



Information on Restoring Your System After an Emergency

Backups

The bottom line is that having a data backup is a critical part of getting you smoothly back up and running. Our backup recommendations are:

- Do a backup at the end of every day via your File menu into a “VinNOW Backup” folder you have set up on any machine in your network—**other than the server or database machine**. This can be done while you are cleaning and closing up for the day and does not take very long.
- Have that VinNOW Backup folder set to upload to a drop box folder, or utilize a commercial backup program such as Carbonite, or have the data backed up to an external drive that you take with you every day. *Note: if you are using a thumb drive, make sure it is large enough to handle the size of your data, and make sure prior to moving the backup to the drive that it is not full.*
- If you end up losing your server, you will have the backup right there in your network and we can restore that backup. If you end up losing your network, we can restore your data from your external drive.

Note: you can do a backup at any time during the day, and as many times during the day you feel is needed if you think that your network or machine is danger of going down.

We recommend that you keep between 2 weeks and 30 days of backups at any time. Having older backups will assist us in case your server or database machine was having processing problems and slowly dying which can sometimes cause corruption of files.

SQL Server

The second component in making your system operational after an emergency is SQL Server. We recommend that you install SQL Server Express on your primary register machine. The SQL Services can be turned off/disabled and be dormant in the background. Having SQL installed eliminates the need to download and install SQL should you lose your server and need to temporarily put your database on another machine.

Having SQL installed on your primary register ensures that the register can get up and running quickly.

Note: Please keep in mind, if you are on a domain and your domain controller is the same machine as your server, SQL would need to be installed under a local profile on your register machine as when you lose your server, you will lose your domain permissions for your windows user.

VinNOW can work in either a domain or a workgroup environment. SQL Server uses windows authentication to connect.

Equipment

You do not have to have a dedicated server in order to run SQL Server Express and VinNOW on a machine. The minimum standards are:

Dual core CPU 2.5Ghz or higher. 4GB RAM 250GB Hard Drive with a Windows 7 or 10 Pro operating system.

Keep in mind the faster the processing and the more memory you have, the faster your system will be able to process. You would not normally want your database machine to be at the minimum standards, but in an emergency, it would not be an issue running the program until you get your primary machine up and running.

Data/Restoration

VinNOW backups are a complete snapshot of your data. In other words, you do not need to retain years' worth of backups to ensure you have all your historical information, you only need your most current backup.

Having said that, we do recommend that you keep between 2 weeks and 30 days of backups at any time. Having older backups will assist us in case your server or database machine was having processing problems and slowly dying which can sometimes cause corruption of files.

Credit Card Processing

If you do not have a back-office swipe that can be used across phone lines to process your credit cards when your internet is down, contact your credit card processor to get one. With an offline credit card processing machine if your internet goes down you can still use VinNOW as you normally would (unless your workstation connects via VPN) and you can process your credit card transactions with the back-office swipe and record your charges/auth numbers manually in VinNOW.

If at any time you have a problem with your credit card machine and have a batch open in it, before you take any actions, contact your credit card processor. Credit card machines should not be power cycled or updated if there is an open batch.