

# Medtech32 Interbase 2009 Back Up and Restore Instructions

## Technical Documentation



This Documentation contains important information for Medtech32.  
Please ensure the Technical Documentations are circulated amongst all your IT staff  
and/or IT service providers.  
We suggest these should be filed safely for future reference.

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## Overview of Interbase 2009 Backup & Restore

**Warning**

- Before you proceed, please ensure that you have **A SUCCESSFUL DAILY BACKUP** of your data – preferably from the previous day.

| INTERBASE BACKUP AND RESTORE CHECKLIST |                                |                       |
|--|--------------------------------|-----------------------|
| <input type="checkbox"/>               | Pre-Backup & Restore Checklist |                       |
| <input type="checkbox"/>               | Briefcase Data Check-in        |                       |
| <input type="checkbox"/>               | Daily Backup                   |                       |
| <input type="checkbox"/>               | Interbase Backup and Restore   | Database Optimisation |
| <input type="checkbox"/>               | Interbase Backup               |                       |
| <input type="checkbox"/>               | Interbase Restore              |                       |

## Pre-Backup & Restore Checklist

### Warning

- Before you proceed, be sure to log into the computer with full Administrator rights.

### Pre-Backup and Restore Checklist

The following checklist is required to be completed to ensure that you successfully perform your Interbase Backup and Restore.

- Briefcase Data Check-in
- Daily Backup
- Interbase Backup and Restore (Database Optimisation)
- Available Space
- Stop Medtech32 Scheduler, NIR Directory Monitor Tool, Generic Directory Monitor, and ManageMyHealth Online Appointments Manager

### Briefcase Data Check-in

**ALL NOTEBOOKS** used for Briefcasing should be checked in prior to performing the Interbase Backup and Restore.

### Daily Backup

It is essential that you have a successful backup prior to commencing the backup & restore process. This backup needs to be recent - preferably from the previous day. If you do not have a successful backup or do not know how to ascertain if you have a successful backup, **STOP NOW!** and contact your engineer.

### Interbase Backup and Restore

We recommend that you perform an Interbase Backup and Restore on all databases at regular intervals. E.g. MT32.ib (Patient Database), Blob.ib (Scanning Database) and Training.ib (Training Database).

### Available Space

You must have a minimum of the total size of all databases combined, as available space on the server hard drive, to perform this procedure.

To locate this information on the server, double click on the *My Computer* icon, then double click onto the Drive that contains Medtech32, locate the *MT32* folder, then double click onto the *Data* folder.

Please note the size of the each of the database files above MT32.ib, Blob.ib, Training.ib. (To view file size details select the menu option *View / Details*)

To ascertain available space: Double click on the *My Computer* icon, then right click onto the Drive that contains Medtech32 and select *Properties*. The amount of available space is listed.

### **Stopping MedTech32 Scheduler, NIR Directory Monitor Tool and Generic Directory Monitor**

Ensure that you have stopped the Medtech Scheduler (normally located on the computer with HealthLink installed), the NIR Directory Monitor Tool, the Generic Directory Monitor and the ManageMyHealth Online Appointments Manager.

In order to determine if these applications are running, check the taskbar on the computer with HealthLink installed. If these icons are present, then you would need to shut down these applications.

#### **Note**

If you restart the computer, it will attempt to re-activate the Utilities Tool if the tick in “**Run at Windows Startup**” is enabled.

## Briefcase Check-in

### Warning

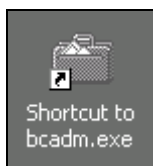
- Please ensure that you have printed and read the following documentation.

### Briefcase Check-in

The following instructions are an excerpt from the Briefcase Installation instructions. For further information to troubleshoot the check-in process, refer to the above-mentioned instructions.

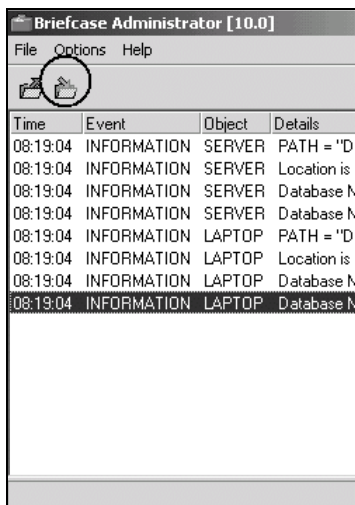
### Open the Briefcase Administrator

Double click on the “**Shortcut to bcadm.exe**” (Briefcase Administrator) icon from your desktop. (Actual file is located in C:\MT32\Bin\BCADM.exe)

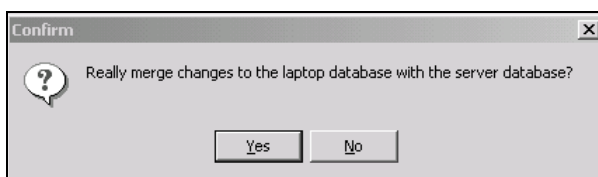


### Check In the Database

Click on the “**Merge the Changes ...**” option or via the menu select “**Options ► Merge Database Changes**”.



Confirm that you wish to continue by clicking “**Yes**”

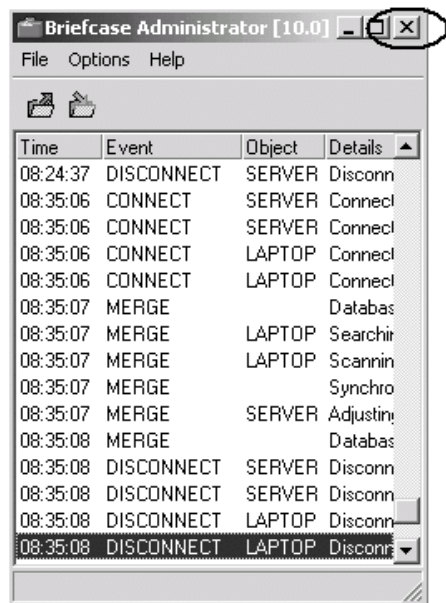
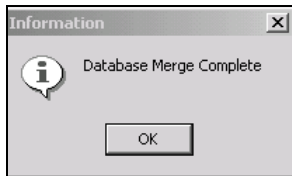




Please wait while files are merged back to your Server...

### Database Merge Complete

Click on “OK” and Exit the Briefcase Administrator.



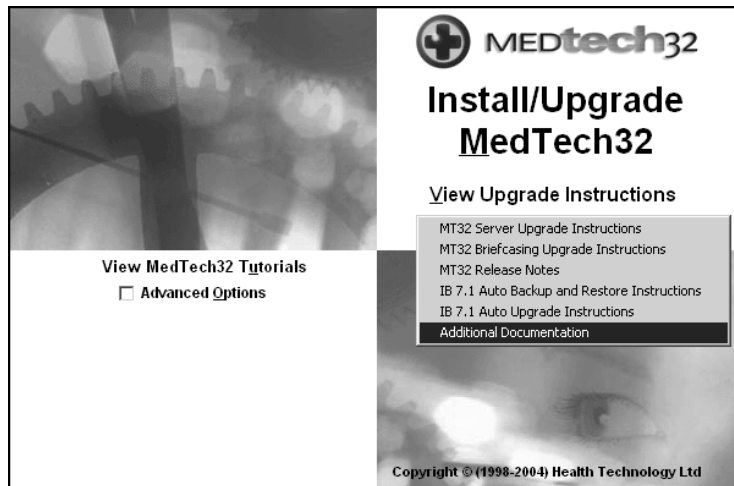
## Interbase Backup and Restore Documentation

### Warning

Ensure that you select the correct documentation relevant to the version of Interbase installed on your server (Interbase 2009)

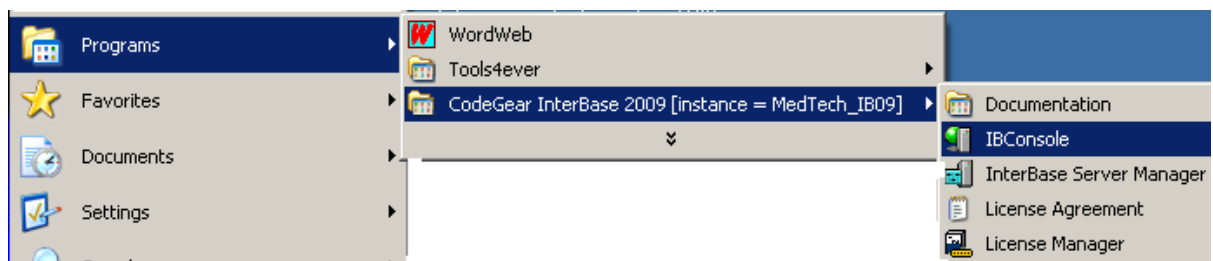
### Documentation

Click on the “**View Upgrade Instructions ► Additional Documentation**” and then select the Documents folder and the relevant Interbase Document folder.



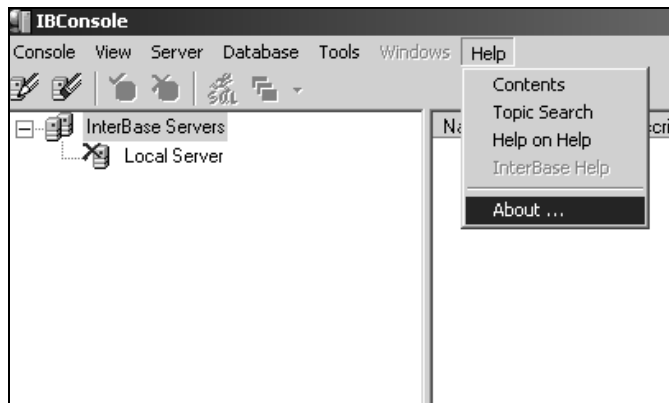
### Open IB Console

Select **Start ► Programs ► CodeGear Interbase 2009 [Instance = MedTech\_IB09] ► IBConsole**



### Check the Interbase Version

select “**Help ► About**”



The following screen will display the current version of Interbase installed on the server:



## Interbase Backup

### Search for existing .BAK files

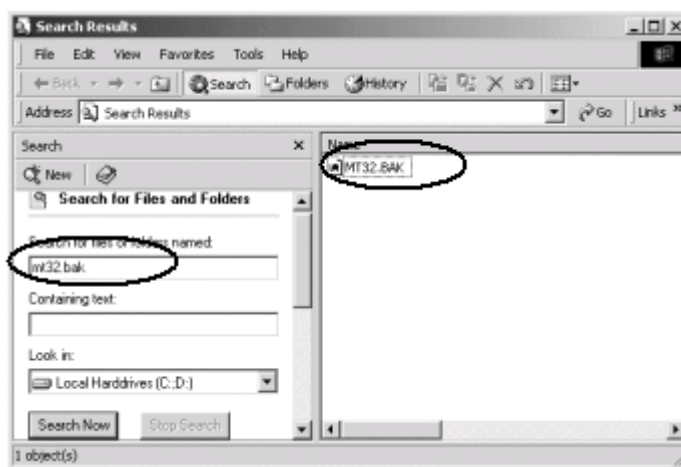
Existing BAK files may cause some confusion when restoring databases, therefore we recommend that you search for the existence of a file before proceeding.

Select “Start ► Search ► Files/Folders” then type file name e.g. MT32.BAK (Blob.BAK, Training.BAK), Click on ‘Search Now’.

If any existing MT32.BAK files exist they will be displayed on the right hand side of the screen. If no files are located proceed to Step 4.2.

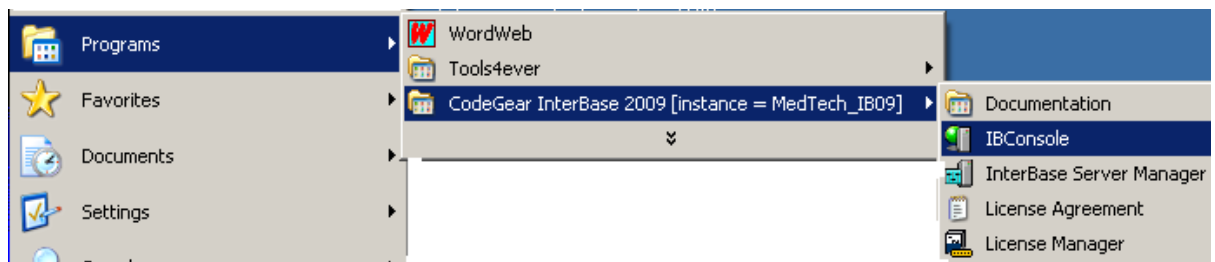
Click onto the file then press the ‘Delete’ key on the keyboard.

Select ‘OK’ to confirm the deletion of the file.



### Open IB Console

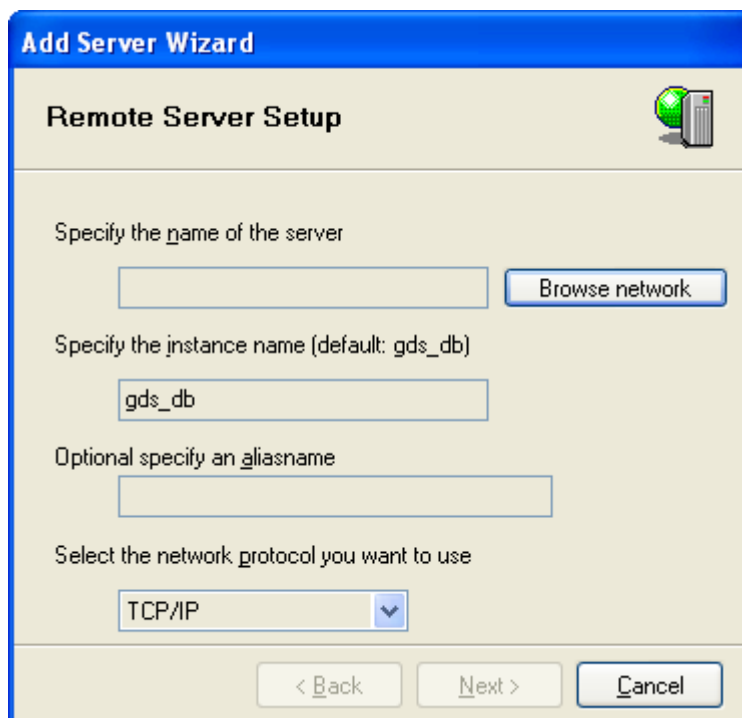
On the Server, Go to **Start ► Programs ► CodeGear InterBase 2009 Instance = MedTech\_IB09 ► IBConsole**.



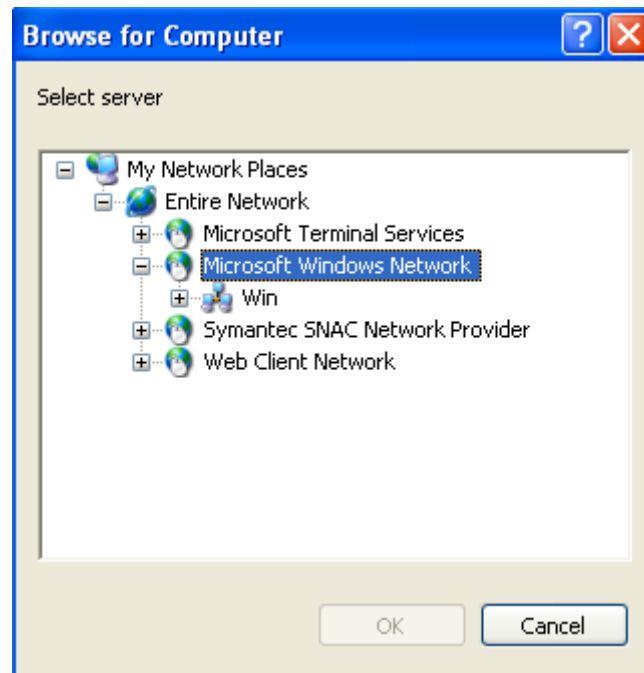
Go to **Interbase Server** , Right Click and select Add



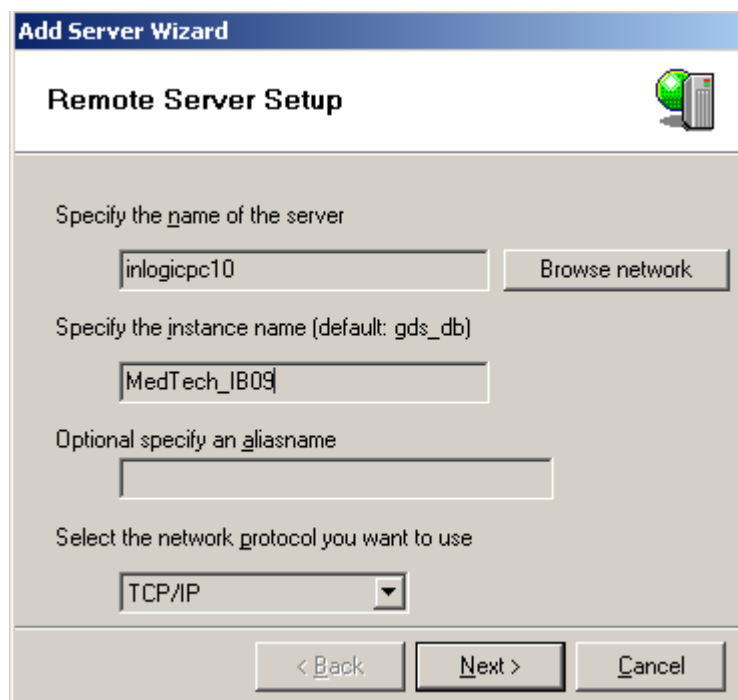
Select **Remote Server** and click Next



Click on Browse Network and browse to the Medtech server computer on the Entire Network



Type in Specify the instance name as MedTech\_IB09 and click Next



The following screen will be displayed and enter the Password as masterkey and click Next.

**Add Server Wizard**

**Specify Credentials**

Servers prior to version 6.0 do not accept logins.  
Check the registeronly checkbox if the version is below 6.0.  
You can also check the registeronly checkbox if you do not want to make a connection now.

Register only

Username:

Password:

Save password

< Back    Next >    Cancel

And the screen below will be displayed. You can enter a description for the Server, its optional and Click on Finish.

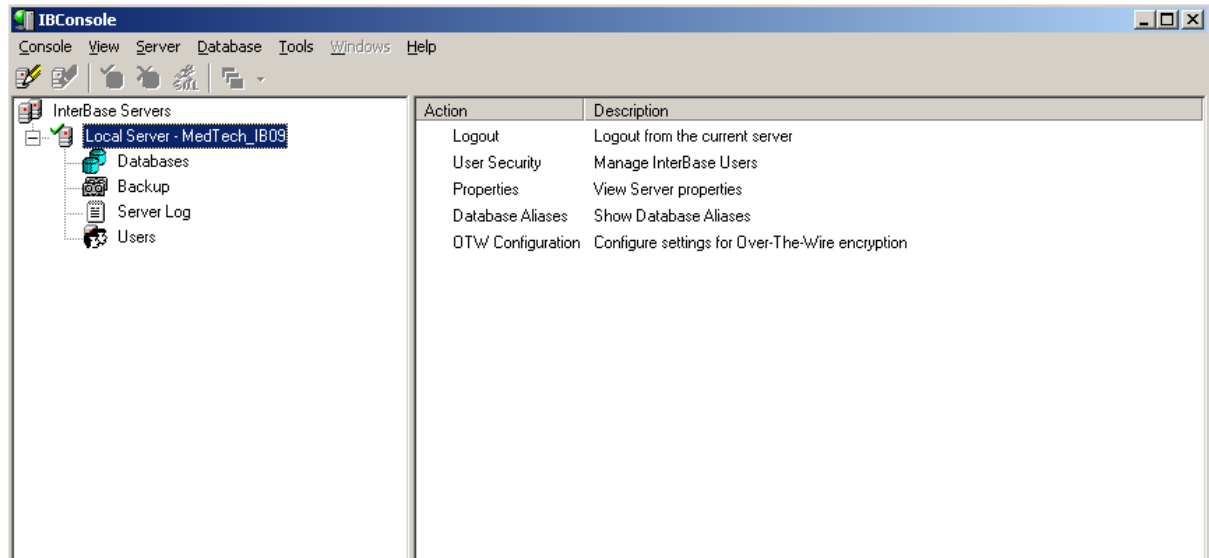
**Add Server Wizard**

**Finish Wizard**

Optional you may specify a description for the server.  
It will be used by IBConsole only.

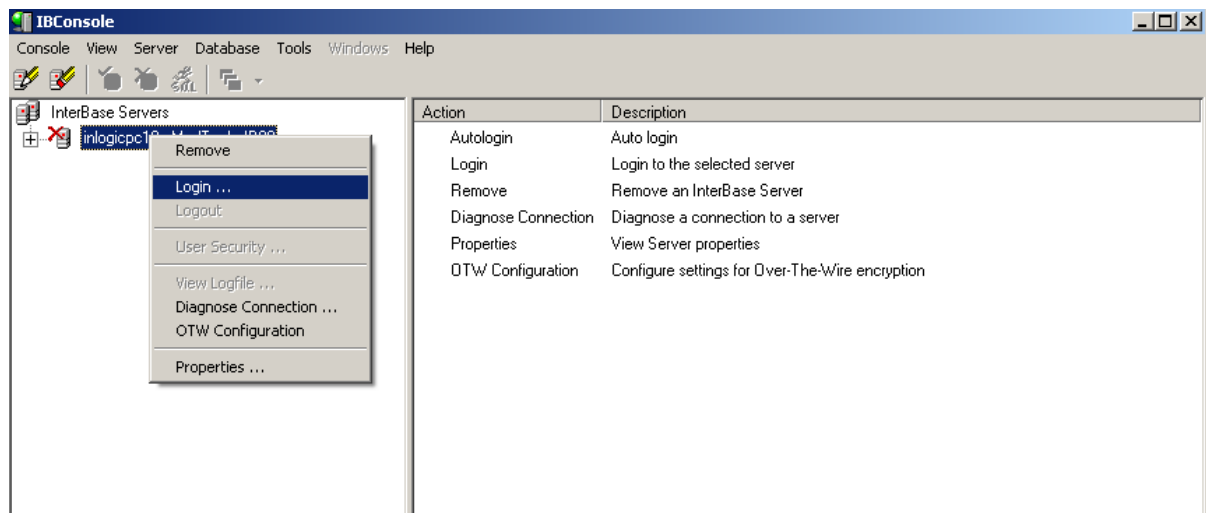
< Back    Finish    Cancel

The Interbase Server will now be displayed in the IB console



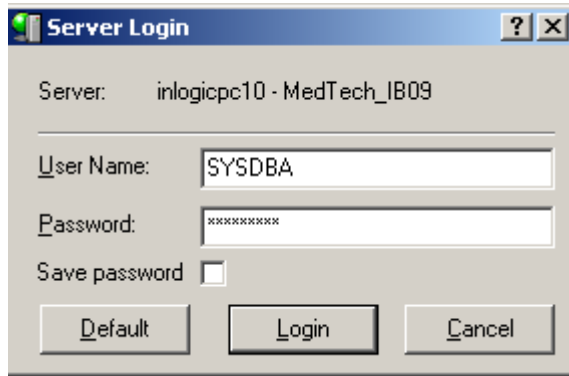
### Login to the Interbase Server

Right Click onto the Server and then select the **Login** menu option



### Enter Password

User name is **"SYSDBA"**, enter the password **"masterkey"** then click on the **"Login"** button



The image shows a 'Server Login' dialog box with a title bar containing a question mark and a close button. The dialog contains the following elements:

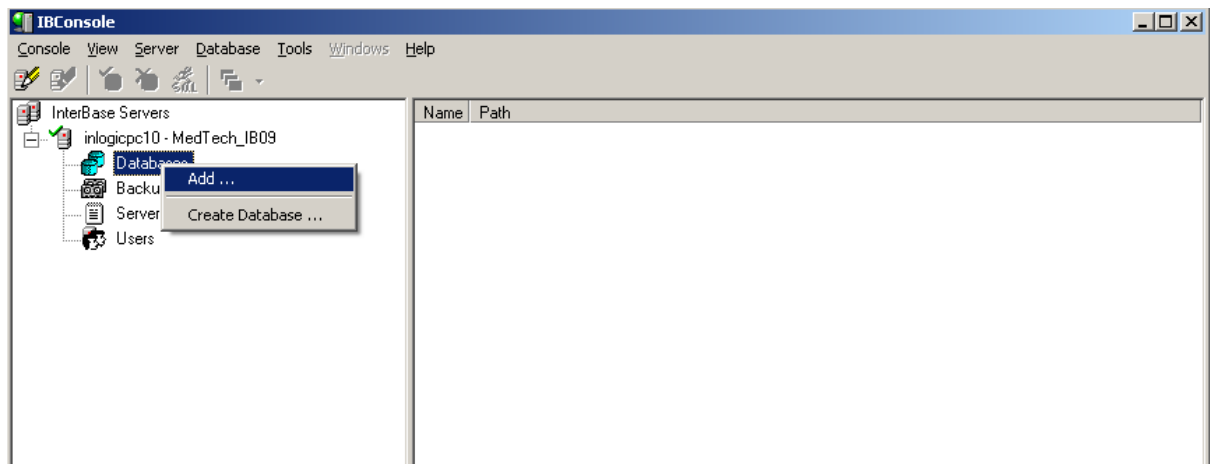
- Server: inlogicpc10 - MedTech\_IB09
- User Name: SYSDBA
- Password: masked with asterisks
- Save password: unchecked checkbox
- Buttons: Default, Login, Cancel

## Register database

### Register Databases

Click onto plus (+) sign to the left of Server (the plus (+) will change to a minus (-) sign and display additional options).

Right Click on “**Database**” and select “**Add**”

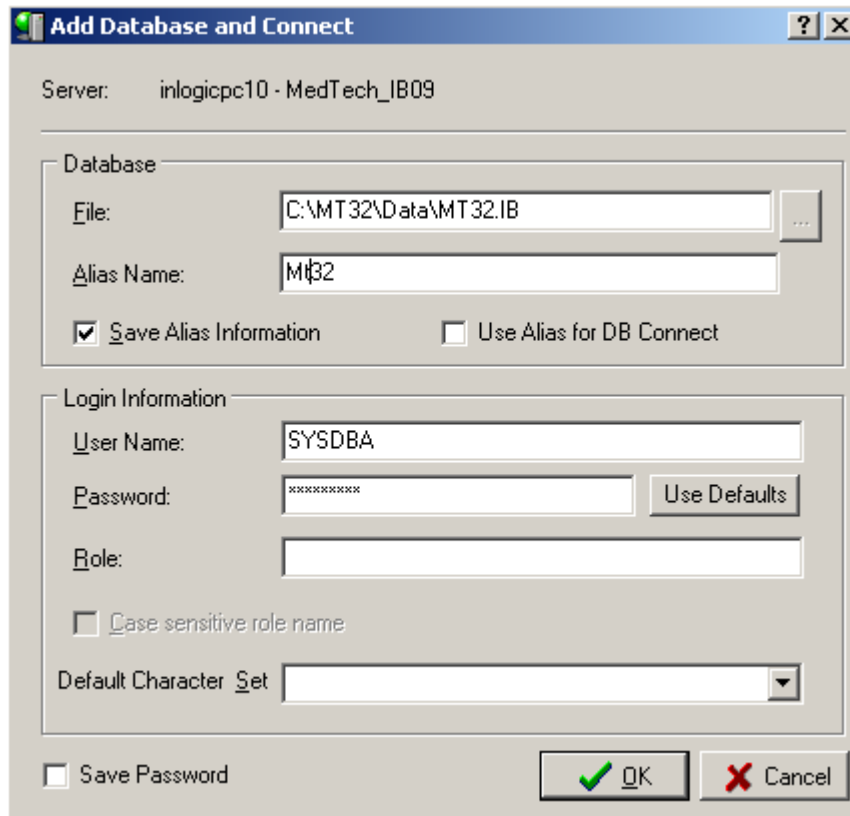


Enter the path to the MT32\Data directory C:\MT32\Data\MT32.IB

### **Note**

The Medtech32 databases will be listed under the Server / Databases menu once you register the databases.

The name of the selected database will display within the “**Alias**” field automatically. Select “**OK**”



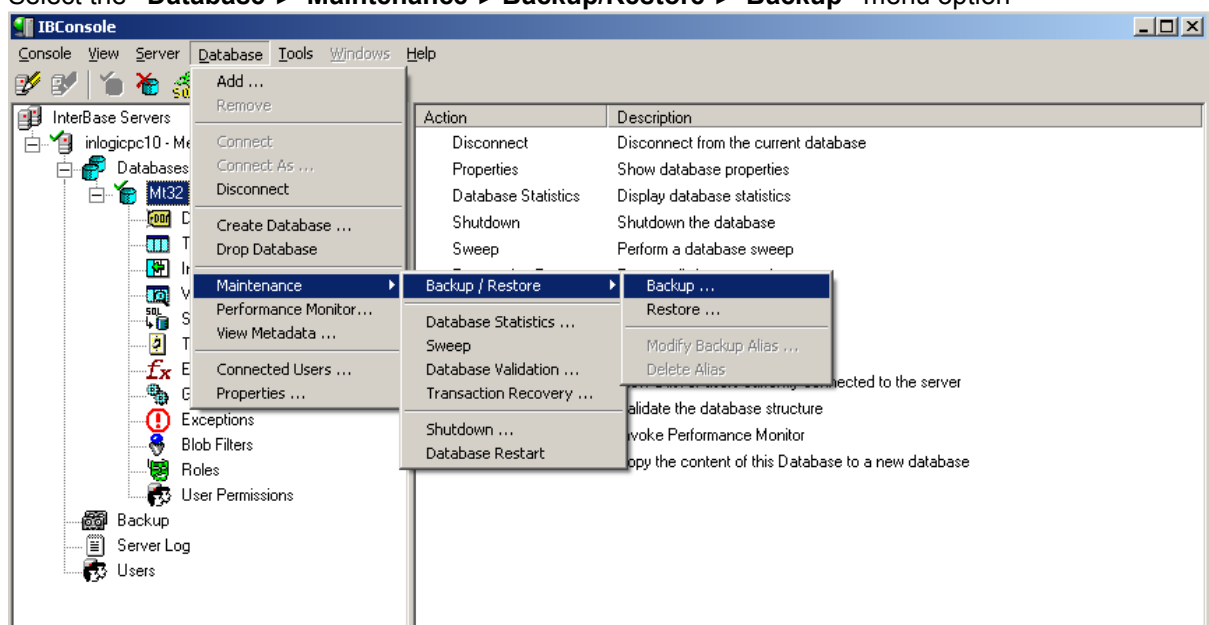
**Note**

- Repeat this process above to register all of the databases included within the MT32\Data folder, for example the “Training” and the “Blob” databases.

**Interbase Backup**

**Select the Backup option**

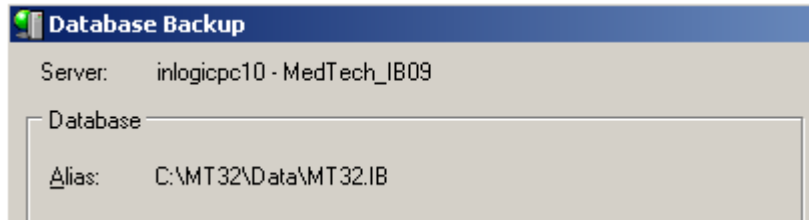
Select the “**Database ► Maintenance ► Backup/Restore ► Backup**” menu option



### Define the Backup Information

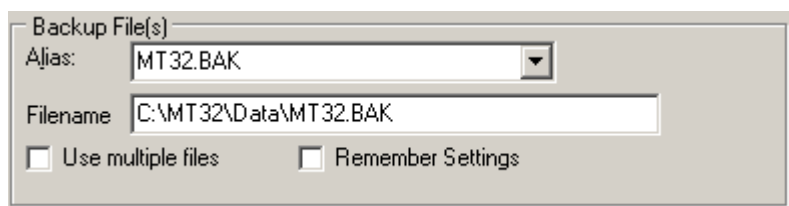
This screen defines the path where the backup file will be saved to.

**Database Section:** The database “**Alias**” should default the selected database, for example MT32.ib

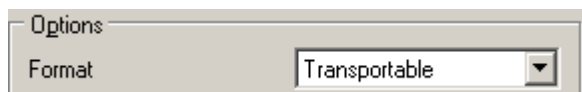


**Backup Files Section:** The Server should default to “**Server name -MedTech\_IB09**”.

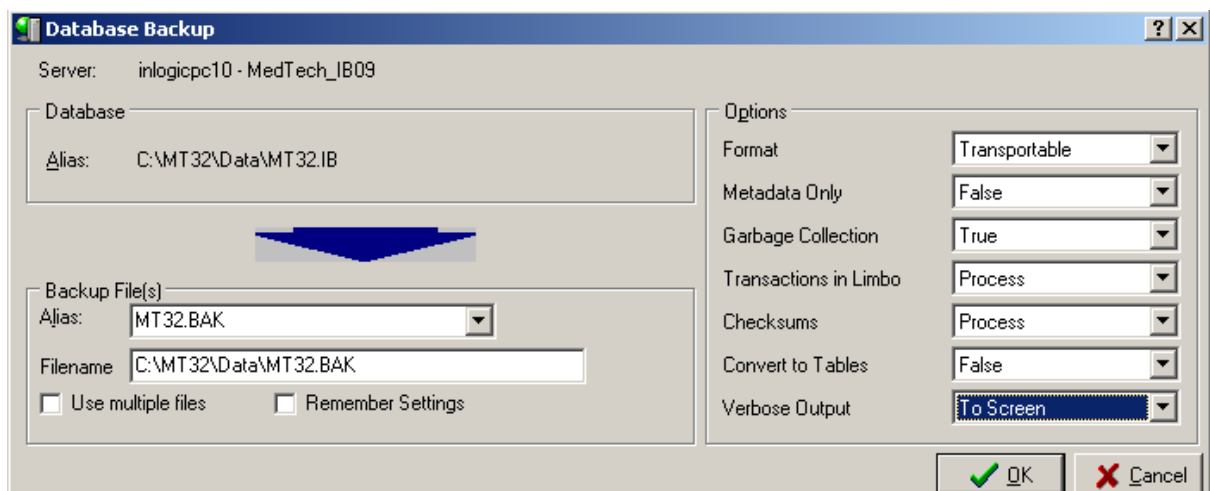
Within the “**Alias**” field type the name of the backup file eg “**MT32.BAK**” and Within the “**Filename**” field enter the path for the backup file eg “**C:\MT32\DATA\MT32.BAK**”



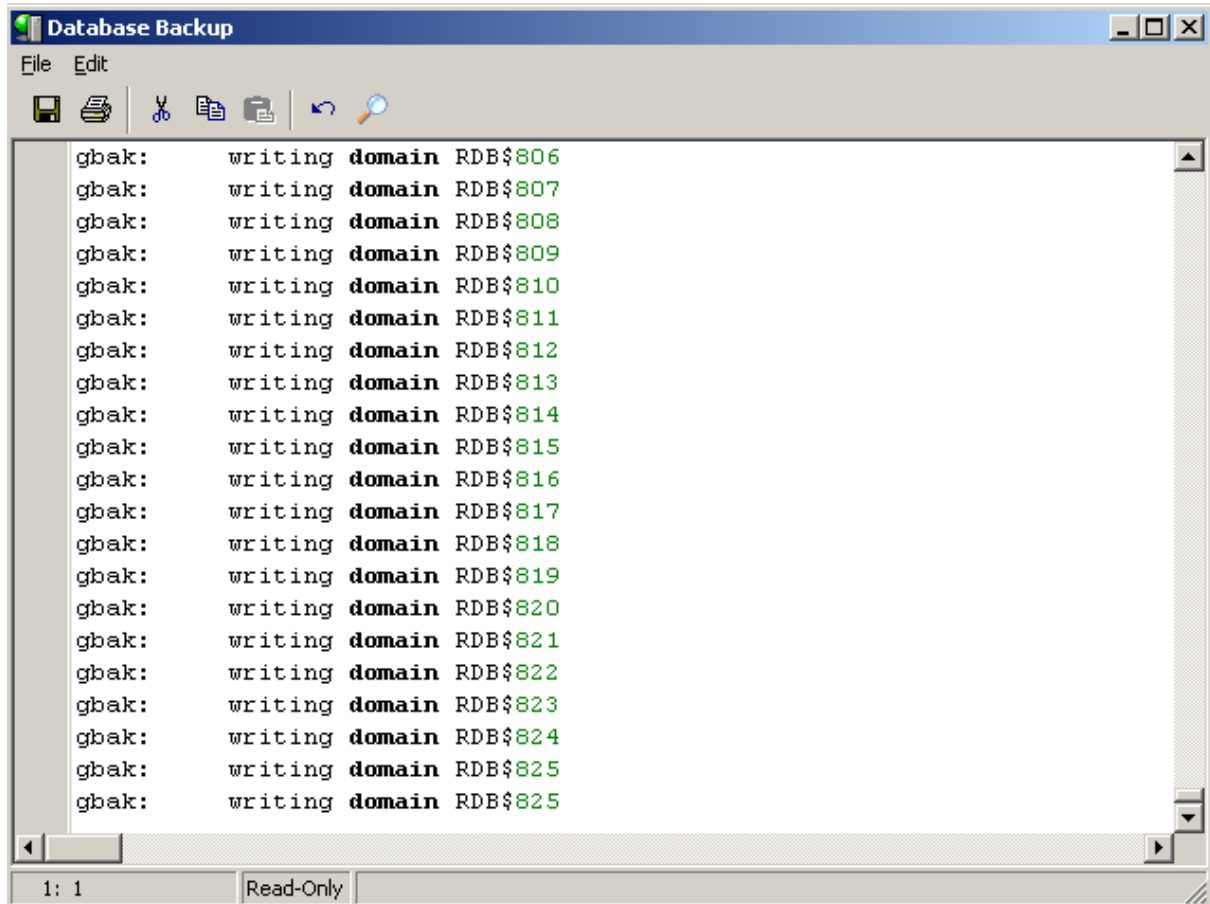
Ensure the Format option is “**Transportable**” (top right hand corner)



Select the “**OK**” option



You should now have the following screen displayed

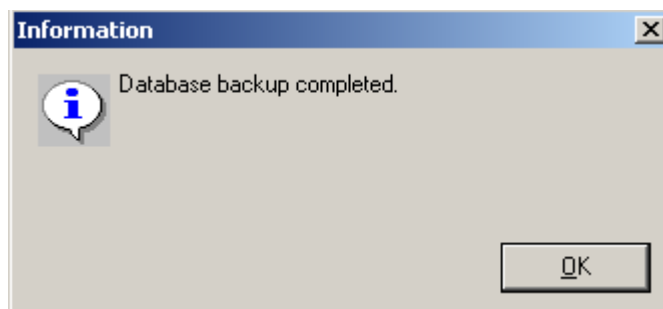


### Wait for the backup to complete



This may take several hours

When the “**Database Backup Completed**” prompt appears click on “**OK**”

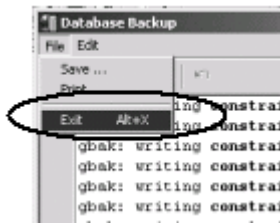


### Note

If an error is displayed at the end of the process **do not proceed any further**. Please call our Support Services on 09 358-0116 or [nzsupport@medtechglobal.com](mailto:nzsupport@medtechglobal.com) for further assistance.

### Close Backup Dialog

Select the **"File ► Exit"** menu option



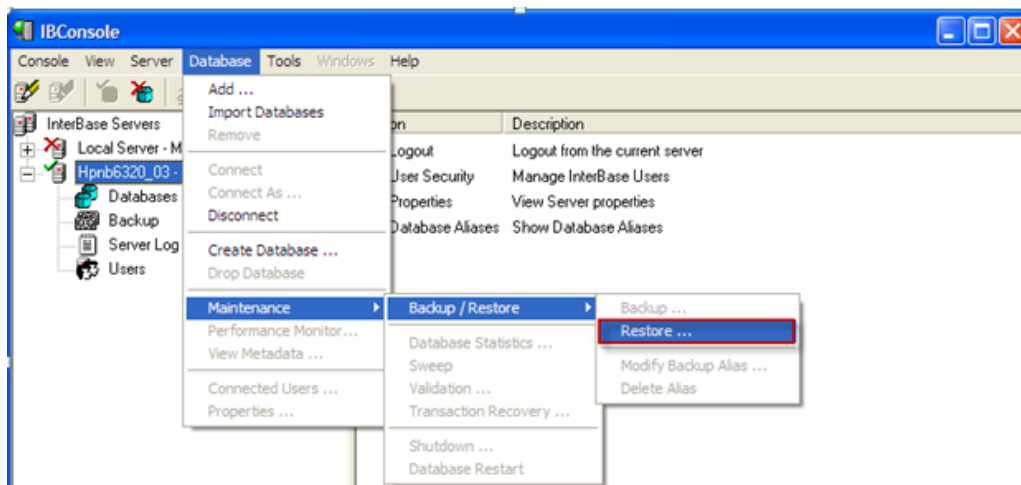
## Interbase Restore

### Note

- The Restore Option may take longer than the Backup Option – in some instances this could even take twice as long. You will need to perform the restore on all databases registered. E.g. MT32.ib, Blob.ib, Training.ib

### Select the Restore Option

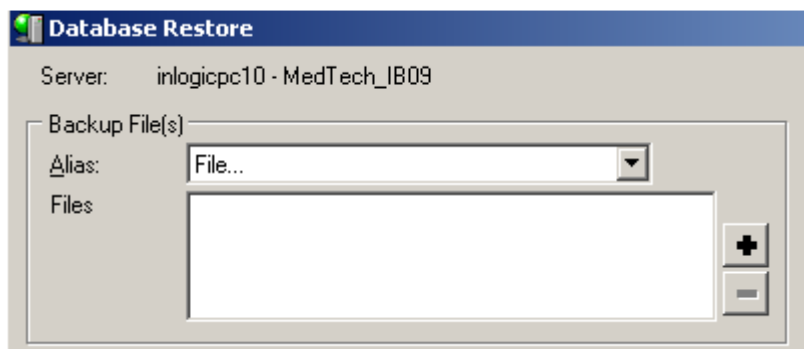
Select the “**Database ► Maintenance ► Backup/Restore ► Restore**” menu option




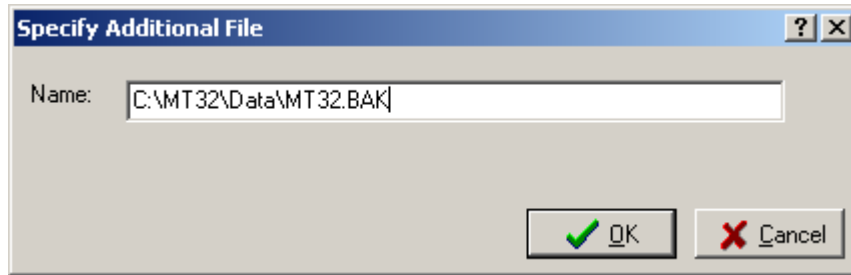
### Define the Restore Information

This screen defines where the data will be restored to.

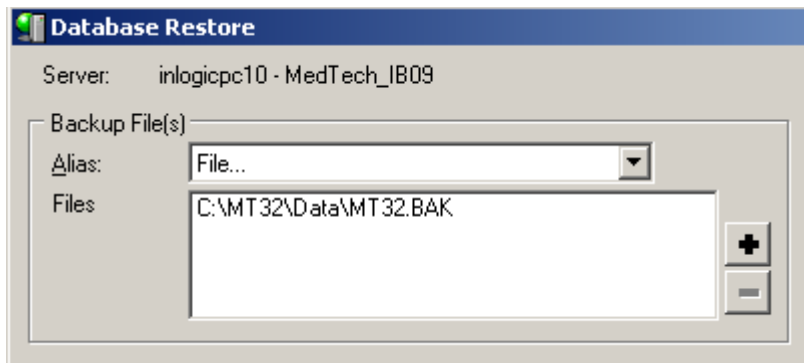
**Backup File Section:** Within the “Alias” drop down listing select the file menu



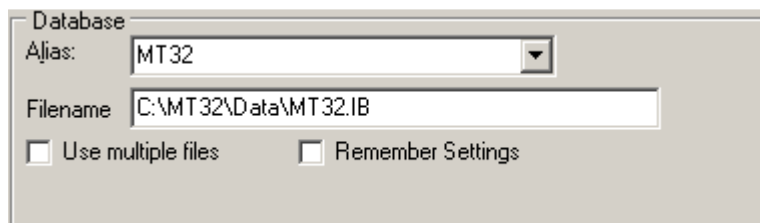
Click on the  option and that will ask you to specify the Additional file and enter the default path where MT32.BAK is stored.



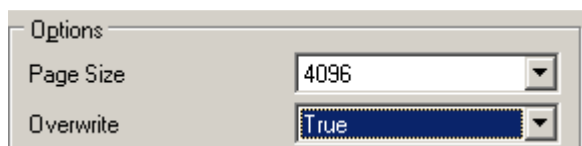
Click Ok to this screen and the File name will be displayed in the Files section as shown below.



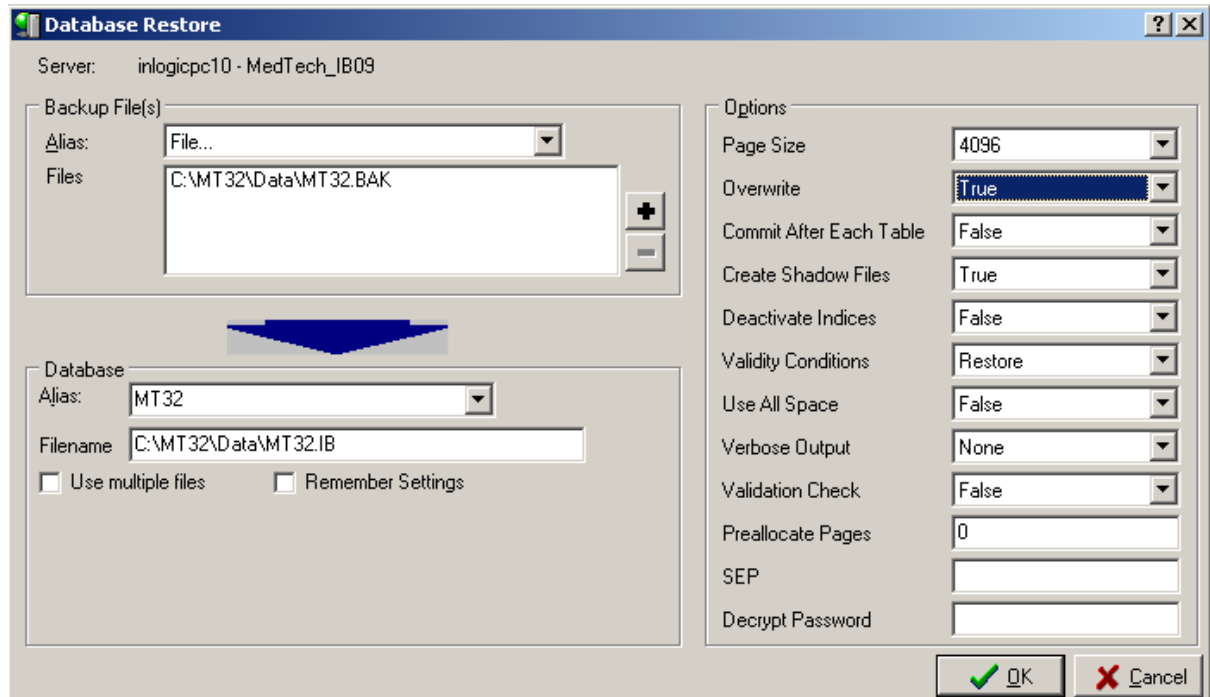
**Database Section:** The “Database Server” should default to “Servername- MedTech\_IB09” and the “Database Alias” should default to “MT32”. The file name should default to the data directory of Medtech32 “C:\MT32\Data\Mt32.IB”



Change the “Overwrite” to “True”



Select the “OK” option – you should now have the following screen displayed:



### Wait for the restore to complete

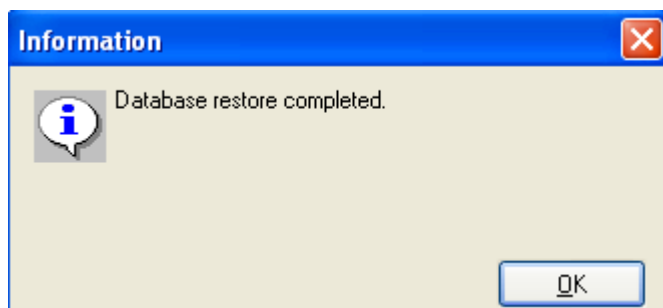


**This may take several hours**

When the message “**gbak: finishing, closing and going home**” is displayed the restore has finished.

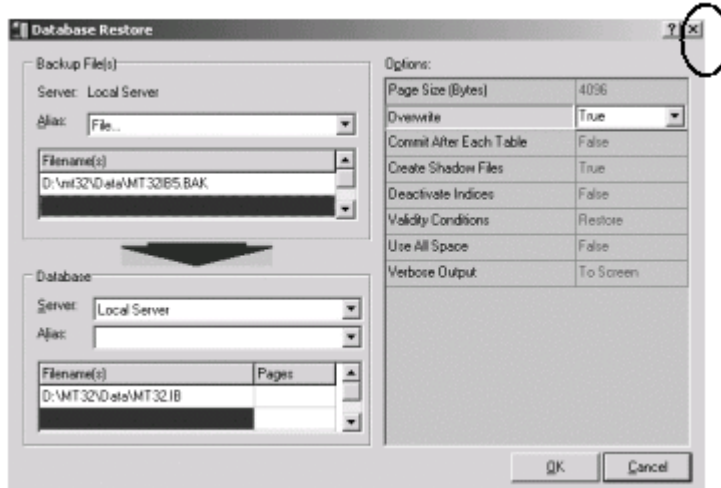
#### **Note**

If the message, (as shown above) is not displayed, or an alternative message (eg. “**request failed**”) is displayed, **do not proceed any further**. Please call our Support Services on 09 358-0116 or [support@medtechglobal.com](mailto:support@medtechglobal.com) for further assistance.



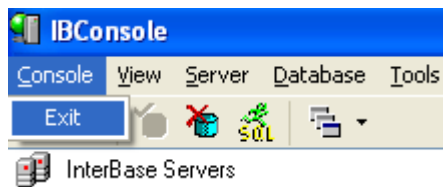
### Close the Database Restore Window

Close the window



### Close Interbase Console

Select the “**Console/Exit**” menu option



### Login to the Medtech32 Database

Log into Medtech32 and check that recent data is present. We recommend that you

- Search for a **patient (F2)**
- Display the **Appointment Book for today (F7)**
- Check the last three patients within the appointment book have invoices displayed within their **Account holder screen (Shift + F9)**
- When restoring the Blob file ensure you can view three recently scanned documents

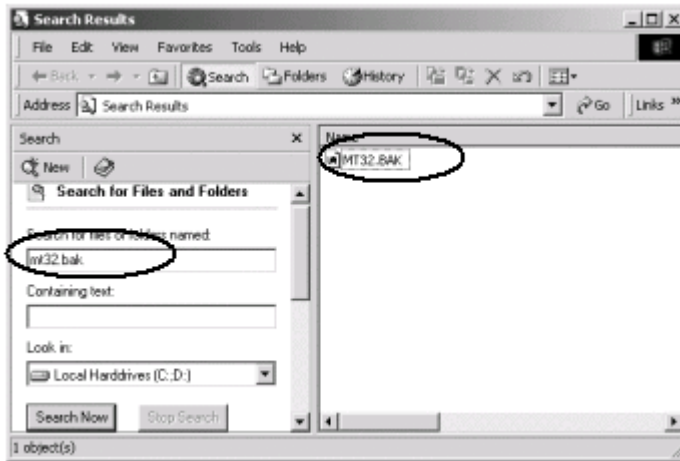
### Delete .BAK files

#### **Warning**

**Do not delete** the .BAK file until you have checked that the restored data is up to date and current.

The BAK file can be deleted to allow for more space within your hard drive.

- Select “**Start ► Search ► Files/Folders**” then type file name e.g. MT32.BAK (Blob.BAK, Training.BAK)
- Click on “**Search Now**”.
- If any existing MT32.BAK files exist they will be displayed on the right hand side of the screen.
- Click onto the file then press the “**Delete**” key on the keyboard.
- Select “**OK**” to confirm the deletion of the file.



Should you have any questions with regard to the information contained in these Release Notes please don't hesitate to contact the Medtech Helpdesk on **09 358 0116 (Option 1 and follow prompts)**.