

Status 98 can be caused by the following:

- Users not closing VIP properly – then files stay open and backups can file and corrupt the open files
- Power Failures can cause this
- If one user is on a company and another user does a roll-over of the same company.
- Slow network connections – a ping with 64000 kb packet should have a response time of under 12ms on a 100MB LAN
- Faulty Network Cables (packet loss on ping)
- Slow user PC's – certain Computers could keep files open for too long
- Antivirus – some antivirus software scans Mapped drives by default – this should be disabled.
- Disable UAC (User Account Control) on the server as well as the workstation.

How to rebuild a corrupted file

- Ensure that all operators are out of the system.
- Right click on your VIP Icon and click on properties.
- The path in the START IN line indicates where the VIP directory is situated, for example D:\Premier.
- Click on Start/Run and type in CMD. Click on ENTER and command prompt will open.
- For Windows 7 users:
 - Click on START and type in CMD in the search block at the bottom. Another option is to click on Start> All Programs>Accessories>Command Prompt
- To route to the VIP directory, type the drive letter. For example, D: and enter
- To access the VIP folder through command prompt type in CD\PREMIER and enter. If your VIP directory consists of a longer path for example D:\PREMIER\VIP then just type in CD\PREMIER\VIP.
- The file that needs to be rebuilt will be mentioned in the error and will have an extension .PAY.
- Type in the rebuild command: Vutil32(SPACE)-r(SPACE)-a filename.pay and enter.
- The rebuild command will start running and stop at the directory again.