

Malformed docs.edb Issue

Troubleshooting Steps For Technician:

1. Answer the following questions/perform the following actions:
2. Unlock the .edb using the Unprotect tool
3. Open the file in DB Browser for SQLite and run the following under the "Execute SQL" tab:

PRAGMA integrity_check

4. If any errors are found, export the query results to CSV.
Lock the .edb back up using the Unprotect tool, then attach it and the CSV (and any other applicable logs) to an escalated ticket.
 - a. If no errors are found, run the pragma on their other edbs to see if another one is at fault, then get those logs. If no edbs give an error, attach all local logs they've gotten and a copy of their .edbs and proceed with attaching the information to an escalated ticket.

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Provide answers to all the above questions and all requested attachments.

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