centaur
Solutions Enabling Success

DATA BACKUP REQUIREMENTS FOR CENTAUR APPLICATIONS

Revised: 25/07/2022

Data Backup Requirements for Versions i5 & i6 (previous versions are <u>not</u> supported)

Both "Dental4Windows^{sql}" and "Practice Studio^{sql}" will be referred to as "Centaur Applications" in the following document.
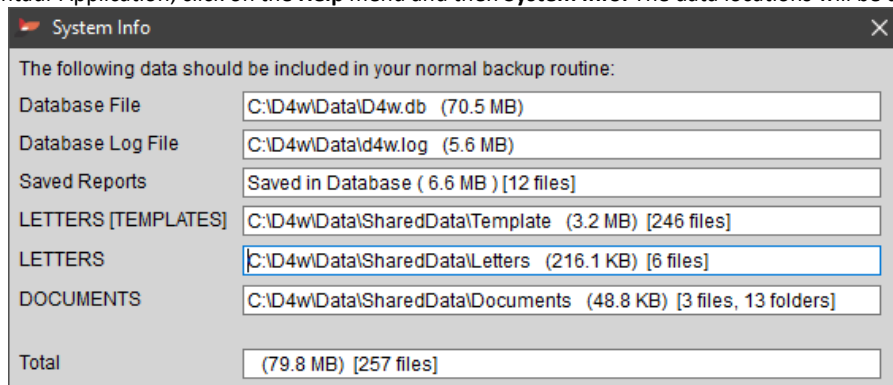
1. PRACTICE REQUIREMENTS

The following data should be backed up <u>daily</u>:

- D4w.db and D4w.log
- SharedData Folder
- CSAdmin Folder (only if enough space exists on the backup media)

1.1. Centaur Application Data File Location

Start up your Centaur Application, click on the **Help** menu and then **System Info.** The data locations will be displayed here.

System Info	
The following data should be included in your normal backup routine:	
Database File	C:\D4w\Data\D4w.db (70.5 MB)
Database Log File	C:\D4w\Data\d4w.log (5.6 MB)
Saved Reports	Saved in Database (6.6 MB) [12 files]
LETTERS [TEMPLATES]	C:\D4w\Data\SharedData\Template (3.2 MB) [246 files]
LETTERS	C:\D4w\Data\SharedData\Letters (216.1 KB) [6 files]
DOCUMENTS	C:\D4w\Data\SharedData\Documents (48.8 KB) [3 files, 13 folders]
Total	(79.8 MB) [257 files]

ⓘ *Please be aware: If the System Info is viewed from a client computer, then the paths listed are relative to the Server computer.*

1.2. Other Centaur Data Locations

%Data Drive%\CSAdmin - This folder is used as a storage and working area. This will contain *"maintenance backups"* (eg: YYYYMMDD backups of the D4w.db and D4w.log), upgrade files, as well as other files as needed for Centaur utilities or Support activities. The importance of this data should not be underestimated, as while it is not current production data, we can use this data to fix the current database file if it becomes damaged due to hardware failure or similar *(in this instance it becomes crucial).*

ⓘ *Existing practices may have CSAdmin folders on different drives/partitions. If so, they should be combined into the one CSAdmin folder.*
Your technician should always consult with us before installing a new server or changing the existing server's hard drive (or similar) so that we can ensure that the "maintenance backups" are transferred to the new server (not just the current data).

2. AUTOMATED BACKUP ROUTINES

If a scheduled backup is used, then the practice should be aware that the Server Computer **must be left on overnight** and the backup should begin **after the Centaur Application Database engine shuts down** (usually 23:45). The Database engine **must be shut down** or your data files will not backup correctly**.**

2.1. How to check the Shut Down Time of your Database engine

2.1.1.   ODBC Data Source Administrator (32-bit computers).
  a)   Working on the Server, click on START → type in RUN and press enter → type in ODBCAD32 and click OK.

ODBC Data Source Administrator (64-bit computers).
  a)   Working on the Server, navigate to the following location with File Explorer:
  C:\Windows\SysWOW64\

dental4windows^{sql}
Leading Practice Management Software

mediasuite^{sql}
Digital Imaging Software

practice studio^{sql}
Leading Practice Management Software

    b) In this folder find the "odbcad32.exe" executable file and double click on it. This will open the ODBC Data Source Administrator window.

2.1.2. ODBC Data Source Administrator (Both 32- and 64-bit computers).

    a) Working within the ODBC Data Source Administrator window, click on the System DSN tab → select the D4w data source from the list → click the Configure button on the right.

    b) Working within the ODBC Configuration for SQL Anywhere window select the Login tab. At the bottom of this tab is the Start Line parameter:

> Example Start Line:
> "C:\Sybase17\SQL Anywhere 17\Bin64\dbsrv17.exe **-tq 23:45** -os 524288 -o "C:\D4w\ASALog_D4w.txt"

    c) Look for the -tq switch (e.g. -tq 23:45). This is the time that the Sybase Database service (engine) will shut down. IMPORTANT: Be sure to click the CANCEL button at the bottom of the ODBC Configuration for SQL Anywhere window after checking this setting.

> *If the -tq switch does not exist, immediately call Centaur Support for assistance.*

2.2. Changing the Database Shut Down Time

If you need to adjust the shutdown time from the default 23:45, then it is recommended that you contact Centaur Support to let us know. You should also make sure that the time specified for the "client shutdown time" in the following location is at least *5 minutes earlier* than the new shutdown time for the Sybase server.

2.1.3. Client Shutdown Time.
Start the "Centaur Application" → Location Setup → General → select "System Settings" from the Group drop-down box → D4W Shutdown Time.

> (e.g. you set the -tq switch for the Sybase server to equal -tq 23:00, make sure that the "client shutdown time" is no later than 22:55)

3. WORKSTATION DATA (CLIENT COMPUTERS)

We need to bring to your attention the importance of backing up your workstation (client computer) data correctly.

It is not always best to assume that data saved on any computer in the practice will be backed up. Some applications will only save the data on the computer that you are working on and not on the server. One example of this is Microsoft Outlook. By default, it will save all of your emails sent and received on the computer you view them from. Saved data will not be backed up unless you specifically indicate that you want those files backed up in the backup software.

If you are unsure, please check with your computer technician and/or the appropriate software vendor.

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