



System Setting Backup/Restore Tool Manual

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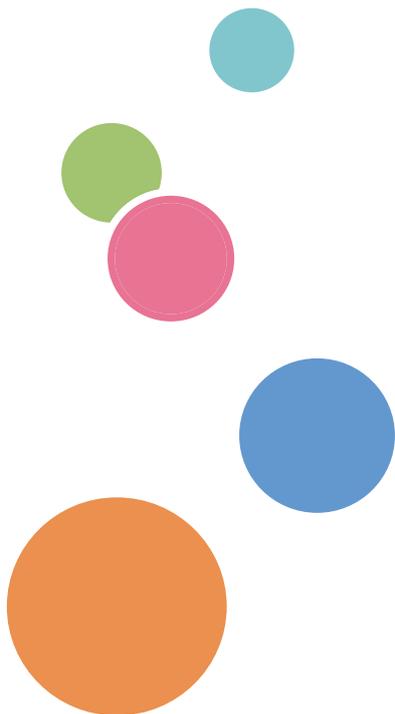


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1 . Introduction

ABOUT THIS MANUAL

This manual explains about the use of the tool to backup / restore the TotalFlow system. Please read this manual well when you backup / restore the TotalFlow system.

ABOUT SYSTEM SETTING BACKUP/RESTORE TOOL

System Setting Backup/Restore Tool is able to recover the TotalFlow system and user data. We will recommend to be backed up the TotalFlow system information regularly in preparation for the following cases.

- The hardware replacement due to failure.
- Collapse of TotalFlow system by unexpected cause (power cut by lightning etc.)

TARGET OF BACKUP/RESTORE

The following information are backed-up and restored by the System Setting Backup / Restore Tool.

- TotalFlow system setting information.
- Various templates (Excluding the Job Template).
- Item of user setting (keyword etc).

Notes:

When you backup and restore the job and the job template, please use the Job Backup function and Job Restore function of TotalFlow client.

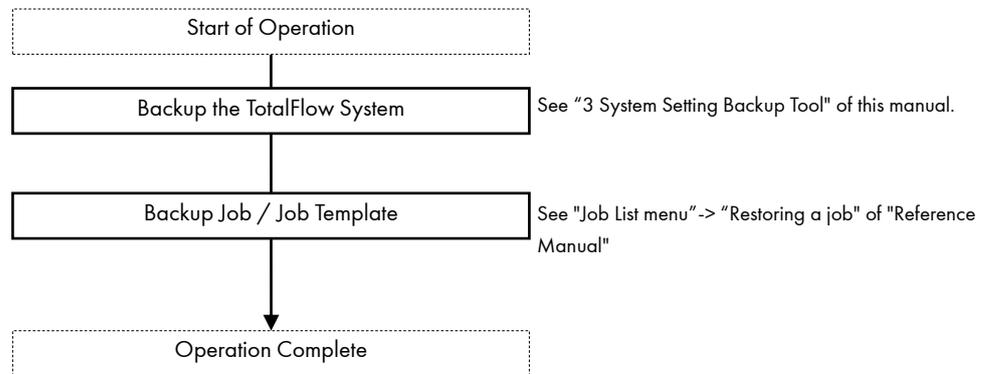
2. Operation Flow

This chapter explains the following operations flowchart.

- Backup Operation of the TotalFlow System Setting
- Restore Operation of the TotalFlow System Setting

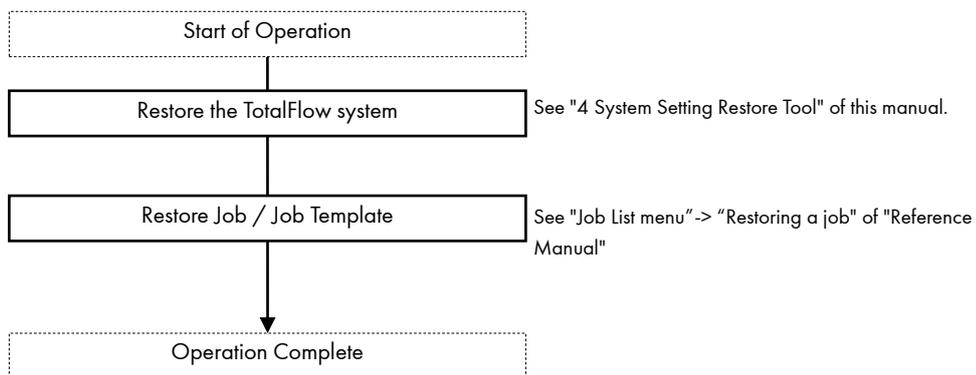
Backup Operation of the TotalFlow System Setting

Please work according to the following procedures when backing up the TotalFlow system information and the user data.



Restore Operation of the TotalFlow System Setting

Please work according to the following procedures when restoring the TotalFlow system information and the user data.



3. System Setting Backup Tool

The System Setting Backup Tool is used to create backups of the TotalFlow system and the user data. You can create the system backup data and output it to a specified folder.

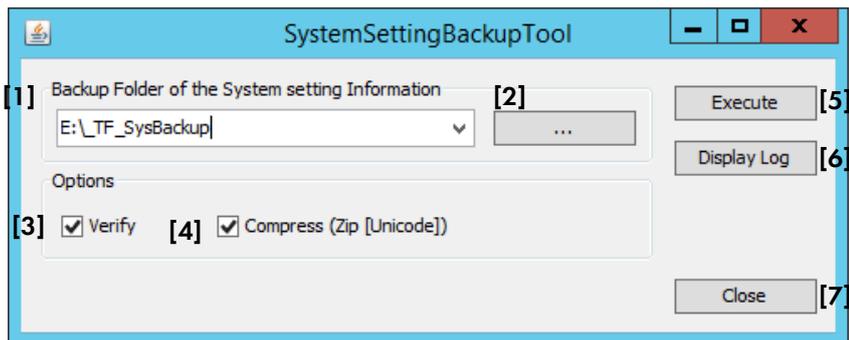
The backup data created with this tool can be restored using the System Setting Restore Tool.

Function of System Setting Backup Tool

The System Setting Backup Tool has been the following function.

- Backup the TotalFlow system information and the user data
- Compression of the backup data
- Validation of the backup data

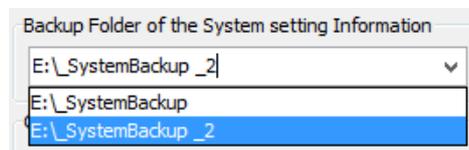
About "System Setting Backup Tool" Screen



[1] [Backup Folder of the System Setting Information]

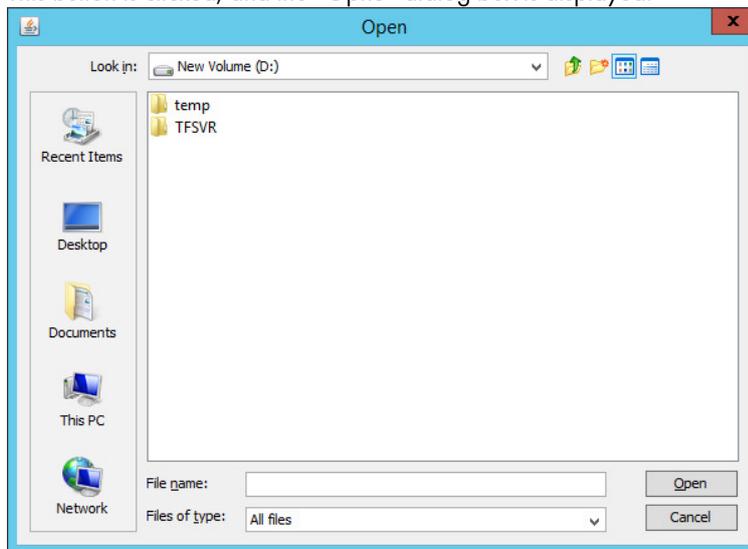
Specify the destination folder of the backup data of the TotalFlow system information.

The second time or more, the path of the folder that you specified previously will be displayed in the list of the combo box.



[2] [...] button

This button is clicked, and the “Open” dialog box is displayed.



If you select the folder in this dialog box and you click the “Open” button, the selected folder path is set to “Backup Folder of the System Setting Information”.

[3] [Verify] check box

When the “Verify” check box is turned on:

Verify whether the data has been backing up correctly.

When the “Verify” check box is turned off:

The backup data does not verify.

The processing time is short as compared with the case that executes the verification.

[4] [Compress (ZIP [Unicode])] check box

When the “Compress (ZIP [Unicode])” check box is turned on:

The backup data are compressed into one ZIP file of unicode form.

When the “Compress (ZIP [Unicode])” check box is turned off:

The backup data are copied by the folder form.

The processing time is short as compared with the case that executes the compression.

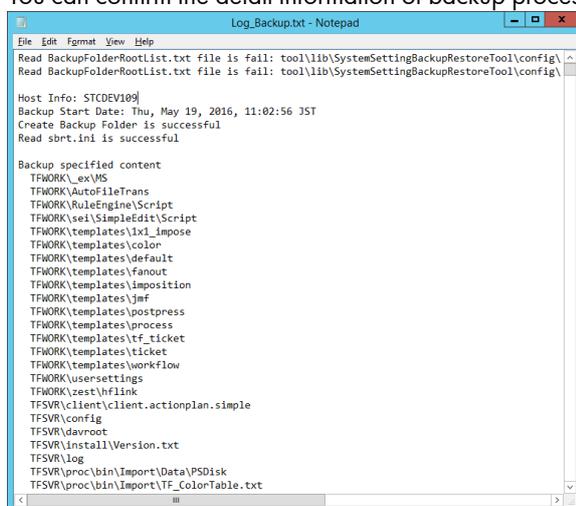
[5] [Execute] button

This button is clicked, starts the backup of the TotalFlow system information.

[6] [Display Log] button

This button is clicked, and the log file of backup processing is displayed.

You can confirm the detail information of backup processing



```

File Edit Format View Help
Read BackupFolderRootList.txt file is fail: tool\lib\SystemSettingBackupRestoreTool\config\
Read BackupFolderRootList.txt file is fail: tool\lib\SystemSettingBackupRestoreTool\config\
Host Info: STCDEV109
Backup Start Date: Thu, May 19, 2016, 11:02:56 JST
Create Backup Folder is successful
Read sbprt.ini is successful

Backup specified content
TFWORK\ex\MS
TFWORK\AutoFileTrans
TFWORK\RuleEngine\Script
TFWORK\sei\SimpleEdit\Script
TFWORK\templates\kxi_impose
TFWORK\templates\color
TFWORK\templates\default
TFWORK\templates\Fanout
TFWORK\templates\Imposition
TFWORK\templates\jmf
TFWORK\templates\postpress
TFWORK\templates\process
TFWORK\templates\tf_ticket
TFWORK\templates\ticket
TFWORK\templates\workFlow
TFWORK\usersettings
TFWORK\res\wfLink
TFSVR\client\client.actionplan.simple
TFSVR\config
TFSVR\davroot
TFSVR\install\Version.txt
TFSVR\Log
TFSVR\proc\bin\Import\Data\PSDisk
TFSVR\proc\bin\Import\TF_ColorTable.txt
  
```

Notes:

The log file becomes a separate file for each 1024Kbyte. Therefore, the last created log file is displayed.

[7] [Close] button

This button is clicked, and the System Setting Backup Tool is exited.

Notes:

When exit the tool, start the services relating to TotalFlow that is stopped.

About Backup Data Name

When the TotalFlow system information are backed up, the folder is named according to the following rules. The folder is created in the specified folder in "System Setting Backup Tool" screen.

The naming rules of backup folder**SysBk_ \$Host Name\$ _ \$Date\$**

* \$Host Name\$:Host name of the machine that installed TotalFlow

* \$Date\$:Initial backup time

Example:

When [Backup Folder of the System Setting Information] is "E:\SystemBk", the host name is "eq1" and the initial backup time is "2013/3/20 13:00":

When the "Compress (ZIP [Unicode])" check box is turned on:

E:\SystemBk\SysBk_eq1_201303201300

When the "Compress (ZIP [Unicode])" check box is turned off:

E:\SystemBk\SysBk_eq1_201303201300.zip

Backup Operation

This chapter explains the operation procedure for backup.

!! CAUTION !!

When System Setting Backup Tool is launched, the services relating to TotalFlow is stopped. Therefore, the TotalFlow cannot be operated while the backup processing.

!! CAUTION !!

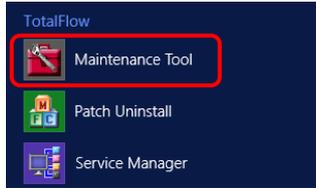
Please confirm there is no ticket processing when you execute the System Setting Backup Tool.

!! CAUTION !!

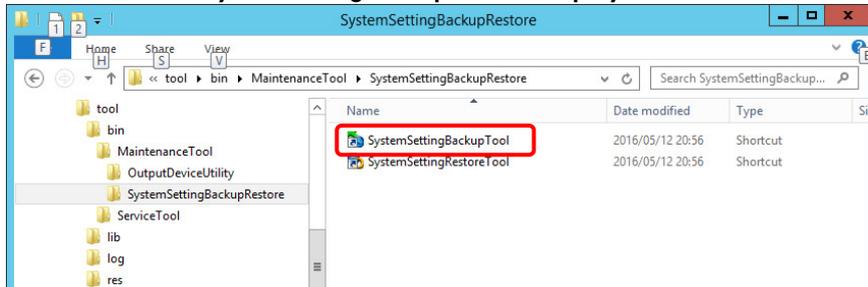
During the backup processing, please do not start the services relating to TotalFlow.

Operation

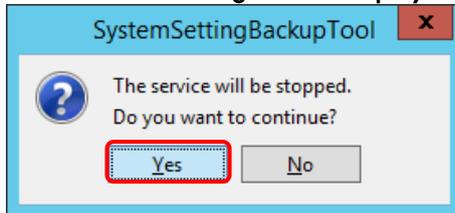
1. Select the "MaintenanceTool" menu of "TotalFlow" menu form "Start" menu of Windows



2. Double click the "SystemSettingBackupTool" in displayed shortcuts.

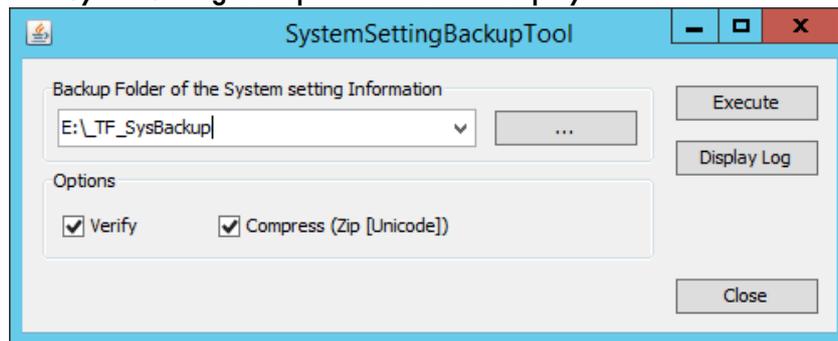


3. The following message box is displayed.

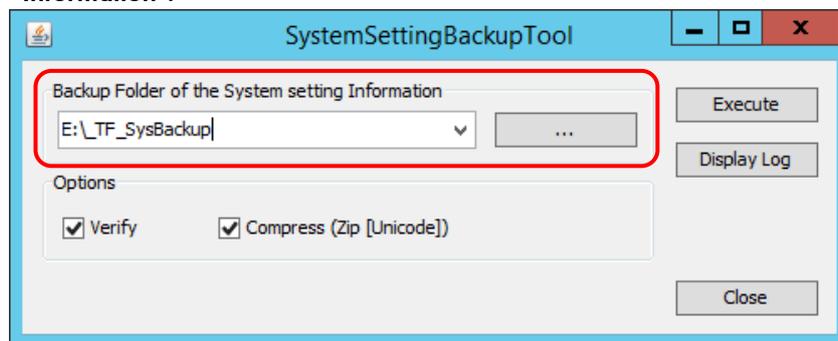


Click the "Yes" button.

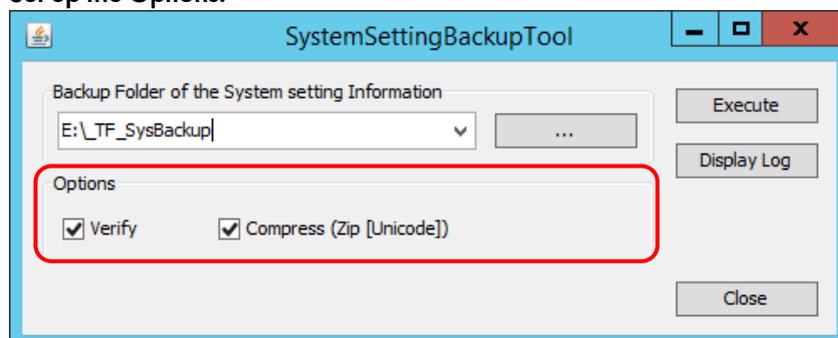
4. The "SystemSettingBackupTool" window is displayed.



5. Specify the destination folder path of the backup data in "Backup Folder of the System Setting Information".

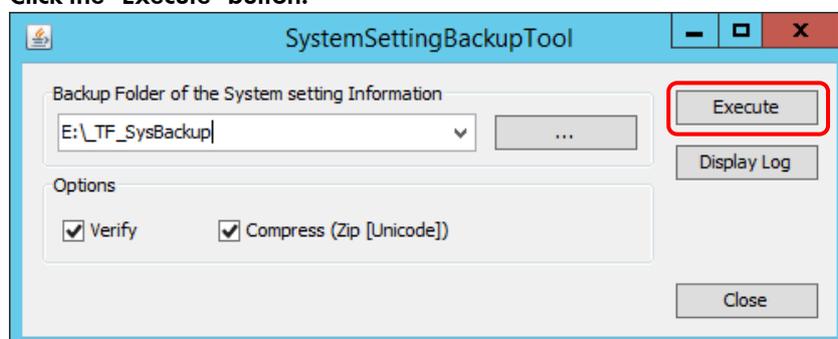


6. Set up the Options.

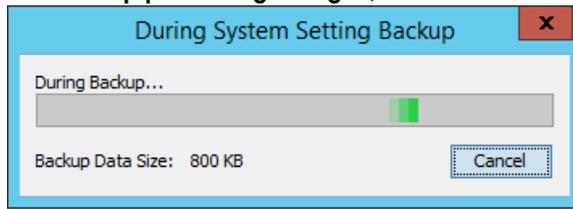


Here, turn on the "Verify" check box and the "Compress (Zip [Unicode])" check box.

7. Click the "Execute" button.



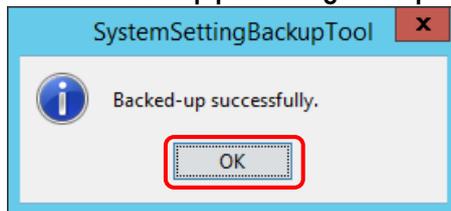
8. The backup processing is begun, and the following dialog box is displayed.



Notes:

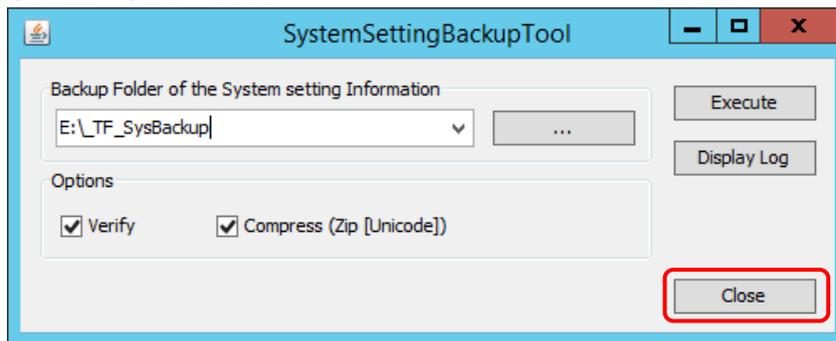
If you click the "Cancel" button, the backup processing is aborted. In this case, the destination folder path of the backup data is deleted.

9. When the backup processing is completed, the following message boxes are displayed.



Click the "OK" button.

10. Click the "Close" button.



This completes the backup.

4. System Setting Restore Tool

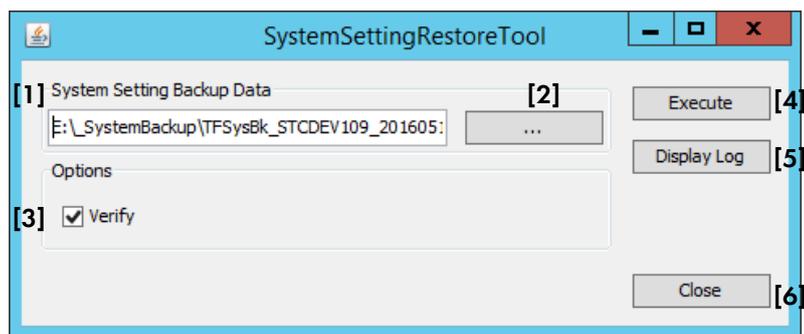
The System Setting Restore Tool is used to restore the TotalFlow system and the user data. You can restore the TotalFlow system and the user data that backed up using the System Setting Backup Tool to the TotalFlow system.

Funtion of System Setting Restore Tool

The System Setting Restore Tool has been the following function.

- Restoration of the TotalFlow system information and the user data
- Validation of the restored data
- When an error occurs, rollback to the state before the execution of the restore process (automatic recovery)

About "System Setting Restore Tool" Screen

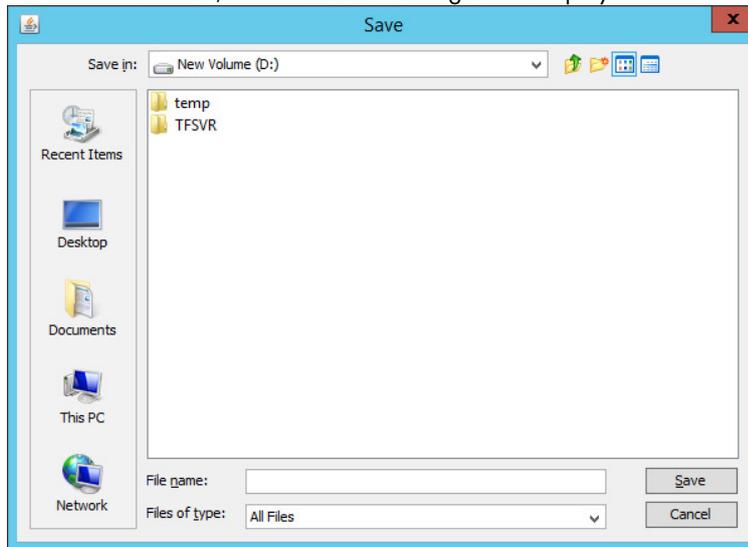


[1] [System Setting Backup Data]

Specify the backup data folder (or ZIP file) of the TotalFlow system information to restore.

[2] [...] button

This button is clicked, and the “Save” dialog box is displayed.



If you select the folder (or ZIP file) in this dialog box and you click the “Save” button, the selected folder (or ZIP file) path is set to “System Setting Backup Data”.

[3] [Verify] check box

When the “Verify” check box is turned on:

Verify whether the data has been restoring correctly.

When the “Verify” check box is turned off:

The restore data does not verify.

The processing time is short as compared with the case that executes the verification.

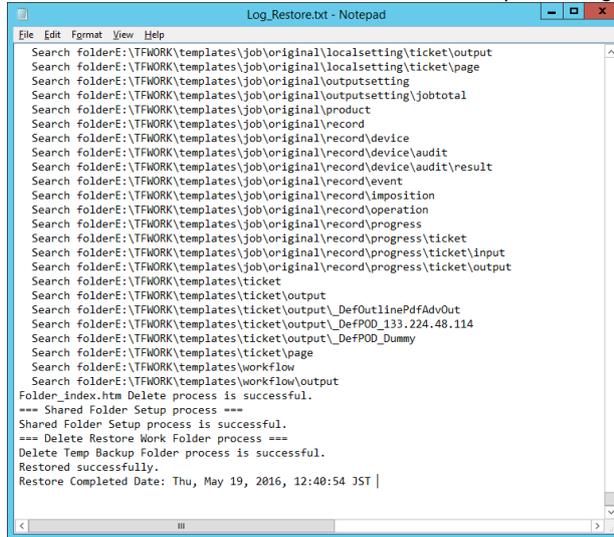
[4] [Execute] button

This button is clicked, starts the restore of the TotalFlow system information.

[5] [Display Log] button

This button is clicked, and the log file of restore processing is displayed.

You can confirm the detail information of restore processing.



```

Log_Restore.txt - Notepad
File Edit Format View Help
Search folderE:\TFWORK\templates\job\original\localsetting\ticket\output
Search folderE:\TFWORK\templates\job\original\localsetting\ticket\page
Search folderE:\TFWORK\templates\job\original\outputsetting
Search folderE:\TFWORK\templates\job\original\outputsetting\jobtotal
Search folderE:\TFWORK\templates\job\original\product
Search folderE:\TFWORK\templates\job\original\record
Search folderE:\TFWORK\templates\job\original\record\device
Search folderE:\TFWORK\templates\job\original\record\device\audit
Search folderE:\TFWORK\templates\job\original\record\device\audit\result
Search folderE:\TFWORK\templates\job\original\record\event
Search folderE:\TFWORK\templates\job\original\record\imposition
Search folderE:\TFWORK\templates\job\original\record\operation
Search folderE:\TFWORK\templates\job\original\record\progress
Search folderE:\TFWORK\templates\job\original\record\progress\ticket
Search folderE:\TFWORK\templates\job\original\record\progress\ticket\input
Search folderE:\TFWORK\templates\job\original\record\progress\ticket\output
Search folderE:\TFWORK\templates\ticket
Search folderE:\TFWORK\templates\ticket\output
Search folderE:\TFWORK\templates\ticket\output\_DefOutlinePdfAdvOut
Search folderE:\TFWORK\templates\ticket\output\_DefPOD_133.224.48.114
Search folderE:\TFWORK\templates\ticket\output\_DefPOD_Dummy
Search folderE:\TFWORK\templates\ticket\page
Search folderE:\TFWORK\templates\workflow
Search folderE:\TFWORK\templates\workflow\output
Folder_index.htm Delete process is successful.
=== Shared Folder Setup process ===
Shared Folder Setup process is successful.
=== Delete Restore Work Folder process ===
Delete Temp Backup Folder process is successful.
Restore successfully.
Restore Completed Date: Thu, May 19, 2016, 12:40:54 JST |

```

Notes:

The log file becomes a separate file for each 1024Kbyte. Therefore, the last created log file is displayed.

[6] [Close] button

This button is clicked, and the System Setting Restore Tool is exited.

Notes:

When exit the tool, start the services relating to TotalFlow that is stopped.

Restore Operation

This chapter explains the operation procedure for restore.

!! CAUTION !!

When System Setting Restore Tool is launched, the services relating to TotalFlow is stopped. Therefore, the TotalFlow cannot be operated while the restore processing.

!! CAUTION !!

Please confirm there is no ticket processing when you execute the System Setting Restore Tool.

!! CAUTION !!

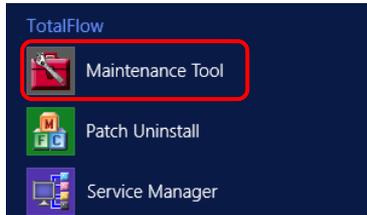
During the restore processing, please do not start the services relating to TotalFlow.

!! CAUTION !!

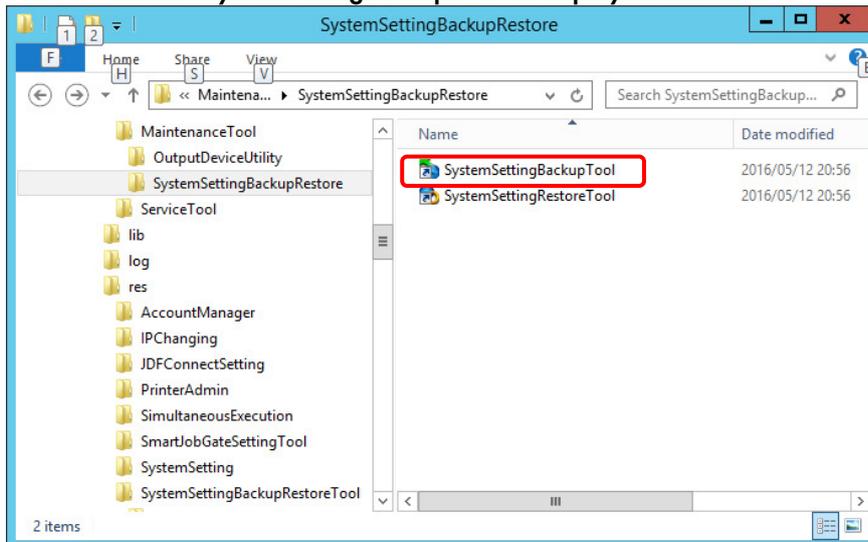
For the restoring process, the following disk capacity is necessary for the TotalFlow work folder. In non-compression backup data, twice or more the size of the backup data are necessary. In compression backup data, three times or more the size of the backup data are necessary.

Operation

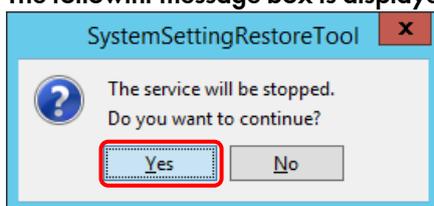
1. Select the "MaintenanceTool" menu of "TotalFlow" menu form "Start" menu of Windows



2. Double click the "SystemSettingBackupTool" in displayed shortcuts.

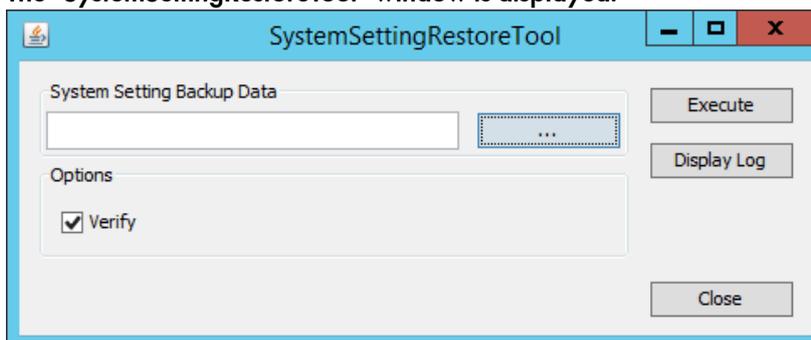


3. The following message box is displayed.

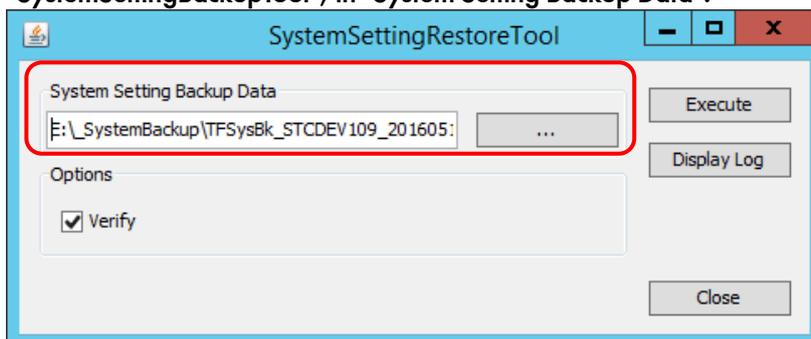


Click the "Yes" button.

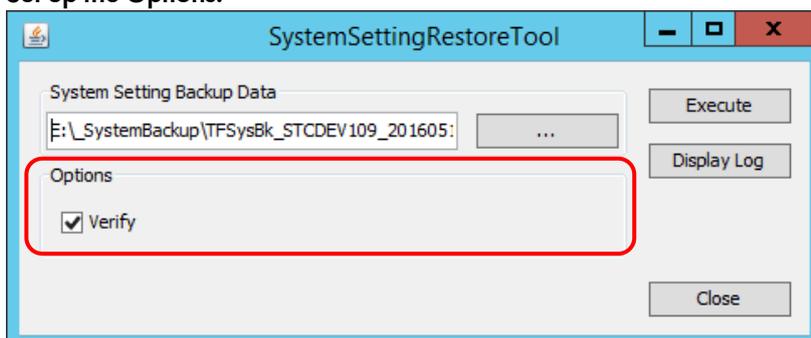
4. The "SystemSettingRestoreTool" window is displayed.



5. Specify the folder (or ZIP file) path of backup data that created by the "SystemSettingBackupTool", in "System Setting Backup Data".

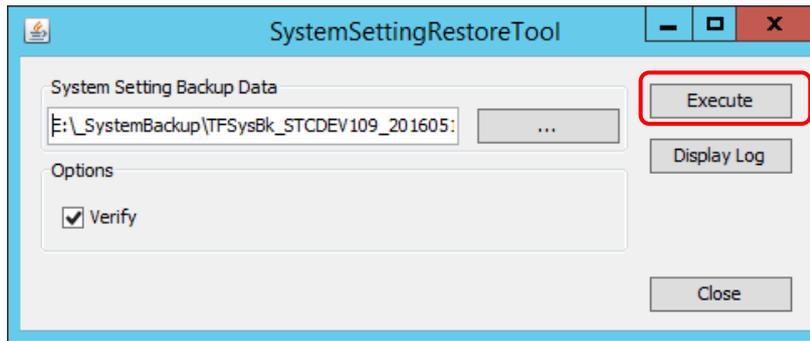


6. Set up the Options.

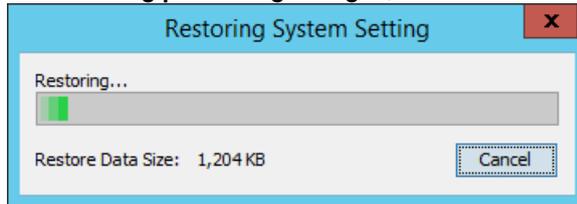


Here, turn on the "Verify" check box.

7. Click the "Execute" button.



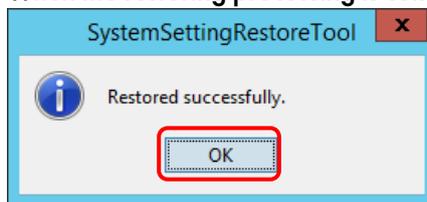
8. The restoring processing is begun, and the following dialog box is displayed.



Notes:

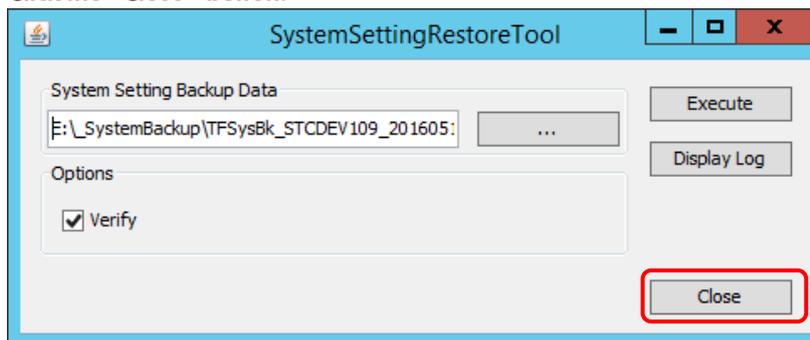
If you click the "Cancel" button, the restoring processing is aborted. In this case, the TotalFlow system is recovered to the state before the execution of the restoring process.

9. When the restoring processing is completed, the following message boxes are displayed.



Click the "OK" button.

10. Click the "Close" button.



This completes the restore.

5. How to Do When an Error Occurs

This chapter explains the countermeasure when an error occurs.

About the Countermeasure at the time of Backup Error

When the error occurs when backing up, refer to the log file to confirm a detailed error message.
Refer to the following table for the countermeasure of the detailed error message.

Error Message	Countermeasure
<p>It could not stop service relating to TotalFlow. Please re-execute after stopping manually the service relating to TotalFlow.</p>	<p>Please execute the backup by the following operations.</p> <ol style="list-style-type: none"> 1. Select the "ServiceManager" menu of "TotalFlow" menu from "Start" menu of Windows. ->Display the "Setting the service" window. 2. Click the "Stop" button. ->The services relating to TotalFlow is stoped. 3. Click the "Close" button. ->The "Setting the service" window is closed. 4. Select the "Service" menu of "Administrative Tools" menu from "Start" menu of Windows. ->Display the "Services" window. 5. Select the "JetTrans" from lists of service. 6. Select the "Stop" command of "Action" menu. ->The "JetTrans" service. Is stoped. 7. Select the "Exit" command of "File" menu. ->The "Services" window is closed. 8. Launch the System Setting Backup Tool, and then execute the backup. 9. After the backup is completed, restart the Windows server. ->The services relating to TotalFlow is launched automatically.
<p>It could not create backup folder. Please confirm the access right of backup creating destination folder.</p>	<p>Please check the right of access (write permissions) of the destination folder of backup data. If you do not have write permissions, please add the write permission. (Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)</p>
<p>Failed to copy the Backup data.</p>	<p>Please check the following point to the destination folder of the backup data and the disk where the folder exists.</p> <ul style="list-style-type: none"> ● Access right to folder and disk. (write permission) ● Free disk space ● Right of access of the file that became an error in the backup listed in the log file. <p>(Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)</p>

Error Message	Countermeasure
Failed to compress the Backup data.	There is a possibility that the free disk space a destination folder of the backup data is existed is missing. Please reserve the adequate disk space.
The file is not backed up accurately. "Verify error" file { file name }	Please execute backup, again.
It could not get the target list for backup.	The execution environment of the System Setting Backup Tool and the System Setting Restore Tool has become the bad state. You must reinstall the version that supported the System Setting Backup / Restore function.

About the Countermeasure at the time of Restore Error

The following table explains the countermeasure for the error messages at the restore.

Error Message	Countermeasure
Could not create restore work folder. Please confirm the access right of drive.	Please check the right of access (write permissions) of the drive that exist the "TFWORK" folder. If you do not have write permissions, please add the write permission. (Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)
The free disk space is not enough. Reserved the free disk space, and then execute again.	The free disk space of the drive that "TFWORK" folder exists is not enough. Please reserve the following disk capacity. <u>Non-compressed backup data:</u> More than twice the size of backup data. <u>Compressed backup data:</u> More than three times the size of backup data.
It could not stop service relating to TotalFlow. Please re-execute after stopping manually the service relating to TotalFlow.	Please execute the restore by the following operations. 1. Select the "ServiceManager" menu of "TotalFlow" menu from "Start" menu of Windows. ->Display the "Setting the service" window. 2. Click the "Stop" button. ->The services relating to TotalFlow is stoped. 3. Click the "Close" button. ->The "Setting the service" window is closed. 4. Select the "Service" menu of "Administrative Tools" menu from "Start" menu of Windows. ->Display the "Services" window. 5. Select the "JetTrans" from lists of service. 6. Select the "Stop" command of "Action" menu. ->The "JetTrans" service. Is stoped. 7. Select the "Exit" command of "File" menu. ->The "Services" window is closed. 8. Launch the System Setting Restore Tool, and then execute the restore. 9. After the restore is completed, restart the Windows server. ->The services relating to TotalFlow is launched automatically.
Could not create decompressed folder. Please confirm the access right of restore work folder.	Please check the right of access (write permissions) of the drive that exist the "TFWORK" folder. If you do not have write permissions, please add the write permission. (Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)

Error Message	Countermeasure
Failed to decompress the Backup data.	<p>Please check the right of access (write permissions) of the drive that exist the "TFWORK" folder.</p> <p>If you do not have write permissions, please add the write permission.</p> <p>(Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)</p> <p>If the right of access is writable and there is enough disk space, the backup data might be broken.</p>
<p>Could not create temporary backup folder.</p> <p>Please confirm the access right of restore work folder.</p>	<p>Please check the right of access (write permissions) of the drive that exist the "TFWORK" folder.</p> <p>If you do not have write permissions, please add the write permission.</p> <p>(Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)</p>
<p>Could not restore to this TotalFlow system. Because TotalFlow version is different.</p>	<p>Please match the version of the backup data and the version of TotalFlow that execute restoring.</p> <p>The version is described as follows in the log file.</p> <div data-bbox="796 848 1441 972" style="border: 1px solid black; padding: 5px;"> <pre>=== TotalFlow version check process === Version of this TotalFlow System : 3.00.001 Version of restore date of TotalFlow System : 3.00.001</pre> </div> <p><u>Version of this TotalFlow System :</u> TotalFlow version that execute restoring.</p> <p><u>Version of restore date of TotalFlow System :</u> TotalFlow version of the backup data.</p> <p><u>Version notation</u> 3.00.001 Blue character ;TotalFlow version Green character:TotalFlow patch id</p>
<p>Could not restore to this TotalFlow system. Because host name of TotalFlow is different.</p>	<p>If it is necessary to restore, change the host name of the restoring server machine to the same name as the host name of server that created the backup data. And then, execute the restoring.</p> <p>The host name is described as follows in the log file.</p> <div data-bbox="796 1440 1441 1563" style="border: 1px solid black; padding: 5px;"> <pre>=== Host name check process === Host name of this TotalFlow System : eq1 Host name of restore date of TotalFlow System : eq1</pre> </div> <p><u>Host name of this TotalFlow System :</u> The host name of server machine that execute restoring.</p> <p><u>Host name of restore date of TotalFlow System :</u> The host name of server machine that created backup data.</p>
Could not change the file attribute.	<p>There is a possibility that the file in the "TFSVR" folder and "TFWORK" folder have been used by another program (process). Confirm that there is no user who is accessing the server machine, and restart the Windows system. And then, execute the System Setting Restore Tool.</p>

Error Message	Countermeasure
Could not backup to temporary backup folder.	<p>Please check the following point to the folder that the "TFWORK" folder exists.</p> <ul style="list-style-type: none"> ● Access right to disk. (write permission) ● Free disk space ● Right of access of the file that became an error in the backup listed in the log file. <p>(Refer to the manual of Windows for the method of the confirmation and the setting of the access right.)</p>
Could not delete older file.	<p>There is a possibility that the file in the "TFSVR" folder and "TFWORK" folder have been used by another program (process). Confirm that there is no user who is accessing the server machine, and restart the Windows system. And then, execute the System Setting Restore Tool.</p>
Could not restore files.	<p>The countermeasure is different by the exit status of the rollback (automatic recovery) process.</p> <p><u>When the rollback process is successfully:</u> Please execute restore, again.</p> <p><u>When the rollback process is occurred an error:</u> Please recover in the following method.</p> <ol style="list-style-type: none"> 1) Execute the countermeasure of the error message "Could not roll back updating files." 2) Restart the Windows server 3) Please execute restore, again.
Could not roll back updating files.	<p>Please recover in the following method.</p> <ol style="list-style-type: none"> 1. Close the System Setting Restore Tool. 2. Select the "ServiceManager" menu of "TotalFlow" menu from "Start" menu of Windows. ->Display the "Setting the service" window. 3. Click the "Stop" button. ->The services relating to TotalFlow is stoped. 4. Click the "Close" button. ->The "Setting the service" window is closed. 5. Select the "Service" menu of "Administrative Tools" menu from "Start" menu of Windows. ->Display the "Services" window. 6. Select the "JetTrans" from lists of service. 7. Select the "Stop" command of "Action" menu. ->The "JetTrans" service. Is stoped. 8. Select the "Exit" command of "File" menu. ->The "Services" window is closed. 9. Launch the windows explorer. 10. Open the "_tmp_EQSST" folder that exists in the drive where "TFWORK" folder exists. 11. The folder that exists in the folder at the date that executed restoring is copied in the following method. Copy the "TFSVR" folder in date folder to the TotalFlow installed folder (the "TFSVR" folder). Copy the "TFWORK" folder in date folder to TotalFlow work folder ("TFWORK" folder).

