ABI Electronics

Test & Measurement Systems ● Electronic Manufacturing Services

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SENTRY Counterfeit IC Detector - support procedure

Some of the devices from my library seem to have disappeared when updating to version 2.10

Some Windows Vista and Windows 7 users may experience a discrepancy in their library after updating their SENTRY software to the latest version. This procedure details how the library can be recovered after update.

Before you begin, please make sure that the SENTRY software is not running.

Origin: This problem is caused by a new option introduced by Microsoft called the 'Compatibility Mode'. Basically, it means that the SENTRY database is duplicated and placed in a different location called the virtual store. During the software update, Windows cannot determine which of the two libraries is the current one. Follow the steps below to recover your library.

1) Click **Start>All Programs>ABI SENTRY Counterfeit IC Detector>SENTRY Data**
This will open a Windows Explorer window showing a total of 9 folders. Double click on the folder called "Database".
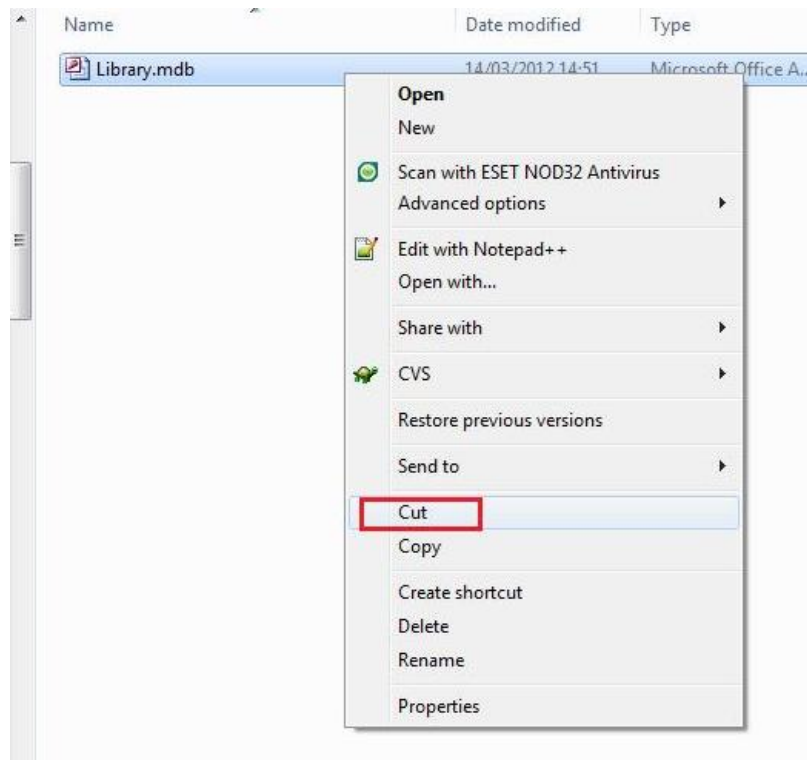A button called 'Compatibility files' should appear in the task bar, as shown below:
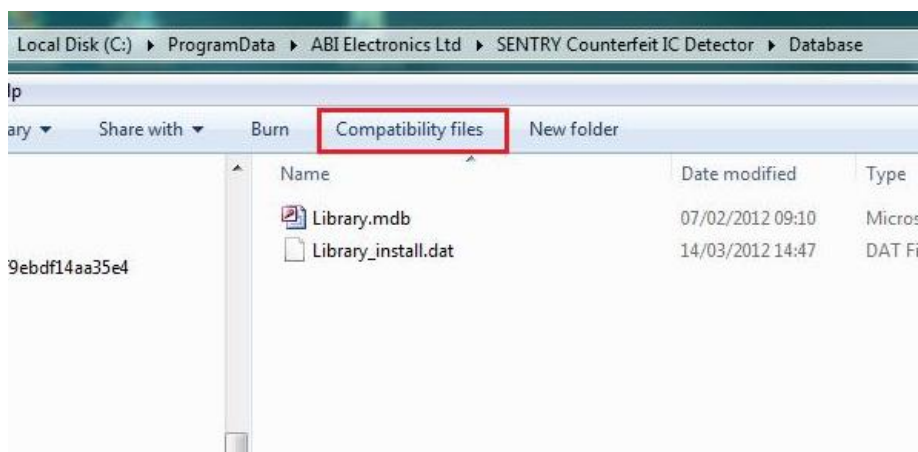
2) Click on the 'Compatibility files' button and note that you will be taken to a different location (virtual store appears in the address bar):
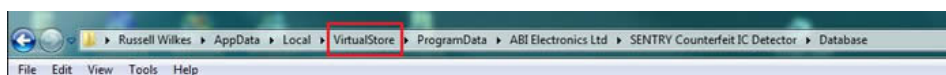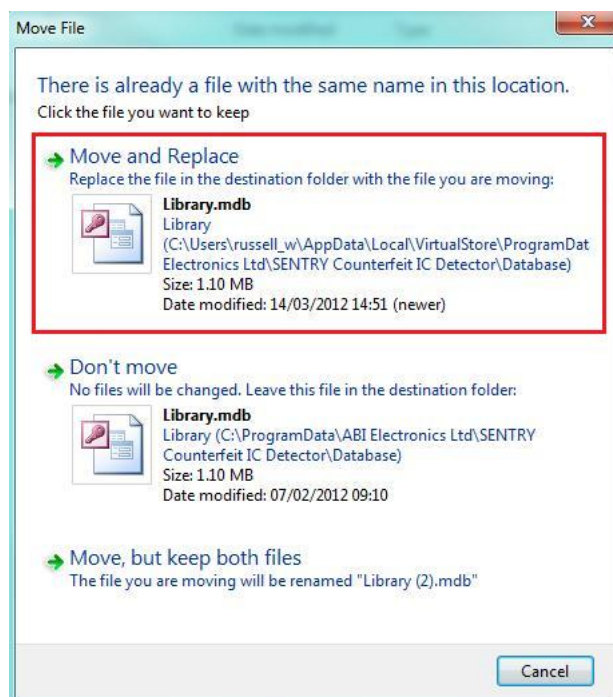

3) In this location, a file called Library.mdb will appear. Right click on this file and select 'Cut':

4) Return to the previous location by clicking on the blue and white arrow in the top left hand corner :
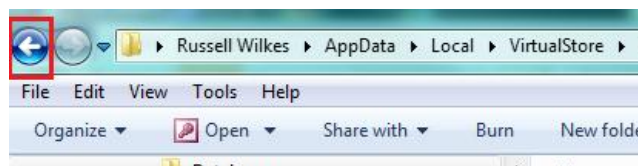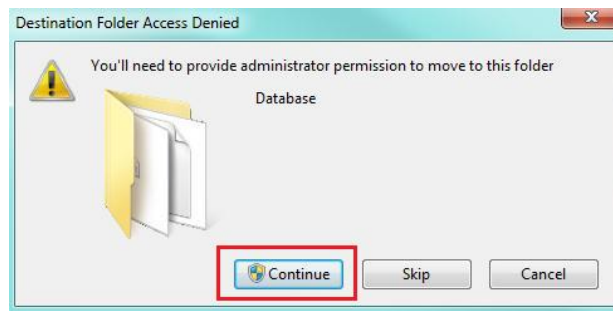

5) Right click in a blank area below the two files and select 'Paste'. When the message below appears, click on 'Move and Replace':
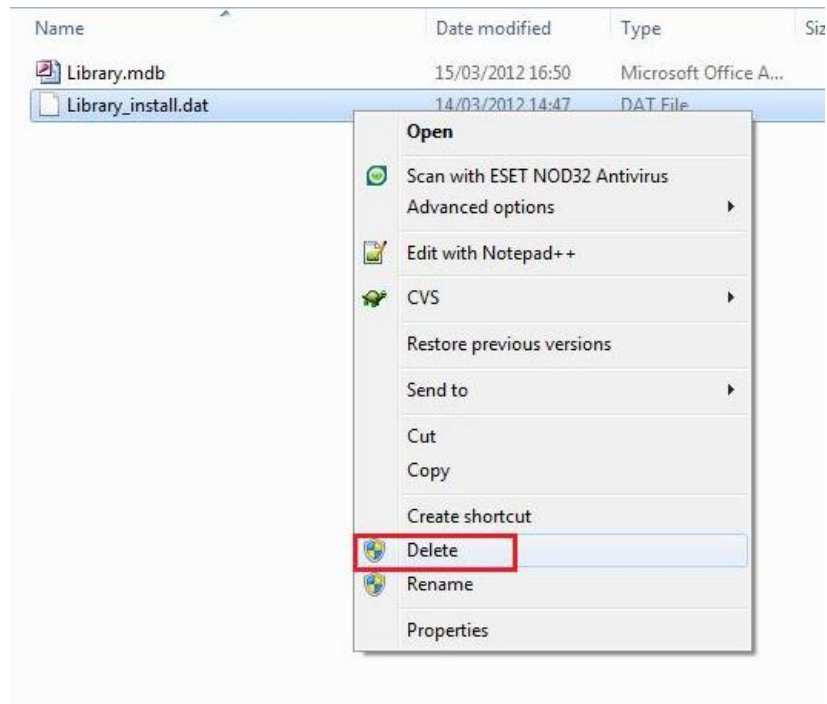

6) Depending on your Windows settings, the message below may appear. If so, click 'Continue':
Note: you will need to have Administrator rights to do so. Please contact your IT department for more information.

Destination Folder Access Denied

You'll need to provide administrator permission to move to this folder

Database

[Continue]   [Skip]   [Cancel]

7) In the same location, right click on the file Library_install.dat and select 'Delete'. Click 'Yes' to confirm deletion.

Name	Date modified	Type	Siz
Library.mdb	15/03/2012 16:50	Microsoft Office A...	
Library_install.dat	14/03/2012 14:47	DAT File	

Open

Scan with ESET NOD32 Antivirus
Advanced options ▶
Edit with Notepad++
CVS ▶
Restore previous versions
Send to ▶
Cut
Copy
Create shortcut
Delete
Rename
Properties

8) Start the SENTRY software and confirm that your library is now accurate.

For more information, please contact us here.