



# Tech Info Library

## FileMaker II: Multi-user Crash Recovery

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### TOPIC -----

A database was set up using FileMaker II 1.1.2 for multi-user access. A Macintosh Plus logged on to the database as a guest. In the process of printing some reports with this database, this system bombed (with the dialog box requesting a "Restart"). At this point, the address of this system was still registered as being connected to the database as a guest. As a result, it was not possible for the host of this database to log off because it requires all the guests to log off from the database before the host can quit.

After the system was restarted and logged on to the database again, the number of systems logged on to that database increased by one. That is, the previous address ID of this system still remained.

How can I remove the address of the Macintosh Plus that bombed? Is there a better way of using multi-user access so that this problem won't happen again?

### DISCUSSION -----

When you log onto FileMaker II again as a guest and then quit, your current entry, and the original, will be removed, allowing the host to shut down. However, until the guest logs on and quits, there are no options within the program allowing the host to quit FileMaker II. Resetting the host's system, or terminating the process with a debugger, if it is running MultiFinder, are poor but effective alternatives.

For more information about this issue, contact Claris directly. Meanwhile, you may want to investigate why the guest's system is crashing to minimize the impact it has running FileMaker II.

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