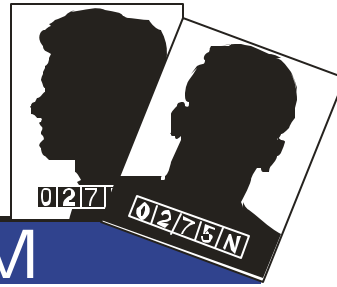


# Intelligence TRACKING



## SYSTEM

### TECH NOTE

Power failures, hardware problems, computer lockups or other factors may damage an Intelligence Tracking System (ITS) file. If your ITS database becomes damaged, you will need to recover the damaged file(s). When the Intelligence Tracking System becomes damaged you will be posed with a dialogue box indicating this. You will know which file(s) is damaged because the next dialog the ITS system asks you to locate the file. Take note of the file(s) name that it is attempting to locate and cancel out of this process; perform the steps below.

**To recover a damaged ITS file:**

- Press the <CTRL> + <SHIFT> keys while you double click on the ITS icon. Hold the 2 keys down until you are posed with the “Recover” dialogue box.
- On the “Recover” dialogue screen locate the file(s) that needs to be recovered (the file(s) you had taken note of above), select it, and open it. The recover process will then take place.

If you experienced problems with the recover procedure or if you experience any type of unusual behavior in the recovered file(s), you will need to revert to a backup of the Intelligence Tracking System that was made prior to the file(s) becoming damaged.

Technical support is always available by calling the ITS support team at (815)423-2073 or 1(800)276-3156. Customers having a current support agreement receives this type of support at no charge, other customers not holding an active support agreement may obtain support by paying a technical support incident fee of \$110.00.

**Velocita Technology**

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