
Acclipse Document Manager – Backups and Migration

Migrating Acclipse Document Manager to your new server takes 1-2 hours and Acclipse will need access to your network. Migration costs \$120 + GST per/hour. Please contact the support team at least one week before you intend migrating Acclipse Document Manager to secure your preferred booking time.

Before Acclipse migrates your software to a new server, ensure you make backup copies of your:

- Acclipse Document Manager folder (ie your shared directory where all the data is stored).
- Acclipse Document Manager (SQL Server) databases (ie *AcclipseDesktop* and *DocumentManagement*).

Disaster Recovery Plan

To ensure your disaster recovery plans are fully up to date, Acclipse recommends you regularly back up your SQL databases and your Acclipse Document Manager content.

IMPORTANT: Unless ALL the files listed below are included in your Disaster Recovery Plan you will NOT be able to recover documents stored in Acclipse Document Manager. Ensure your IT administrator is aware of these requirements and that your data is fully protected.

SQL databases

You need to back up the following SQL databases:

- AcclipseDesktop
- DocumentManagement

Because SQL database files are always open, they need to be backed up with special care. If your current backup solution does NOT have a Microsoft SQL addin you can use various approaches to complete the backup of your SQL database. The following links should help you formulate an approach that best suits your requirements:

<http://msdn.microsoft.com/en-us/library/ms187510.aspx>

[http://msdn.microsoft.com/en-us/library/aa196685\(SQL.80\).aspx](http://msdn.microsoft.com/en-us/library/aa196685(SQL.80).aspx)

Acclipse Document Manager Content

You need to back up all Acclipse Document Manager data and subfolders. To check where these are stored:

1. Open the administration module of Acclipse Document Manager.
2. Select **Tools** → **Options**.
3. Select the **General** tab – The data path is listed.

Best Practice Solutions

Acclipse recommends the following practices as minimum requirements for protecting your data:

- Nightly backup of the SQL databases and Acclipse Document Manager content
- Weekly rotation of backup media (eg backup tapes)
- Weekly scheduled virus definition updates

If you have any questions please contact Acclipse Support.

Australia

Phone: 1800 07 57 55

Email: support@acclipse.com.au

New Zealand

Phone: 0800 94 64 34

Email: support@acclipse.co.nz