

RPOffice Backup Procedure

We receive many calls requesting information on how to perform backup routines correctly, as backing up your data and directory structure is vital, you need to put procedures in place to ensure that it is performed correctly.

Quick points:

Backup every night and have the backup files stored off site, in the event of fire, theft or hardware failure. A full backup of the data files and directory structure will allow RP Data to safely restore your RPOffice system.

When backing up NEVER copy the Reoffice.gdb file as this can cause corruptions in the database, as the Print/Email RPOffice Assistant (Scheduler) is connected to the database 24/7. RP Data is not responsible for your external backups or for retrieving lost data. There is a function within the program that will backup the Reoffice.gdb twice daily to the hard drive of the local machine You can also receive logging emails from the Gbak program to a specified email account keeping you informed whether or not the internal backup has completed successfully (*refer to On-Disk Backup documentation located at www.software.rpdata.com*). However, this internal backup should not be relied upon solely. You MUST have external backup procedures in place. In the event that no external backup is kept and a client requires RP Data to attempt to repair or restore a corrupted database file, this will incur a charge of up to \$550 per hour to investigate, even in the event that the data file cannot be repaired.

It is recommended that the following procedures are in place:

1. A complete backup of the N:\REOffice folder, **EXCLUDING** the database folder. If the database folder is included then it is the same as copying the Reoffice.gdb file and can cause corruptions in the database.
2. A complete backup of the N:\lbback folder. This will enable RP Data to access safely preserved backups created by the on-disk backup software and restore the relevant backup file.
3. On the database server there should be a Macpro Must Run Everyday or RPOffice Must Run Everyday batch which needs to be ran manually everyday to validate that the Macpro database is free from corruptions. If the batch file is not on the desktop please call RPDData support.

These two procedures can be burnt onto a CD or tape. Should the client have any further questions regarding these points they should contact their Tech Support first before contacting the RP Data support line as this is not RP Data's responsibility.

RPData Support – 1300 734 318