

# ProSystem fx<sup>®</sup> Engagement

## Database Backup and Restore Instructions

Version 6.5

### Instructions

Summer 2010



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## Overview

ProSystem *fx* Engagement utilizes the SQL database engine. New to version 6.0 are two additional SQL databases: Trial Balance (TB) and Knowledge Coach (KC).

This utility has been created to aid administrators in the backup and restore process for the ProSystem *fx* Engagement CentralAdmin, Trial Balance, Knowledge Coach, and bin databases. Please note that the SQL databases used for Engagement may not be backed up using your standard backup procedures. Because direct access to the databases is required, you must either use this utility to back up the database files, or use a SQL Agent available from your third party backup software vendor. For additional information on configuring a SQL Agent, please refer to the ProSystem *fx* Networking Best Practices document located in the Documents folder on the ProSystem *fx* Engagement CD or contact Engagement Customer Support.

This utility is designed for backup and restore of the CentralAdmin database, TB databases, KC databases and all bin databases for a single main or secondary office server. This utility will need to be run separately on each Office Server in your ProSystem *fx* Engagement environment.

**IMPORTANT:** To restore a single deleted binder to a Central File Room you must use the ProSystem *fx* Engagement Database Backup & Restore Utility. Your third party backup and restore software is unable to restore a single binder that has been deleted from the Central File Room.

**Note:** In the event that a Trial Balance or Knowledge Coach Workpaper needs to be restored, use the option to restore a single binder. The workpapers folder for the binder will also need to be restored.

Also, the Database Backup & Restore Utility is the best tool to assist you in migrating the ProSystem *fx* Engagement Administrator module from one server to another.

## Backup Considerations

This utility will create a single backup file that contains the backup of all office server databases. (If you installed ProSystem *fx* Engagement to the default installation path, the database files that will be backed up are located in the following directories: x:\Pfx Engagement\Admin\Data, x:\Pfx Engagement\Knowledge Coach\Data, and x:\Pfx Engagement\TB\Data.)

**Note:** Due to including the TB and KC databases in the backup process, the storage space for the databases and the time to complete the backup have increased. The bak files created by the backup may be twice the size of those in prior versions of Engagement. The time required to complete the process could also be twice as long.

If a failure occurs while backing up a specific database, that database will be skipped and this information will be reported in a log file. The log file will be located in the same directory as the BackupRestoreUtil.exe with the default name of LogFileForBRMMDDYYYY – HH MM SS. The backup process will continue after such a failure occurs to ensure the remaining databases are properly backed up. If a failure occurs with a specific database during a backup, please contact Engagement Customer Support for assistance.

The following should also be considered when performing a database backup:

**Additional files to be backed up:** To ensure a complete backup, the files in the following folders will need to be backed up separately using your current backup methods. (The files stored in these folders are not included in the backup that is generated by the ProSystem *fx* Engagement Database Backup & Restore Utility):

1. Workpapers folder
2. Admin Packages folder
3. Archive folder
4. Transition Binder Packages folder

IT IS IMPERATIVE that the workpaper backup and the SQL database backup are completed together and that no changes occur to either during the backup.

**Back up the database backup file:** In addition to backing up the folders listed above with your current backup methods, be sure to also back up the database backup (.bak) file. If you choose to store your backup files on the same server as where the Admin module is installed, the backup files should be kept on a different drive.

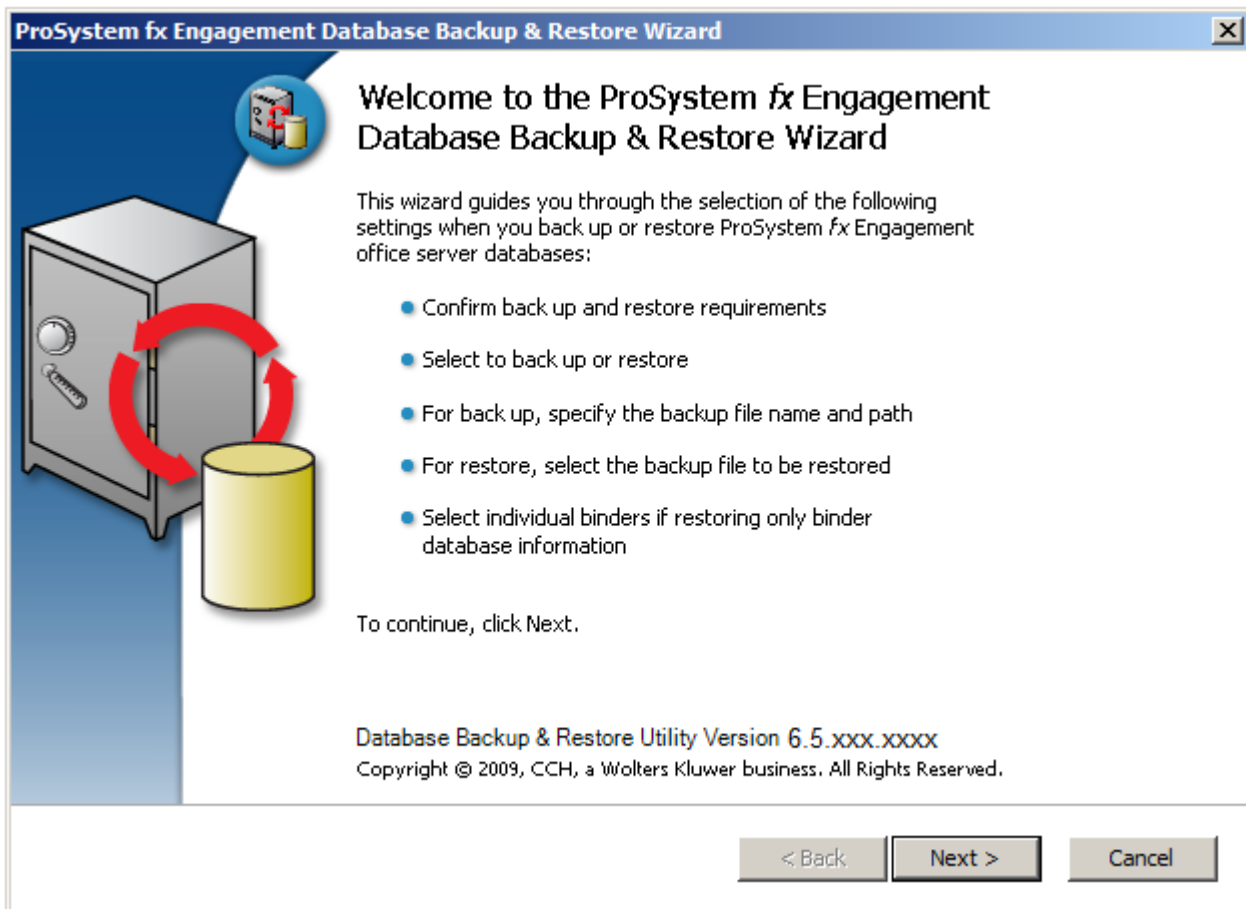
**Disable synchronization:** We highly recommend you disable admin and binder synchronization before beginning the backup process to ensure that the databases and workpapers contain identical information. During the time of the backup process, synchronization will not be allowed. Users attempting to synchronize during this time will receive an error.

**Close ProSystem *fx* Engagement Administrator:** To run the Database Backup & Restore Utility, the ProSystem *fx* Engagement Administrator application will need to be closed.

## Running the Backup Utility (with User Interface)

The following steps will guide you through the Backup process:

1. Launch the Database Backup & Restore Wizard using one of the following two methods:
  - a. Select **Start/Programs/ProSystem fx Engagement/Utilities/ProSystem fx Engagement Database Backup & Restore Utility**.
  - b. In Windows Explorer, double-click on **BackupRestoreUtil.exe**. (The BackupRestoreUtil.exe will be located in the x:\Pfx Engagement\Admin\Utilities\Backup Restore directory.)
2. Select **Next** from the *Welcome* dialog.



3. After you have read and understand the information regarding backup, check the box and select **Next**.

**ProSystem fx Engagement Database Backup & Restore Wizard**

**Confirm Back Up and Restore Requirements**

To backup or restore a database, confirm that you understand the requirements below.

**WARNING:** You are about to back up or restore the SQL 2008/SQL 2005/EXPRESS databases on this Office Server, including the CentralAdmin database and all bin databases including applicable binder database information.

IT IS IMPORTANT that you understand that this database backup process does NOT back up workpaper folders. Workpaper folders for each Central File Room on this Office Server MUST be backed up manually.

During both backup and restore, the access to the database will be restricted to the backup or restore process. If synchronizations are initiated during this time, the synchronizations will fail.

If you are restoring individual binder database information, please be advised that the following conditions may cause the restored copy of the binder to be overwritten during the next Admin synchronization, resulting in data loss.

I have read and understand the above warning.

< Back    Next >    Cancel

4. Select the **Backup** radio button. Provide the location where the files are to be stored by selecting **Browse**. The selected location must be on a local drive/directory or a mapped network drive. If you select a mapped network drive, the user account under which the SQL Server service is running must have credentials to write to that mapped network location. Select **Next**.

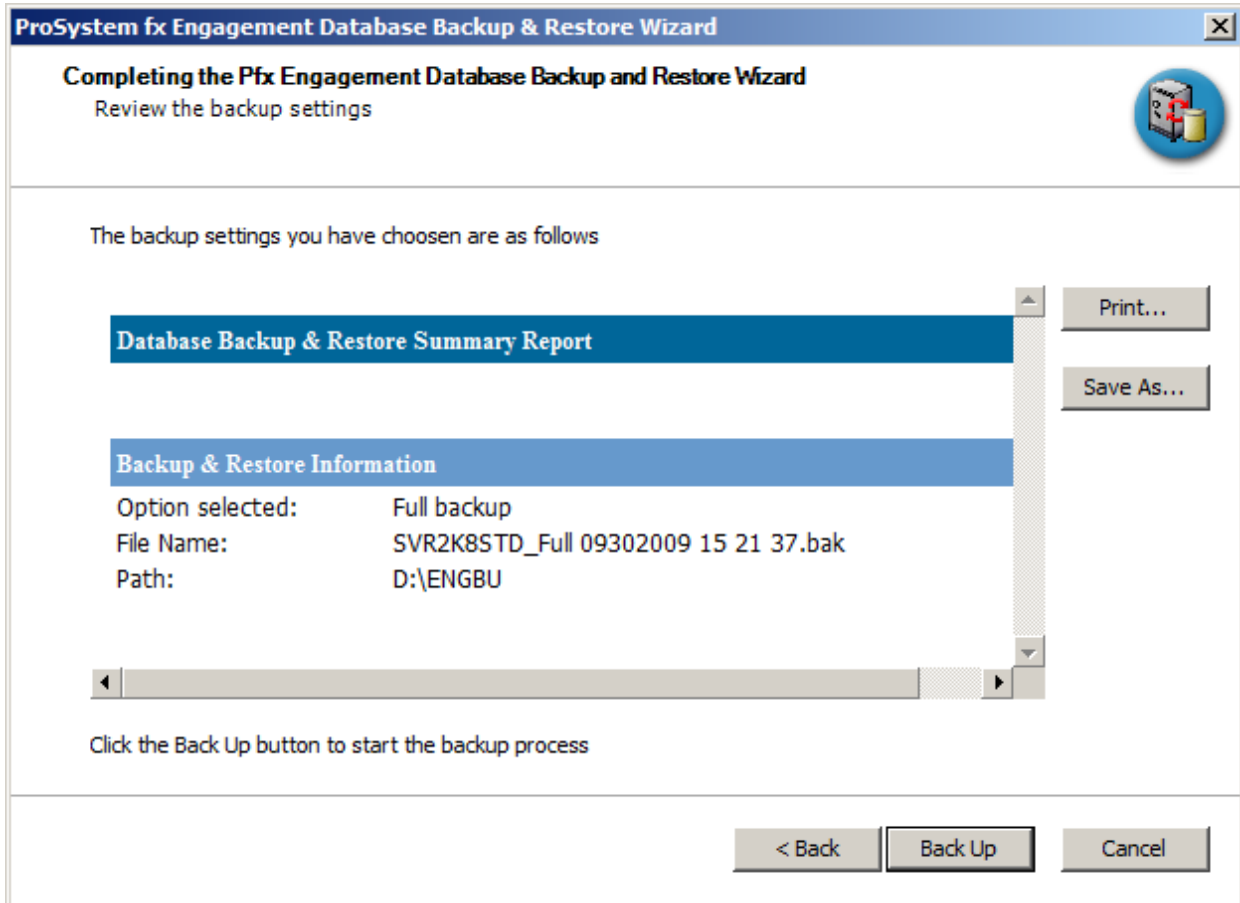
The screenshot shows a Windows-style dialog box titled "ProSystem fx Engagement Database Backup & Restore Wizard". The main heading is "Select Backup or Restore Option, File Name and Path" with a subtitle "Select to back up or restore, and specify the file name and path." There is a small icon of a database cylinder in the top right corner.

The dialog is divided into two main sections:

- Backup or restore option:** This section contains three radio buttons: "Backup" (which is selected), "Restore", and "Binders only". To the right of these buttons is a text box labeled "Option description:" containing the text: "FULL back up of the office server CentralAdmin database and all bin databases including individual binder database information."
- Backup file details:** This section contains a text field labeled "File name and path:" with the value "D:\ENGBU\SVR2K8STD\_Full 09302009 15 21 37.bak" and a "Browse..." button to its right. Below the text field is a large empty rectangular box.

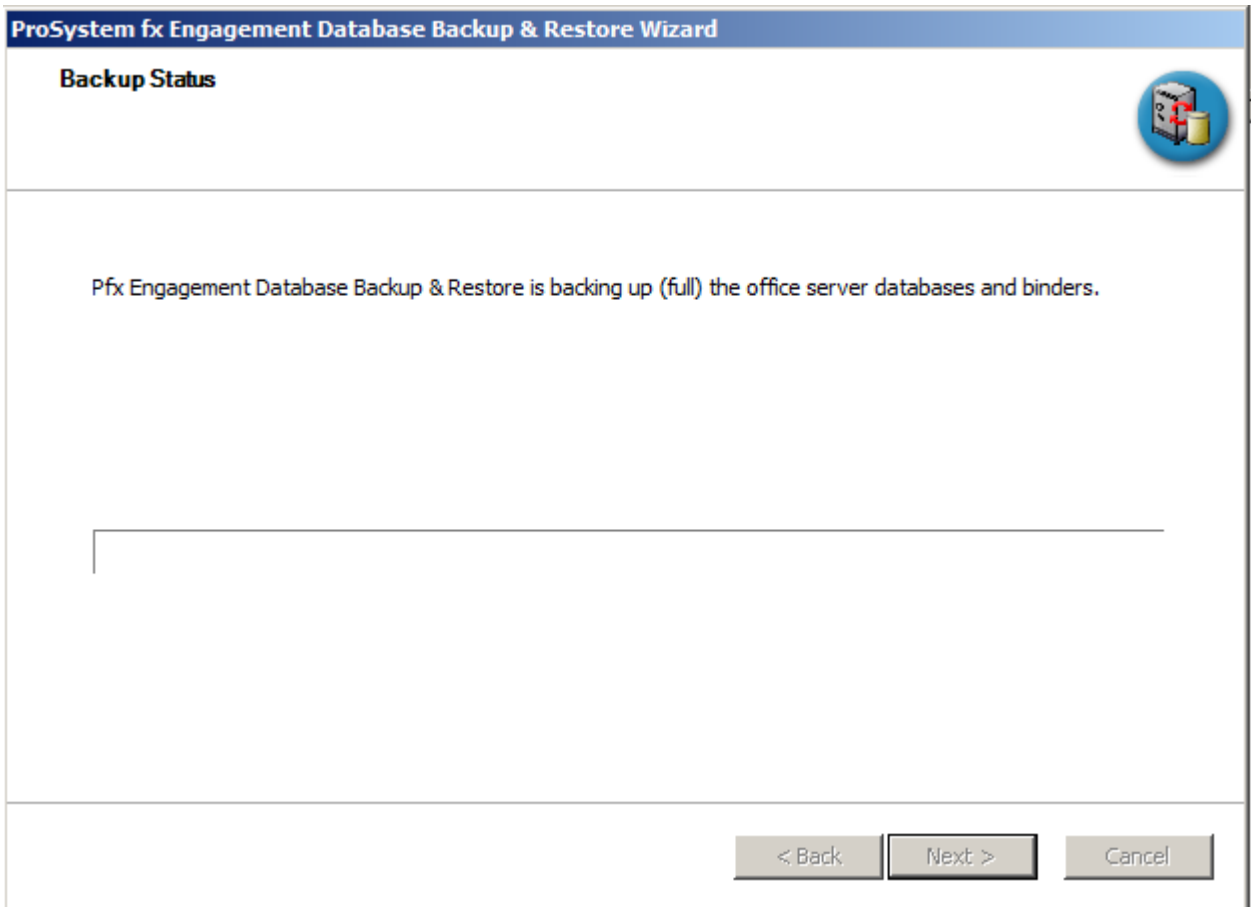
At the bottom right of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

5. Review the backup settings and select **Back Up** to begin the backup process.

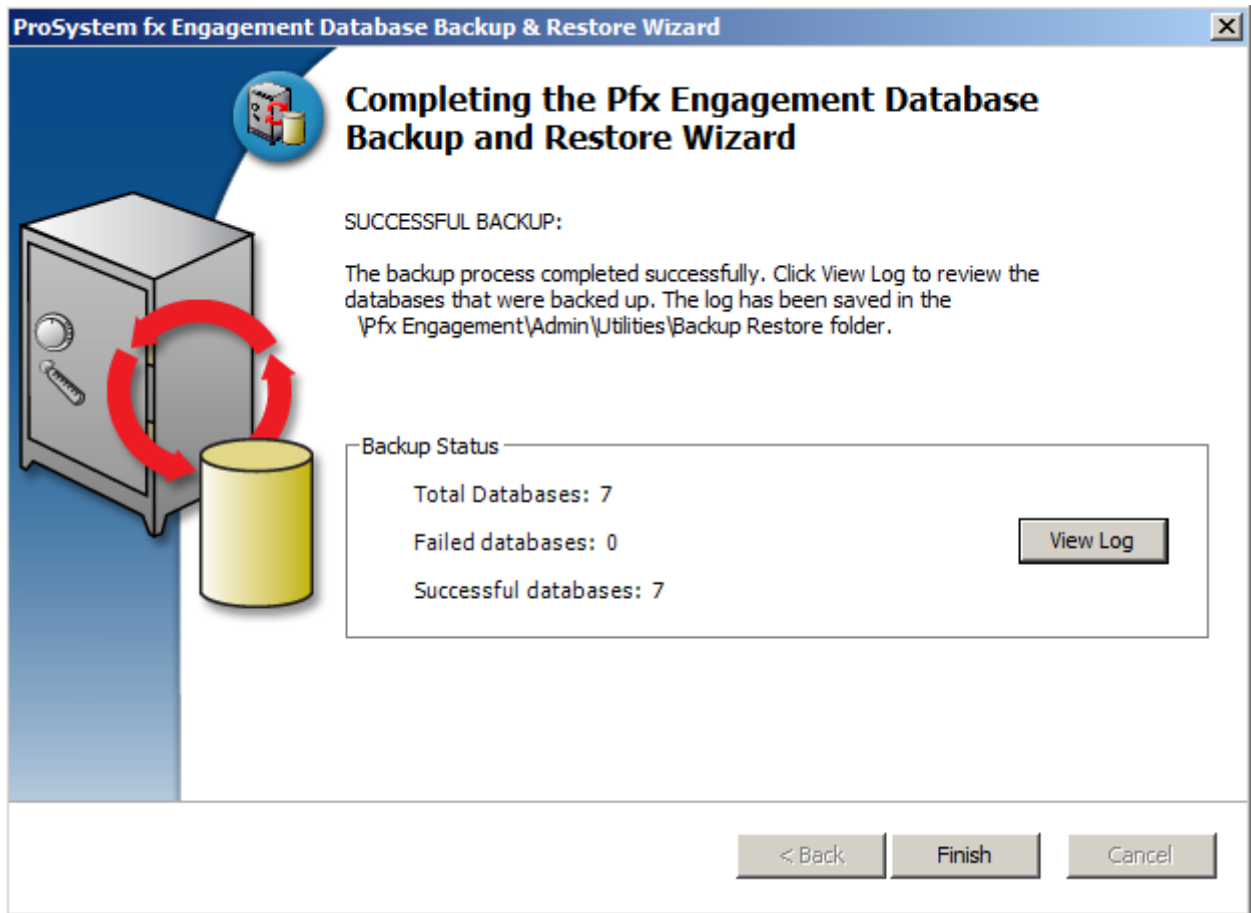




- A progress indicator page will display to show you the progress of the backup.



- Once complete, the *Database Backup & Restore Wizard Completion* page will display the number of databases that were successfully backed up and the number that failed to be backed up. Select **View Log** to view a log detailing the backup information for each database. Select **Finish** to exit the wizard.



**Note:** At the end of the process, only one .bak file will be created. This single file will contain the backups for all of the Office Server databases. The default name for the backup file is Office Server Name\_Full MMDDYYYY HH MM SS.bak.

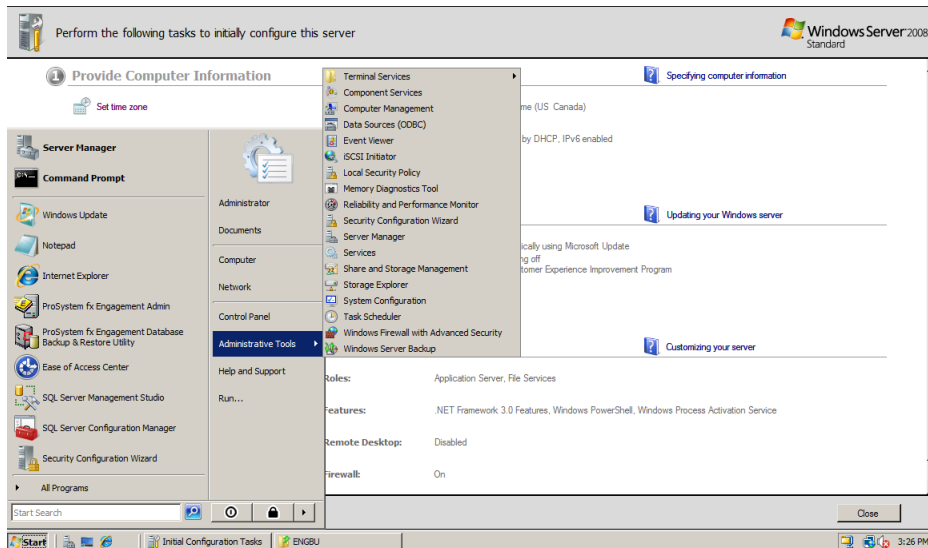
# Running the Backup Utility (using Task Scheduler)

By running this utility via task scheduler, we assume you have agreed to the warning in step 3 above in the User Interface section.

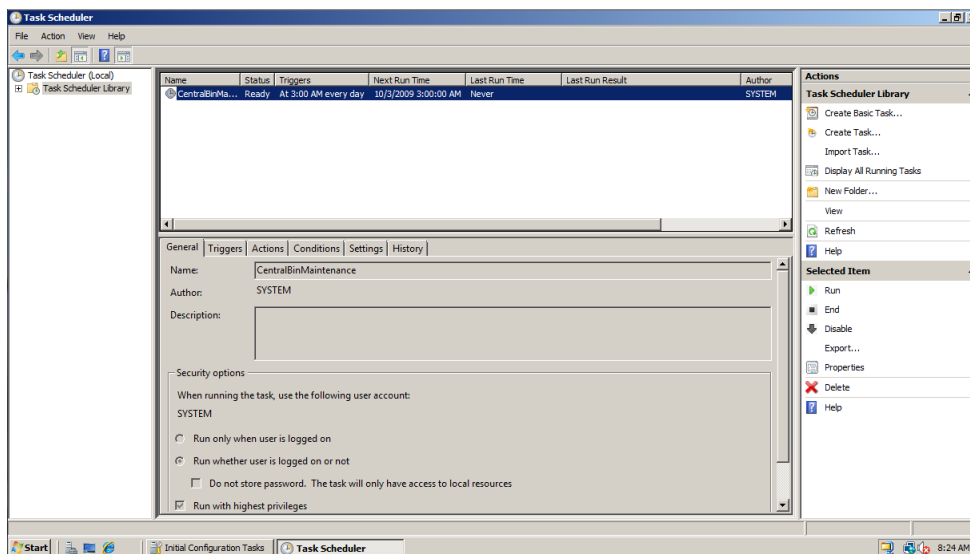
**Note:** The following instructions are for Server 2008. Other supported operating systems have similar task scheduling options.

Creating a new task:

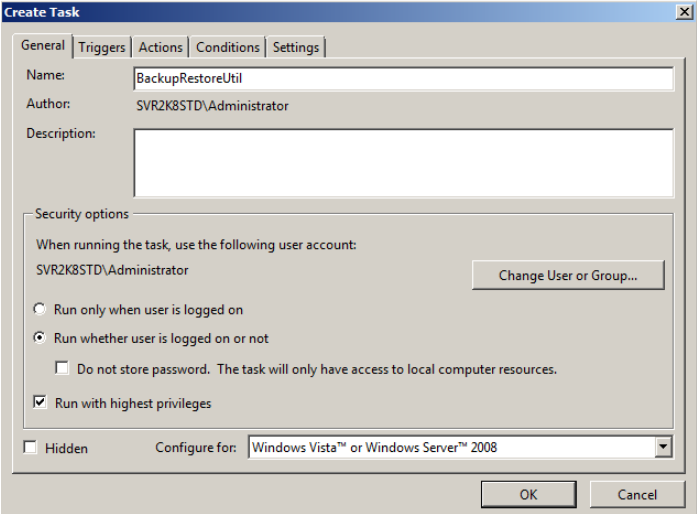
1. Open Task Scheduler.



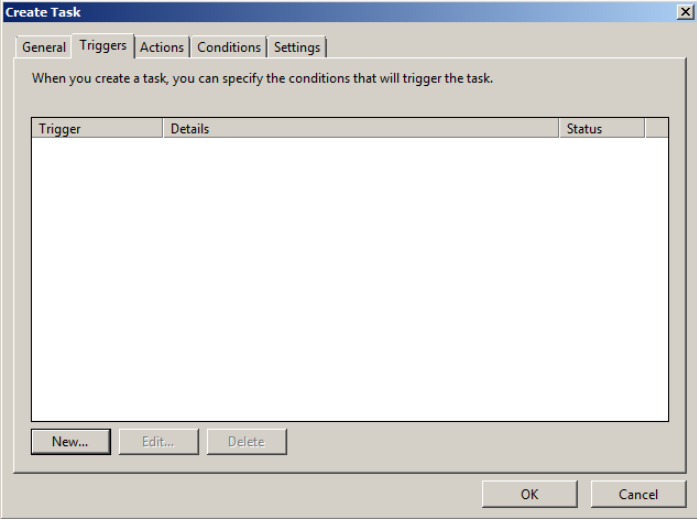
2. Select **Create Task**.



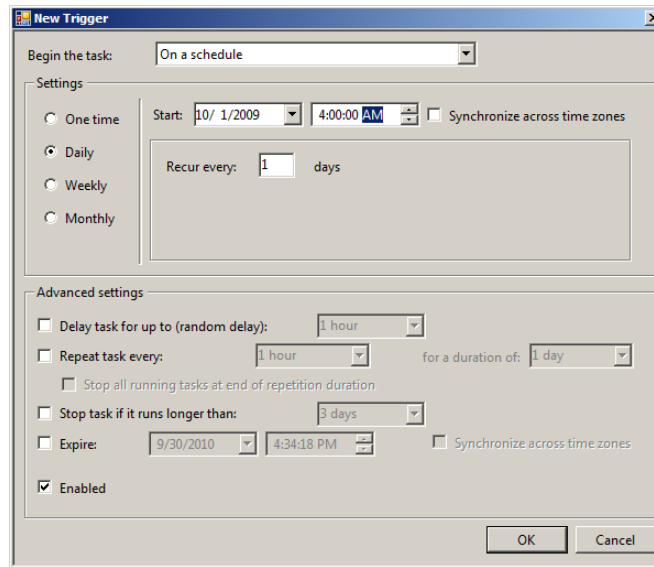
- 3. Create a task named BackupRestoreUtil on the General tab of the *Create Task Wizard* screen.
  - a. Verify that the task is set to run as an Administrator of the server.
  - b. Choose **Run whether user is logged on or not**.
  - c. Choose **Run with highest privileges**.



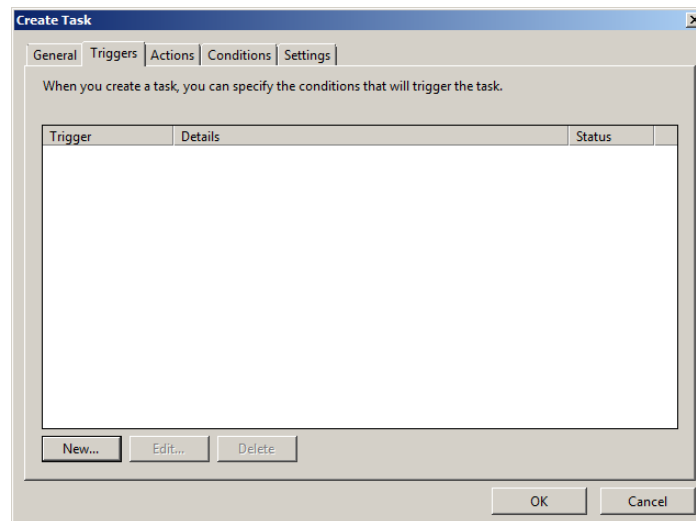
- 4. Go to the Triggers tab and select the **New** button.



5. On the New Trigger Screen set the desired schedule for the backup task to run and hit **OK**.



6. Select the Actions tab and select the **New** button.



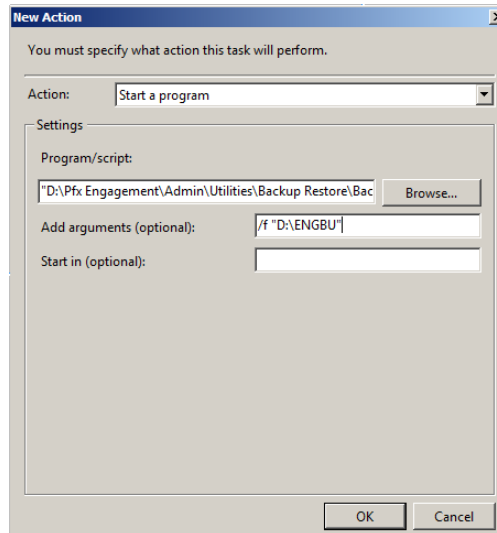
7. On the New Action Screen verify the Action is set to **Start a program**.
- Select the **Browse** button and navigate to the “x:\Pfx Engagement\ADMIN\Utilities\Backup Restore\BackupRestoreUtil.exe”. (Replace x: with the drive letter where the program is installed).

**NOTE:** If the save location for the backup files is to be on a different machine, the path to the share must be a UNC path.

Also, the SQL Server (PROFXENGAGEMENT) service must be set to run as an account that has full control rights to the shared location.

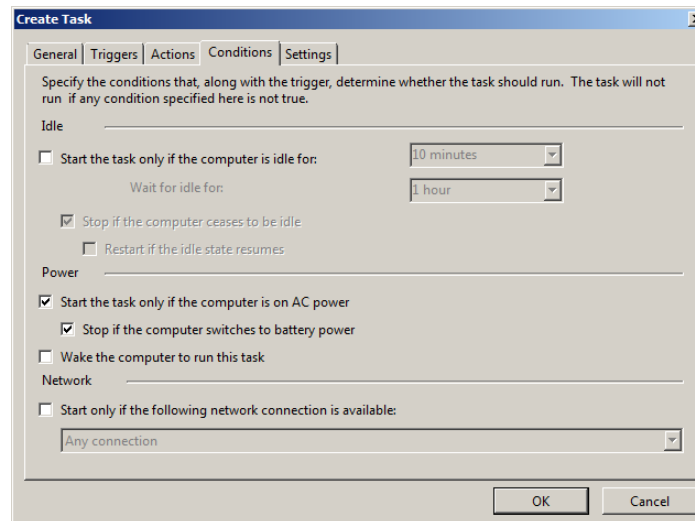
- b. In the **Add arguments (optional)** field add the **/f** switch and the path information for the desired location to save the backup files.

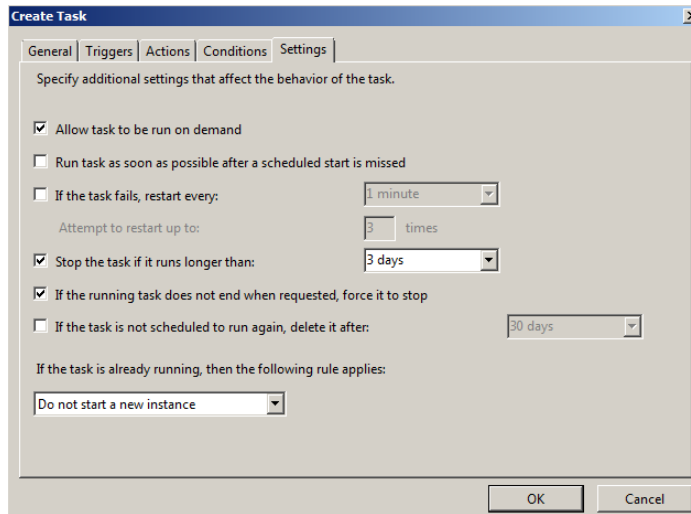
**NOTE:** The command line parameter **/f** must be entered in lowercase. Using an uppercase **F** will result in an incomplete backup.



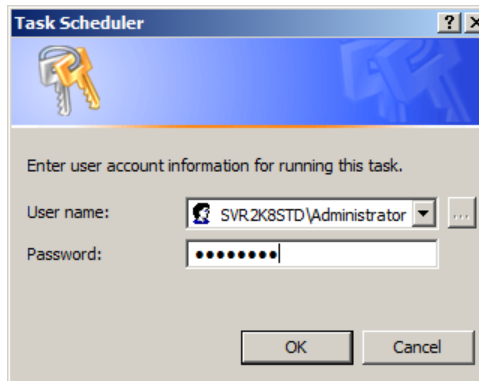
- c. Click **OK** to save the information.

8. Verify that the settings on the Conditions and Settings tabs are set to meet your needs.

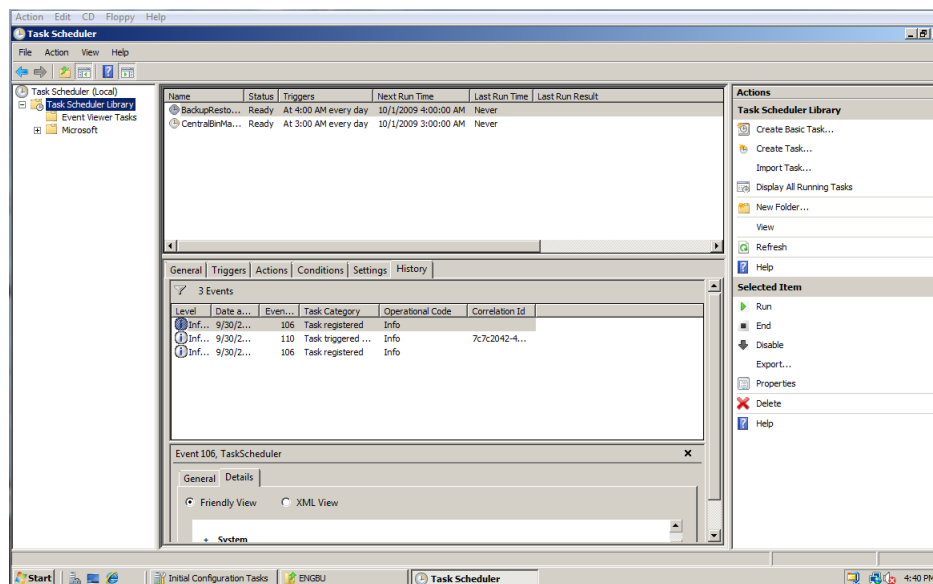




9. Click **OK** to save the information.
10. Provide the credentials for the account that the scheduled task is to run as.



11. The BackupRestoreUtil will appear listed in the Task Scheduler Library.



## Restore Considerations

Restore is a critical part of the disaster recovery process. Due to the nature of the application and the fact that the application document control relies on the database to ensure workpaper integrity, very specific restore procedures must be followed.

**Note:** While the restore process can be performed on your own, we strongly recommend you contact Engagement Customer Support at 1-800-PFX-9998 option 4, before attempting to restore any data.

If a failure occurs while restoring a specific database or binder, that database / binder will be skipped and this information will be reported in a log file. The log file will be located in the same directory as the BackupRestoreUtil.exe with the default name of LogFileForBRMMDDYYYY – HH MM SS. The restore process will continue after such a failure occurs to ensure the remaining databases or binders are properly restored. Should a failure occur with a specific database or binder during the restore process, please contact Engagement Customer Support for assistance.

The following should also be considered when restoring databases or binders:

**Additional files to be restored:** This utility will restore the office server bin databases and the CentralAdmin database contained within the selected backup file. If selected, the utility can restore individual binder database information only. It will NOT restore the central file room workpapers or other files that were backed up separately – those files must be restored separately.

To ensure a complete restore, the files in the following folders will need to be restored separately using your current restore methods (The files stored in these folders are not included in the backup that is generated by the ProSystem fx Engagement Database Backup & Restore Utility):

1. Workpapers folder
2. Admin Packages folder
3. Archive folder
4. Transition Binder Packages folder

IT IS IMPERATIVE that the workpapers and SQL databases are restored and completed together and that no changes occur to either during the restore. When restoring individual binder database information, do not restore the workpapers for all binders in the database. Restore only the workpapers for the individual binder database information being restored.

**Disable synchronization:** We highly recommend you disable admin and binder synchronization before beginning the restore process. During the time of the restore process, synchronization will not be allowed. Users attempting to synchronize during this time will receive an error.

**Review administrative changes since last backup:** When restoring from backup, you will need to be aware of what administrative changes may have taken place since this backup took place. If any of the following changes occurred since this back up, please contact Engagement Customer Support for assistance:

- Create or delete central file room
- Add, remove or reassign licenses



- Change workpaper location
- Add or remove staff members

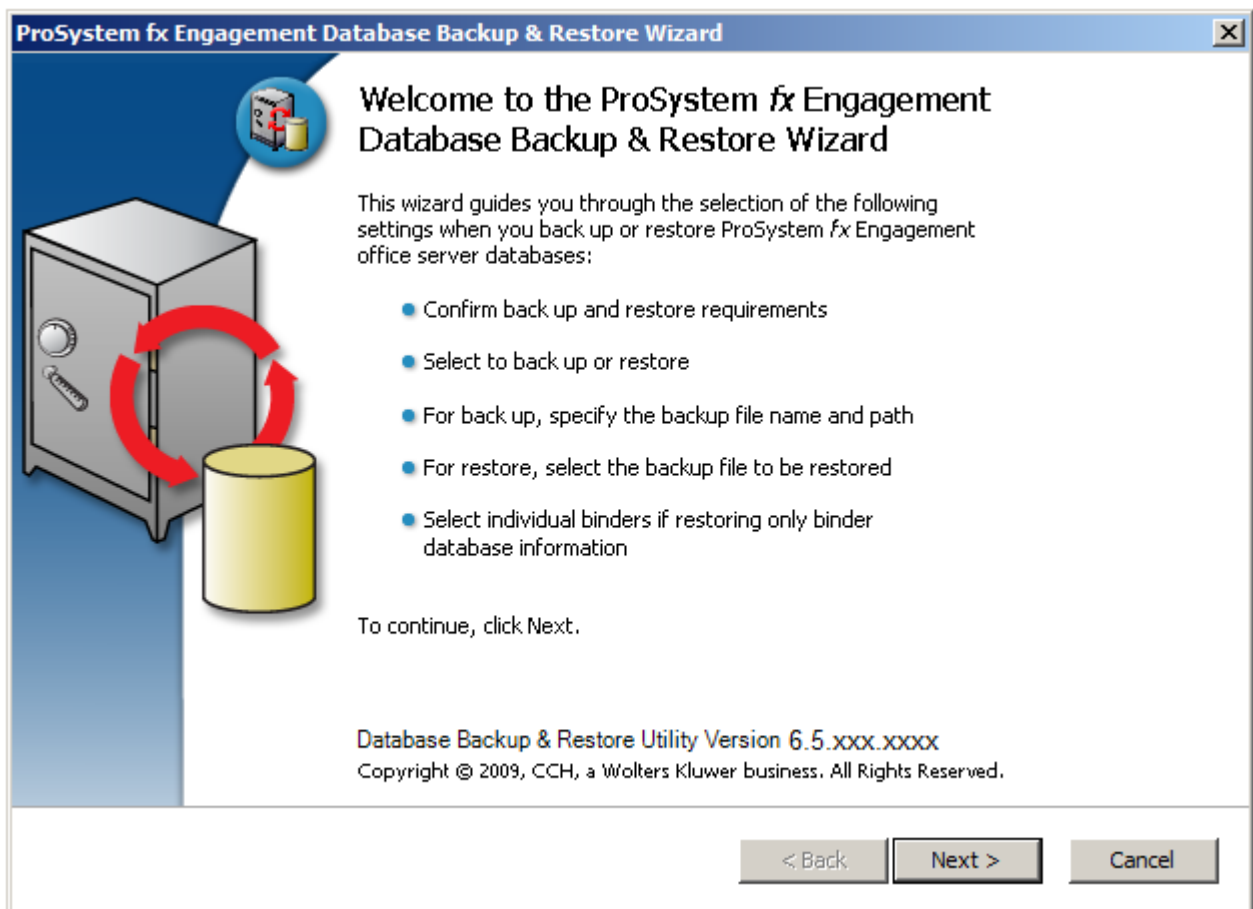
- Workpapers checked in/out
- New binders synchronized to central file rooms

**Close ProSystem fx Engagement Administrator:** To run the Database Backup & Restore Utility, the ProSystem fx Engagement Administrator application will need to be closed.

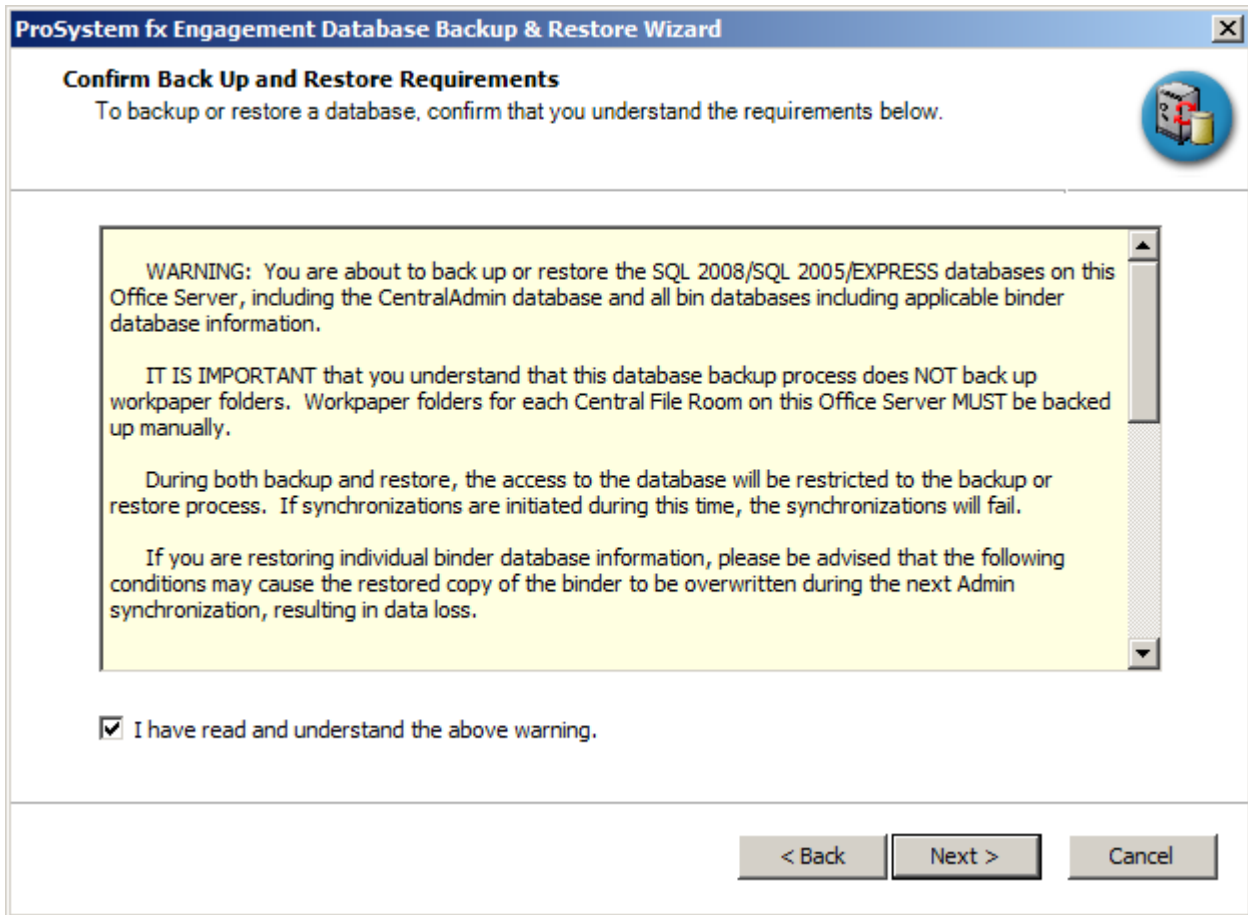
## Running the Restore Utility (Restore all Office Server databases)

The following steps will guide you through the Restore process:

1. Launch the Database Backup & Restore Wizard using one of the following two methods:
  - a. Select **Start/Programs/ProSystem fx Engagement/ProSystem fx Engagement Database Backup & Restore Utility**.
  - b. In Windows Explorer, double-click on **BackupRestoreUtil.exe**. (The BackupRestoreUtil.exe will be located in the x:\Pfx Engagement\Admin\Utilities\Backup Restore directory.)
2. Select **Next** on the *Welcome page*.



3. After you have read and understand the information regarding restore, check the box and select **Next**.



4. Select the **Restore** radio button. Browse for the backup file [.bak] to be restored. The Office Server databases within the selected backup file will display in the list. Select **Next**.

**ProSystem fx Engagement Database Backup & Restore Wizard**

**Select Backup or Restore Option, File Name and Path**  
Select to back up or restore, and specify the file name and path.

**Backup or restore option**

Backup

Restore

Binders only

Option description:  
Restores the CentralAdmin database and all bin databases including individual binder database information from the selected office server backup file.

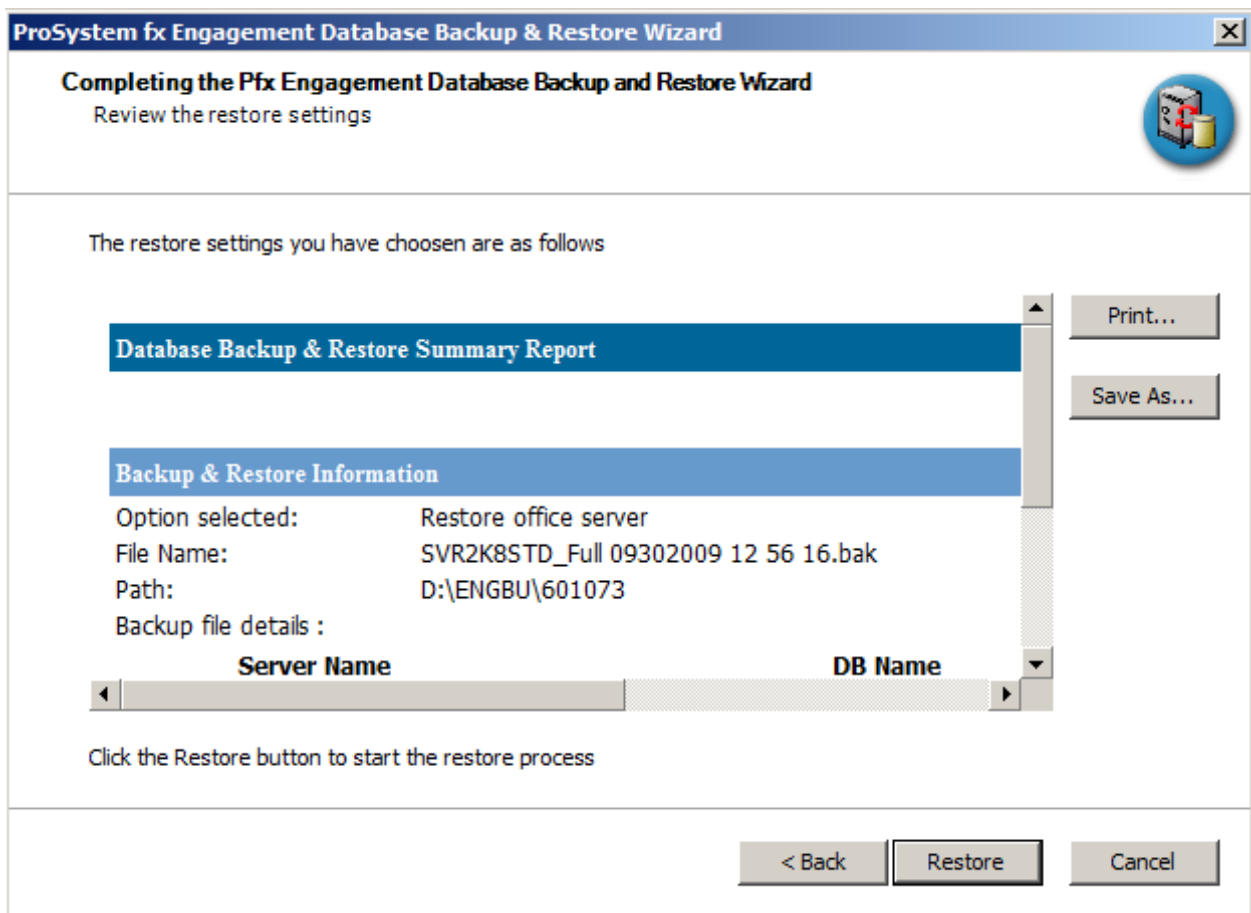
**Backup file details**

File name and path:

Server Name	DB Name	Date
SVR2K8STD\PROFXENG...	CENTRALADMIN	9/30/2009 12:57:17 PM
SVR2K8STD\PROFXENG...	CENTRALBIN_57C5007...	9/30/2009 12:57:24 PM
SVR2K8STD\PROFXENG...	KC_CENTRALADMIN	9/30/2009 12:57:27 PM


< Back      Next >      Cancel

5. Review the restore settings and select the **Restore** button to begin the restore process.



- A progress indicator page will display to show you the progress of the restore.

**ProSystem fx Engagement Database Backup & Restore Wizard**

**Restore Status** 

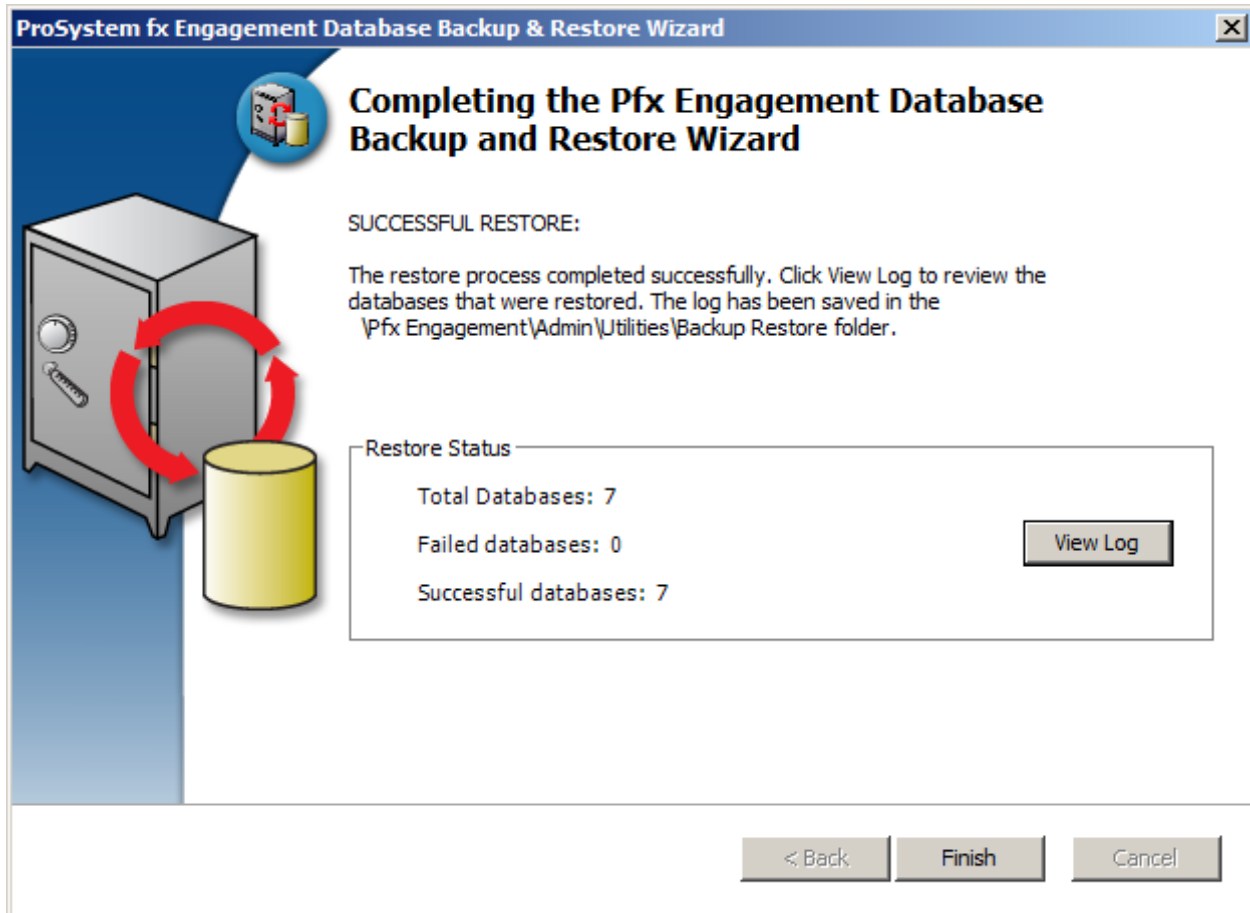
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Pfx Engagement Database Backup & Restore is restoring the office server databases.

CENTRALADMIN

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7. Once complete, the *Database Backup & Restore Wizard Complete* page will display the number of databases that were successfully restored and the number that failed to be restored. Select **View Log** to view a log detailing the restore information for each database. Select **Finish** to exit the wizard.

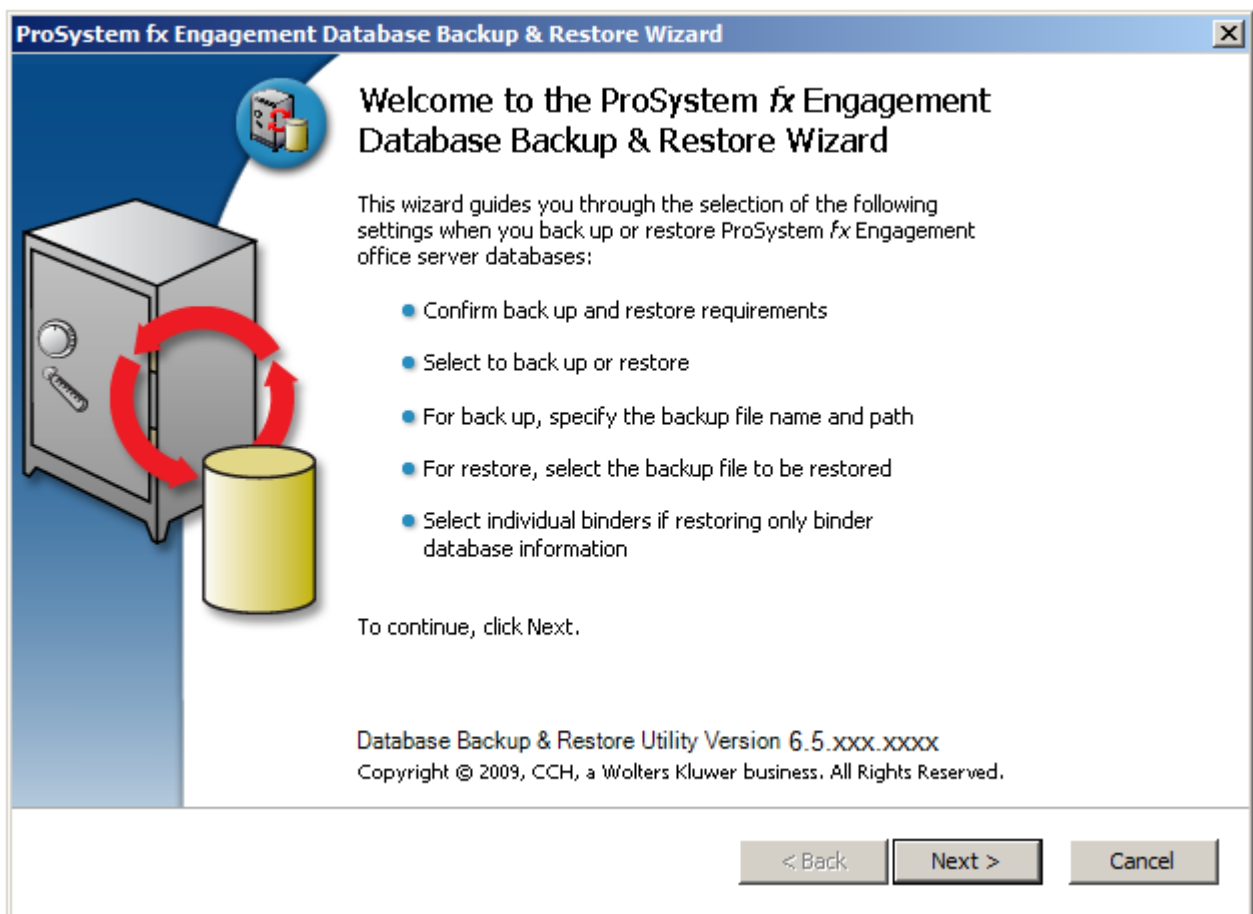


## Running the Restore Utility (Restore Individual Binder Database Information)

The following steps will guide you through the Restore process to restore individual binder database information:

**NOTE:** Due to the number of databases now included with Engagement, the restoration process for individual binders can take a long time to complete. Please be patient.

1. Launch the Database Backup & Restore Wizard using one of the following two methods:
  - a. Select **Start/Programs/ProSystem fx Engagement/ProSystem fx Engagement Database Backup & Restore Utility**.
  - b. In Windows Explorer, double-click on **BackupRestoreUtil.exe**. (The BackupRestoreUtil.exe will be located in the x:\Pfx Engagement\Admin\Utilities\Backup Restore directory.)
2. Select **Next** on the *Welcome* page.



3. After you have read and understand the information regarding restore, check the box and select **Next**.

**ProSystem fx Engagement Database Backup & Restore Wizard**

**Confirm Back Up and Restore Requirements**

To backup or restore a database, confirm that you understand the requirements below.

WARNING: You are about to back up or restore the SQL 2008/SQL 2005/EXPRESS databases on this Office Server, including the CentralAdmin database and all bin databases including applicable binder database information.

IT IS IMPORTANT that you understand that this database backup process does NOT back up workpaper folders. Workpaper folders for each Central File Room on this Office Server MUST be backed up manually.

During both backup and restore, the access to the database will be restricted to the backup or restore process. If synchronizations are initiated during this time, the synchronizations will fail.

If you are restoring individual binder database information, please be advised that the following conditions may cause the restored copy of the binder to be overwritten during the next Admin synchronization, resulting in data loss.

I have read and understand the above warning.

< Back   Next >   Cancel



4. Select the **Restore** radio button and the **Binders only** check box. Browse for the backup file [.bak] from which to restore the binder database information. The Office Server databases within the selected backup file will display in the list. Select **Next**.

The screenshot shows a Windows-style dialog box titled "ProSystem fx Engagement Database Backup & Restore Wizard". The main heading is "Select Backup or Restore Option, File Name and Path" with a sub-instruction: "Select to back up or restore, and specify the file name and path." There is a help icon in the top right corner.

The dialog is divided into two main sections:

- Backup or restore option:** This section contains two radio buttons: "Backup" (unselected) and "Restore" (selected). Under the "Restore" radio button, there is a checked checkbox labeled "Binders only". To the right of these options is a text box with the heading "Option description:" containing the text: "Restores individual binder database information from the selected office server backup file. The binders are selected later in the wizard."
- Backup file details:** This section contains a text input field labeled "File name and path:" followed by a "Browse..." button. Below the input field is a large, empty rectangular area, likely intended for a list of files.

At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

5. Highlight the individual binder to be restored. To select multiple binders to restore, use the Ctrl or Shift key while highlighting the binders or click the **Select All** button. Select **Next**.

**ProSystem fx Engagement Database Backup & Restore Wizard**

**Select Binders to Restore**  
Select the binders from the backup file to restore.

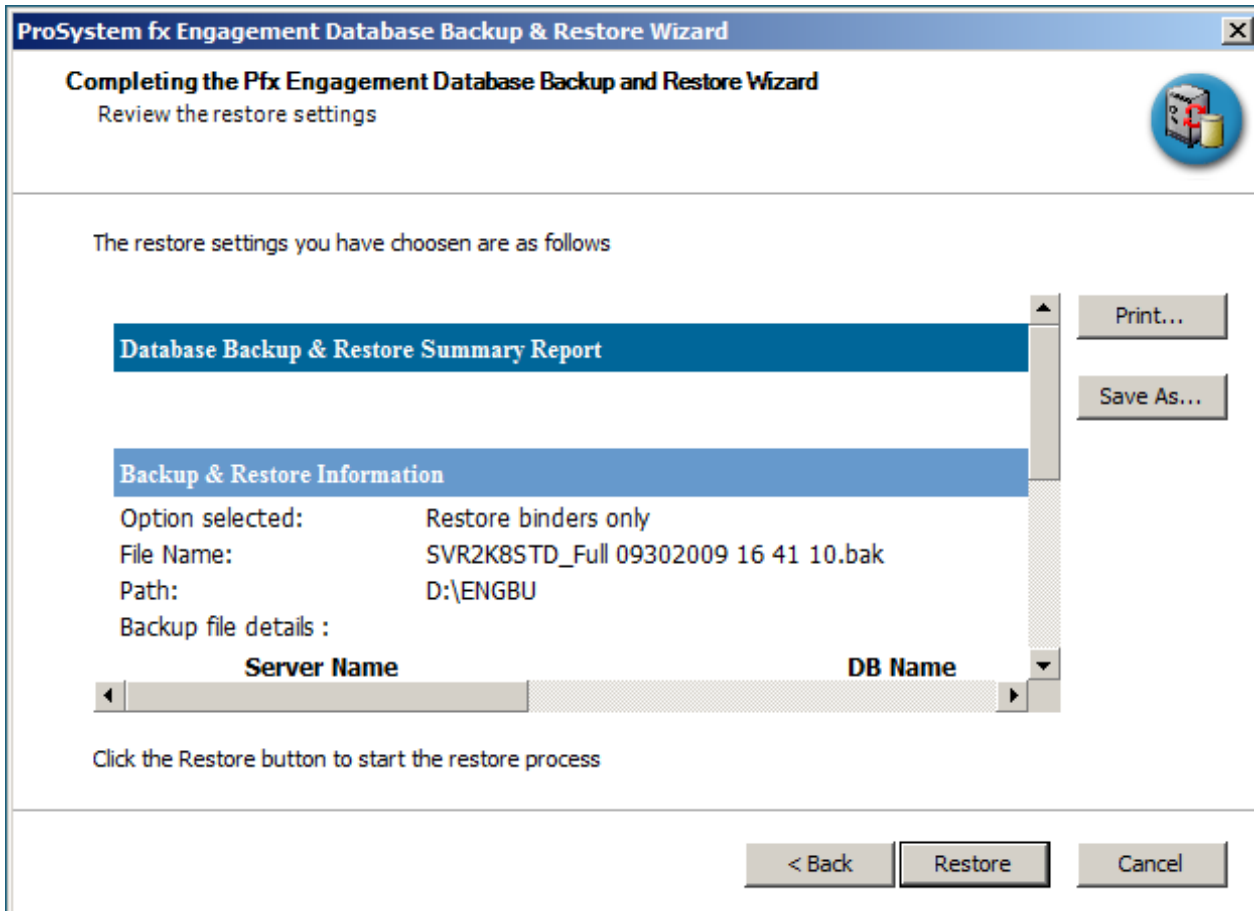
Click the column header to sort and filter the list. To select the binders to restore, use the Ctrl or Shift key or Select All button.

Drag a column header here to group by that column					
BID	BinderID	BinderName	PeriodEnd	CID	
e28e88da-b8d8-4acb-877c-48e555ade122		Productions, Inc	3/30/2004	8897	
4d0eab90-bc7c-4bee-8e9e-b3e73c9b708e		Windy Day Golf Course, L.L.C.	12/30/2003	4c6e	
d3e60181-18c3-4510-8428-15e76db11b73		PJohn	12/30/2004	5f18	
86a74e72-5c8f-43f6-a533-e114d7e21614		Ol' Shep's Grill	6/29/2003	70f1	
711ee7b6-e3bc-41dd-8d6f-c2ed502365c4		9/30/06 Review/Tax	9/29/2006	efce	
b6783022-40d6-4d3e-8674-89cf7522afbd		Marketing HDQ.	3/30/2004	5d43	

Select All    Unselect All


< Back    Next >    Cancel

- Review the restore settings and select **Restore** to begin the restore process.



7. A progress indicator page will display to show you the progress of the restore.

**ProSystem fx Engagement Database Backup & Restore Wizard**

**Restore Status** 

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Pfx Engagement Database Backup & Restore is restoring the selected binders.

( 1 of 1 ) , Ol' Shep's Grill , 6/29/2003 , Ol' Shep's Grill , CFR 1

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- Once complete, the *Database Backup & Restore Wizard Complete* page will display the number of binders where the database information was successfully restored and the number that failed to be restored. Select **View Log** to view a log detailing the restore information for each binder. Select **Finish** to exit the wizard.

