

Medtech32 Australia Database Backup and Maintenance Guidelines

WARNING: It is HIGHLY recommended to employ ONLY qualified system engineers when performing ANY Interbase server, Interbase client, and database upgrades. The consequences of ruining an Interbase or database upgrade could possibly lead to data corruptions, and as a result – data loss and systems downtime.

If in doubt, please consult with your IT technician/service provider, or contact one of the Medtech Channel Partners listed on our web site:

<http://www.Medtechglobal.com/aus/Medtech-online-au/support-3.html>

Supported Operating Systems

Interbase 2009, in conjunction with Medtech32 Version 8.0.0 (or above), supports the following versions of Microsoft Windows.

Interbase 2009 Supported 32-Bit Server Operating Systems	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server
	Windows 2008 Standard Server (32-bit)
	Windows 2008 Enterprise Server (32-bit)
	Windows 2008 Small Business Server Premium Edition NOTE: Must run on 32-bit standalone server
	Windows 2008 Essential Business Server Premium Edition NOTE: Must run on 32-bit standalone server

Interbase 2009 Supported 32-Bit Workstation Operating Systems	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)
	Windows 7 Professional Edition (32-bit)
	Windows 7 Ultimate Edition (32-bit)
	Windows 7 Enterprise Edition (32-bit)

Interbase 2007, in conjunction with Medtech32 Version 7.2.0 (or above), supports the following versions of Microsoft Windows.

Interbase 2007 Supported 32-Bit Server Operating Systems	Windows 2003 Standard Server (32-bit)
	Windows 2003 Enterprise Server (32-bit)
	Windows 2003 Small Business Server (Not Recommended – please refer to the "Server Deployment Considerations" section below.)
Interbase 2007 Supported 32-Bit Workstation Operating Systems	Windows XP Professional (32-bit)
	Windows Vista Business Edition (32-bit)
	Windows Vista Ultimate Edition (32-bit)
	Windows Vista Enterprise Edition (32-bit)

WARNING: Although it might be possible to run Interbase 2007/2009 on other versions of Windows, both Medtech and Embarcadero **WILL NOT** be able to provide support if a practice encounters problems while running on any operating systems not listed above.

NOTE: ALL instructions listed below are ONLY intended for these supported Windows versions.

Database Maintenance

Prior to running ANY Medtech32 Version Upgrades, a SUCCESSFUL Database Maintenance MUST be performed on ALL of your databases.

It is also recommended that a Database Maintenance is run on a REGULAR basis (at least every 1-3 months depending on the database size and transactions volume) to ensure that your databases are healthy and can operate at optimum state.

WARNING: If you encounter ANY errors during Database Maintenance which prevents you from completing the Backup and Restore process, DO NOT ignore the errors and continue to use Medtech32 or continue with ANY upgrades. Please LOG the exact errors you have encountered, and contact Medtech Helpdesk for assistance.

NOTE: Database Maintenance should not be attempted during normal business hours due to the amount of time this process may take. The amount of time required to run Database Maintenance is dependent on the specification of your server, the size of ALL databases, and how long apart since the last successful Database Maintenance.

Interbase Database File Size Limit

Although the Interbase 2007/2009 engine can support 64-bit files operations, it is important to remember that not all file systems support large files.

Interbase Version	File System	Size Limit
Interbase 2007/2009 Database File Size Limit	FAT16	4GB
	FAT32	4GB
	NTFS	16TB

NOTE: If any Interbase database is over the size limit listed in the table above, the database would corrupt itself by writing over the initial database pages. It is important to make sure a database is split into multiple files (each file must not exceed the size limit) before reaching the above limit in order to avoid corruptions.

IMPORTANT: If any of your databases have reached the above size limit under the corresponding file system, please contact the Medtech Helpdesk prior to restoring the databases.

NOTE: Briefcasing **IS NOT** supported on any Interbase versions where the database has been split across multiple files. Briefcasing **ONLY** works with single-file databases.

IMRPOTANT: It is HIGHLY RECOMMENDED to use **NTFS** as the **ONLY** file system for ALL hard drive partitions on ALL computers across your network.

Interbase File Extensions

The following table shows the official file extensions for Interbase 2007/2009 databases and backups. The file extension requirements for databases are compulsory, and should be followed strictly.

File Type	File Extension
Database	.IB
Backup	.IBK

Database Backup and Restore Instructions

Please read and follow the documentation included on the Medtech32 Version 8.0.0 CD to complete your Database Maintenance:

Interbase 2009 Backup and Restore

- *Interbase\Interbase 2009 Documentation\Interbase 2009 - Backup & Restore Instructions.pdf*

Interbase 2007 Backup and Restore

- *Interbase\Interbase 2007 Documentation\Interbase 2007 - Backup & Restore Instructions.pdf*

Alternatively, you can also download the latest backup and maintenance documentation from the Medtech Online web site:

- <http://www.medtechglobal.com/aus/medtech-online-au/mo-medtech32-au/release-notes-3.html>

Database Sweep Script (Sample)

WARNING: If Automatic Sweeping has been disabled on the MT32.IB and/or BLOB.IB databases (i.e. by setting the Sweep Interval to 0 in the database properties), it is HIGHLY RECOMMENDED to manually sweep the database at least **ONCE PER DAY** in order to avoid any potential data corruptions.

NOTE: Manual Sweeping should be scheduled to run either afterhours, or at the least busiest time of the day in case of a 24/7 site. It MUST NOT be scheduled to run during Briefcasing check-ins and check-outs.

A sample Sweep Script *Interbase-2009_Online_Database_Sweep.txt* can be found in the *Interbase\Interbase 2009 Backup Scripts* directory on the Medtech32 Version 8.0.0 CD.

Medtech32 and Database Backup

IMPORTANT: Not only is it important to make sure that you complete a full Database Maintenance before installing ANY Medtech32 Version Upgrades, it is also important that you have a COMPLETE backup of your Medtech32 installation, i.e. the MT32 directory. You MUST also backup ALL databases, which are normally located in the MT32\Data directory.

This is essential to ensure if there are any issues during the upgrade, you will be able to roll back your Medtech32 installation to the original version.

IMPORTANT: Besides, it is HIGHLY recommended that you SHOULD setup standard policies and procedures to backup ALL databases on a daily basis in order to minimize data loss in case of systems failures.

For additional safety, it is recommended to store the backup medium in a DIFFERENT physical location from the database server, e.g. on external media such as CD, tape, USB or NAS storage device, and preferably these should be stored OFF-SITE.

IMPORTANT NOTE **RE: Database Physical File Backup**

WARNING: Prior To backing up (including copy or paste or move or rename) ANY database file, it is important that Interbase Server MUST be stopped in order to avoid corruptions. Once backup has been completed, Interbase Server can then be restarted.

Stopping Interbase 2009 Server (Before backup)

- On the Server, go to Windows Start Menu ► Programs ► CodeGear InterBase 2009 [instance = MedTech_IB09] ► InterBase Server Manager [instance = MedTech_IB09], and click on the button Stop.

Restarting Interbase 2009 Server (After backup)

- On the Server, go to Windows Start Menu ► Programs ► CodeGear InterBase 2009 [instance = MedTech_IB09] ► InterBase Server Manager [instance = MedTech_IB09], and click on the button Start.

Stopping Interbase 2007 Server (Before backup)

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 2007 [instance = MedTech_IB] ► InterBase Server Manager [instance = MedTech_IB], and click on the button Stop.

Restarting Interbase 2007 Server (After backup)

- On the Server, go to Windows Start Menu ► Programs ► Borland InterBase 2007 [instance = MedTech_IB] ► InterBase Server Manager [instance = MedTech_IB], and click on the button Start.

Database Backup Scripts (Sample)

6 sample Backup Scripts have been included in the Medtech32 Version 8.0.0 CD:

Interbase 2009 Backup Scripts (Sample)

- *Interbase\Interbase 2009 Backup Scripts*

Interbase 2007 Backup Scripts (Sample)

- *Interbase\Interbase 2007 Backup Scripts*

NOTE: The 6 sample Backup Scripts are designed to work in a default Medtech32 installation environment only, i.e. Medtech32 is installed in the default directory C:\MT32, the databases are under the default path C:\MT32\Data with the default names *MT32.IB* and *BLOB.IB*, and the backup scripts are located under C:\MT32\Backup. Depending on the configurations of your environment, these sample scripts (both old and new) might need to be edited accordingly before they will be functional, especially if you have more than one set of databases.

HINT: For sites that operates 24/7 (or any practices who would like to backup their databases during business hours), you can use the following sample scripts as an example – which allows your databases to be backup ONLINE – i.e. while users are still logged into Medtech32:

Interbase 2009 Online Backup Scripts (Sample)

- *Interbase-2009_Full_Online_Backup(Sample).txt*
- *Interbase-2009_Incremental_Online_Backup(Sample).txt*

Interbase 2007 Online Backup Scripts (Sample)

- *Interbase-2007_Full_Online_Backup(Sample).txt*
- *Interbase-2007_Incremental_Online_Backup(Sample).txt*

Whereas the other 4 sample scripts are OFFLINE only – i.e. all users must have logged out of Medtech32.

If you require further information, please do not hesitate to contact the Medtech Helpdesk on 1800 148 165 → Option 1, or email ausupport@medtechglobal.com