Chapter 35

Backing Up and Restoring FrontDesk Data Files

FrontDesk v4.1.25

Backing Up and Restoring Front Desk Data Files

Backups of the AAC Front Desk System data can be created and stored on the computer as well as stored on floppy disk, CD, a network drive, or a zip drive. Restores can also be done from various sources.

> Only do a restore of your data in the most extreme circumstances. If the system shows an error message stating the data needs to be restored, please call AAC Technical Support before doing so. This way we can assess the error and determine if a restore is the best plan of action to take.

To access the Backup/Restore Utility, open **AAC Check-In** or **AAC Point of Sale** applications and click on the **"File Drop-Down"** Menu. Choose the Backup / Restore Data option.
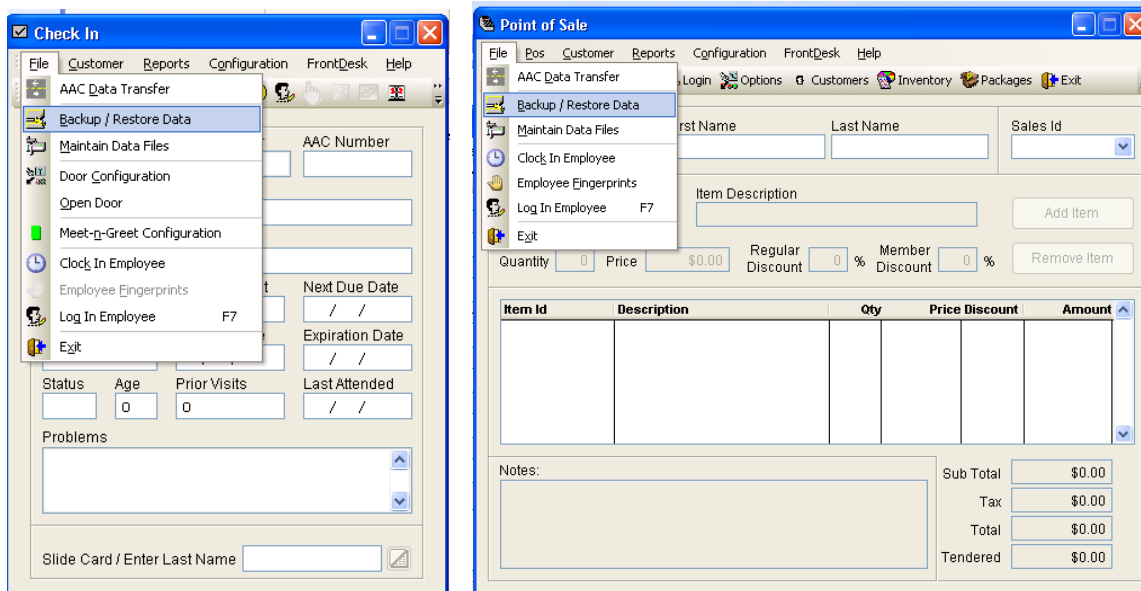
Figure 35-1.

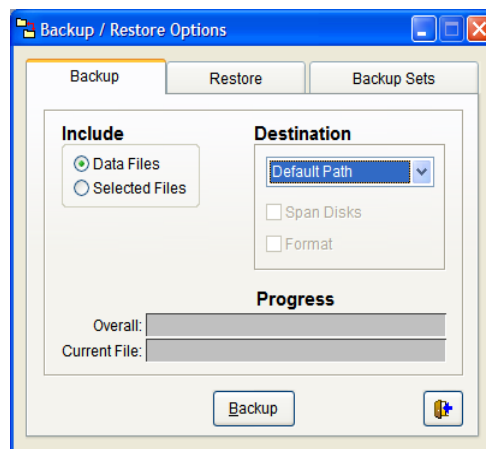A window will open giving these options: Backup Data, Restore Data, or View/Delete Backup Files.

Figure 35-2.

To create a backup file, choose the **"Backup"** Tab and then select the files that are going to be backed up. **"Data files"** consist of all system data. Report data and picture files may also be backed up. To back up the picture or report files, choose **"Selected Files"** and then choose picture file or report files.

After the backup files have been selected, the destination path must be chosen. There are four choices: Default Path, User Path, Floppy Drive A, and CD/DVD Rom. If the files will be backed up to a floppy disk (3.5″) additional boxes may need to be checked. Choose the B option if more than one disk will be necessary to back up the files. It is always a good idea to select this option at all times. The "Format" option may be checked to format each disk before the backup files are placed on each floppy disk.

After all necessary options have been selected, click on the **"Backup"** button at the bottom of the screen and the backup process will begin. If floppy disks are used, the system will ask for a new disk when the current one is full. It is a good idea to number the floppy disks so they can be kept in order. This will help if a restore ever has to be done in the future.

Include: Choose the type of files that will be backed up.

- **Data Files:** If selected, all data files will be backed up.

- **Selected Files:** Select this option to back up picture or report files separately.

- **Picture Files:** Back up picture files only by selecting this option.

- **Report Files:** Backup your report data files separately by selecting this option.

Destination: Choose where the backup will be stored.

- **Default Path:** The hard drive on which the software was installed. The path will be C:\AACIH unless a different drive letter is specified on the computer for the hard drive.

- **User Path:** Define a different user path such as a network drive for the data to be backed up to or restored from. This can be done in the AAC Configuration Program on the Data Tab.

- **Floppy Drive A:** Send backup to floppy disks. Make sure that the Span Disks and Format options are checked if necessary. A floppy disk is a 3.5″ diskette.

- **Span Disks:** The system will store the backup to multiple floppy disks. Make sure to number the disks in order for future reference. Numbering the disks in order will help if a restore has to be done with the backup disks.

- **Format:** The system will format the disk before the backup files are stored on it. This option is only necessary for floppy disks.

- **CD/DVD Rom:** If you have a CD or DVD burner, the backup files may be burned to a CD or DVD. Make sure it is rewriteable so multiple backup copies can be written on the CD or DVD.
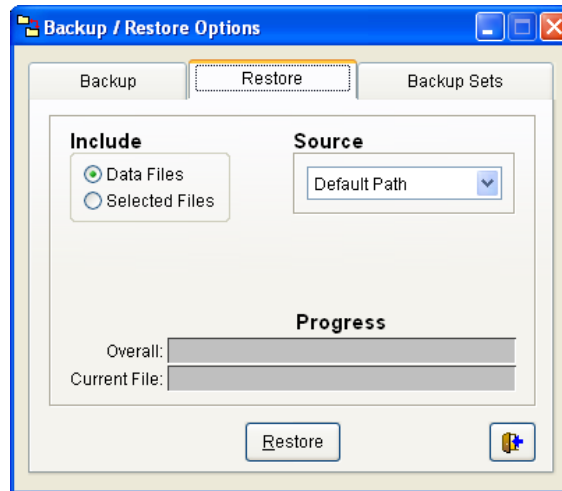
Figure 35-3.

The restore process will copy a previously created backup set into your working database. This routine should be run only on special circumstances. If a backup is restored, only the data in the backup file restored will reside on the machine. All other data will be lost. That is why it is very important to call AAC Technical Support before restoring a backup copy.

Data and system files may be restored as well as just picture or report files. Please see above for more precise definitions of the different types of files that can be restored. The same sources may also be used for restoring (see above documentation for definitions on the available sources to restore to).

To restore a file, choose the files that are going to be restored. Then select the source that the files will be restored from and click on the Restore Button. Make sure the proper source has been inserted for the restore before starting the process.

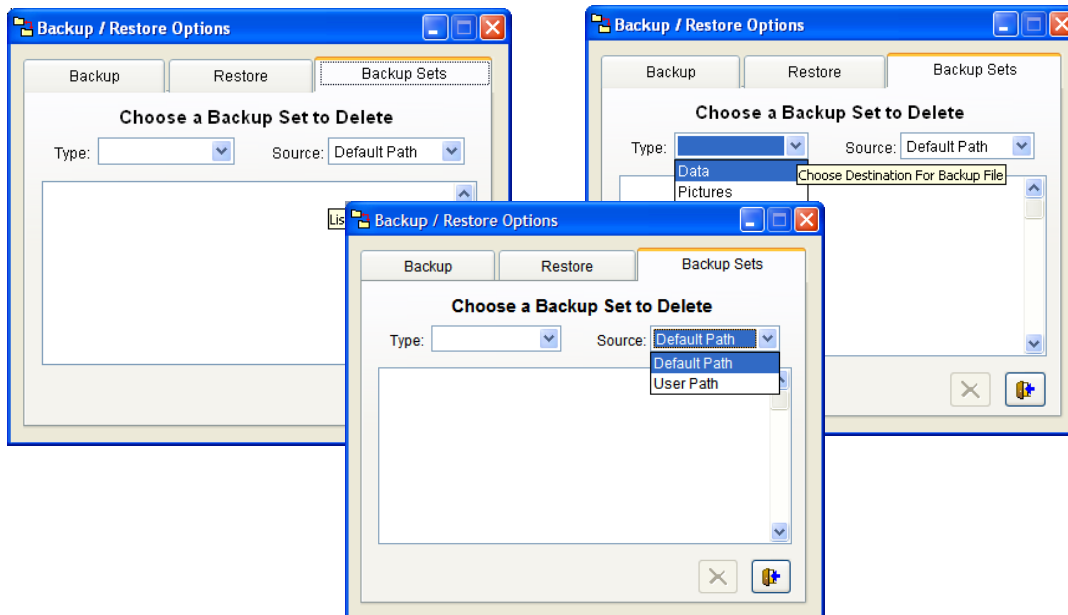Click on the **"Backup Sets"** Tab to View and Delete Backup Files.

Figure 35-4.

- **Type:** Choose the type of backup files to be viewed. This can be Data, Pictures, or Report data.

- **Source:** Select where the backup files are physically stored. These sources are the same as shown in above screens with the exception of CD/DVD. Use the windows explorer to see the files on a CD or DVD.

- **Delete:** Delete a backup file by highlighting the file that needs to be deleted in blue and clicking on the **"Delete"** icon located in the bottom right corner of the screen. This file will not be retrievable after it has been deleted. Make sure it is proper file before clicking on the delete icon.