THE EDGE®

Backing Up the Database

Introduction

To back up The Edge, we recommend using an Internet backup service or external storage device. Because each of these methods has its own software, we cannot provide specific "How To" directions for each of them. This document will guide you in the best practices for backing up regardless of mechanism.

There are four important things about backing up that you must know:

1. Know how to operate your backup mechanism
2. Know what to back up
3. Back up regularly
4. Verify that your backup system works.

NOTES!

- **Making a copy on your local hard drive using File ► Backup the Database is not sufficient. Your backup files should be stored physically apart from your computer, even outside the store.**
- **We recommend enlisting the aid of your local computer technician.**

Backup Mechanisms

Each backup mechanism has advantages and disadvantages. It is important that you choose a system that works best for you. Considerations for choosing your system are:

- Be sure you configure your backup to account for file size and timing.
- Be sure to select a system that will work for your schedule and IT management style.
- If you're using an Internet service, be sure your Internet access is reliable and of sufficient bandwidth.
- No matter what you choose, be sure you learn to use it effectively, that it is capturing the correct files, and that you apply the practices outlined in this document.

Files to Back Up (MS Access)

For MS Access systems, the entirety of your Edge data resides in a single folder shared on the server or primary workstation. Files to be backed up are:

- The Edge database named `edge.mdb` and located in the `C:\ProgramData\ajsllc\edge\` folder.
- The Edge photos located in the `C:\ProgramData\ajsllc\edge\photos` folder.
- The license file stored in the `C:\ProgramData\ajsllc\edge\` folder.
- The appraisal template files located in a subfolder called `APPR`. For example, it may be stored in the `C:\ProgramData\ajsllc\edge\appr` folder.

The paths listed above are typical. To verify your path, go to **Administrative ► Configuration.** The **Database Settings=>Production Settings** section of this window holds the name and location of your database folder.

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IMPORTANT!
Be sure you are backing up the database and photo library from Production, not Test.

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Files to Back Up (MSSQL)

When The Edge with MSSQL is installed by The Edge support team, a back-up utility is configured to make a local copy of your MSSQL data each evening. This utility creates the actual files that you will need to back up. By default, it will be stored in `C:\Program Data\ajsllc\EdgeSQLBackup`. For this to work, the server or primary workstation hosting the MSSQL database must be on. Turning the PC off will cause the backup to fail, and your data will not be backed up.

Now you are ready to configure your backup mechanism to back up the following files:

- The MSSQL database backup files as described above. They are located in the `C:\Program Data\ajsllc\EdgeSQLBackup` folder. If you do not see this file, contact The Edge Support Team immediately.
- The Edge photos located in the `C:\ProgramData\ajsllc\edge\photos` folder.
- The appraisal template files located in a subfolder of the shared folder, called `APPR`. For example, they may be stored in the `C:\ProgramData\ajsllc\edge\appr` folder.
- The Edge license is stored in the MSSQL database and need not be backed up separately.

The paths above are typical. To verify your paths, go to **Administrative ► Configuration.** The **Database Settings=>Production Settings** section of this window holds the name and location of your database folder.

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IMPORTANT!
Be sure you are backing up the database and photo library from Production, not Test.

NOTE!
Over time, the backup folder, `C:\Program Data\ajsllc\EdgeSQLBackup`, will be filled with a number of old SQL backups that could overwhelm your hard drive. We recommend that you periodically delete some of the <u>older</u> backup files to free up storage space. Just be sure your external backup is current. Most stores do this weekly.

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Backup Timing

There is no such thing as backing up too frequently. The Edge database should be backed up at least once per week. We recommend daily. The Edge photos folder should be backed up at least once per month. We recommend weekly. The Edge license file should be backed up with the same frequency.

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TIP!
To minimize downtime or the impact of hardware failure, consider scheduling backups to happen automatically throughout each day.

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Verification and Recovery

All of this backup activity is useless if you can't recover the files when you need them. You must ensure that the important files are indeed being backed up completely and reliably.

It is important that you periodically verify that your files are being backed up. One simple method of verification is to visually compare the file names, sizes, and dates to ensure they are the same. For example, if your MSSQL backup folder contains a file with a size of 2,567,867 KB, your backup file should match that. If it doesn't match, it may indicate that the file is not current or that the backup cycle is not completing properly. File dates should match as well.

Another method of verification includes doing a test restore on a PC separate from your production configuration. This is the most conclusive method of verification, but does require more expertise.

In the event of a database crash, verify your most recent backup and contact The Edge Support team for emergency assistance.