



## 1. PRB

- 1.1. SportsWare reports "Record is deleted" during import.

## 2. SYMPTOMS

- 2.1. You begin Importing a previous SportsWare database and the program reports "Record is deleted".

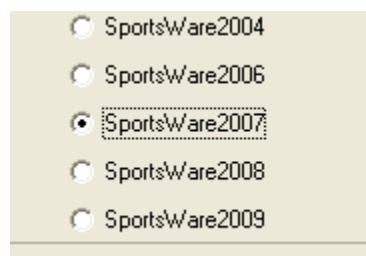


## 3. CAUSE

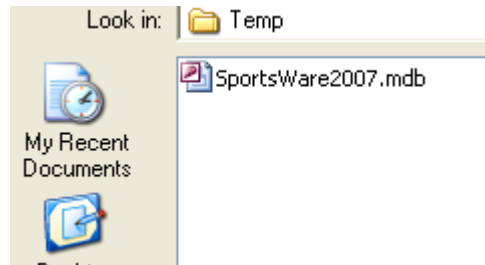
- 3.1. This is typically caused by a corrupted record in the database.

## 4. RESOLUTION

- 4.1. You should repair the database your trying to import and then re-run the import procedure. For example, assume you are trying to import a 2007 database into 2009.
- 4.2. Exit SportsWare.
- 4.3. Select **Start, Programs, SportsWare2009, Utilities, Database Tool**, where SportsWare20xx is the newest version of SportsWare you own.
- 4.4. From the Database tool, select the database type you are trying to import.



- 4.5. Click the **Open Database** button. Select your database file and click the **Open** button.



- 4.6. Backup your Database.

- 4.6.1. Click the **Backup** button.

- 4.6.2. Click the **Desktop** icon.

- 4.6.3. Enter **SportsWare** in the **filename** and click the **Open** button.



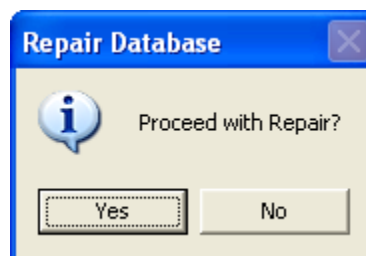
- 4.6.4. SportsWare will backup your database.



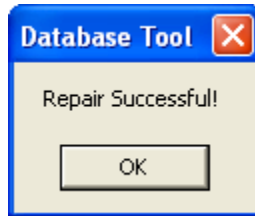
- 4.6.5. Repair the database.

- 4.6.5.1. Click the **Repair** button.

- 4.6.5.2. Click the **Yes** button to proceed with the repair.



- 4.6.6. After the repair is completed, SportsWare will report Repair Successful! **Note:** *During the repair you will not see any messages on your computer screen. It may take a few minutes for the repair to complete.*



- 4.7. Re-start SportsWare and repeat the import.

## 5. STATUS

- 5.1. The above procedure corrects the problem.