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## How to Restore a Rest Professional Database from Backup files

### Overview

In the event that your Rest Professional server is not available, the following instructions will help you restore your Rest Database from backup files.

Examples: Your sever has crashed or has been infected by a virus etc.

Repeat these steps for each databases (i.e Rentals and Sales)

**NOTE: We recommend that these steps are performed by your IT Provider**

Ensure the new server meets the system requirements: <http://www.rockend.com.au/rest-system-requirements>

An installation of Rest Professional will also be required on the server, either before or after restoring the Rest Database.

We recommend installing the same version, and looking to upgrade at a later date if required. A copy of the matching Rest Professional Installer can be found on the server Backups of the Rest Professional files under the Upgrade folder.

Refer: <http://kb.rockend.com/help/how-to-install-rest-professional-onto-a-new-computer>

### Restore from your server backup files

It is imperative that you choose the most up to date backup, any data that was entered into Rest after that time will need to be carefully re-entered.

Generally your IT Provider will perform full daily server backups of the whole Rest database folders. These backups are generally comprehensive and the most up to date.

A full Rest Database contains the following folders: *Data \ Documents \ History \ Images \ Log \ Quickbak \ Upgrade \ Word*

## Restore from Rest Professional backup files

If you do not have a full server backup of your Rest Professional database, look for the following backup sets, contact Rockend Support if you require any guidance. Rest Professional Backup files are simply zip'd copies of the Database folders and can be restored by extracting the contents.

- **Current Data backups**, should be completed each day by someone in the office, this backup only contains the Data\ folder
- **Audit Backups**, should be completed by someone in the office just before the end of month Files Update process.

By default this should contain a full backup of your Rest Professional database as at that point in time, the following steps will need to be performed after restoring this backup

- System date in Rest will need to be altered back to that point in time, re run the Files Update and then clear the End of Month Wizard. Check Rest Current Accounting Month to ensure the database is in the Current Month.
- Restore the Current Data over the top.

## Steps

1. **Create a new Windows Share** on the new location and ensure Caching is disabled (**Share > Advanced Sharing > Caching > No files or programs from the shared folder are available offline**)
2. Ensure file indexing is disabled on this share (**Right click the shared folder > Properties > General Tab > Advanced Button and uncheck 'Allow files in this folder to have contents indexed in addition to file properties'**)
3. **Confirm the appropriate Windows User Permissions** have been configured under the share as well as the Security tab (i.e. Modify permissions for Everyone)
4. Restore the backup files, IE: Using your 3rd Party Backup / Restore software or simply Use Windows explorer **copy and paste all database folders** to the new location.
5. **If the server name or share paths has changed:**

1. **Rename the BackupLog file under Log\BackupLog** (previous backup paths may slow the Rest backup wizard)
2. **Reconfigure the Rest workstations**, on each workstation rename the ConfigDataSources folder (i.e: c:\REST\ConfigDataSources\), launch Rest Professional and follow the database connection wizard. Additional database can be added in Rest (Files > New Database > Database Wizard) Ensure other relevant servers are updated such as fileSMART
3. Open Rest Professional and **change any required file paths** for example:
  - SMTP Server: **Other > Utilities > System Options > SMTP**
  - 1Forms: **Other > Utilities > System Options > System**
  - Custom Logos: **Other > Utilities > Company Details > Defaults**
  - Tenant Direct Debit and Bpay: **Other > Utilities > Company Details > General**
  - Bank Downloads: **Other > Utilities > Company Details > Charges/Taxes > Configure / View**
6. Users should now be able to log on and continue working, **ensure the users cross check the data before proceeding to work**
7. Check if the customer subscribes to YesBookIt or MyDesktop, if so they may require a new installation of the **REST Messenger**, contact Rockend Support if required
8. Check if the customer uses **REST Mobile or Owner / Tenant Portals** etc, if so this will require a new installation of the **REST Communicator**.  
This must be uninstalled from the old server if it is still running, Refer to the **REST Communicator Installation Guide** for the relevant instructions
9. Check if File Smart is in use (Open each Rest Database and select Other Utilities > Document Management Configuration). If so please perform the following checks on the File Smart Server:
  1. Ensure Rest is reconfigured for the new location (Step 7)

2. Review windows task schedule "RESTEeverydayJob", ensure the windows user configured for this job has sufficient permission (Refer Step 4)
3. Review all Rockend window services, ensure the windows user configured for these services has sufficient permission (Refer Step 4)

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