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# FreeFlow Web Services 8.x Backup & Restore Guide



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## Introduction

It is important to backup FreeFlow Web Services data regularly. Much of this data is held within the Windows File System and the Microsoft SQL Server database. If the Print Service Provider receives a large, daily load of new Jobs through FreeFlow Web Services, the recommendation is to perform a complete backup once a day, at 3:00 AM. It is also recommended to perform an additional complete backup, once a week, at any time that the system is not in production. The backup can be saved on a tape or to a file, but if using a file, it should not be kept on the FreeFlow Web Services server itself to avoid filling up needed disk space. The files should be kept on a separate, safe disk.

Backup for the FreeFlow Web Services files can be carried out using any available backup software. If no software is available, the files can be copied to a safe disk as a backup procedure; however, it is highly recommended to use reliable 'Advanced Open File' backup software.

#### NOTE:

- FreeFlow Web Services must be shut down prior to performing a backup, and restarted when the backup is complete. Failure to shut down Web Services will result in incomplete and/or useless backups.
- Windows Server has a built-in backup module that can be used for this purpose. The module can be
  accessed from START -> PROGRAMS -> ACCESSORIES -> SYSTEM TOOLS -> BACKUP. See Microsoft's Help for
  instruction on using the module.
- The Removable Storage service must be running for the backup module to function correctly. Removable Storage runs by default but if it has been disabled, it can be re-enabled through START -> PROGRAMS -> ADMINISTRATIVE TOOLS -> SERVICES.
- This guide contains the information needed to correctly Backup and Restore FreeFlow Web Services 8.0.3.3. The procedures include steps for performing automated, as well as, manual backups.

## **Automatic Backup**

The following commands can be used to automate your system backup. Incorporate these commands in whatever solution you create for automated backup.

#### NOTE

If you are unable to perform regularly scheduled automated backups on a daily basis, or in the event of changes to the system configuration (e.g. software upgrade, hardware modification), refer to the procedures for manually backing up the system later in this document.

## **Shut down Application Server**

Use the following commands to shut down the application server (the explanation of what a command does is written in parenthesis after the command).

sc Stop PressSense\$iWayService (stops the application service)

iisreset /stop (stops IIS)

sc stop W3SVC (stops IIS)

sc stop MSSQL\$IWDBSQL (stops SQL server)

TASKKILL /F /IM NWServicesE.exe /T (verifies an application Process is down)

TASKKILL /F /IM NWProcessX.exe /T (verifies an application Process is down)

TASKKILL /F /IM iwFactry.exe /T (verifies an application Process is down)

TASKKILL /F /IM PressSense.Core.WindowsServices.iWayService.exe /T (verifies an application Process is down)

#### NOTE:

In some cases, the shutdown procedure suggested above might fail to stop all services due to timing issues on specific platforms. Repeating the STOP command of the relevant service or adding a delay command at the proper place in the script will usually solve the problem. If you encounter this scenario, consult with an IT person for possible solutions.

## **Restart Application Server**

After the backup completes, use the following script to restart the application server. Note that the "rem" commands are optional notes that describe the batch file script that you can create to perform these actions.

sc start MSSQL\$IWDBSQL (starts the SQL server)

FOR /I %%a IN (120,-1,1) do (ECHO 1 > NULL %%as&ping -n 2 -w 1 127.0.0.1 > NUL)

ECHO %TIME% (waits 120 sec ("Shock time") for SQL server to start accepting connections)

sc start PressSense\$iWayService (starts the Application service)

# Manual Backup

To correctly backup FreeFlow Web Services, you must first back up the NewEdition folder. This folder holds all of the Job data and all of the Print Service Provider settings. The sub-folders of importance within this folder are IPanel/JobTemplates and IPanel/Profiles.

#### NOTE

FreeFlow Web Services must be shut down prior to performing a backup, and restarted when the backup is complete.

To perform a backup:

- 1 **Stop** FreeFlow Web Services using the Toolbox.
- Navigate to Start -> Administrative Tools -> Services.
- 3 Right click on SQL SERVER (IWDBSQL) and select Stop.
- 4 Right click on IIS ADMIN SERVICE and select Stop.
- 5 Backup FreeFlow Web Services by copying the NEWEDITION folder to a new location.
- 6 Right click on SQL Server (IWDBSQL) and select Start.
- 7 Right click on IIS ADMIN SERVICE and select Start.
- 8 Start FreeFlow Web Services using the Toolbox.

It is recommended that you change the newly copied folder name to NewEdition\_8.0.3.3\_<current date>.

# Restoring a Backup

#### NOTE:

FreeFlow Web Services must be shut down prior to restoring a backup, and restarted when the restore is complete.

The following procedure is valid only when restoring a backup of the current version. If FreeFlow Web Services was upgraded since the most recent backup, perform a rollback first. For more information about performing a rollback, contact Technical Support.

It is strongly recommended to create a backup of the current data before restoring a previous backup.

To restore data for the current version of Web Services:

- 1 Stop Web Services using the Toolbox.
- 2 Navigate to Start -> Administrative Tools -> Services.
- 3 Right click on SQL Server (IWDBSQL) and select Stop.
- 4 Right click on IIS ADMIN SERVICE and select Stop.
- Select the NEWEDITION folder on the local drive where Web Services is installed and change the Newedition folder name (e.g. by appending the date and software version number to the folder name).
- 6 Copy the Newedition folder from the backup (e.g. Newedition\_<backup date>\_8.0.3.3) to the Web Services local drive and rename the folder to "Newedition".
- Navigate to START -> ADMINISTRATIVE TOOLS -> SERVICES.
- 8 Right click on SQL Server (IWDBSQL) and select Start.
- **9** Run SetPermissions.bat from the \Newsway\Installs folder.
- 10 Run Config.bat from the \NEWSWAY\INSTALLS folder.
- 11 Start FreeFlow Web Services using the Toolbox.