

Guide 170026

infinias Intelli-M Access – How to Backup and Restore Database

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Product Affected:	infinias Intelli-M Access
Purpose:	This document is intended to instruct and infinias Intelli-M Access user on the process of backing up and restoring the Intelli-M Access 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. The commands described in this document should be run from the PC on which you have a functional instance of Intelli-M Access installed.

2 Backup a Database

1. 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.
2. Click **Connect** to login. A menu tree will appear on the left-hand side as shown below in Figure 2-1.



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. In this instance, please [contact support](#) for assistance.

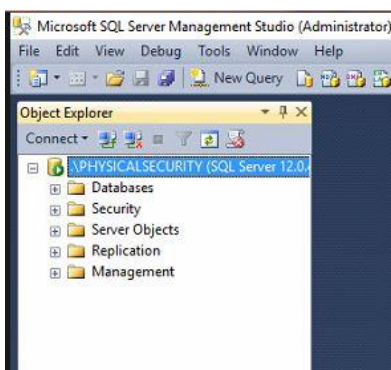


Figure 2-1

3. In the menu tree, click on the plus sign next to **Databases** to expand the databases tree. The tree should expand as pictured in Figure 2-2, below.

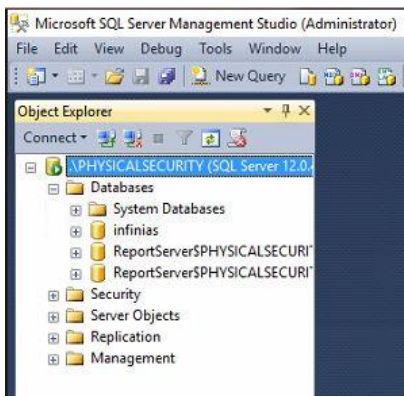


Figure 2-2

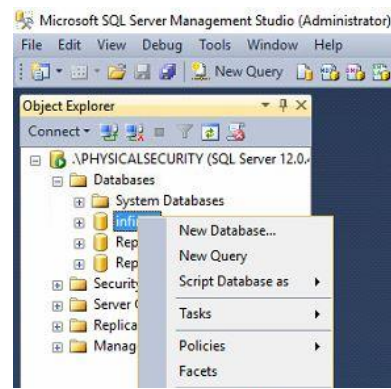


Figure 2-3

4. Locate and right-click the **infinias** database to pull up a menu as seen in Figure 2-3, above.
5. Select **Tasks>Back Up...** and a small back-up window will appear in the center of the screen.
6. Verify that the destination is set to **Disk** and make note of the default path in the section below. See Figure 2-4 below for reference.

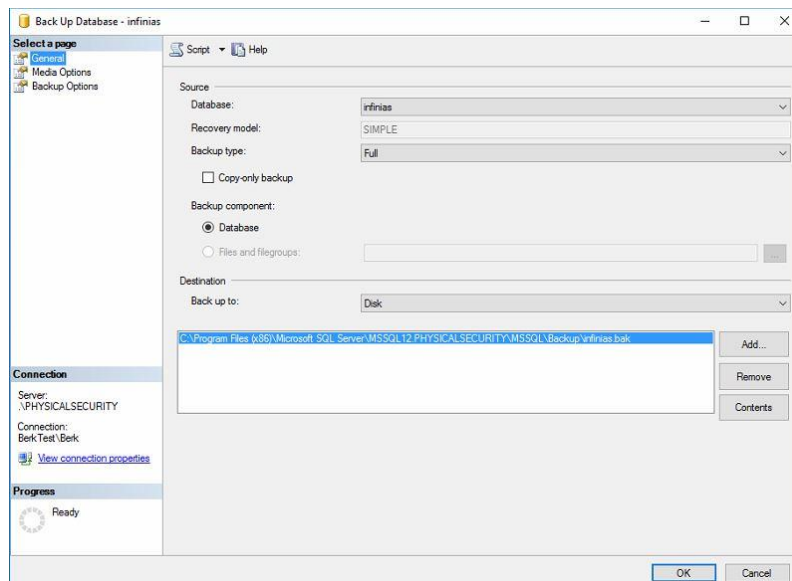


Figure 2-4.

- i. 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** once you have configured the desired settings.
7. Click **OK** in the *Back Up Database* window to initiate the backup. The progress will be displayed in the lower left corner of the backup window as shown in Figure 2-4 above.



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

Once complete, 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.

3 Restoring a SQL Database

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

1. 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.
2. Click **Connect** to log into the software. A menu tree will appear on the left-hand side as shown in Figure 3-1 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.

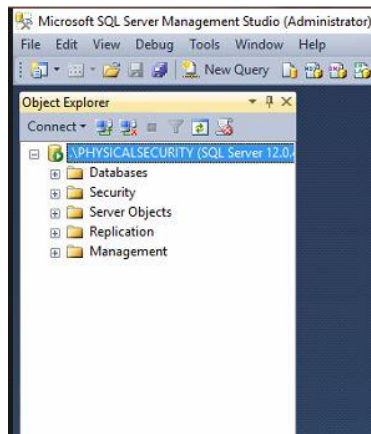


Figure 3-1

3. In the menu tree, click on the plus sign next to **Databases** to expand the databases tree. The treeview should expand as pictured in Figure 3-2 below.

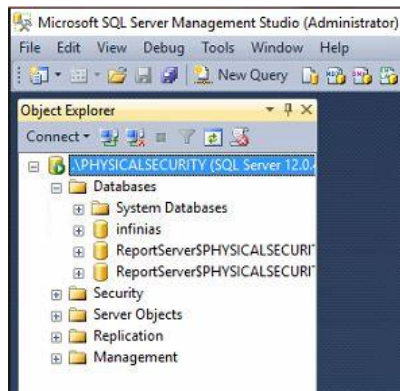


Figure 3-2

4. Locate and right-click on the **infinias** database to pull up a menu as pictured in Figure 3-3 below.

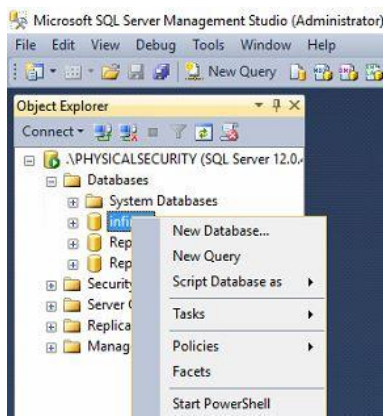


Figure 3-3

5. Select **Tasks > Restore > Database**. A restore database window will appear in the center of the screen as shown in Figure 3-4 below.

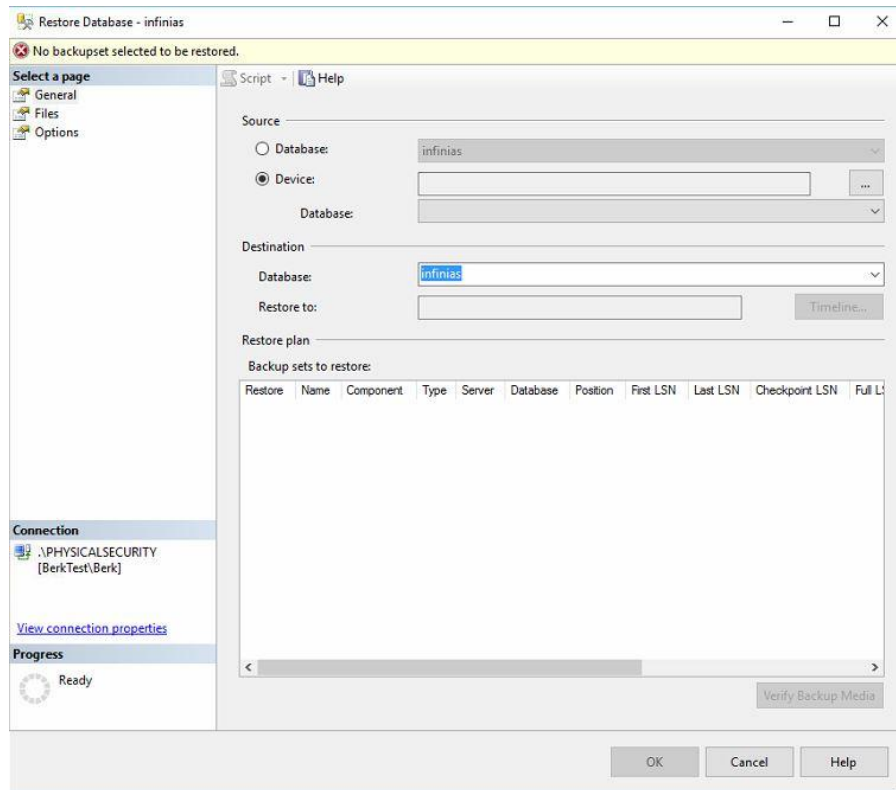


Figure 3-4

6. Select **Device** and click the ... button to the right, then the **Add** button. Navigate to the infinias backup file that you wish to restore.



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 3-5 below.

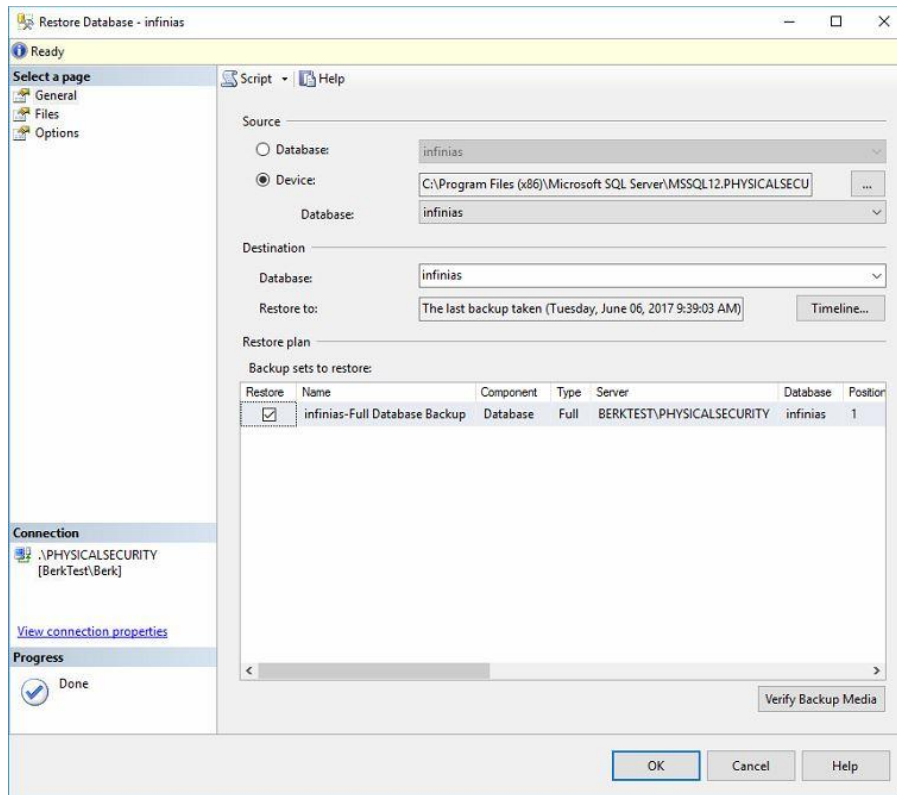


Figure 3-5

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

Prior to initiating the restore process, the **infinias** service needs to be stopped along with the **IIS Admin** and **World-Wide Web Publishing** services. To open the *Services Manager*:

2. Type **services.msc** in the Windows start menu or open the Task Manager>Services Tab and click on the **Open Services** link at the bottom of the window.
3. Locate and stop the **infinias**, **IIS Admin** and **World-Wide Web Publishing** services.
4. Once the services have been stopped, 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. To begin:

7. Navigate to the **Start>Control Panel>Programs and Features> Intelli-M Access** then highlight **Intelli-M Access** and click **Change** in the top menu. The installer will start.
8. Follow the prompts until you receive the option 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.

4 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