

How to Back-up and Restore an Intelli-M Access Database

Introduction

This document describes how to back-up your Intelli-M Access database and restore it on the same computer or another computer running Intelli-M Access. This document assumes you have functional version of Intelli-M Access installed. The commands described in this document should be run from the PC on which you installed Intelli-M Access.

Backup a Database

Start the SQL Management Studio application, which can be found in the **Start Menu**→ **Programs(Applications)**→ **Microsoft SQL Server 2014**→ **SQL Server 2014 Management Studio**. Upon startup, the program will prompt for a login. Click **Connect** to log into the software. A menu tree will appear on the left-hand side as shown below in figure 1.

Note: Occasionally the default Windows Authentication credential login will not have permissions due to limitations set by the local Network Administrator or due to a custom SQL installation not installed by 3xLogic. Please contact support for assistance if this happens.

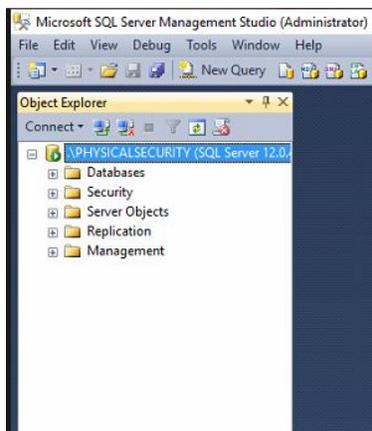


Figure 1.

In the menu tree, click on the plus sign next to **Databases** to expand the databases tree. You should see something similar to figure 2 below.

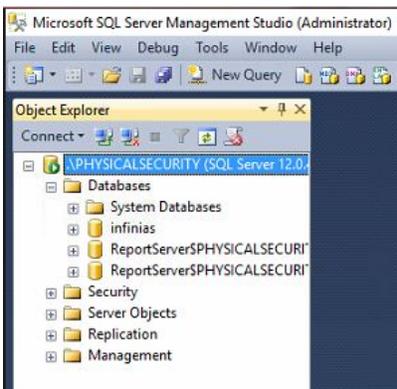


Figure 2.

Locate the **infinias** database and right click on the database to pull up a menu as seen in figure 3 below.

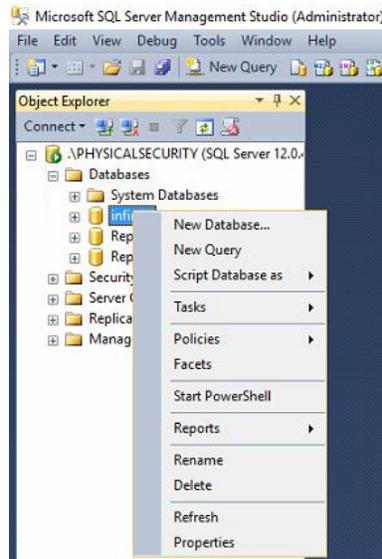


Figure 3.

Select **Tasks**→**Back Up...** and a small back-up window will appear in the center of the screen. Verify that the destination is set to **Disk** and make note of the default path in the section below that. See figure 4 below for reference.

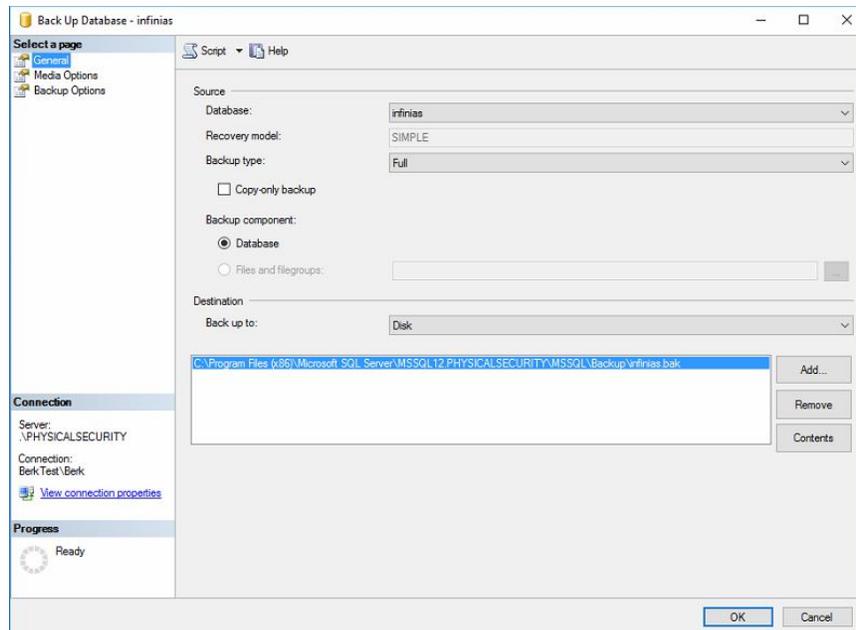


Figure 4.

If the location or name is not preferred, highlight the location and click **Remove**. Once the field is blank, click **Add...** and a smaller window will appear requesting a destination and file name. Click **OK** and click **OK** in the back-up window to initiate the backup. The progress will be displayed in the lower left corner of the backup window as shown in figure 4 above.

Note: All back-up file names must end with extension “.bak”.

Once completed, close the SQL Studio and locate the backup file. It is suggested that the file be stored on a flash drive or separate PC in case of system failure.

Restoring a SQL Database

Prior to restoring the database, the **Infinias** services need to be stopped along with the **IIS Admin**, **Message Queuing**, and **World-Wide Web Publishing** service prior to clicking ok on the restore window. You can open services by typing in **services.msc** in the start menu or by opening the Task Manager window and clicking on the services tab and then click on the **Open Services** link at the bottom of the window. Once those have been stopped, you can click **OK** on the restore window.

The initial steps of restoring a SQL database are identical to backing up a SQL database.

Start the SQL Management Studio application, which can be found in the **Start Menu**→ **Programs(Applications)**→ **Microsoft SQL Server 2014**→ **SQL Server 2014 Management Studio**. Upon startup, the program will prompt for a login. Click **Connect** to log into the software. A menu tree will appear on the left-hand side as shown in figure 5 below.

Note: Occasionally the default Windows Authentication credential login will not have permissions due to limitations set by the local Network Administrator or due to a custom SQL installation not installed by 3xLogic. Please contact support for assistance if this happens.

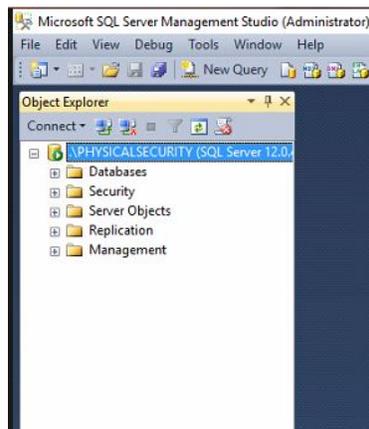


Figure 5.

In the menu tree, click on the plus sign next to **Databases** to expand the databases tree. You should see something similar to figure 6 below.

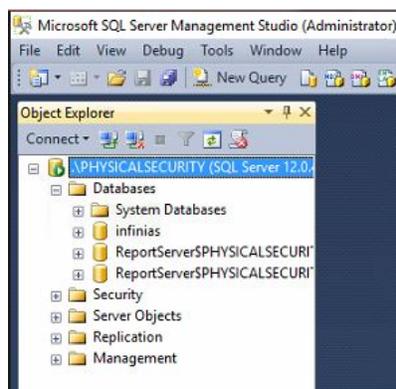


Figure 6.

Locate the **infinias** database and right click on the database to pull up a menu as seen in figure 7 below.

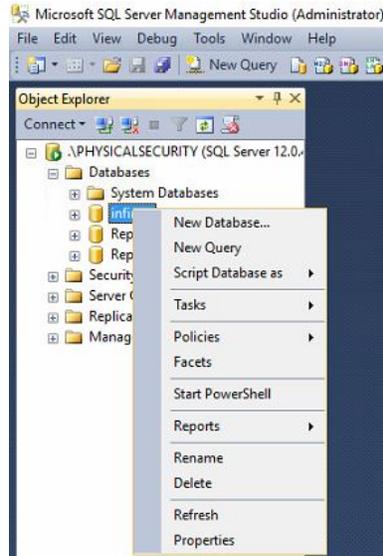


Figure 7.

Select **Tasks**→ **Restore**→ **Database...**

A restore database window will appear in the center of the screen as shown in figure 8 below.

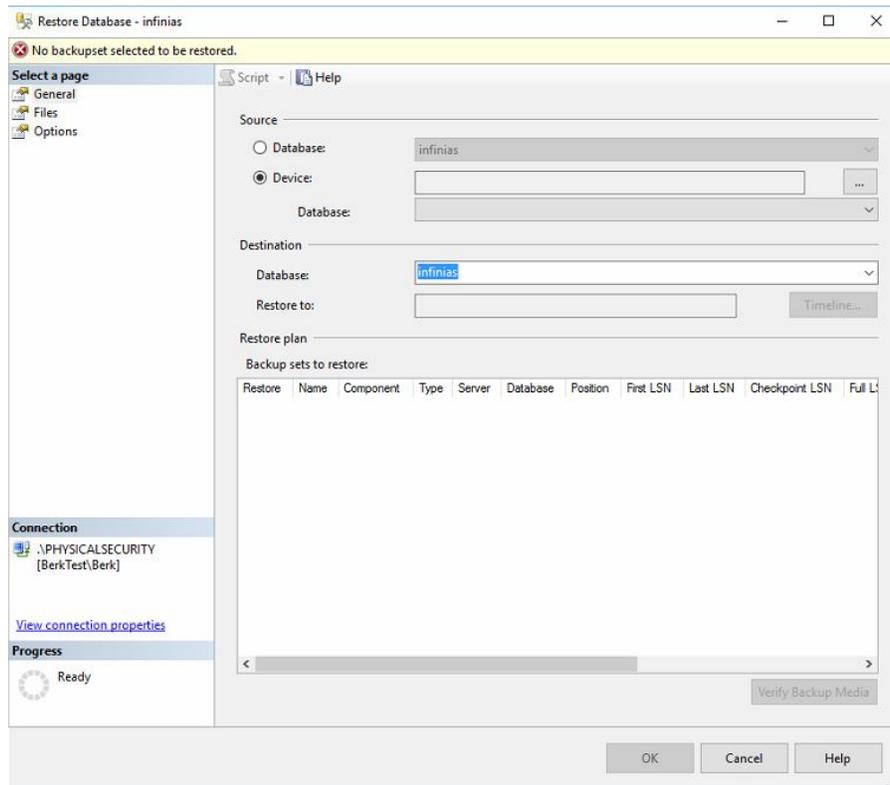


Figure 8.

Select **Device** and click the **...** button to the right, then the **Add** button, and locate the **infinias** backup file that will be restored.

Note: It is suggested to copy over any backups from a USB drive to prevent any timeout errors or extended restore times due to slower transfer speeds from the flash drive.

Once the file is selected, it should appear in the **Backup sets to restore** window with a checked box under the restore column as seen in figure 9 below.

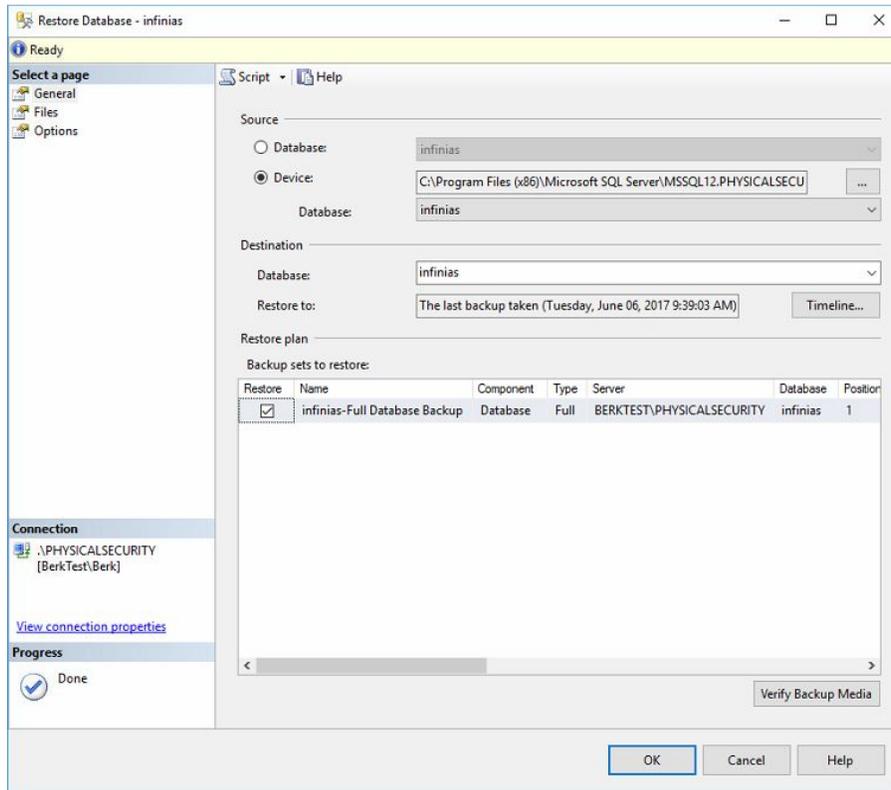


Figure 9.

Select the **Options** in the upper left hand corner of the window and check off the box for **Overwrite the existing database (WITH REPLACE)** and select the general page in the upper left corner to return to the original page.

Note: If the services are not all stopped, the restore will fail with an error indicating that the database was in use. If the problem persists, please contact support for further assistance.

Once the restore has been successfully completed, a repair needs to be accomplished on the software in order to link it back to the restored database. Start **IIS Admin**, **Message Queuing**, and **World Wide Web Publishing** service prior to doing the repair.

That is achieved by navigating to the **Control Panel → Programs and Features**. Highlight the Intelli-M Access software and click **Change** at the top menu. The installer will start back up and eventually prompt you with options. You will select the repair option and let it finish.

At this stage you should be complete. Verify functionality by logging into the software and confirming the information from the database is showing up correctly.