

# RD 1000 Clinic Back up Training

Presented by the

Texas Department of  
State Health Services  
WIC Fielded Systems  
IT Training Team

# Backup Training Goals

- Backup Principles
- Learn why backups are important
- Understand WIC backup technology
- Know how to check your backup

# Backup Training Goals

- Learn how to do a manual backup
- Know how to keep your backup media safe
- Backup Procedures

# Backup Principles

- Most backups run automatically overnight
- Some backups are run manually
- A log file is created after each backup
- Check you backup log every morning

# Backup Principles

- Run a manual backup when overnight backup fails
- Securely store Media
- If backup has errors, call the Help Desk

# WIC Backup Technologies

- Server
  - Disk Cartridge

# WIC Backup Technologies

- Disk Cartridges
  - Three Cartridges issued
  - Use one per week and rotate

# Cartridge Orientation

- Make sure that the Dell logo on the cartridge is facing you and that the side with the red arrow on top faces the opening of the RD 1000 drive.

# Cartridge Orientation

- Do not move the Write Protect Tab/Red locking key. The Locking key should stay in the Unlocked position.

# RD1000 Disk Cartridge Insert

- Disk cartridge are inserted label side up. Push the cartridge in until you hear a click.

# RD1000 Disk Drive Eject

- First, make sure the LED Drive Activity light is off. Then, press eject button to unload the disk cartridge.

# RD1000 Disk Drive Eject

- Another option to eject a cartridge is to click the link Eject Media on the RD1000 server Backup Operations console.

# RD1000 Server Backup Procedures

- Check your backup log daily first thing every morning
  - Press CTRL+ALT+DEL on the keyboard and login as user Backup. (The RD1000 Server Backup Operations console will automatically load.)

# RD1000 Server Backup Procedures

- If the RD1000 Server screen is closed, go to Start, All Programs, Administrative, then RD1000 Server Backup Operations.

# RD1000 Server Backup Procedures

- On the RD1000 Server Backup Operations, click on the link [View Backup Logs](#).

# RD1000 Server Backup Procedures

- The sort order of the log files has been set to display the latest file first.
  - Press the F5 key to refresh the window if the latest file is not at the top.

# RD1000 Server Backup Procedures

- Double-click on the desired log file to view the details.

# RD1000 Server Backup Procedures

- To verify the log file details, verify that the Total and Copied columns match.

# RD1000 Server Backup Procedures

- Also, verify that there are no errors in the Skipped, Mismatch, FAILED, and Extras columns.

# RD1000 Server Backup Procedures

- The Log File name should match the Ended date and have a similar time.

# RD1000 Server Backup Procedures

- The name of the Removable Disk (RD) Cartridge should match the one that is physically in the server.

# RD1000 Server Backup Procedures

- All log file details signifies a good backup.

# Backup Errors and Problems

- Backup Report has errors
  - No media or Drive R
    - Make sure a disk cartridge is in the server
    - Make sure the correct cartridge is in the server

Call the Help Desk at 1-800-650-1328 if your backup log has error messages.

# Backup Errors and Problems

- Use the RD1000 SERVER Backup Operations console to verify that the SERVER can see the media you inserted in the RD drive.

# Manual Backups

- Manual Backups are required whenever your clinic's overnight backup fails:
  - Bad backup log report
  - System went down during the night, before backup ran
  - Media is not recognized or present
    - RD cartridge is missing, not available
    - SERVER does not recognize the media

# Manual Backups

- A bad backup log may include these errors:
  - A system error message
  - The backup report is blank or missing
  - There is no media error
  - The report shows skipped files

Make sure all workstations are off before running a manual backup.

# Insert the Disk Cartridge into Server

- Insert the removable cartridge into the server's backup drive, label side up, arrow pointing toward the drive.

# Start the Manual Backup

- From Start Menu choose Programs | Administrative | RD1000 Server Backup Operations

# Manual Backup

- Use the RD1000 SERVER Backup Operations console to verify that the media name on the SERVER matches the name of the disk cartridge.

# 2003 Server Manual Backup

- Click on Manual RD1000 Backup to start

# Manual Backup Will Launch

- The manual backup box shows the FS\_TRANS Wait State request process. Once successful, the backup begins.

# Backup and Verify

- A series of black DOS windows open.

# Backup and Verify

- The backup runs first, then it will verify

# Backup and Verify

- Verify that the backup completed properly.

# Check the Backup Log File

- Check the size of the bytes between the Backup Status and Verify Status
- Different equals zero means you had a good backup

# Manual Back up Error

- If you receive this error: “Manual backup procedure was aborted. Check process and try again”, start the manual backup process over.

# Manual Backup Review

- Run a manual backup if your overnight fails or your backup log file shows any of these error messages:
  - A Backup System error message
  - The backup report is blank or missing
  - The report shows no media error
  - The report shows skipped files or a file difference between Total and Copied

# Backup Review Questions

How do you know if you had a good overnight backup?

1. A good Backup Report will show the file difference equals zero
2. The backup disk cartridge will eject automatically
3. The Backup Log File says backup completed
4. The Backup Report shows only a few skipped files

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Which of the choices below tells you that a backup is successful?

1. Both the Total and Copied columns match
2. The Log file date matches the Ended Date
3. The Log File date and Ended Date's times are similar
4. None of the above
5. Answers 1, 2, and 3

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# Backup Review Questions

How often should you swap Backup Disk cartridges?

1. Once a week
2. Once a month
3. Twice a month
4. None of the above. We do not swap disk cartridges.

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# Thank You

- Thank you for your participation in our Back Up Presentation today.
- For technical questions please call the WIC Application Support Help Desk:

(800) 650-1328

- If you have any questions or comments about this class, please email us:

[WicAppITraining@dshs.state.tx.us](mailto:WicAppITraining@dshs.state.tx.us)

or fax us at: 512-341-4479