

This is for users whose TimeSummit computers have permanently crashed or are so badly corrupted as to be unusable. Under these circumstances, TimeSummit would need to be installed on a different PC, or on the original computer following a complete reinstall of Windows and purge of all old data.

The easiest way to recover from a crash is to reinstall TimeSummit and restore a backup of your database. These files are named with your company name, followed by the date and time, and end with “.DTB”. These files can be restored using TimeSummit Utilities and by selecting “Restore Backup”.

If you do not have a backup of your database, there are two possible solutions:

1. Recovering the original database.
2. Starting fresh.

Option 1: Recovering The Original Database

If you have access to the files from the crashed computer, then it may be possible to recreate the database with no record loss.

TimeSummit uses Microsoft SQL Server for its database, so the files that need to be recovered are likely located in:

C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data

You will need to recover two files, both of which begin with “dotTime”. Though these names may differ somewhat, they are probably called:

dotTime.ldf
dotTime.mdf

If these files do not appear in this directory, it may be because you had other SQL-based applications, and the **MSSQL.1** directory name was already taken. If so, check **MSSQL.2\MSSQL\Data**, **MSSQL.3\MSSQL\Data**, etc. until you locate the two files you need.

Create a folder called “ExakTime” on the desktop of the computer you will be reinstalling TimeSummit onto, and copy these two files to that folder.

Next, download (but **DO NOT** install) the latest version of TimeSummit (and any other ExakTime software you purchased, such as AccountLinx or PocketClock) and save the installation file(s) to the ExakTime folder that you created.

After installing TimeSummit on the new PC, you can drop the files listed above (dotTime.ldf & dotTime.mdf) into the folders on the NEW PC while the Microsoft SQL Service for TimeSummit has been stopped.

Option 2: Starting Fresh

As a fresh install, you will not have any access to past PocketClock records, or records from Classic JobClocks. This is your only option if you cannot recover the original database files and do not have employee data on your handheld, or if you do not have an active support plan.

Reinstall TimeSummit (and any other ExakTime software you purchased) from scratch. We recommend downloading the latest version [here](#).

Next, re-enter all employees, job sites, and cost codes.

JobClock users must add each of their JobClocks back into TimeSummit, and assign them to their current location with an effective date of approximately when they first went to that site.

You must next collect all employee keytabs and reassign them to their current users. When assigning keytabs, you must give each keytab assignment an effective date of approximately when that keytab was assigned to that employee.

Recovering Historical Records From JobClocks

If you are a 2nd Generation JobClock user, you can use the “Date Retrieval” function in your JobClock Reader to recover historical data from your JobClocks. Note that this feature is not available for Classic JobClocks.

For further instruction, please refer to the article:

[How To Recover Previously Read Data From JobClocks](#)