

Backing Up SQL Data (Version 7.11 and above)

Beginning with Version 7.11, some Ensite Pro™ applications use a SQL database engine that stores data in a different folder than the standard volumes. It's important to ensure a complete backup in the event that you need to restore. Please verify that the SQL data is included in your daily and other period-end backups.

Manual or Third-Party Backup

If you perform manual backups or use a third-party backup software (such as Veritas), make sure you include the “/ddms/client/” folder on the drive where DDMS is installed.

Automatic Proc File Backup

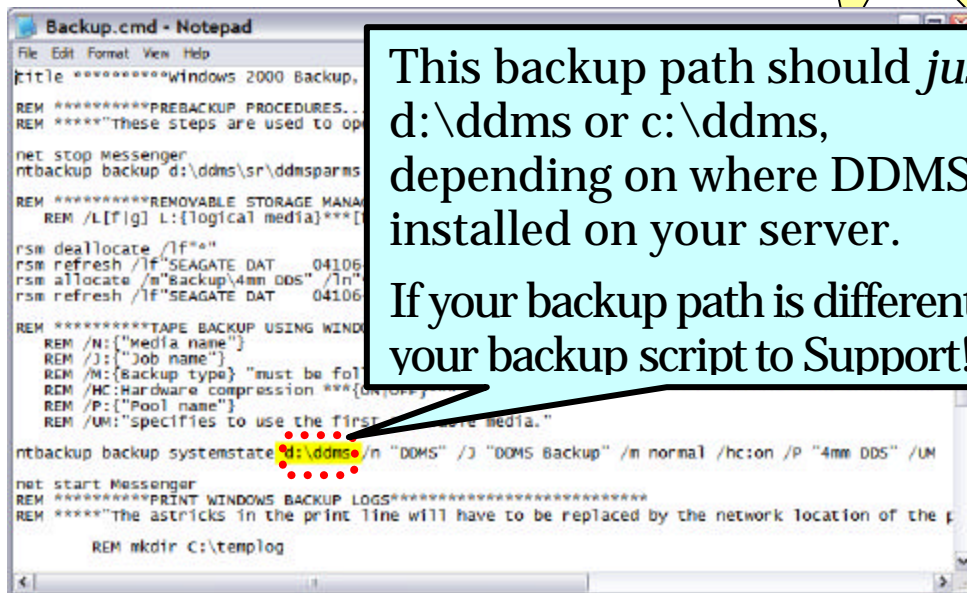
If your backups are being performed automatically through a proc, follow these steps to review your backup script:

1. Open **My Computer** on the DDMS server desktop.
2. Double-click (open) the drive containing the DDMS software (normally the D:\).
3. Double-click the “**DDMS**” folder.
4. Double-click the “**bin**” folder.
5. **Right**-click the file “**Backup.cmd**” (or “Backup” if the list does not show file extensions).
6. Choose the “**Edit**” option from the pop-up menu.
7. Find the backup command path highlighted below:



Backup

Do NOT double-click the backup file, or you will launch the backup!



```
Backup.cmd - Notepad
File Edit Format View Help
[title *****Windows 2000 Backup,
REM *****PREBACKUP PROCEDURES...
REM *****These steps are used to op
net stop messenger
ntbackup backup d:\ddms\sr\ddmsparms
REM *****REMOVABLE STORAGE MANA
REM /L[f]g L:{logical media}***[
rsm deallocate /f**
rsm refresh /f"SEAGATE DAT 04106
rsm allocate /m"Backup\4mm DDS" /n"
rsm refresh /f"SEAGATE DAT 04106
REM *****TAPE BACKUP USING WIND
REM /N:{"media name"}
REM /J:{"job name"}
REM /M:{"Backup type"} "must be fol
REM /HC:Hardware compression ***[on]o
REM /P:{"Pool name"}
REM /UM:"specifies to use the first
ntbackup backup systemstate d:\ddms /n "DDMS" /j "DDMS Backup" /m normal /hc:on /P "4mm DDS" /UM
net start messenger
REM *****PRINT WINDOWS BACKUP LOGS*****
REM *****The asterisks in the print line will have to be replaced by the network location of the p
REM mkdir C:\templog
```

This backup path should *just* be d:\ddms or c:\ddms, depending on where DDMS is installed on your server.

If your backup path is different, fax your backup script to Support!

- If your backup is set to **c:\ddms** or **d:\ddms** (the ddms path on the drive where DDMS is installed), **close** the file and choose “**No**” if prompted to save changes. *No further action is needed. Your backup includes the SQL data.*
- If your backup path **is different**, choose File > Print from the menu bar, then **close** the file (choosing “**No**” if prompted to save changes), and **fax to ECI² Technical Support** at 682-831-9909. Your support team will contact you to ensure your backups include the SQL data.

If you need assistance, please contact your support team.