

How To Restore A PSD Logistics Data Snapshot

Last Updated 20/12/2022

This guide outlines the procedure for restoring data from a PSD Logistics Data Snapshot.

PSD Logistics has the ability to perform daily or weekly data exports called data snapshots, from which a system recovery can be performed.

Note : Data snapshots are not perfect copies of the PSD Logistics database, as they are created using the live database. To create a full system copy, you will need to perform a database backup.

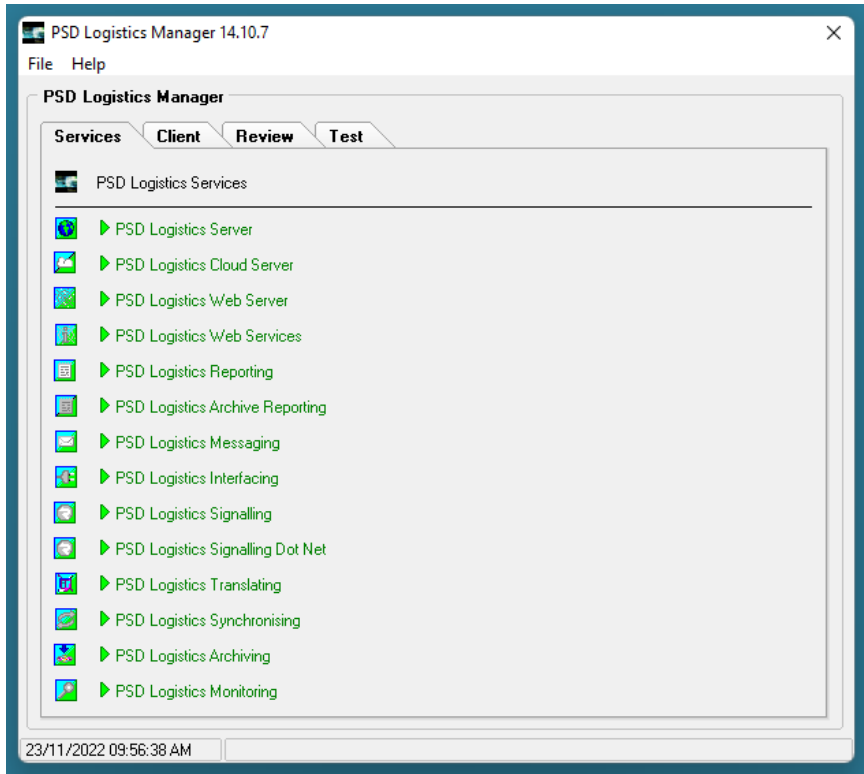
Restoring a PSD Logistics Data Snapshot involves 2 main stages.

- 1) Converting the snapshot into a backup file.
- 2) Restoring the backup file.

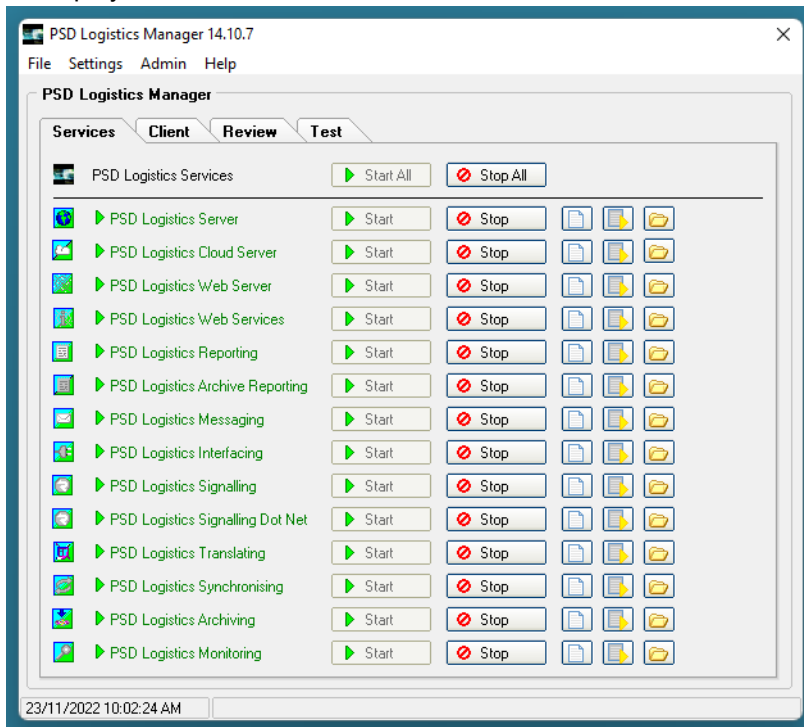
Certain database tables however have the ability to contain special characters that interfere with the backup creation process. If any errors occur during the backup creation process, a couple of extra steps will be required.

- 3) Repairing any issues in the event of an unsuccessful backup.

Stage 1 : Converting the snapshot into a backup file.

Step	Action
1	<p>Log into MS Windows on the server hosting the PSD Logistics Server services. Run PSDLogisticsManager.exe using "Run As Administrator". The default folder for this application is C:\Program Files (x86)\PSDLogistics\Manager\.</p> 

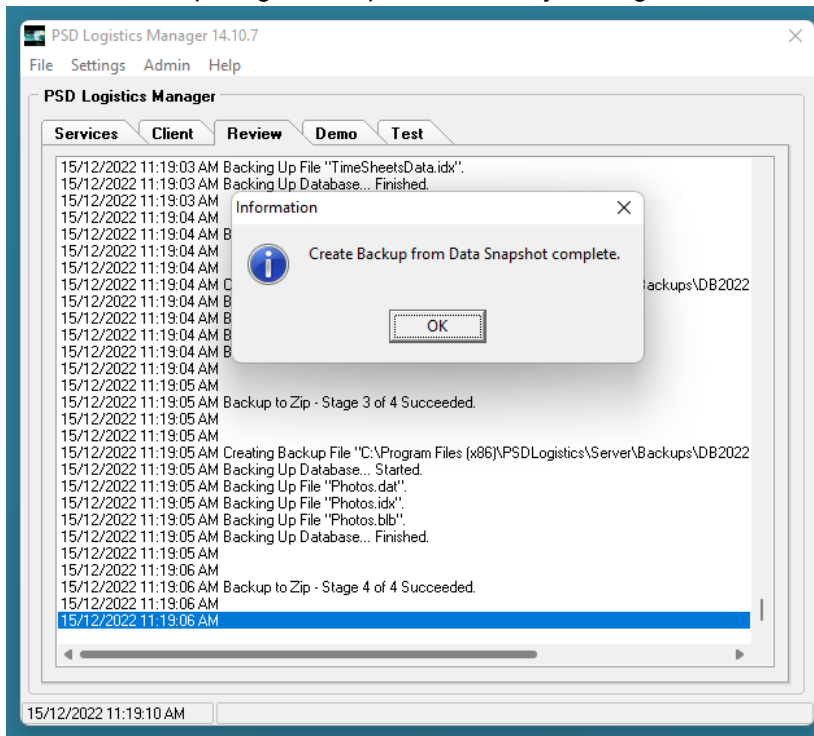
- 2 Select "File" -> "Login" and log into the PSD Logistics Manager using the admin account. The default password is "admin". A number of menu items and features will be displayed.



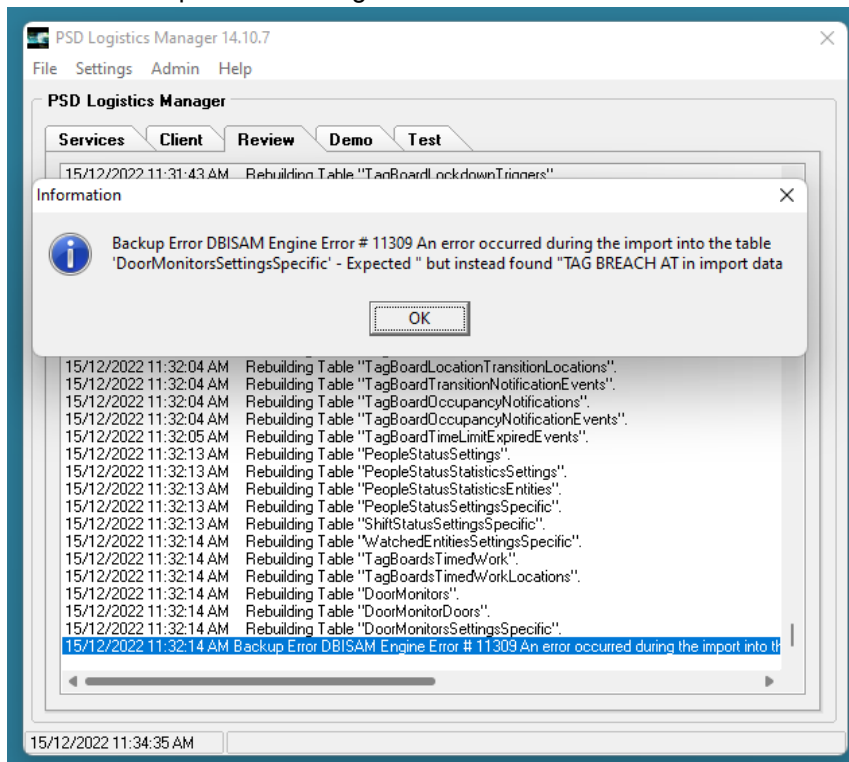
- 3 Select "Admin" -> "Database" -> "Create Backup From Data Snapshot" and browse to the most recent database snapshot. Data Snapshots are stored in the PSD Logistics Database Backups folder and are called DSSyyyymmdd*.zip. The default folder for database backups is C:\Program Files (x86)\PSDLogistics\Server\Backups\.

- 4 Wait until the backup file has been created.

- 5 If successful, a popup message will appear to say the backup process is complete. You can now skip Stage 2 and proceed directly to Stage 3.



6. If however an error occurs, make a note of the database table which has raised an error and then proceed to Stage 2.

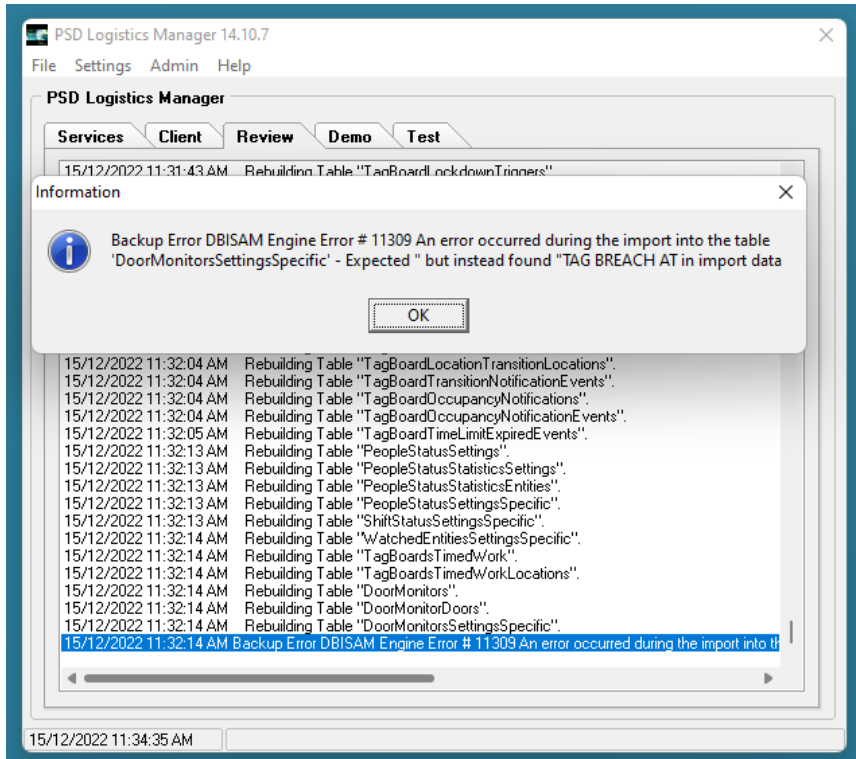


Stage 2 : Repairing any issues in the event of an unsuccessful backup.

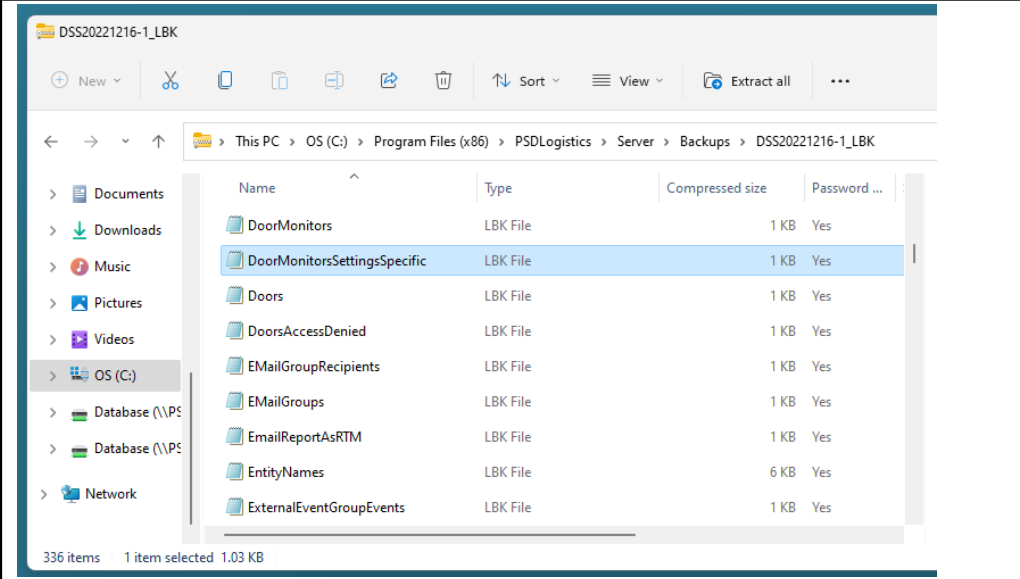
Certain database tables have the ability to contain special characters that interfere with the backup creation process. If any errors occur during the backup creation process, a couple of extra steps are required.

Tables known to potentially raise errors :

- DoorMonitorSettingsSpecific
- FitForWorkSettings
- SiteAndAreaInductionsSettings
- SOAPWebServices

Step	Action
1	<p>Make a note of the table that has raised an error in the Information pop up window.</p>  <p>The screenshot shows the PSD Logistics Manager interface with a log window open. The log displays a series of 'Rebuilding Table' messages for various tables. The final entry in the log is a 'Backup Error DBISAM Engine Error # 11309 An error occurred during the import into the table 'DoorMonitorsSettingsSpecific' - Expected " but instead found "TAG BREACH AT in import data'. An 'Information' dialog box is overlaid on the log, displaying this error message and an 'OK' button.</p>
2	<p>Browse to the folder selected in Step 3 of Stage 1, and open the DSSyyyymmdd*LBK.zip snapshot file selected in this step. Search for the table file identified in the error message and delete it.</p>

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3	Repeat Stage 1 until no more errors are raised, then return to the next step (Step 4) below.
4	Browse to the backup zip file created in the previous step.
5	<p>Find a previous complete backup file, and copy the unsuccessfully restored table files from the previous full backup file, into the newly created backup zip file. e.g. If the DoorMonitorSettingsSpecific table raised an error, copy DoorMonitorSettingsSpecific.* from the full backup, into the newly created partial backup. Note: There will be either 2 or 3 files depending upon the file type - a DAT file, an IDX file, and possibly a BLB file.</p> <p>This needs to be done for every table that raised an error.</p>

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The image shows two overlapping Windows File Explorer windows. The top window is titled 'Upgrade20221214_File01' and shows a folder path: < OS (C:) > Program Files (x86) > PSDLogistics > Server > Backups > Upgrade20221214_File01. It contains a table of files:

Name	Type	Compressed size	Password ...
DoorMonitors	DBISAM Table	2 KB	No
DoorMonitors	SQL Server Replication Sn...	29 KB	No
DoorMonitorsSettingsSpecific	DBISAM Table	37 KB	No
DoorMonitorsSettingsSpecific	SQL Server Replication Sn...	29 KB	No
Doors	DBISAM Table	6 KB	No
Doors	SQL Server Replication Sn...	29 KB	No
DoorsAccessDenied	DBISAM Table	3 KB	No
DoorsAccessDenied	SQL Server Replication Sn...	29 KB	No
EEmailGroupRecipients	DBISAM Table	2 KB	No

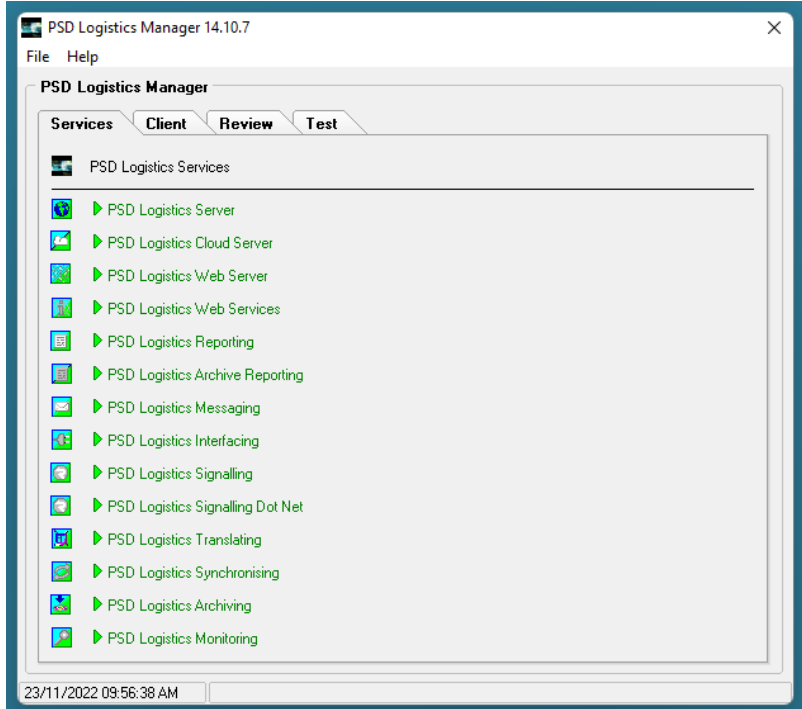
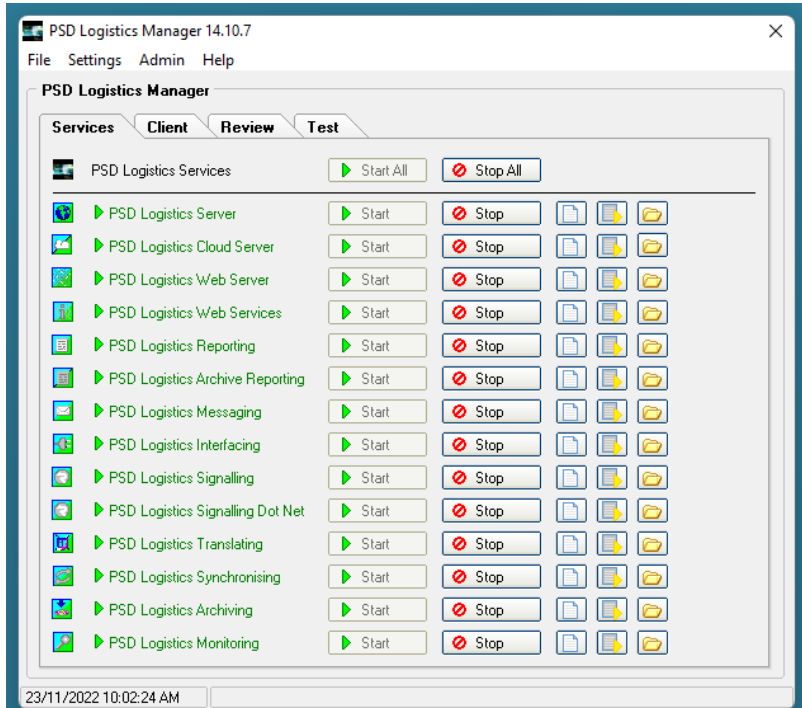
The bottom window is titled 'DB20221215-7_File01' and shows a folder path: > This PC > OS (C:) > Program Files (x86) > PSDLogistics > Server > Backups > DB20221215-7_File01. It contains a table of files:

Name	Type	Compressed size	Password ...
DoorMonitors	DBISAM Table	9 KB	No
DoorMonitors	SQL Server Replication Sn...	45 KB	No
Doors	DBISAM Table	114 KB	No
Doors	SQL Server Replication Sn...	209 KB	No
DoorsAccessDenied	DBISAM Table	12 KB	No
DoorsAccessDenied	SQL Server Replication Sn...	33 KB	No
EEmailGroupRecipients	DBISAM Table	8 KB	No
EEmailGroupRecipients	SQL Server Replication Sn...	37 KB	No
EEmailGroups	DBISAM Table	13 KB	No

A large yellow arrow with the word 'COPY' written vertically inside it points from the 'DoorMonitorsSettingsSpecific' file in the top window to the 'DB20221215-7_File01' folder in the bottom window.

6 Perform Stage 3.

Stage 3 : Restoring the backup file.

Step	Action
1	<p>Log into MS Windows on the server hosting the PSD Logistics Server services. Run PSDLogisticsManager.exe using “Run As Administrator”. The default folder for this application is C:\Program Files (x86)\PSDLogistics\Manager\.</p>  <p>The screenshot shows the PSD Logistics Manager application window. The title bar reads "PSD Logistics Manager 14.10.7". The menu bar includes "File" and "Help". The main interface has tabs for "Services", "Client", "Review", and "Test". Under the "Services" tab, there is a list of services under the heading "PSD Logistics Services". The services listed are: PSD Logistics Server, PSD Logistics Cloud Server, PSD Logistics Web Server, PSD Logistics Web Services, PSD Logistics Reporting, PSD Logistics Archive Reporting, PSD Logistics Messaging, PSD Logistics Interfacing, PSD Logistics Signalling, PSD Logistics Signalling Dot Net, PSD Logistics Translating, PSD Logistics Synchronising, PSD Logistics Archiving, and PSD Logistics Monitoring. The status bar at the bottom shows the date and time: "23/11/2022 09:56:38 AM".</p>
2	<p>Select “File” -> “Login” and log into the PSD Logistics Manager using the admin account. The default password is “admin”. A number of menu items and features will be displayed.</p>  <p>The screenshot shows the PSD Logistics Manager application window after logging in. The title bar reads "PSD Logistics Manager 14.10.7". The menu bar now includes "File", "Settings", "Admin", and "Help". The main interface has tabs for "Services", "Client", "Review", and "Test". Under the "Services" tab, there are "Start All" and "Stop All" buttons. Below these buttons is a list of services, each with a "Start" button, a "Stop" button, and three icons (document, folder, and another document). The services listed are: PSD Logistics Server, PSD Logistics Cloud Server, PSD Logistics Web Server, PSD Logistics Web Services, PSD Logistics Reporting, PSD Logistics Archive Reporting, PSD Logistics Messaging, PSD Logistics Interfacing, PSD Logistics Signalling, PSD Logistics Signalling Dot Net, PSD Logistics Translating, PSD Logistics Synchronising, PSD Logistics Archiving, and PSD Logistics Monitoring. The status bar at the bottom shows the date and time: "23/11/2022 10:02:24 AM".</p>

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3	Select "Admin" -> "Database" -> "Restore From Zip" and browse to the file created in Stage 1.
4	The PSD Logistics services will be automatically restarted after the restore.
5	Wait until the backup file has been restored.