



SecurityGateway

Validate Data and Fix Database Corruption

SecurityGateway uses a database management system called Firebird to store configuration settings and most data. Under certain circumstances, you may be advised by support to check your SecurityGateway database file for corruption. This may occur if you have problems backing up the database, if SecurityGateway is experiencing crashing issues, or if errors are being written to the logs that indicate corruption. In order to check for and possibly fix corruption in your SecurityGateway database, you can use a Firebird utility called `gfix`, which is included in the SecurityGateway installation.

If you have a good backup of the SecurityGateway database, we would recommend restoring the database from that backup, as the process below can result in losing data that is corrupted. If restoring from a backup is not possible however, attempting to fix the database using `gfix` is an option. To determine if corruption has occurred follow the below steps.

1. Stop the SecurityGateway service.
2. Manually backup the `securitygateway.fbd` file found in the `C:\Program Files (x86)\Alt-N Technologies\SecurityGateway\App\` folder and place it in a safe location.
3. Open a command prompt window and change directories to the `C:\Program Files (x86)\Alt-N Technologies\SecurityGateway\App\` folder.
4. Type the below command and press Enter. `gfix -user SYSDBA -password masterkey -validate -no_update securitygateway.fbd`

If the command returns no output, then the database structures are good. If you receive errors you will then need to repair the database. To repair the database follow the below steps.

1. If you have not yet done so make a backup of the `C:\Program Files (x86)\Alt-N Technologies\SecurityGateway\App\securitygateway`.
2. Return to the command prompt window and back to the `C:\Program Files (x86)\AltN Technologies\SecurityGateway\App\` folder.

3. Type the below command and press Enter.

```
gfix –user SYSDBA –password masterkey –mend –full -ignore securitygateway.fbd
```

This process is going to flag corrupted database records. To remove the flagged data we’ll need to create a full database backup, and restore it. To do this start SecurityGateway and follow the “How To Backup SecurityGateway’s Database” document in the [support section](#) on our web site. Next you want to do a restore of the database from the backup you just performed. To perform a restore follow the “How To Restore SecurityGateway’s Database” found in the [support section](#) on our web site.