



Do not proceed with any option from the “Cleanups” menu without direct consultation with the WinSTORE Help Desk. Running any of the options without advice may result in irreparable damage to your data.

The options contained under the Cleanups process enable the synchronisation of files and data within the WinSTORE software.

There should be no need in the daily use of WinSTORE to run any of these processes unless an error has occurred causing disruption with the interaction between the executable WinSTORE program and the data contained within WinSTORE. If something does occur which is effecting the operation of WinSTORE, log a call with the Help desk and an operator will call you and work through the problem step by step.

If an error does occur while using WinSTORE, before calling the help desk;

- 1) Make an exact note of the error that appeared
- 2) Make a note of where in WinSTORE the error occurred and what you were doing when the error occurred.

When the Help desk is called, leave a message and a description of your problem and an operator will return your call. Ensure that when the operator does call back, you are next to a WinSTORE machine, preferably the server, so that you will be able to follow the help desk instructions. Do not leave a mobile phone number as we are often unable to return the call for a number of reasons.

By doing these simple things, the Help desk operators will be able to identify and address the problem quickly and efficiently.



Before accessing any of the cleanup functions, ensure there are no other operators currently using WinSTORE and the process is initiated on the server.