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## eChange TECHNICAL SUPPORT

### Topic:

How to recover a deleted file from the vault.

Product/Version: Design Group, eChange, all versions

Date: 5/08/01

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### Symptoms:

User deleted incorrect document.

### Cause:

User error.

### Resolution:

There is only one way to recover a file once it's been deleted, and that is to restore from a backup. However it can be done a few different ways.

Option 1. Restore the system in it's entirety from a backup, either on the Production machine, or a separate machine to retrieve the file.

Option 2. Restore just the SQL database, and the IDMDS shelf to a separate machine. Do a query through the VERSION table of the vault's database to return the IDMDS encrypted name of the file, so that you can then locate it on the shelf. (This requires knowing the original name of the file.) The original name of the file is stored in the column V\_FILE\_NAME. The IDMDS encrypted name is stored in the V\_STACK\_FILE\_ID column.

### Comments:

### Keywords:

Delete, recover, restore, document