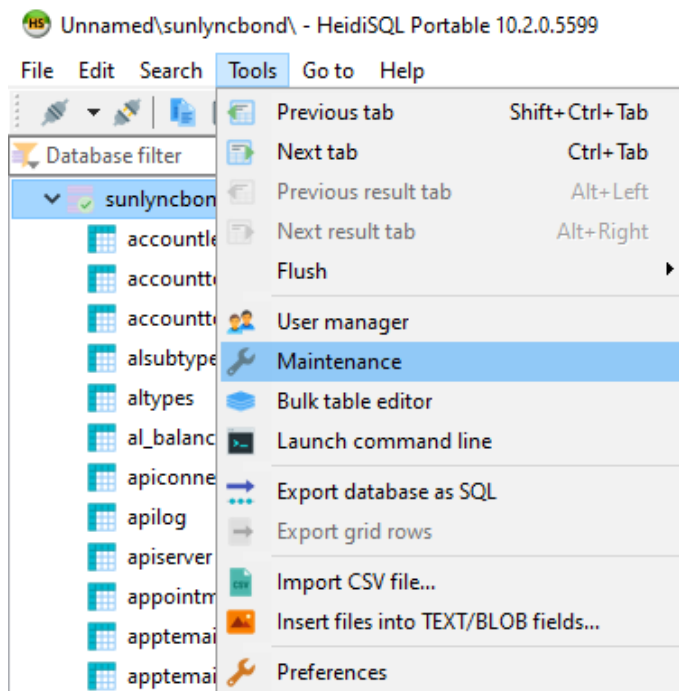*SunLync*

Date: 2/8/24
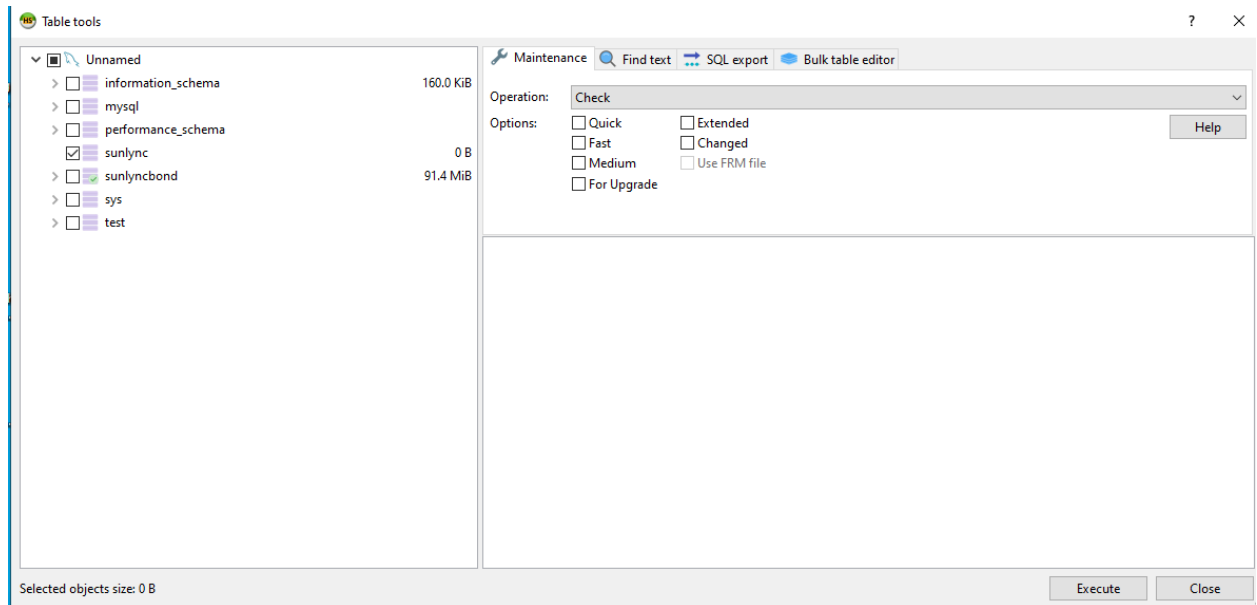Author: Bond Rouse

Frequently Asked Question: How do I diagnose and repair corruption in my database?

Answer/Resolution:

1. **Open Heidisql.**
2. **Log into the database suspected of being corrupted, this information can be retrieved from the about tab in sunlync. Click info, and then copy CNN. Paste the copied text into our decryption tool. The sunlync IP and password will be listed there. For databases with SSL enabled, you will need to enable it in the advanced tab in Heidi and select the key and cert files.**
3. **Go to the Tools tab, and select Maintenance.**

4. **Select the active database, typically sunlync, and then do the check operation and hit execute in the bottom right hand corner.**

5. **After the scan is complete, sort by Msg_type, and see if there are any results that are red and with a Msg_type of 'Corrupted'.**
6. **If so, change Check to Repair, and execute again. After this operation finishes the corruption should be resolved.**

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