



TeamAgenda Server

Database Backup



Version 1.0
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1 Backup for Windows

1.1 Requirements

Service “Volume Shadow Copy” shouldn’t be disabled.

1.2 Instructions

You can access the backup feature by selection item “Backup” in the menu “System” (Figure 1).

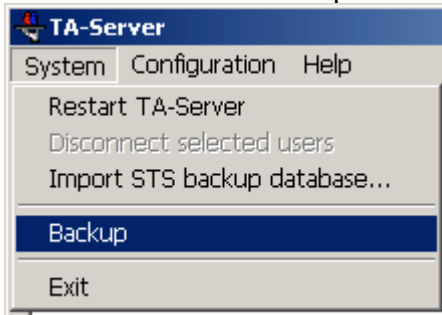


Figure 1 - Menu item "Backup"

In the dialog “Backup settings” (Figure 2) you can configure the following preferences:

- Activate/Deactivate daily backup;
- Set the time of the daily backup. Please note, that the time has the format “HH:MM”; Don’t use AM/PM, use 24 hours format;
- Specify the backup path.

Also you can create the backup right away by pressing the button “Create backup now”. The backup will be created in the folder specified in the “Path” (Figure 3) even if you didn’t save the parameters by pressing “OK”.

To save preferences press “OK” button, to close this window without saving press “Cancel”.

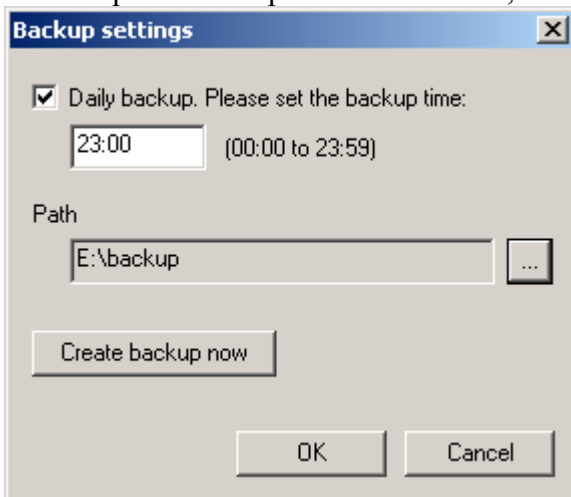


Figure 2 - "Backup settings" dialog

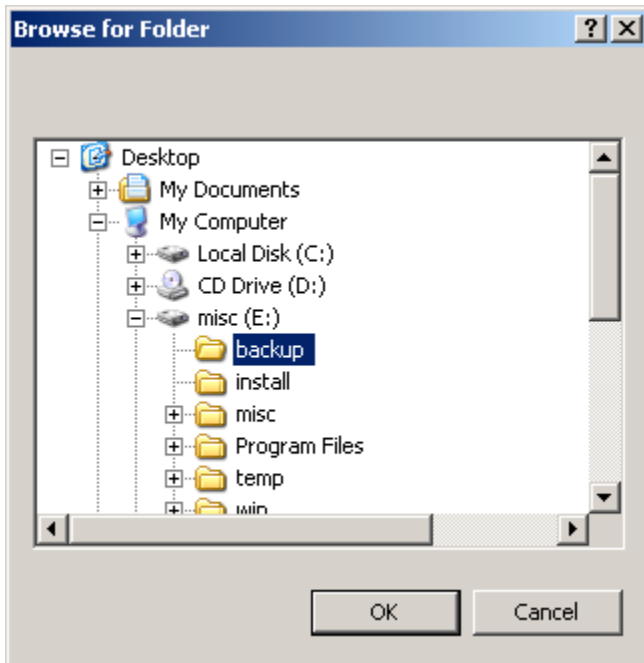


Figure 3 - "Select folder" dialog

1.3 Troubleshooting

Problem: the backup wasn't created.

Solution:

- open the folder where TeamAgenda Server is installed;
- locate the file "backup.log" and open it;
- if your log-file contains the message displayed on the Figure 4 please read the article <http://support.microsoft.com/kb/907574>;
- if you see other text please send us the "backup.log" file.

Returned HRESULT = 0x80042318
Error text: VSS_E_WRITER_INFRASTRUCTURE

Figure 4 - Error message

Problem: You see the message displayed on the Figure 5

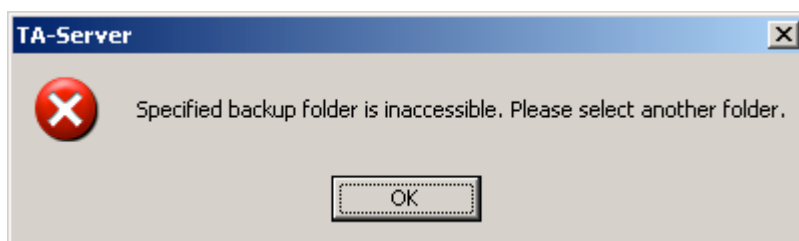


Figure 5 - Unable to create the backup



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Solution: Make sure that the path for the backup is accessible and you have enough access rights to write to specified folder. Then try to create a backup again.

2 Backup for Mac

2.1 Instructions

You can access the backup feature by selection item “Backup” in the menu “File” (Figure 6Figure 1).

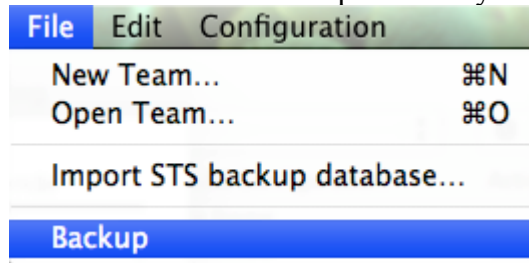


Figure 6 - Menu item "Backup"

In the dialog “Backup settings” (Figure 7) you can configure the following preferences:

- Activate/Deactivate daily backup;
- Set the time of the daily backup. Please note, that the time has the format “HH:MM”; Don’t use AM/PM, use 24 hours format;
- Specify the backup path.

Also you can create the backup right away by pressing the button “Create backup now”. The backup will be created in the folder specified in the “Path” even if you didn’t save the parameters by pressing “OK”.

To save preferences press “OK” button, to close this window without saving press “Cancel”.

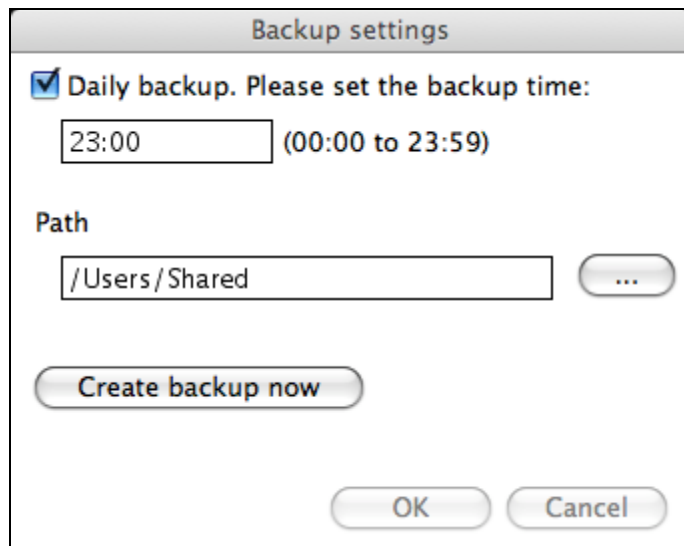


Figure 7 - "Backup settings" dialog

2.2 Troubleshooting

Problem: You see the message “Unable to create the backup” in the “Event Log”.

Solution: Make sure that the path for the backup exists, is accessible and you have enough access rights to write to specified folder. Then try to create a backup again.



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