

## SmartLink International News Bulletin April 17 2008

*SmartLink International customers are reminded to perform routine maintenance on SmartWatch XP monitoring systems.*

### Summary

Performing routine maintenance on a SmartWatch XP monitoring system involves making backups of the **log file** and the **database file**. Performing these simple maintenance procedures will ensure a relatively hassle free recovery in the unlikely event of a possible PC crash.

**NB. The following backup procedures should only be done by maintenance staff that have experience with SmartWatch XP monitoring systems. SmartLink International cannot be held responsible for any loss of data resulting from improper use.**

### Related Software

- SmartWatch XP
- SmartLink 2002 *(SmartLink 2002 backup procedure similar to SmartWatch XP with differences in graphics and filenames. For further information please contact SmartLink International [www.smartlink.com.au](http://www.smartlink.com.au))*

### Background

The **log file**, which by default, is named **BP2000.log**, is usually stored under **C:/** drive and is continuously updated by the software. The log file keeps a record of all events that occur within the system such as incoming alarms, outgoing messages and activities of users.

The **database file**, which by default, is named **database.bak**, is not automatically updated and must be manually generated by the user. This file stores all the settings in the system such as Client information, Contacts, Port settings and passwords.

Making backups of these two files ensures that the system can be quickly and easily restored in the event of a system failure. Also note that keeping a copy of the **SmartWatch XP install CD** (along with the license key) is important.

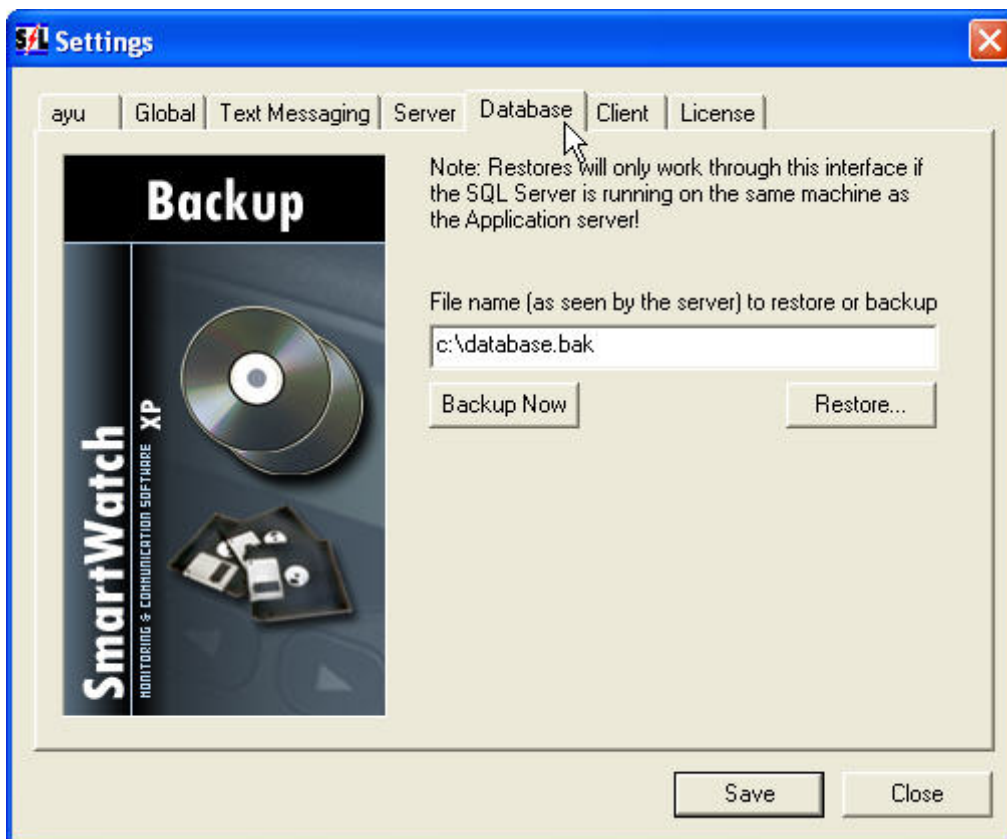
Please note that apart from performing the above backups, Smartlink customers are also encourage to inspect the system resources such as available disk space, available memory along with any other aspects of the PC that may need attention such as faulty cooling fans and so on.

The following instructions will guide you through the backup process.

## Creating Backup of the Database

Log into the system as a **Maintenance user** and go to **Edit** then **Settings** and click on the **Database** tab. The default filename for the backup will be **C:\database.bak**. You may choose to use this filename or change it to suit. Press the **Backup Now** button to create a backup on C:\ drive. Copy this file onto a CD or memory stick and store somewhere safe.

**NB. The backup that is created will only be accessible using the current username and password at the time of creating the backup. Please make a note of the Maintenance username and password to be able to access the backup at a later date. Failure to do so might render the backup inaccessible.**



## Creating backup of the Log file

While still in the Settings window, click on the **Server** tab. The default filename for the log file will be **C:\BP2000.log**. This is a text file with the .log file extension. Before making a backup of the log file it is a good idea to check the current location of the log file as the name and location of the log file may have been altered. Go to the location of the file and make a copy of the file onto CD or memory stick.

**NB. The log file is not password protected and can be accessed using Microsoft WordPad as it is simply a text file.**



## Clearing the Log file

It is always a good idea to keep the log file within a reasonable size. If the log file is not cleared over an extended period of time, report generation will be hampered as the software will have to sort through years of entries. Depending on the activity level of a site, the file should be backed up and cleared at least once a year.

To clear the log file, after a backup of it has been made, press the **Clear log file** button located on the right side of the Settings | Server window. This will clear all the data in the log file.

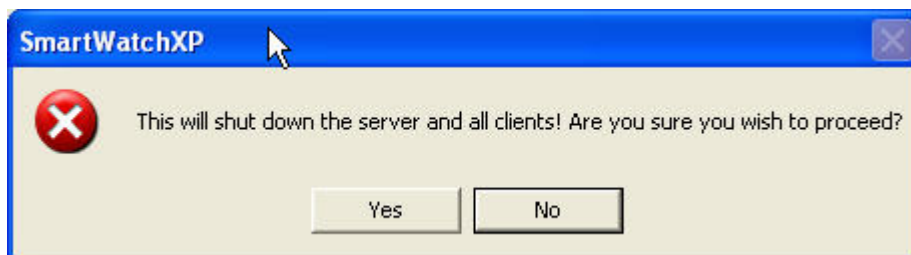
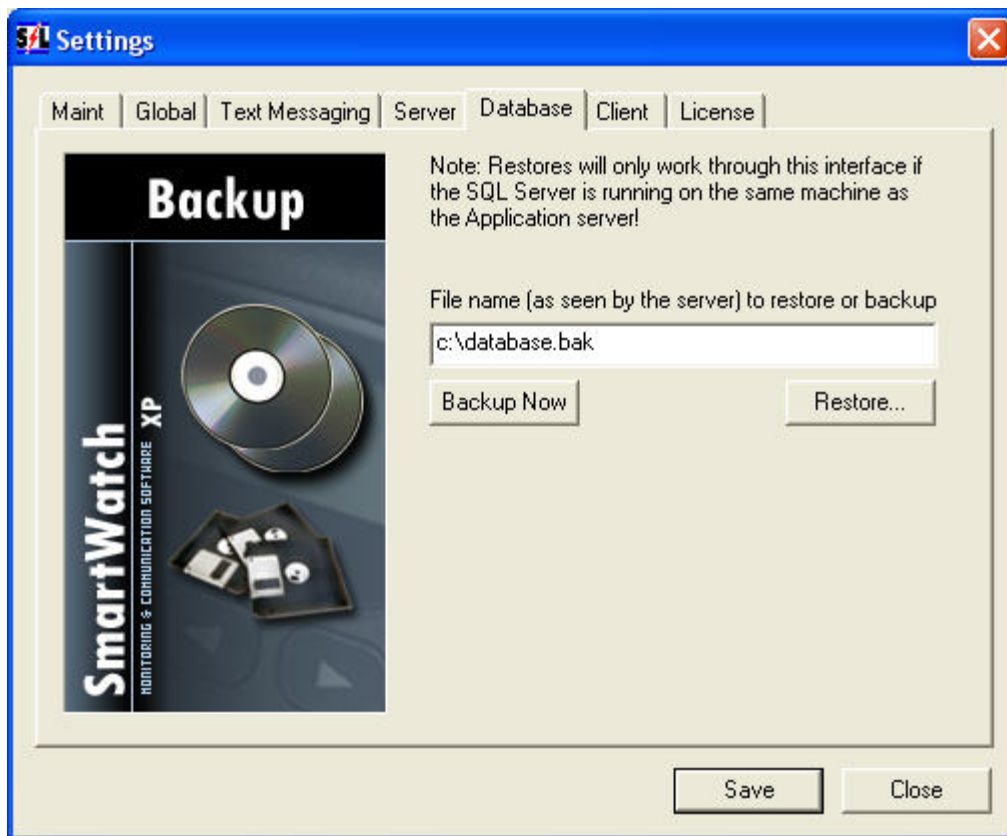
**NB. Once the log file is cleared any reports generated will not display information prior to the time the log file was cleared. Therefore, clearing of log files should only be done after any necessary reports have been generated.**



## Restoring a Backup Database

Log into the system as a **Maintenance user** and go to **Edit** then **Settings** and click on the **Database** tab. Place the database in a suitable directory. Enter the location of the database to be restored (In this case the database file was placed under **C:\** drive as shown below). Once the location of the database has been established, press the **Restore** button. The system will prompt whether to proceed. Pressing the Yes button will shut down and restart the server within a couple of minutes and prompt for a password.

**NB. Restoring a database also restores any login names and passwords associated with the backup. Therefore, before restoring any database, please make sure you have the corresponding username and password for the backup. Failure to do so will result in not being able to login to the system.**



For any further information please contact smartlink: [www.smartlink.com.au](http://www.smartlink.com.au)