

Tech Tip 170026

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

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Product Affected:	infinias Intelli-M Access
Purpose:	This document is intended to instruct a reader on the process of backing up an restoring an infinias Intelli-M Access system’s SQL database.

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1 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.

2 Backup and Restore Intelli-M Access Database

2.1 Backup 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.

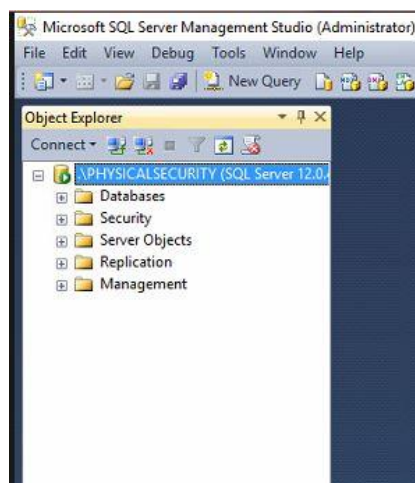


Figure 2-1

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.

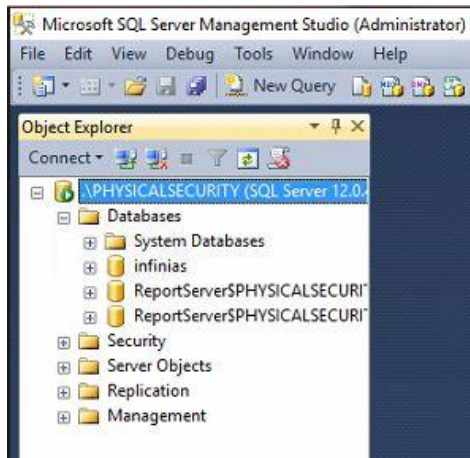


Figure 2-2

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

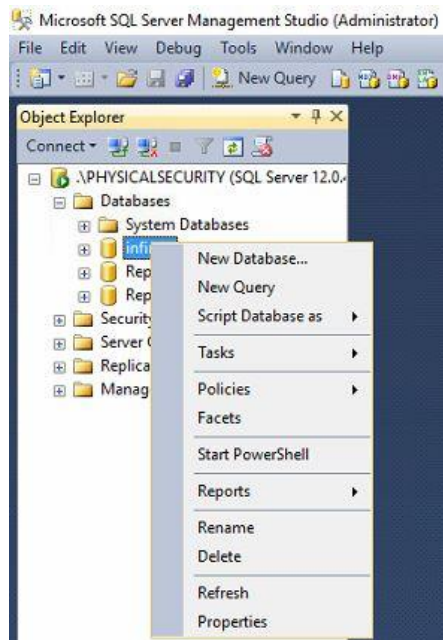


Figure 2-3

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.

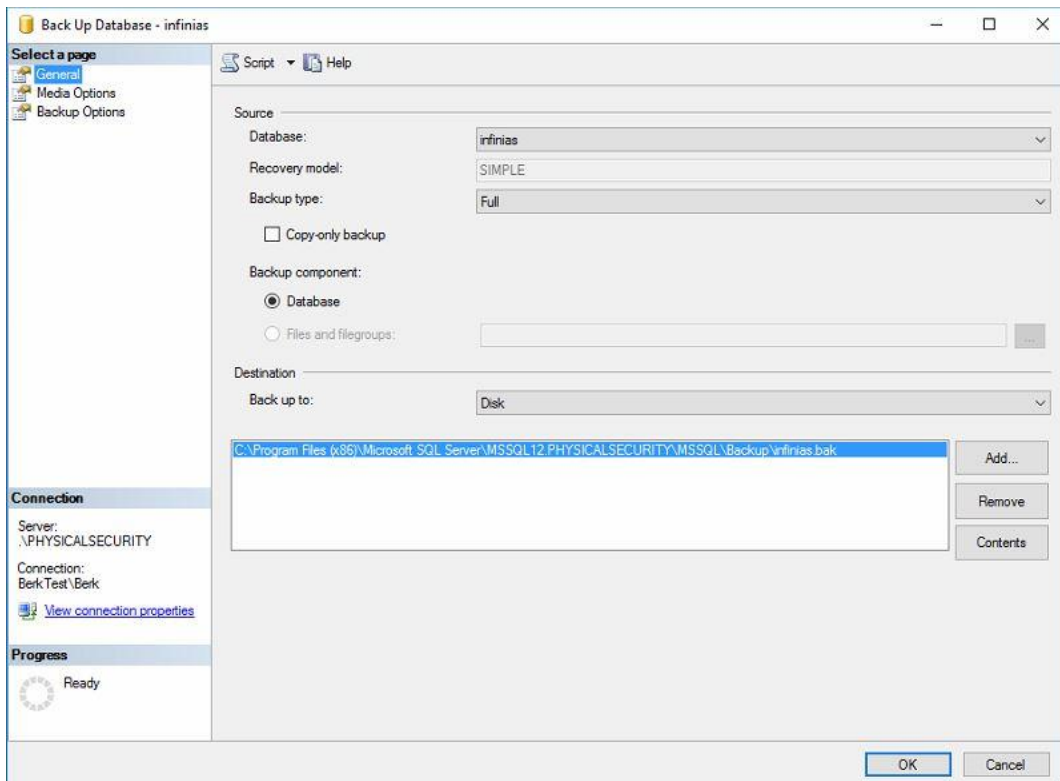


Figure 2-4

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.

2.2 Restoring Database

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

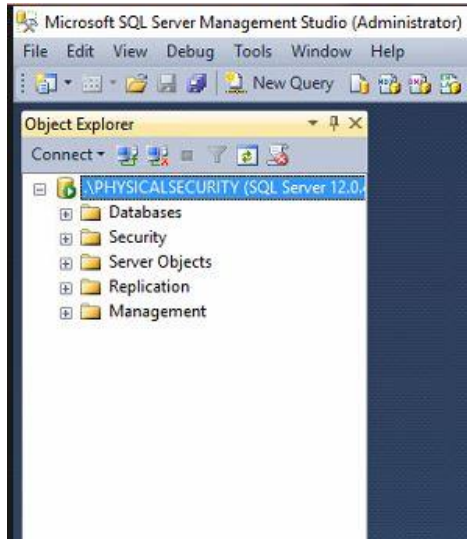


Figure 2-5

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 2-6

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

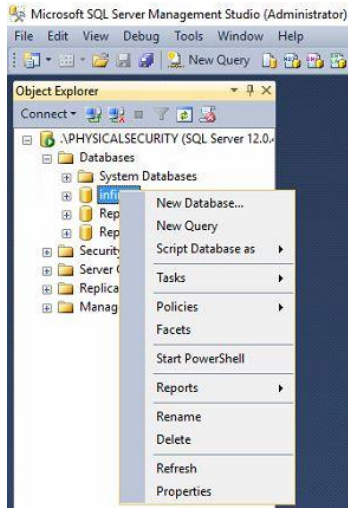


Figure 2-7

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

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

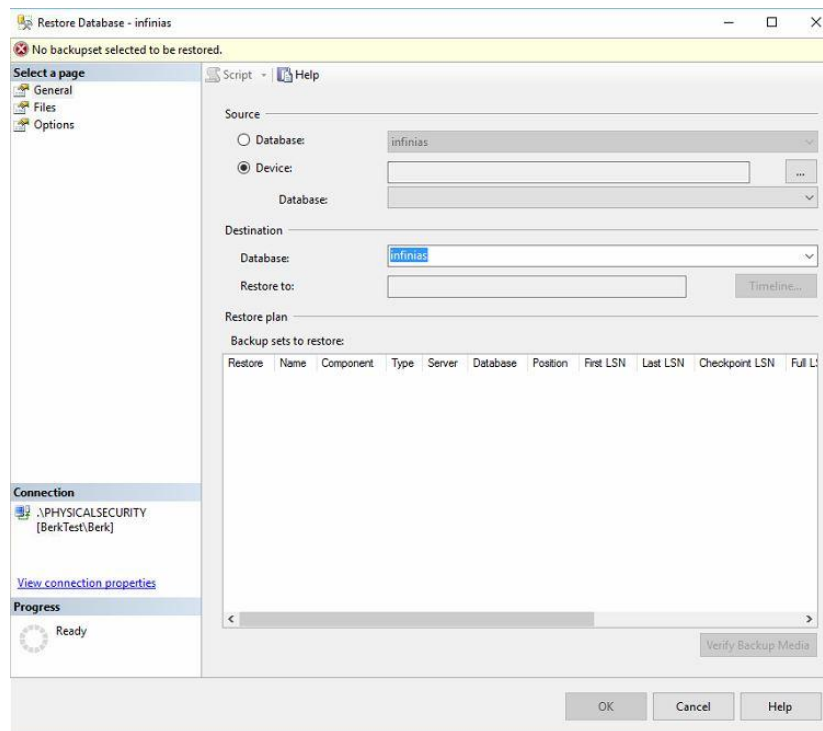


Figure 2-8

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.

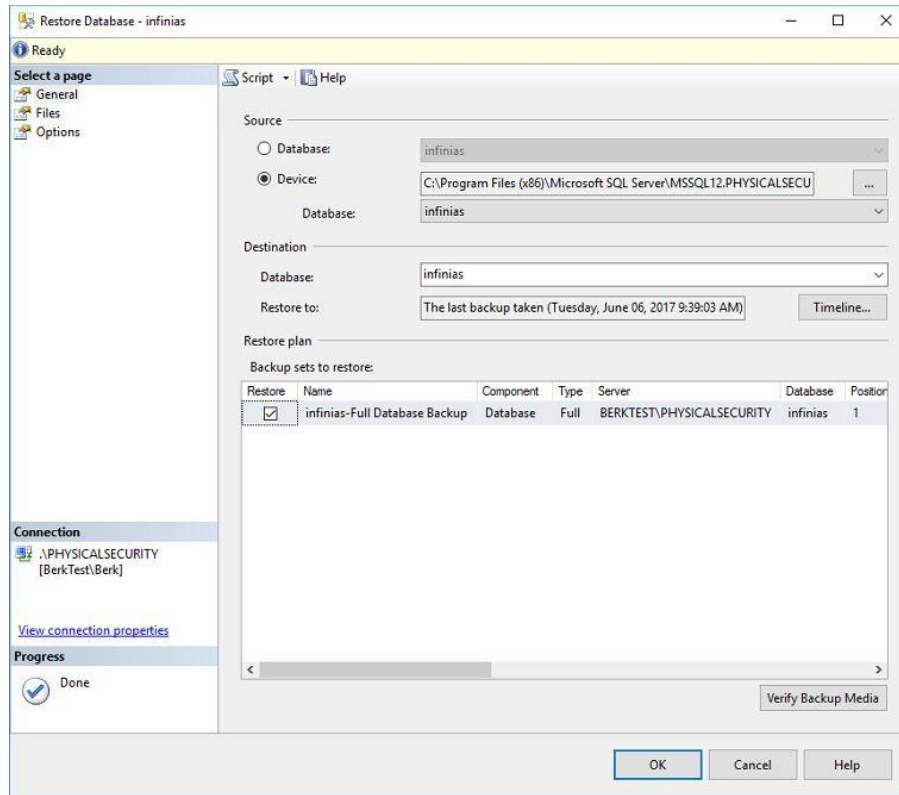


Figure 2-9

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.

Prior to restoring the database, the **Infinias** services need to be stopped along with the **IIS Admin** 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 final step is to run a repair on the software. This will link the database back to the software so the two can communicate. Navigate to the **Start→Control Panel→Programs and Features→Intelli-M Access**. Highlight the Intelli-M Access and click **Change** in the top menu. The installer will start. Follow the prompts until it gives you the choice to repair. Select repair and follow the prompts until complete.



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.

3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com