
Opera2cheCK – a testimonial by Integrity Office Ltd

“With the Opera2Check software from CK Systems we can relax in the knowledge that if any data corruption occurs, we have the tools to fix it.”

Customer Profile

Integrity Office Ltd is an established Pegasus Partner providing Business IT solutions to companies in and around the Cumbria area. They have an extensive customer base, which includes companies from varied business sectors throughout the region.

The Challenge

Although Integrity have an in-depth working knowledge of the Opera II solution they do not have any in-house development.

An issue arose where a large end user of theirs began experiencing issues with Opera II crashing due to problems with their hardware and network, this was causing Opera II data corruptions on a daily basis. Due to the size of the customer database and number of transactions being processed, restoring from backups quickly ceased to be an option. The customer at this juncture was showing little patience towards the difficulty in finding and resolving the environmental cause of the issues.

Integrity Office needed a solution that would be able to be run on the data quickly, repairing the corruptions experienced allowing the end user to continue processing and allowing Integrity Office the time to investigate and resolve the network issues.

The Solution

Integrity and CK Systems, a Pegasus partner and developer, have a long standing business relationship to provide development assistance and support when required.

Integrity contacted us to see if we could provide a solution and after discussions we agreed that the solution to fix the data corruptions was to install and run our *Opera2Check* data fixing utility. This utility is run outside of the Opera II solution, finds and, when possible, automatically repairs the most commonly experienced Microsoft Visual Foxpro data corruptions (Error 15, 26, 41, etc.). Running this utility repairs the existing data without the need to restore from a backup and therefore saves “losing” information that would need to be re-keyed.

Results

“Installing the Opera2Check data fixing utility bought us time to investigate and identify the environmental problems causing system instability. The end user was more relaxed as they experienced no data loss whilst system issues were identified and downtime was minimal.

The root cause of the problems has now been identified and resolved and the relationship with our customer is now back to where we want it to be.”

Partner Connection

Integrity Office Ltd use Pegasus Partner, CK Systems for their development work. James Docherty from Integrity adds “CK Systems are very helpful, knowledgeable and flexible. Their development support and products have assisted us in providing solutions for our customer base where the core product was not enough”

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