OpenEdge Database Backup Launch Kit
Table of Contents

ABOUT THIS LAUNCH KIT ........................................................................................................... 4
HOW DO I CREATE A CURRENT BACKUP FILE FOR SKYWARD SUPPORT? ........................................ 4
POSTING A BACKUP FILE TO SKYWARD’S FTP SITE ....................................................................... 5
   What if we are a Cloud hosted customer and Skyward requests a copy of the backup file? ............... 5
   How do I compress a backup file for upload purposes? ............................................................... 5
   FTP / Post to Skyward .................................................................................................................. 5
SKYWARD OPENEDGE DATABASE DESIGN .................................................................................. 7
   Data ............................................................................................................................................... 7
   Before-image ............................................................................................................................... 9
   After-image .................................................................................................................................. 9
SKYWARD OPENEDGE DATABASE BACKUP / ARCHIVE DESIGN ..................................................... 10
   Nightly Full Online Backup of the Skyward Database ................................................................. 10
   How often does the backup script run? ....................................................................................... 10
   Where do the backup / archive files get created? ....................................................................... 11
   Can backups be stored on the Skyward server? ......................................................................... 11
   How do I know if the backup files are good? ............................................................................. 12
   Can I check the backup file to see if it is corrupt? ..................................................................... 12
   Does the nightly process notify anyone when it is done? ......................................................... 12
   What are the contents of the Backup folder on the database server? ......................................... 13
   Can I rebuild a server with the contents of the backup folder? ............................................... 13
   Where should I copy the backup file to? .................................................................................... 14
PICTURES/ATTACHMENTS/ESIGN FILES IN THE SKYWARD .................................................... 15
   Are there files/folders to backup that are external info to the Skyward database? ....................... 15
THIRD PARTY BACKUP OPTIONS ............................................................................................... 15
   What third party backup options are supported? ....................................................................... 15
ADVANCED DATABASE BACKUP SCRIPTING OPTIONS ............................................................. 16
   What does DBSCAN do in addition to creating backup files? .................................................. 16
   Base Parameters of the backup process .................................................................................... 16
   Email Server and Address Information ..................................................................................... 16
   Set Drive and Folder Path .......................................................................................................... 16
   Cleanup on Local server ............................................................................................................ 17
   Cleanup on Remote server .......................................................................................................... 17
   Log Files ...................................................................................................................................... 18
   Email Notification ..................................................................................................................... 18
   Robocopy and Backup folder .................................................................................................... 19
ARE ANY OTHER SCRIPTS SCHEDULED ON THE DATABASE SERVER? ...................................... 20
   A1 copy to remote server batch file Archive location .................................................................. 20
   Clean Web Rq Server batch file .................................................................................................. 21
ADVANCED DATABASE BACKUP SERVICE .................................................................................. 22
   Can I restore the database to a certain point-in-time if the disaster was caused by user error or hardware issue? .................................................................................................................. 22
OFF-SITE DISASTER RECOVERY SERVICE .................................................................................... 23
   What if our district does not have a Disaster Recovery Plan? .................................................. 23
WHAT WOULD AN OFFLINE SKYWARD SERVER DO FOR YOU? ................................................................. 23
CAN I USE THE OFFLINE SKYWARD SERVER FOR ANYTHING OTHER THAN AN OFFLINE ‘STORAGE’ DEVICE? ........................................................................................................ 23
COULD I RESTORE THE DATABASE FROM THE BACKUP FILE, SO I KNOW MY BACKUP FILE IS GOOD? COULD I EVEN TRY TO USE THE AFTER-IMAGE ARCHIVE FILES IN THIS PROCESS? ........................................................................................................ 23

RESTORE PRODUCTION / REFRESH TRAINING DATABASE(S) .................................................................................................................. 23
About this Launch Kit

The OpenEdge Database Backup Launch Kit is primarily intended for self-hosted customers that have on premise Skyward servers. Cloud hosted customers are managed by their hosting provider and unless otherwise notified may not need to be familiar with the document content.

How do I create a current backup file for Skyward Support?

There may be times when a current backup file is requested, and you will need to manually create a new backup file. Examples of these situations might include payrolls, planned power outages, server maintenance, grading periods, requested by Skyward Customer Service group, etc. During installation, a shortcut will be added on the database server’s desktop (WIN), to run the backup batch file job.

If the shortcut is removed or missing from the Desktop of the database server, the backup process can be run by either one of the following options.

Create a current Windows Backup

Navigate to the SKYWARD/BACKUP folder on the Skyward database server and locate a file named dbscan.bat. Double click dbscan.bat and a new backup file will be created and will, if setup, send an email notification of success or failure.

OR

Open Windows Scheduled Tasks and locate the Skyward Full Backup - DBSCAN task, highlight task name and choose Run Now. This will create a current backup file and will, if setup, send an email notification of success or failure.
Posting a Backup File to Skyward’s FTP Site

What if we are a Cloud hosted customer and Skyward requests a copy of the backup file?

When a backup is needed Skyward will request customer permission to get the data prior to requesting a copy of the backup file from the cloud hosting provider. As the customer, please reply to the email stating “Skyward has permission to use our data” The cloud provider then will post a copy of the backup file for Skyward and it will be restored in-house for the purpose of what it was requested for.

How do I compress a backup file for upload purposes?

Use an application to compress the backup file (Windows Native Zip, WinRAR or 7-zip are a few examples). If the backup file(s) is/are very large, a program like 7-zip allows the creation of multiple smaller compressed files from the large backup file. Simultaneously multiple smaller files is faster than a single large file when uploading to the Skyward ftp site.

NOTE: Standard file compression ratio for a backup file is approximately 80%; i.e. a 100 MB file can be expected to compress to about 20 MB. The compression ratio will be different for databases with internal attachments.

How do I compress my Windows database backup?

FTP / Post to Skyward

Skyward recommends that files be uploaded using the encrypted SFTP or SSH protocols. The upload process should be performed with a secure ftp client, which supports both large files and has an auto-resume feature.

1. The following is a short list of FTP clients, which support large file transfer and contain the auto resume/reconnect feature:

<table>
<thead>
<tr>
<th>Client</th>
<th>Company</th>
<th>License</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPFTP Client 2009</td>
<td>Microsoft</td>
<td>Trial</td>
</tr>
<tr>
<td>FTP Client for Mac OS X</td>
<td>Vicomsoft</td>
<td>Trial</td>
</tr>
<tr>
<td>Core FTP LE</td>
<td>CoreFTP</td>
<td>Freeware</td>
</tr>
<tr>
<td>Core FTP Pro</td>
<td>CoreFTP</td>
<td>Edu qualifies for free license</td>
</tr>
<tr>
<td>FileZilla (v3 or better)</td>
<td>Open Source</td>
<td>Freeware</td>
</tr>
</tbody>
</table>
2. Connect to the FTP site and transfer the file

a) Launch the preferred Secure FTP Client and initiate a session with the Skyward FTP server. Click here for the Secure FTP server information: Posting Information to Skywards Secure FTP Server

b) Once the session has been established, you will need to navigate the “Local Site” section of the screen to the location of the backup.zip file and the “Remote Site” section of the screen to the District folder under /Incoming/YourDistrictName, where YourDistrictName is the name of the School or District. In the example below, the School or District’s name is New Folder (2):

c) Depending on the features of the Secure FTP Client, you can either right click on the file to be transferred to enable the options menu, and select “Upload”; or, simply drag and drop your file into your District folder.

d) Most secure ftp clients will give you an elapsed time and/or time remaining of the transfer.

e) Once the transfer is complete, close the secure FTP session, then close the Secure FTP Client

f) Verify the size of the file uploaded to the size of the original file. You want to make sure the entire file was uploaded without issue.

g) Notify Skyward that the upload has been completed so the restore can happen and the resolution of the issue is reached.
Skyward OpenEdge Database Design

The Skyward OpenEdge Database is an Enterprise Relational Database Management System (RDBMS) that includes all the utilities to manage the OpenEdge Database. The database consists of a collection of files located in the VData folder on the database server called extents. There are several types of extents such as fixed-sized, open-sized or variable-sized extents. Fixed-sized extents are formatted disk space, while variable-sized and open-sized extents find drive space as data is written to the disk. Variable-sized extents have a maximum size for growth while open-sized extents have no limit on size. Skyward database servers are sized for 3-5 years of database growth but due to the importance of the system in your district the disk system should be monitored to ensure there is always adequate free space.

Data

The individual database extents are the files used to store the district’s data and are recognized with a file extension of “.d” followed by a number. Over the years Skyward has used four different database design standards. All types of database layouts, Type 1 and Type 2, are in use today and supported but newer Type 2 database designs result in better performance. When Skyward performs a database tune-up the database is moved to the most current database design standard.

Type 2; Third Version

The most current standard type of database layout is named Type 2; third version. This type of database will have 120+ open-sized extents (named skyward_nnn.d1). This database design has several design advantages that give you better performance and removes the management overhead of variable-sized extents.
Type 2; Second Version

The Type 2; second version was 100+ open-sized extents (named skyward_{nn}.d1). This database design has several design advantages that give you the better performance of the Type 2; first version and eliminates the management overhead of variable-sized extents.

Type 2; First Version

The Type 2 first version was 10+ fixed-size and 10+ variable-sized extents. The variable-sized extents occasionally need to be manually extended as the database grows. This database design was the first to take advantage of storage areas for optimized performance.

Type 1

The original Type 1 database design was multiple fixed-sized extents and one variable-sized extent; the quantity of fixed extents was determined by the student count of the district. The variable-sized extent occasionally needs to be manually extended as the database grows. The database design did not take advantage of multiple storage areas, so performance is not optimized.
**Before-image**

The Before Image file(s) (skyward.bn) stores information about every transaction which makes a change to the database. The information stored in the BI contains the transaction number, the user, and the pre-modified value of block in binary form. After the transaction is complete it stores binary information on how to modify the blocks for records and indices.

If the transaction is aborted then the client, broker, or server will read the before image information from the BI file and restore original values of the database back into the database if necessary. The BI system ensures that the database integrity is not compromised by incomplete transactions.

**After-image**

The after-image file (skyward.an) is used to enable recovery to the last transaction or to a point in time in the case of data loss. After-imaging is critical for a comprehensive recovery strategy.

The after-image file is like the before-image file in the sequential nature of its access. It does not have automatic reuse like the before-image file because it requires intervention from the administrator to reuse space. After-imaging is the only way to recover a database to the present time in the case of a media failure or unwanted mass data change/deletion. It also provides protection from logical corruption by its “point-in-time” recovery ability.

For example, assume a program accidentally runs and incorrectly updates every customer name to “Frank Smith.” With after-imaging, you can restore last night’s backup and sequentially roll forward today’s after-image archive files to a point in time just prior to running the program. After-image should be a part of every high-availability environment.
Skyward OpenEdge Database Backup / Archive Design

Full database backups can be run while the database is running (online) or not running (offline). Users can still work in the system during online backups, although system performance may be sluggish. The After Imaging incremental backup can be implemented on all Type 2 databases. After Imaging is a timed interval process that tracks changes to the database and saves those to AI archive files. In the event of a system failure you would restore the last known full backup and then roll in the After-Imaging files and you would have near zero data loss.

Nightly Full Online Backup of the Skyward Database

On a Windows database server, the online backup task is scheduled using the Task Scheduler, the task is named Skyward Full Backup-DBSCAN and it calls a script named DBSCAN. The backup processes are scheduled to create a new compressed full online backup every night.

The most current version of dbscan.bat is located at ftp.skyward.com in the \hardware\public\scripts\windows folder. Contact Skyward at 1.800.236.0001 for assistance in verifying if the current version of dbscan.bat is running at your site.

How often does the backup script run?

The backup routine is usually scheduled to run at 10pm nightly, by default, and can be changed to fit the customer’s network needs. The Task should be scheduled to be finished prior to a network backup process running.
Where do the backup / archive files get created?

The nightly backup process creates one backup file for each production database; SKYBACK for Student\School and SKYBACKFIN for Business. The location of the backup files can be modified by editing the backup scripts; the default location is a folder named backup found within the Skyward folder. If the district is running After Imaging, the archive files will be located in the folder \Skyward\archive\stu (Student/School) or \Skyward\archive\fin (Business).

It is important to ensure that the nightly backups are successful. The easiest way to verify the backups are running each night is to look at the date and time on the SKYBACK or SKYBACKFIN files to ensure that there was either one from late the night before or early the current day. If the files are not being created nightly, it is imperative that the situation be corrected. Users running on standalone systems may need to manually run these online backups to ensure that the database is being backed up on a regular basis.

Can backups be stored on the Skyward server?

Yes, it is ok to keep copies of the backups / archives on the Skyward servers, but in addition to the copy on the Skyward servers it is very important that you keep a current copy of the backup / archive files on separate media (disk, tape, network share in another location). If the Skyward server is lost; or the district suffers a disaster and cannot access their equipment that stores the backup / archive files, then we cannot restore the Skyward database.
How do I know if the backup files are good?

The OpenEdge probkup utility checks the integrity and validity of all database blocks and copies them to a physical backup file. If database blocks are found corrupt, the display message will indicate this, and the backup file will not be created.

Even though many backup software packages have open file options, integrity of the database blocks cannot be guaranteed when backing up the production database files. The backup files are made by Progress utilities which take a snapshot of the database and compresses it into a single file. Skyward uses these utilities to run integrity checks on these backup files to ensure that the backup completed successfully and can be restored from. These backups are to be scheduled to run prior to the network backups so that the backup files have completely been created and verified.

If the database is offline the backup process will run and create a backup file. You need to contact Skyward IT Services if you find the Skyward database was offline when the backup process ran. The Skyward database should be online 24-hours per day 7-days per week unless it was manually stopped.

Can I check the backup file to see if it is corrupt?

How do I verify a Windows Skyward backup?

Does the nightly process notify anyone when it is done?

The backup routine allows for an email notification to one or more people in the district indicating when the backup file gets created, if the database was online or offline and if the process was successful or not. The email address(es) is/are entered at the time of the initial installation but can be changed as needed. A backup log file is also created and written to the backup folder for each time the routine is run, whether manual or scheduled. This log file has detailed entries for each step of the running backup process.

If you need to change the email address of whom gets the notification of a success or failure when the nightly backup process run, refer to the Advanced Database Scripting Options section of this document.
What are the contents of the Backup folder on the database server?

If the database server crashes, the database recovery will not happen unless you have minimally a copy of the backup file on a remote location. If you have a server crash, a copy of the entire backup folder on a remote location is optimal. If your district uses After Imaging, then you also need the most current copy of the archive files found in the skyward\archive stu\fin\school folder(s).

The contents, by default, is a copy of; the backup files for the production database(s), the contents of the \skyward\config folder, the contents of the \skyward\webquickpicks\custreports folder, the CAS folder from \skyward\config\cas folder, the .properties files from the OpenEdge \skyward\dlc\properties folder; with these files the OpenEdge Explorer configuration is defined, the database structure .st files from each data folder, the startup.pf parameter file, dbscan.bat for nightly backup process, and other batch files.

Can I rebuild a server with the contents of the backup folder?

Yes, Customers could do it themselves. You will also need to download the \Install files from the Skyward FTP site. The Skyward Server Install Guide needed to rebuild the Skyward server roles is found here: https://support.skyward.com/Page.ashx/ITServices/TechnicalInformation/SkyInstallDocs (Customer Support Center Login Required)

You will minimally need the database backup file(s) but the contents of the entire \backup folder are optimal.
Where should I copy the backup file to?

You should copy the backup folder to a “remote” location on your network or some other storage media that is at a different location than the Skyward server. It is important that the backup folder is copied to a different storage media. Too often the “district” location is another server on the SAME SAN. When something happens and the SAN corrupts, we lose both the Skyward server contents and the \backup folder contents and data is lost!

It is your decision as to how many days/months or year-end backup files need to be saved. Skyward recommends following at least a two week rotation. This means there should be a remote location that has space availability for 14 days of backup files. You may also want to keep a monthly backup file on a 12-month cycle. Finally, you may want to keep a ‘year-end’ backup in case you need to go back to the last school year for any reason, to retrieve older information.

Consider storing these remote files offsite for maximum safety in the event of a disaster. Also consider where the remote disk location is as it could be a different drive letter or UNC path, but it is actually on the same physical drive on a SAN. If the SAN goes down, you will lose the production data and backup files on the database server and the backup files on the remote location.

:CopyBackup section of dbscan.bat

- REM Optional - Copy the backup folder to another server. This section will use robocopy to copy the contents of the backup folder to a remote server or device. It will check the status of the robocopy and send an email
- REM Some NAS devices don't use NTFS and do not support the NTFS for date time functions
- REM If you get errors copying to a NAS then add the /FFT to the robocopy command, this uses FAT date time functions
- REM On some NAS Device you may get ERROR Changing File Attributes ... Access is denied"
- REM Robocopy uses the /COPY:DAT by default, which means to copy data, attributes and timestamp.
- REM If you get the file attributes error You should turn off attribute copying by explicit setting the robocopy option /COPY:DT
- REM Change the UNC path and remove the "REM" commands if you want to use robocopy and receive email notification on the status of the copy.
- REM The user running the DBSCAN scheduled task must have full permissions to the UNC path (typically the Skyward!5233 Service account)

If your district does not have the current backups stored on separate media, we urge you to do this immediately. Skyward can assist you with setting up scripts to copy the backups / archive files to another storage media.

We also urge all districts to have a full disaster recovery plan. ISCorp provides a disaster recovery service that can be used by any Skyward customer. For more information on the Skyward Disaster Recovery Service contact your Skyward Account Rep.
Pictures/Attachments/eSign files in the Skyward

Are there files/folders to backup that are external info to the Skyward database?

Yes, there could be. You could have student, staff and/or employee pictures or database attachments or Course Learning Center attachments or eSign files set to be external to the database. The setup location of these files can be viewed from the Skyward software.

On the Document Setup page, you can see if the pictures for students/staff/employees are internal or external to the database. On this page you also can see if the Attachments are internal or external to the database.

On the Course Learning Center Setup page, you can see if these attachments are internal or external to the database.

The eSign files are created by Skyward and emailed to the customer. The eSign files have a .sig file extension. You can view the location of these files from the eSign setup screen in Skyward software.

Contact Skyward IT Services at 1.800.236.0001 to verify what these settings are and then you will know if you must back up the folders as they will not be included in the nightly backup task.

Third Party Backup Options

What third party backup options are supported?

You may use any third-party backup software (ex. Unitrends or Veeam) to create backups of the Skyward backup and archive files. It is recommended you run a backup of the \backup folder each night after the Skyward scripted backups are completed. If your district uses after imaging, we recommend that you back up the archive files/folder(s) as often as possible.

NOTE: Never attempt to use a third-party backup program to back up the files in the Skyward Data folder(s). The files in the data folder(s) are locked and backing them up using a third party often results in the database abnormally shutting down and could lead to corrupt data. Even though many backup software packages have open file options, the integrity of the database cannot be guaranteed when backing up the production database files in the \data folders. The OpenEdge utilities are the only supported method of backing up and restoring the Skyward database.
Advanced Database Backup Scripting Options

What does DBSCAN do in addition to creating backup files?

Base Parameters of the backup process

- **Bkdaysold**=5
  - This parameter indicates how many skyback/skybackfin files are left locally on the database server.
- **Aidaysold**=5
  - This parameter indicates how many archive files are left locally on the database server
- **Remotedaysold**=5
  - This parameter indicates how many skyback/skybackfin and archive files are left on the remote storage location.
  - This setting should not be less than bkdaysold as it will delete the files remotely and copy the files that it just deleted.

Email Server and Address Information

- **Set MailServer** – Hostname:Port of the mail server.
- **Set MailFrom** – Email address in which the email notification is sent from
- **Set NotifyMailTo** – Email address(es) in which the backup notice emails are sent to (separate multiple addresses with a comma)
- **Set MailUser** – Optional User if authentication is needed to the mail server
- **Set MailPassword** – Optional Password to authenticate to the mail server.

Note: Strawberry Perl Script engine should be installed on the database server; c:\strawberry. This is required to support email notifications. Strawberry Perl software is installed by the OpenEdge Base Server installer.

Set Drive and Folder Path

- **Set AiArchiveStuDir/ AiArchiveFinDir**= Archive Folder path(s) for Student/School and/or Business
- **Set BackupDir**= Backup Directory for backup files
- **Set DataDir**= Data Directory to where data is located
- **Set CustRptDir**= Custom Crystal Reports folder
Cleanup on local server

- Archive files are maintained per Aidaysold and Archive Folder Path
- Backup files are maintained per Backupdaysold parameter and Backup Folder Path
- Temp files in \wrk folder are deleted if not in use.

```
set bkdaysold=5
set Aidaysold=5
```

REM DELETE OLD BACKUP FILES
```
echo.
  echo **** Delete old backup files older than %bkdaysold% days ****
  forfiles /P %BackupDir% /M skyback*.* /D -%bkdaysold% /C "cmd /c del @file"
  forfiles /P %BackupDir% /M BackupLog*.* /D -14 /C "cmd /c del @file"
```

REM Delete the old AI AutoArchive files
```
echo.
  echo **** Delete old AI Archive files older than %Aidaysold% days ****
  forfiles /P %AIArchiveStuDir% /M *.* /D -%Aidaysold% /C "cmd /c del @file"
  forfiles /P %AIArchiveFinDir% /M *.* /D -%Aidaysold% /C "cmd /c del @file"
  echo.
```

:FinishScript
```
echo.
  ping 127.0.0.1 -n 5 > nul

  echo **** Copy properties and clean up temp files ****
```

Cleanup on remote server

Archive files and backup files can be maintained on the remote storage area with the PushD command. This will also cleanup subfolders with the /s switch.

REM Delete the old AI and Skyback files on NAS or UNC share - this command will search sub directories
REM Change the UNC path and remove the "REM" in front of PushD to clean up backup files on a remote server
```
echo.
  PushD "\server_host\share_name" & & (forfiles /S /M *.* /D -%remotedaysold% /C "cmd /c del @file") & PopD
  echo.
```

Log Files

Backup log will be created each time the dbscan batch file is run. The process will maintain 14 days, by default, of these files unless you edit the number to save.

```
forfiles /P %BackupDir% /M BackupLog.* /D -14
```

RoboCopy log will be created if you setup the dbscan.bat file to copy the backup folder to a remote location. The Robocopy log file will be written over each time the dbscan.bat file is run.

```
/log:%BackupDir%\RoboCopy.log
```

Email Notification

Sends Success and Failure emails to address(es) entered in email info section. If you normally get the notification email and the emails stop being received, there may be a CRITICAL failure. This implies the process failed before getting to the send email process. The process could have failed when creating the skyback\skybackfin file(s) and this needs to be investigated.

```
REM Sends out emails based on the status of the backup
:StuMailFail
   echo **** Sending Email *****
:FinMailFail
   echo **** Sending Email *****
:StuMailSuccess
   echo **** Sending Email *****
:FinMailSuccess
   echo **** Sending Email *****
```
Robocopy and Backup folder

The process will copy the entire contents of the backup folder to a remote location. The robocopy command may have to be modified and verified to be sure it is working. The status of the robocopy process is checked and an email is sent to the same person that gets the backup status email. The /FFT switch may be needed in the robocopy command for date/time functions on NAS devices. Robocopy should only copy the files that are new or have changed in the backup folder. If all files are being copied each time, then this switch needs to be added to the command. The user running the dbscan scheduled task must have full permissions to the UNC path on the remote location; usually the Skyward!5233 service account.

:CopyBackup

REM RoboCopy %BackupDir% \server_host\share_name /E /r:2 /w:5 /np /log:%BackupDir%\RoboCopy.log
REM echo **** Sending RoboCopy Email ****
REM :RoboCopyFail
REM :RoboCopySuccess

:END
Are any other scripts scheduled on the database server?

**Ai copy to remote server batch file Archive location**

If the Skyward database(s) has after-imaging(ai) setup, you should then setup the batch file to copy ai files to a remote location and run it on the database server as a Scheduled Task. This process should be run numerous times per day; usually as often as archive files are being created. If the timing interval is set to 300 seconds; 5 minutes, the ai copy to remote server task should run indefinitely every 15 minutes. This way the archive files are getting copied to a remote location as they are being created. By copying them this often, the recovery point in time will be available throughout the day and not once every 24 hours as with the skyback/skybackfin file.

```bash
REM BATCH FILE TO COPY AI FILES TO REMOTE SERVER EVERY XX NUMBER OF MINUTES
REM SCHEDULE BATCH FILE TO RUN USING SCHEDULED TASK EVERY 15 MINUTES

echo ***************STUDENT AI Copy to Remote Server***************
RoboCopy %AiArchiveStuDir% \server_host\share_name /r:2 /w:5 /np /log:
%AiArchiveStuDir%\RoboCopy.log

echo ***************Business AI Copy to Remote Server***************
RoboCopy %AiArchiveFinDir% \server_host\share_name *.^ /r:2 /w:5 /np /log:
%AiArchiveFinDir%\RoboCopy.log
```

If recovery is needed, the skyback/skybackfin file and the archive files from the remote location are used. The skyback\skybackfin files will be restored first; then the archive files in sequential order being rolled into the restored database to get to a certain point in time or as close to current time of disaster as possible.

Having the backup and archive files is the key to recovering a database. The location should be on a storage media different than where the production database is located. Skyward just does not want a drive on a SAN to fail and then find out the Skyward database server and the remote location is on the same physical drive.
Clean Web Rq Server batch file

This cleanup batch file is created and scheduled when the web or report server is run. This cleans up the temporary files in the wrk folder on the Skyward server.

```
del %PROPATH%\Wrk\lb1* /F /Q /A:H
del %PROPATH%\Wrk\dbi* /F /Q /A:H
del %PROPATH%\Wrk\srt* /F /Q /A:H
del %PROPATH%\Wrk\rcd* /F /Q /A:H
del %PROPATH%\Wrk\*.trc /F /Q
del %PROPATH%\Wrk\protrace.* /F /Q
del %PROPATH%\Wrk\*.xml /F /Q
del %PROPATH%\Wrk\QQQ* /F /Q
del %PROPATH%\Wrk\SKR.* /F /Q
del %PROPATH%\Wrk\*.jpg /F /Q
del %PROPATH%\Wrk\*.tmp /F /Q
del %PROPATH%\Wrk\*.html /F /Q
forfiles /P %PROPATH%\Wrk /M *.log /D -30 /C "cmd /c del @file"
for /D %f in (%PROPATH%\Wrk\*-.*.*) do rmdir %f /s /q
```
Advanced Database Backup Service

Skywards Advanced Database Backup Service uses After Imaging (AI) to provide an extra layer of protection for the database(s). Skyward recommends that every school district implement AI, so data loss is at a minimum when disaster strikes. Once started, the AI feature keeps a log of all transactions that can be rolled forward into a backup copy of the database to bring it up-to-date.

More information can be found on our website at:

https://support.skyward.com/Page.ashx/ITServices/AdvancedDatabaseBackup

Can I restore the database to a certain point-in-time if the disaster was caused by user error or hardware issue?

Yes, a database can be restored to a certain point in time if After Imaging has been setup and is running on the database. The restore will be the entire database to that certain point-in-time.

The primary reason to enable AI is to protect from data loss if there is a need to restore the database from a backup. In the case of a lost backup, a previous backup can be used and rolled-forward to bring the system up-to-date. This solution assumes however that your AI archive recovery files are not stored on the same piece of media as the database backup that you were unable to recover from.

For example, a district employee accidentally runs a process and incorrectly updates or removes data. With AI, you can restore the previous night’s backup and roll forward today’s AI archive files to a point in time just prior to running the damaging process.
Off-site Disaster Recovery Service

What if our district does not have a Disaster Recovery Plan?

Unfortunately, disaster can strike anywhere at any time and if your district does not have a Disaster Recovery plan, we strongly encourage all customers implement the Disaster Recovery Service offered by ISCorp. For more information on the ISCorp Disaster Recovery service contact your Account Representative.

What would an offline Skyward server do for you?

An offline server could be used as a backup server to the Skyward Production server.

Can I use the offline Skyward server for anything other than an offline ‘storage’ device?

- As the Program Server for PaC Business clients.
- As a server where you have a Training db setup for Student and/or Business.
- As a server to restore your backup files to verify that the nightly backup process is ‘really’ successful.

Could I restore the database from the backup file, so I know my backup file is good? Could I even try to use the after-image archive files in this process?

Yes. Please contact IT Services at 1.800.236.0001. We can get you setup then you can run this process yourself.

Restore Production / Refresh Training Database(s)

NOTE: Restore/Refreshing a database is an advanced topic and training is required to understand the complete restore process. If procedures are not followed it is possible to corrupt a Production database when refreshing a training environment. Training databases are supported free of charge for the first 12 months of becoming a Skyward customer or if you have a Managed Services contract in which you may request a restore once every 30 days, if needed. After the 12-months, training database support is billable at the Technical Support Hour current rate. Contact Skyward IT Services at 1.800.236.0001 for Training Database support or training.