

# Adjutant Software Customer Support Tech Notes

Document Title: Locating a "missing" database file  
Document Number: 034  
Applies to: Campaign ToolBox, all versions

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## SUMMARY

Campaign ToolBox database files can be moved or deleted, either by accident or on purpose. Campaign ToolBox does not move or delete or rename files by itself. This Tech Note describes steps to try to locate a missing database file. Campaign ToolBox does not contain any tools to locate, delete, move, or recover files - such operations must be done using utility programs.

## PROCEDURE

### **1. If you are on a network, make sure that a drive has not been renamed or permissions changed.**

Check with the network administrator for your system first. This is a common cause for a missing database file. You may simply need to click on File > Open, and browse for your file in the new location.

### **2. Check Your Recycle Bin**

Often your "lost" file or files have simply been accidentally (or intentionally) deleted. Check your Windows Recycle Bin or use another operating system or third party utility to effect recovery. This procedure should be attempted immediately since continued write activity increases the possibility of unrecoverable loss.

### **3. Use the Windows Search Function to Find Your Files.**

You have a search function built into your Windows operating system. By exiting all programs that you might have open, including Campaign ToolBox, and then clicking Start> Find> Files and Folders, or Start> Search and then selecting All Files and Folders, you will be able to search your entire system for your database file. First, try searching by the name of your lost file. If that does not work, use the following wild-card search. Type \*.mdb into the Named field. This wild-card search works by checking your hard drive for all files ending in .mdb - note that this may include a number of files that are not Campaign ToolBox files since this file extension is shared by a number of different programs that are based on the Microsoft Access database engine.

### **4. Use a backup copy of your database file.**

Each time you exit Campaign ToolBox, the program saves a copy of your database file as a numbered extension file. Refer to Tech Note TN-021 *Recovering a backup copy of the database* for further information. Only the last 5 files are saved, so do not repeatedly enter and exit the program before making a copy of your files.

### **5. Seek Professional Assistance:**

If you are not able to access your hard drive, or if you are unable to find your missing data, contact a computer professional in your area. Alternatively, use another computer to search the Internet for a Data Recovery Expert. This is a highly specialized area of computer work. Adjutant Software is not able to provide any assistance in this area.

## NOTES

Database file recovery is outside the scope of Campaign ToolBox technical support. We cannot provide any assistance beyond the general guidelines listed above.

The default name for a Campaign ToolBox database file is Campaign.mdb and is located in the main program folder (typically C:\Program Files\CTBxx where "xx" is the state abbreviation for the program). During Initial Program Setup, the file can be named anything as long as it ends in .mdb.