

All about Backups

One of the most important and crucial resources you can have on your system is your backups. These can save you from a world of frustration and misery!

There are several different types of backups, and different ways to create them. Here is a quick fact sheet detailing some important information about database backups.

Types of Database Backups

SQLbase Backup: This is the type of file that is created when you run the backup through Retail STAR using the SQLbase Backup Utility. You will also usually find these backups created by Star Scheduler each night at scheduled times. These files are called *backup1.sql*. They are compressed versions of your database, and must be restored through the restore utility if you need to use them.

Direct Copy of the POS.DBS: This is simply a copy of the file called POS.DBS, which is your full database file. This can only be copied when all users are out of your system and the SQLbase server is stopped, and is always the full size of your database.

Pros and Cons

Both types of files have advantages and disadvantages. Backup1.sql files can be created while others are using the system and are generally smaller, but they must be restored, which can take anywhere from 30 minutes to 6 hours!

Copies of the POS.DBS are harder to get, as you must copy the entire DBS file (and have the necessary free space to save it) and you must also make sure no one is logged into POS or Office Star while you copy, and the SQLbase server must be stopped. This is because you cannot copy a file that is being accessed by others. The advantage to this type of file is that the restore process is much quicker, as you only have to copy the POS.DBS file back into the proper folder.

Additional Backup Types

Along with database backups, CAM systems will come with Windows based backups. These are usually scheduled through Scheduled Tasks and include a bit more information than just your Retail STAR data.

Daily: This backup is traditionally saved onto a separate hard drive, called an "EZ Swap Drive" or "Super Swap". This backup runs each day, giving you a daily backup of Retail STAR and Windows settings.

Monthly: This backup runs each month, and contains the same data as the daily drive. It is usually saved onto a USB hard drive or other external source. This allows you to take the data away from your physical building and store in a safe place.

Off-Site: This is the exact same thing as the Monthly backup, but it is not scheduled to run. You can run this manually when you need an emergency backup, or if you want to update your monthly backup early.

ATTENTION

Update Required for ALL X-Charge Merchants!!!

The original deadline has now passed. We have been granted a brief extension to those merchants who have not yet upgraded.

You must complete this MANDATORY upgrade before September 21, 2009, or you WILL experience interruption to your credit and debit card processing.

Upgrading TODAY will prevent any service interruptions.

In most cases, you can upgrade your software simply by opening the X-Charge program, then Clicking on Help, and selecting "Check for update...". Follow the prompts to complete the upgrade. You can also visit www.x-charge.com/upgrade or call (866) 442-1901 to complete this Mandatory upgrade TODAY! Thank You for processing with X-charge!