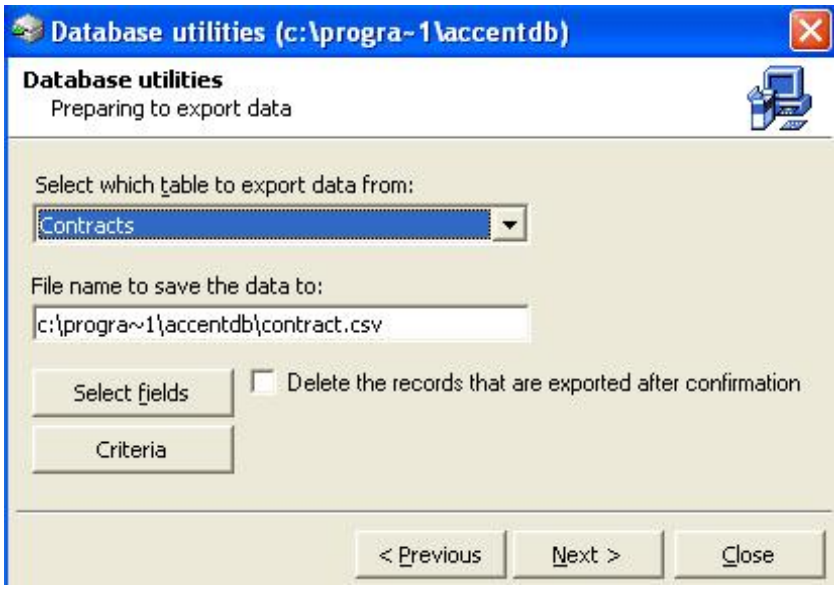
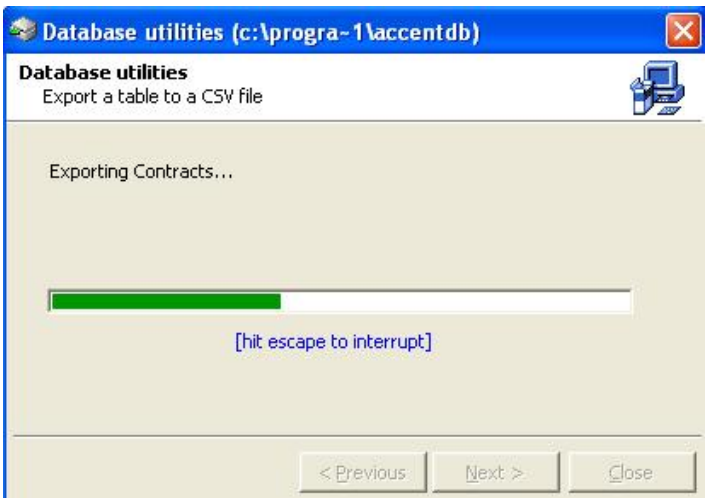
File name to save the data to

This is where the data will be saved. By default, the file will be called its ***shorttablename.***csv and will be saved in the same folder as your AccentDB database. So for example, if you were exporting the contracts table, and your Miracle Service Accent was setup with the default settings, the file name would be **c:\program files\accentdb\contract.csv**. This box is automatically completed when you select the table to export. If you want to specify another location, manually enter the location. Remember to type the full path and file name with .csv extension, otherwise the export will fail. If the file name already exists, it will be over written without any warning. So if you have previously exported this table and use the same file name again, it will be replaced with this version. An example of the screen is shown below



At this stage, you could click ***next*** and all information in the table will be exported to the specified location. Click ***previous*** to go back to the previous screen to select a different routine. The following screen will be shown while the export is progressing:



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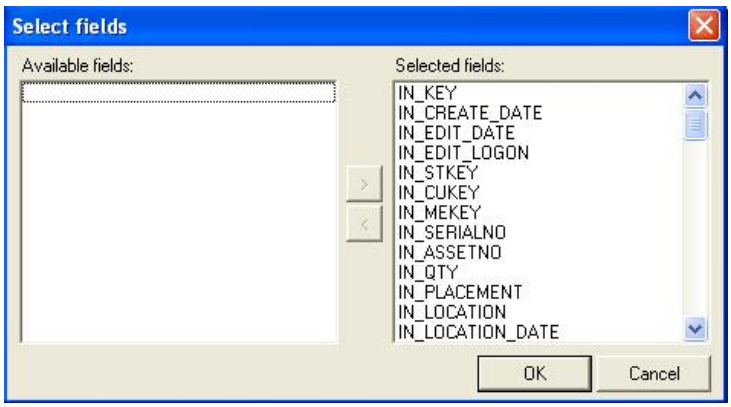
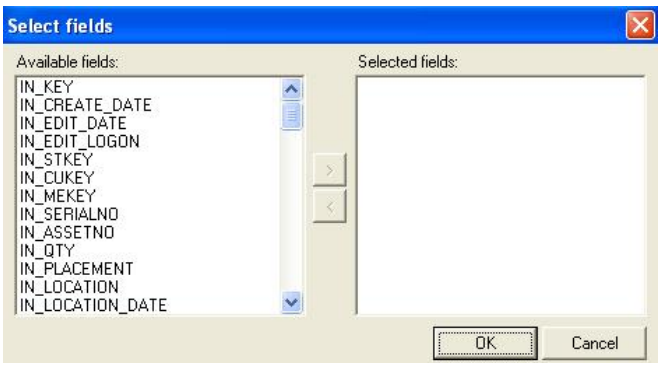
To stop the import at any point, press the ***ESC*** key. The export will terminate and advise how many records have been exported at the point of pressing escape. After the export has completed, a summary will show how many records were exported.

Also on the export, you can select which fields you want to include, you can enter a selection criteria and/or you can delete the records after export (very dangerous, only use if advised to by your support provider).

Select Fields

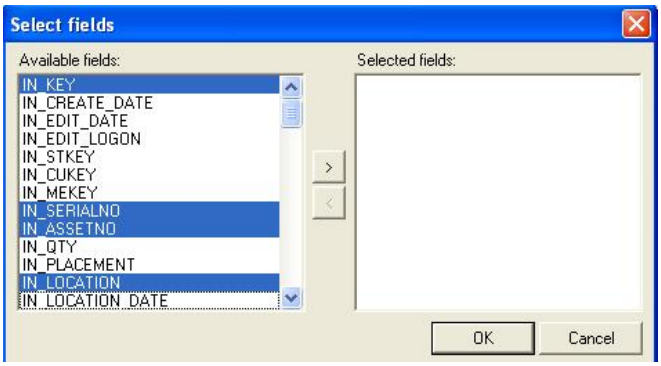
This is used to specify the fields that you want to export. By default, the export routine selects all fields. Click ***Select fields*** if you want to only export certain fields. The following screen will be displayed.





As all fields are selected by default, firstly, you have to deselect all fields. Highlight all fields by clicking on the first field and hold the **shift** key while moving down with the down arrow key. The screen will then appear as follows;

To select the fields required, highlight the field by clicking once with the mouse. If you want to export more fields, hold the **control** key while clicking with the mouse. VCi always recommends that when exporting data, you always include the first field.



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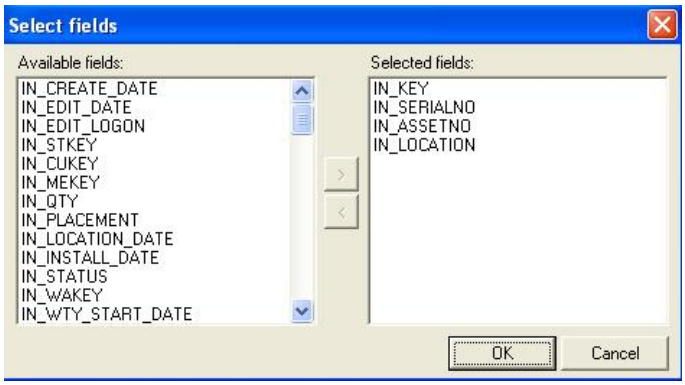
Once all the fields required are highlighted, click on the **>** button and these fields will be moved over to the Selected fields area.



Then click **Ok**, to return to the export screen and then click **Next**, to proceed with the export of the selected fields.

Criteria

This option is used to select data based on certain criteria. So for example, if you wanted to export all Inventory items that were installed on the 3rd March 2003, you would use the criteria option. When you click on **criteria**, the following screen is displayed.

To create a selection criterion, firstly, click on the first drop down list to select the field you want to select on. In our example, we want the install date, so we will select the IN_INSTALL_DATE. Then in the next box, select whether the install date **Is** or **Is Not** equal to a condition, in our case, it would be **Is**. Then in the last box, we need our statement, which as we want to select an install date of 1st March 2003, we will enter **01/03/2003** (the date should be entered in your regional format).

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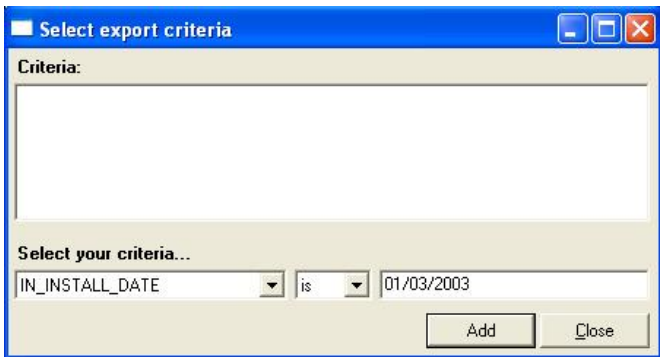
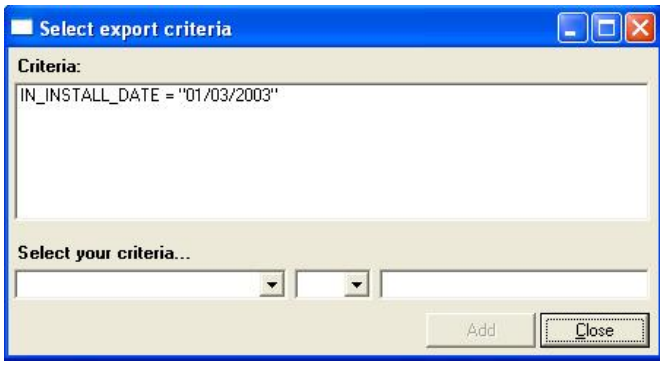


Click ***Add*** to finish the criteria.



If you want to add another selection criterion, do the same as described previously. When you click ***Add***, the criterion is added. If you have more than one selection criteria, each selection must be satisfied otherwise the export will fail. After entry of your criteria, click ***Close*** to return to the previous screen and then click ***Next*** to start the export.

Delete the records that are export after confirmation

Note This routine removes records from your database. Please use with caution

If you tick this box, all records that are exported will be deleted after the export. You will be prompted for confirmation before they are actually deleted.

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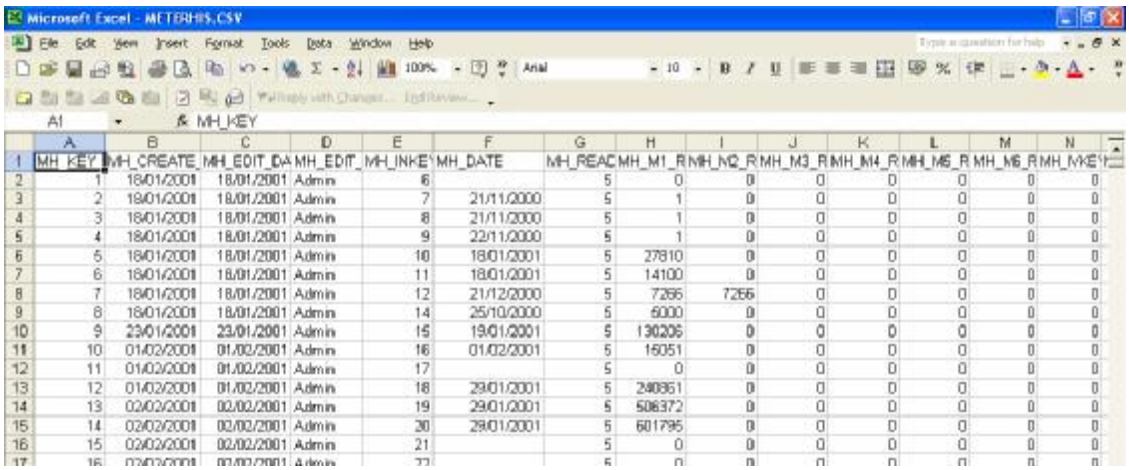
Before you click ***OK*** to delete the records, please check the exported csv file and make sure the data has exported correctly. You will not be able to get the records back if you have a corrupted csv file or made a mistake in selection the criteria. The main use of this function is to extract and remove data from your database that you no longer require.

An example of a csv file

Below is an example of how an export table will look when open in Microsoft Excel.



Microsoft Excel - METERHIS.CSV

File Edit View Insert Format Tools Data Window Help

A1 MH_KEY

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	MH_KEY	MH_CREATE_	MH_EDIT_DA	MH_EDIT_	MH_INKE	MH_DATE	MH_REAC	MH_M1_R	MH_M2_R	MH_M3_R	MH_M4_R	MH_M5_R	MH_M6_R	MH_MKE
2	1	18/01/2001	18/01/2001	Admin	6		5	0	0	0	0	0	0	0
3	2	18/01/2001	18/01/2001	Admin	7	21/11/2000	5	1	0	0	0	0	0	0
4	3	18/01/2001	18/01/2001	Admin	8	21/11/2000	5	1	0	0	0	0	0	0
5	4	18/01/2001	18/01/2001	Admin	9	22/11/2000	5	1	0	0	0	0	0	0
6	5	18/01/2001	18/01/2001	Admin	10	18/01/2001	5	27810	0	0	0	0	0	0
7	6	18/01/2001	18/01/2001	Admin	11	18/01/2001	5	14100	0	0	0	0	0	0
8	7	18/01/2001	18/01/2001	Admin	12	21/12/2000	5	7266	7266	0	0	0	0	0
9	8	18/01/2001	18/01/2001	Admin	14	25/10/2000	5	6000	0	0	0	0	0	0
10	9	23/01/2001	23/01/2001	Admin	15	19/01/2001	5	130206	0	0	0	0	0	0
11	10	01/02/2001	01/02/2001	Admin	16	01/02/2001	5	16051	0	0	0	0	0	0
12	11	01/02/2001	01/02/2001	Admin	17		5	0	0	0	0	0	0	0
13	12	01/02/2001	01/02/2001	Admin	18	29/01/2001	5	240861	0	0	0	0	0	0
14	13	02/02/2001	02/02/2001	Admin	19	29/01/2001	5	506372	0	0	0	0	0	0
15	14	02/02/2001	02/02/2001	Admin	20	29/01/2001	5	601795	0	0	0	0	0	0
16	15	02/02/2001	02/02/2001	Admin	21		5	0	0	0	0	0	0	0

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Create (Erase) A Table

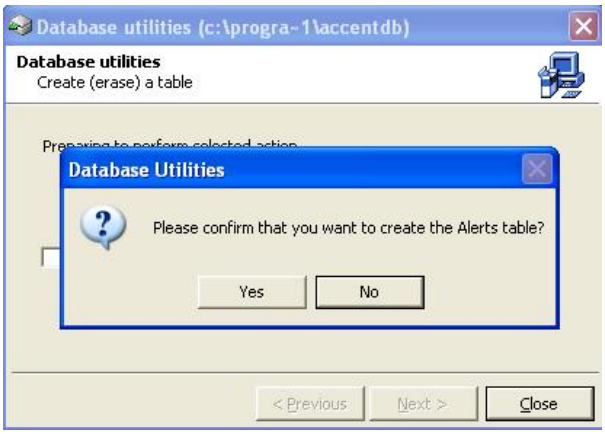
Note This routine removes records from your database. Please use with caution

This option is used to create a blank table. Effectively, all information is deleted from any existing table and an empty table is created. Before this option is run, ensure that you have a backup of the table to be erased.

Note You can not create a table while users are in Miracle Service Accent

When you select this option, the following screen is displayed.

From the drop down list, select the table you wish to erase and click ***Next*** to continue. You will be prompted to confirm that you want to erase the table selected.



Click ***Yes*** to confirm that you want to erase and re-create the selected table.

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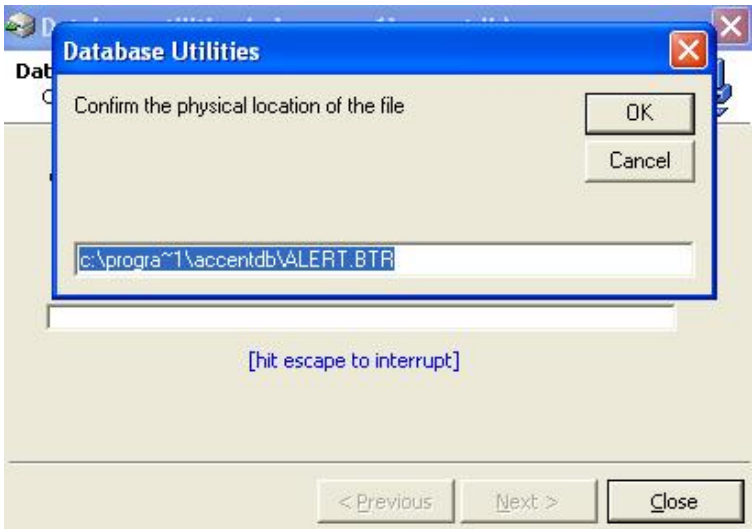
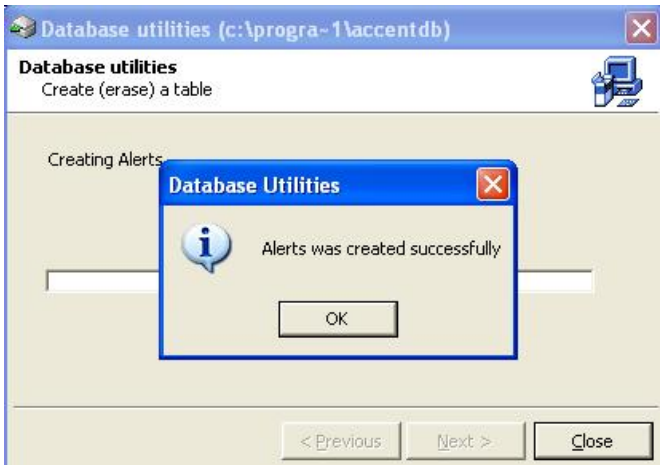
The following screen will be displayed, which asks you to confirm the location of the table. The system will default to the installation folder of your Miracle Service Accent database.



Do not change the location of the table, unless advised to by VCi. Click ***OK*** to erase and create the table.



The table has now been erased and created. So in the example above, the Alerts table will now be totally empty.

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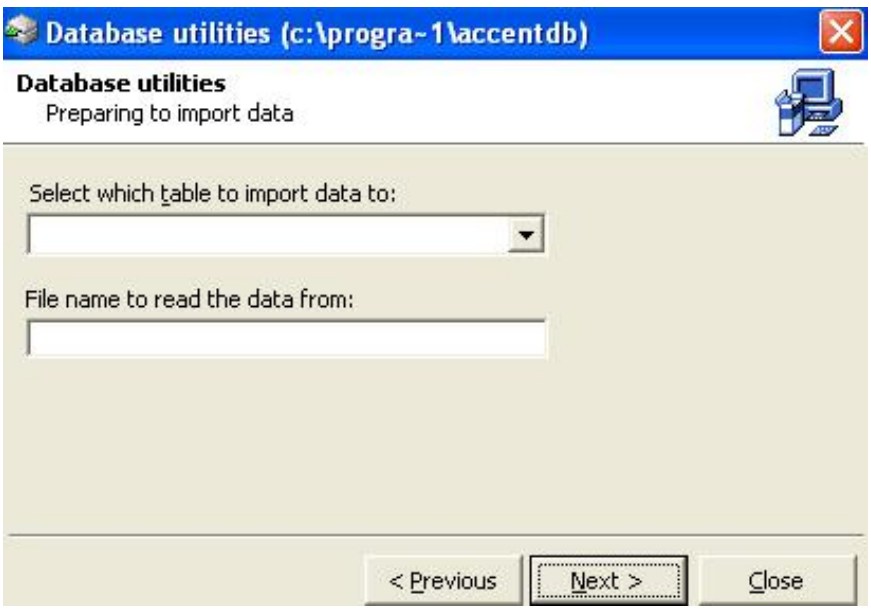
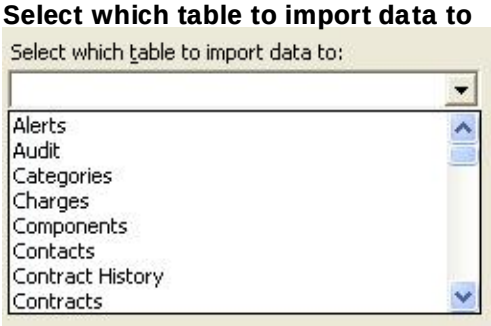
Import Data From A CSV File

Note This routine will over write any existing data within the table. Please use with caution

This option is used to import data into the Miracle Service Accent database. Using the import routine will overwrite exiting data if not used correctly. This import routine is not to be used for importing data from other sources. For external data import, use the Data Import utility within Miracle Service Accent. This import routine will only work if the data is formatted as exported from Miracle Service Accent. When you select this option, the following screen is displayed.



Select which table to import data to



You need to specify which table you want to import data into. Click on the drop down list next to **Select which table to import data to** and scroll up and down until you locate the required table. You can type the first letter of the table name to jump down the list, if you know which table you require. You can only import data from one table at a time. Highlight the table by clicking once with the mouse.

File name to read the data from

This is where the data will be read from. By default, the file will be called ***shorttablename.***csv and will be read from the same folder as your AccentDB database. So for example, if you were importing the contracts table, and your Miracle Service Accent was setup with the default settings, the file name would be **c:\program files\accentdb\contract.csv**. This box is automatically completed when you select the table to import. If you want to specify another

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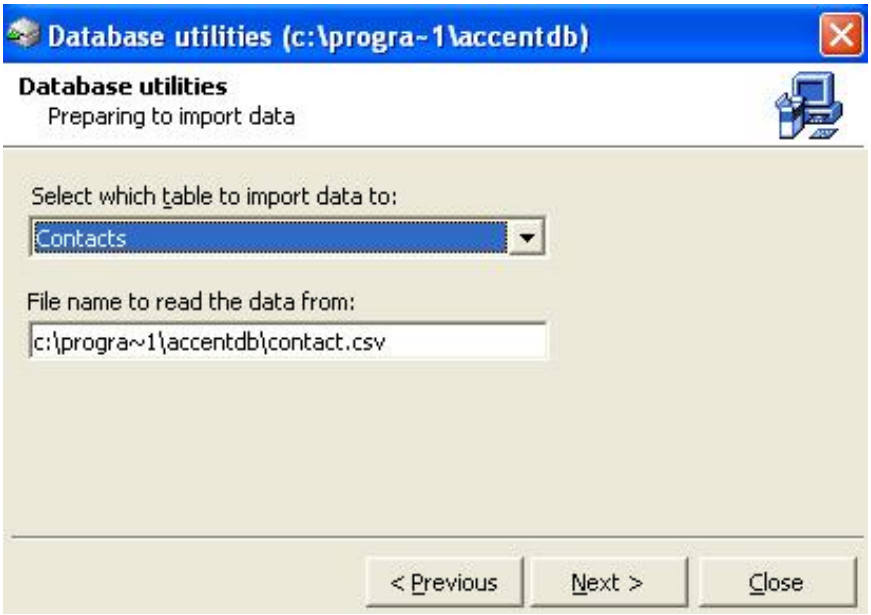
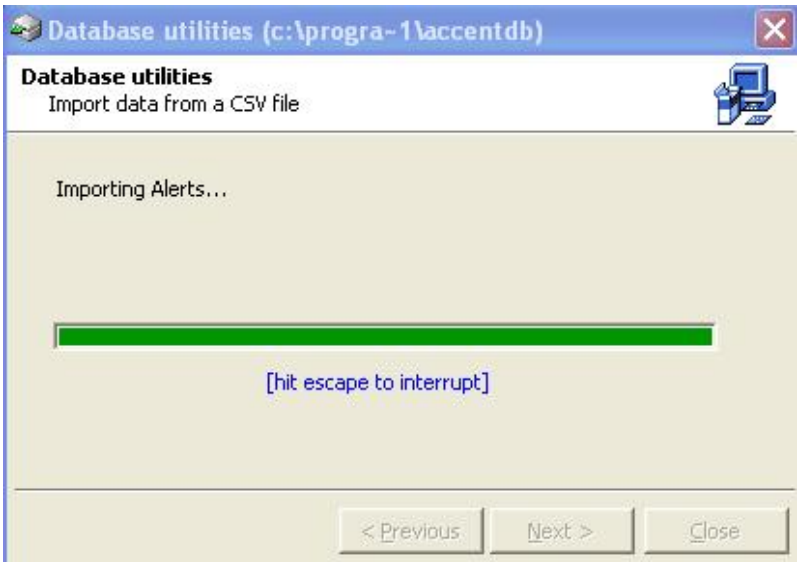
location, manually enter the location, remembering to type the full path and file name with .csv extension otherwise the import will fail. An example of the screen is shown below.



To continue and import the data into the table, click ***Next***, else click ***Previous*** to go back to the main dbutils screen. The following screen will be shown while the import is progressing.



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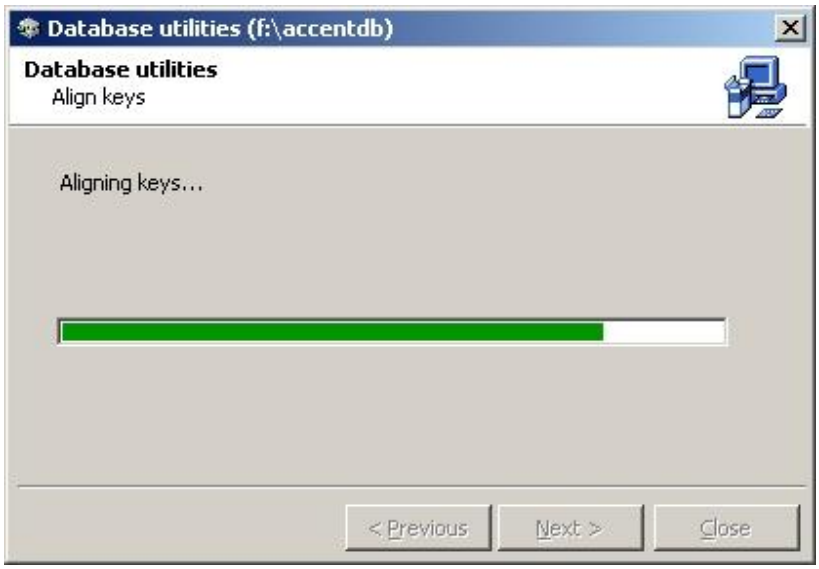
Align Keys

Every record within the Miracle Service Accent database has a unique identifier called a *key*. If your database is updated via Database Utilities frequently, the keys table may become fragmented and will need to be re-indexed.

This routine is used to perform keys maintenance and should be run whenever data has been imported using Database Utilities, or if a table is restored from backup.

When you select this option, the following screen will be displayed



The process will run without any user intervention and when complete, will return to the main database utilities main screen.

Note This routine will also reset your next invoice number, next purchase order number and next job number to the one following the last one used

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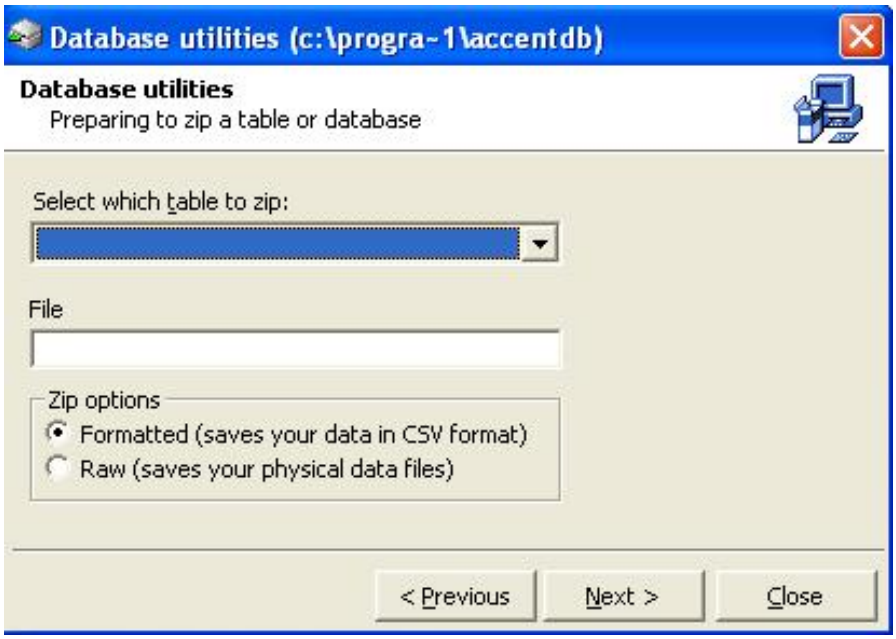
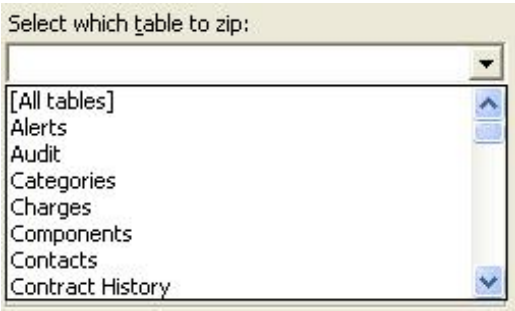
Zip a Table Or Your Database

This option is used to compact your database tables into a smaller file for archiving or for sending to your support provider in the event of a problem. You can either zip one table or the whole database. When you select this option, the following screen is displayed:





You need to specify which table you want to zip. Click the drop down list next to the **select which table to zip** and scroll up and down until you locate the required table. You can type the first letter of the table name to jump down the list, if you know which table you require. You can only zip data from one table at a time. Highlight the table by clicking once with the mouse. If you are zipping the whole of your database, highlight **[All tables]**.

File

This is where the data will be saved. By default, the file will be called ***shorttablename.***lzh and will be saved in the same folder as your AccentDB database. So for example, if you were zipping the contracts table, and your Miracle Service Accent was setup with the default settings, the file name would be **c:\program files\accentdb\contract.lzh**. This box is automatically completed when you select the table to zip. If you want to specify another location, manually enter the location. Remember to type the full path and file name with .lzh extension, otherwise the zip will fail. If the file name already exists, it will be over written without any warning. So if you have previously zipped this table and use the same file name again, it will be replaced with this version. An example of the screen is shown on the next page.

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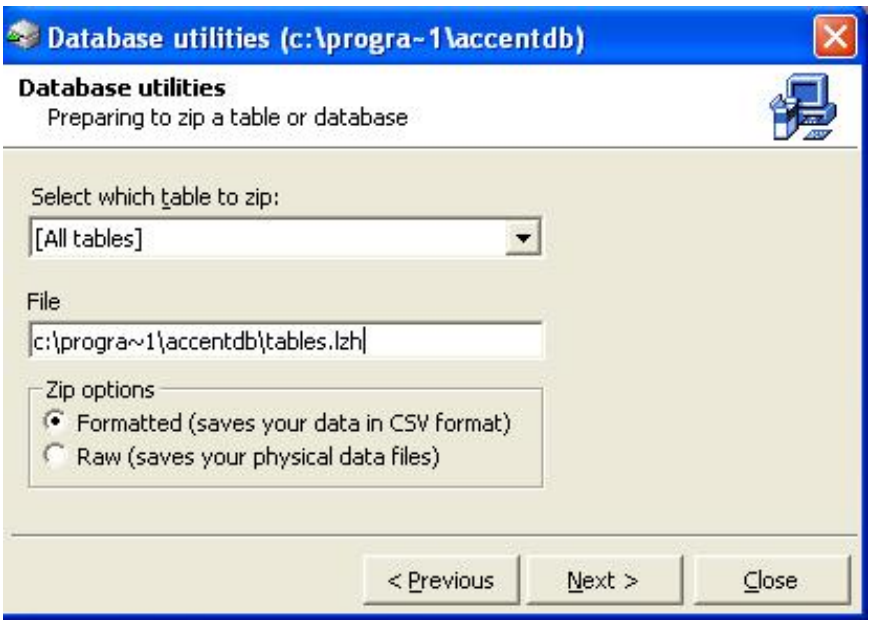


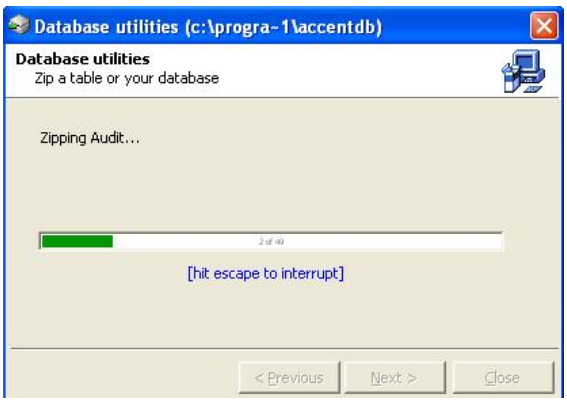
Zip Options

There are two ways to zip the data, the default is formatted.

1. Formatted. The data is firstly exported to csv files and then zipped. This produces a smaller file but the process is slower.

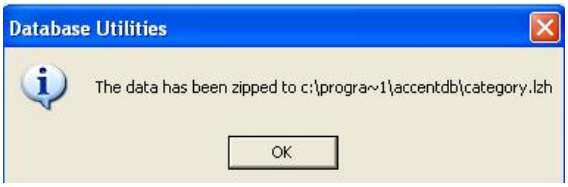
2. Raw. The table files are zipped without first exporting to a csv file. This produces a bigger file but the process is faster.

To continue and zip the data into the table, click ***Next***, else click ***Previous*** to go back to the main dbutils screen. The following screen will be shown while the zipping is progressing.



To stop the zip process at any point, press the ***ESC*** key and the zip process will terminate. Do not use the file produced for any purpose as the data contained within the zip will not be complete.

After the table has been zipped, an MS-Dos command prompt window will appear briefly as your data is compressed and then a confirmation message will be displayed, as shown opposite.



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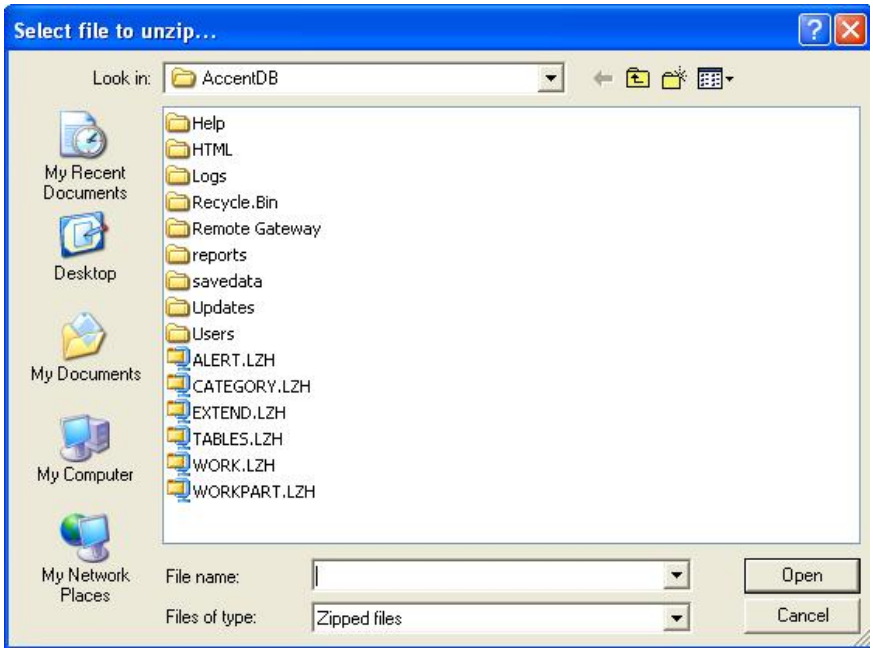
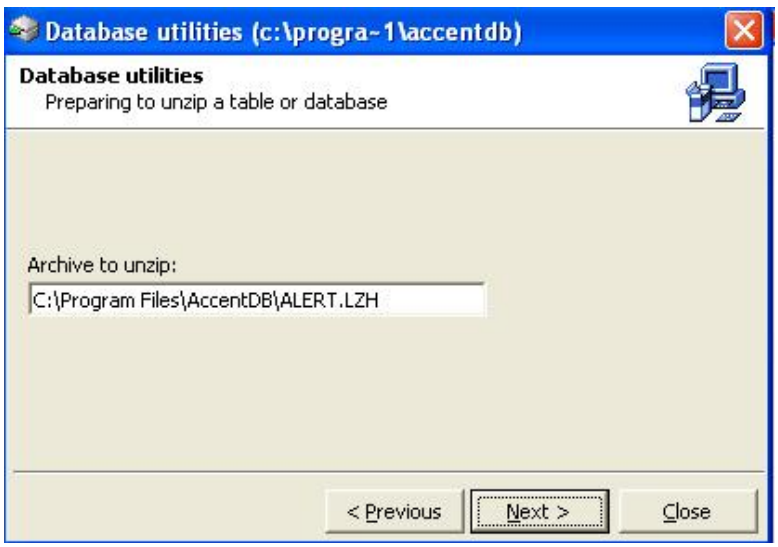
UnZip a Table

This option is used to unzip (unpack) a previously zipped database file. The following screen will be displayed:



You will be prompted to specify the location of the zipped file, the system defaults to the AccentDB folder and displays all the .lzh files that are in that location. Double click to select the file required. The following screen will then be displayed:



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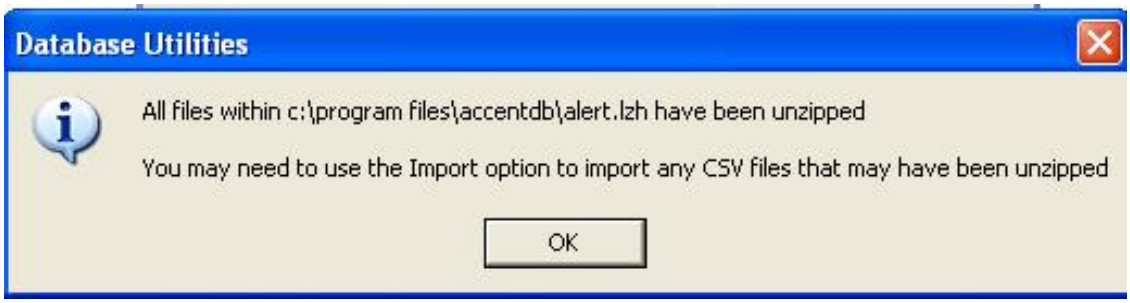
After the unzip process has completed, the following will be displayed:



If the zipped file is formatted (see section on zip options in Zip a table or database), the csv files will be extracted from the zip and placed in the nominated folder. The csv files will then have to be imported into Miracle Service Accent using the import data option from database utilities.

If the data is raw (not csv formatted), the tables will be extracted from the zip and placed in the nominated folder **AND WILL OVERWRITE** the existing table files if present.

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Appendix A: Database Tables and Descriptions

Table	Full Table Name	Table Abbreviation	Comments
ALERT.BTR	ALERTS	AL	Not yet in use.
AUDIT.BTR	AUDIT	AU	Used to record job transactions, e.g. job logged, assigned to engineer, job on hold, etc
CATEGORY.BTR	CATEGORIES	CA	Stores common codes and categories found in the *categories & codes* form on the *admin* menu.
CHARGE.BTR	CHARGES	CH	Stores both external charge and internal overhead bands
COMPONEN.BTR	COMPONENTS	CM	Used to store kit information for both stock and inventory items
CONTACT.BTR	CONTACTS	CN	Contains the contact information for customer records
CONHIST.BTR	CONTRACT HISTORY	CY	Stores any transaction associated with a contract
CONTRACT.BTR	CONTRACTS	CO	Stores the contract header information associated with the contract owner (customer)
COVER.BTR	COVER	CV	Used to store cover bands for service purposes
CUSTOMER.BTR	CUSTOMERS	CU	Contains information relating to all customers, both sites and head office accounts
DEFAULT.BTR	DEFAULTS	DF	Stores any fundamental system defaults
ENGINEER.BTR	ENGINEERS	EN	Contains details of engineers, sub-contractors and locational stores
ESCALATE.BTR	ESCALATIONS	ES	Stores the rules required to escalate a service activity during its life cycle
EVENT.BTR	EVENTS	EV	Used to monitor system activity, such as user logins, housekeeping runs and errors
EXTEND.BTR	WORK EXTENSIONS	WE	Stores details of each separate stage of a service activity processed via the work control suite
FAULT.BTR	WORK FAULTS	WF	Stores fault or task profiles associated with jobs
FORM.BTR	FORMS	FO	Used to store user developed specific forms to record additional information that Miracle Service Accent cannot store elsewhere

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Table	Full Table Name	Table Abbreviation	Comments
HOLDING.BTR	STOCK HOLDINGS	SH	Stores all current stock holdings by location, including main, engineer, satellite and customer stock
INVENTOR.BTR	INVENTORY	IN	Contains a record of every inventory item
INVLINE.BTR	INVOICE LINES	IL	Holds a record of all invoice line transactions
INVOICE.BTR	INVOICE	IV	Holds a record of all invoice header transactions
KBASE.BTR	KBASE	KB	Not yet in use. Will contain knowledge base data
KEY.BTR	KEYS	KE	Stores both internal and user-definable key values
LOAN.BTR	LOANS	LO	Stores details of any loan transactions associated with service jobs
MEMO.BTR	MEMOS	ME	Stores details of any notes associated with any table
METER.BTR	METERS	MT	Used for metered inventory items only. Stores current meter readings, click charges and planned maintenance periodicity
METERHIS.BTR	METER HISTORY	MH	Used for metered inventory items only. Contains a record of every meter reading transaction
MOVEMENT.BTR	STOCK MOVEMENTS	SM	Holds a record of each stock transaction in double-entry format
PBOOK.BTR	PRICE BOOK	PR	Stores service, sales and workshop price matrices
PLINE.BTR	PORDER LINES	PL	Contains the detail record(s) for each purchase order
PMSCHED.BTR	PM SCHEDULE	PM	Stores date based planned maintenance schedules for both contracts and inventory
PORDER.BTR	PORDER	PO	Contains a header record for each purchase order
REGION.BTR	REGIONS	RE	Stores country, area, service region, sales region and post code entries
RESOURCE.BTR	RESOURCE	RS	Used in conjunction with service jobs, this table stores details of any additional resources associated with jobs
SCHEDULE.BTR	SCHEDULE	SC	Stores details of activities planned via the visual scheduler
SERVICE.BTR	SERVICE TYPES	SE	Stores the rules and obligations associated with each type of service offering

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Table	Full Table Name	Table Abbreviation	Comments
SLINE.BTR	SORDER LINES	SL	Stores the relevant detail records for each sales order header
SORDER.BTR	SORDER	SO	Stores a header record for each sales order document processed
STOCK.BTR	STOCK	ST	Stores a record of each part or product
SUPPLIER.BTR	SUPPLIERS	SU	Holds a record of each supplier of stock items and other services
TASK.BTR	TASKS	TA	Holds a list of task associated with completing a call remotely
TAXES.BTR	TAXES	TX	Holds details of all tax levels applied
TRAINING.BTR	TRAINING	TR	Not yet used
USER.BTR	USERS	US	Holds a record of each Miracle Service Accent user
VAT.BTR	VAT CODES	VA	Stores VAT rates
WARRANTY.BTR	WARRANTIES	WA	Stores warranty types offered to customers
WORK.BTR	WORK	WO	Holds details of every service activity processed via the work control suite, including open and closed calls
WORKPART.BTR	WORK PARTS	WP	Stores parts requests and usage associated with jobs

For a full description of the tables and the fields within each table, please visit http://www.miracleserviceaccent.com/ and download the Miracle Service Accent Database Map.

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