

Leyburn Solutions Data Repair Service

Costs

Rather than having a fixed cost service like Sage who charge up to £795+VAT for an overnight fix, we charge based on the volume and severity of the errors and how long they will take to fix. We offer an overnight fix as a matter of course with, if the volume of errors is too great, a weekend service. The typical data fix costs between £200 and £300.

You must send us Live data.

You must have stopped processing in Sage as any data you enter after the backup has been taken to submit to us will be lost.

It is also extremely unwise to continue using Sage if it has errors in the data. You could end up losing more data or even trash the data irreparably.

You must understand the following condition

Leyburn Solutions does not guarantee to restore total 'accounting correctness to the fixed data'.

When fixing data we restore the integrity to the Sage data so that no errors are reported by Check Data and no new errors are created as a result of the fixed errors. However, if data has been overwritten or was never written correctly in the first place we can't magic it out of thin air. For this reason we can't guarantee total correctness.

Please include the following information when you submit data for repair

- A backup of the live data
- The Manager password or the logon details of a user who has full access to the data

Ideally the Sage backup you send us should be Data Files only. If there is a choice, it should be the one taken before any attempt was made to fix the data using Sage's Fix button or Data Recovery tools.

If the backup is less than 40MB then it can be emailed to us. For file larger than this we have an FTP server or Dropbox.

After Fix Care

There is no point in having your data repaired if you are just going to break it again.

We have established that the likelihood of getting corruption in Sage 50 data is inversely proportional to the speed that Sage can read it's data.

We strongly advise that you run the Adept Sage 50 Health Check (produced by another Sage Developer of many years standing) on all computers. Computers that are reading Sage data over a network should be able to achieve at least 3,000 records per second on the Health Check's Split Read test. The tool can be downloaded here:

<http://www.adeptcom.co.uk/L50hc.htm>

Terms

Our terms are 28 days from date of invoice. We will send you a PDF invoice along with the corrected data.

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