

# Patient Master File Index Recovery

1. Always start by creating a Support Back Up, but using the Tools option on the Login Screen. This makes a copy of the files the way they are before you start doing anything else.

2. If the Patient Master File is corrupted you will need to restore all the data files from the most recent back up for the entire **\EZW\MED\DATA** or **\EZW\DENT\DATA** folders.

As an option, you may choose not to restore the schedule data folder, but bear in mind that some scheduled appointments might then have patient account numbers that won't match the restored patient files.

3. In a rare case where the patient index is lost during a Re-Index operation you might be able to restore just the index file itself from an automatic backup it makes right before the index operation is started. This is available on system with version 09-02-2007 or later. The index back up file would be in the **\Templnx** folder on the server computer. The last 5 Re-Index operations will create separate copies of the index file called **Patmsvb\_xx.lnx** or **Patmsvb\_xx.IX1** (depending on type of system), where the **xx** is a number from 01 to 05. Check the computer dates on these files carefully before considering using one to restore.

If you do this type of restore you will need to run a transaction rebuild after the restore. You may also need to run the Single Ledger Rebuild for all accounts.