Route Manager 2000™ and Route Manager Advanced

ARS Backup

Advantage Route Systems, Inc.

We deliver, so you can!

Version 3.3

Windows /Vista/7/8,
Server /2008/2012

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Software Version 3.2, March 25, 2014

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Chapter 1 – Introduction

Introduction

ARSBackup! gives you a safe, secure way of storing your Route Manager™ data on a remote server; if anything ever happens to your live data you can quickly, easily, and completely restore your data.

ARSBackup! at a glance:

Setup

- Sign up for ARSBackup!
- Download the client software from www.arsbackup.com
- Install the client software

ARSBackup! Daily

- Auto kick-off each day
- Transfer of data to ARS servers
- Email notification

Recovery

- Notify ARS
- Download data to a local PC
- Work with ARS to restore data

What you will need

In order to run the ARSBackup! software, you will need a computer running Windows Server 2003 (or newer) or XP, Vista, 7, 8 and high speed internet access. You can also run it with ARSCloud hosting.

How it works

Once the software has been installed, you will enter the directories that ARSBackup! will find your data in; now all you have to do is schedule a time to backup the software: daily, weekly, or any combination you see fit. The data will be transferred and stored on one of our remote servers according to your schedule.

Chapter 2 – Installation and Usage

Introduction

In order to use ARS Backup, you must first download and install the software on your system. This chapter will detail this process step-by-step so you can easily use this software.

Downloading and Installing ARS Backup

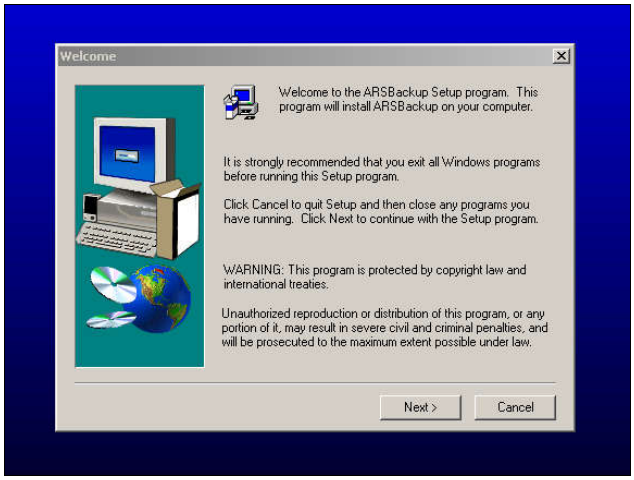
Downloading the software

The ARSBackup! software can be downloaded from www.ARS247.com, http://ars247.com/?wpdmpro=ars-backup-user-manual

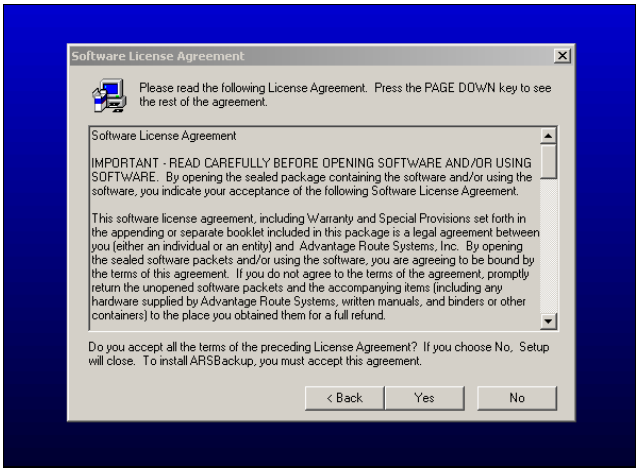
You may need to login in order to download the ARSBackup file. Click download towards the bottom right. You can also download this manual as well.

Installing the Software

Double-click on top of the downloaded file to begin installation. This will bring up a screen similar to the one below:



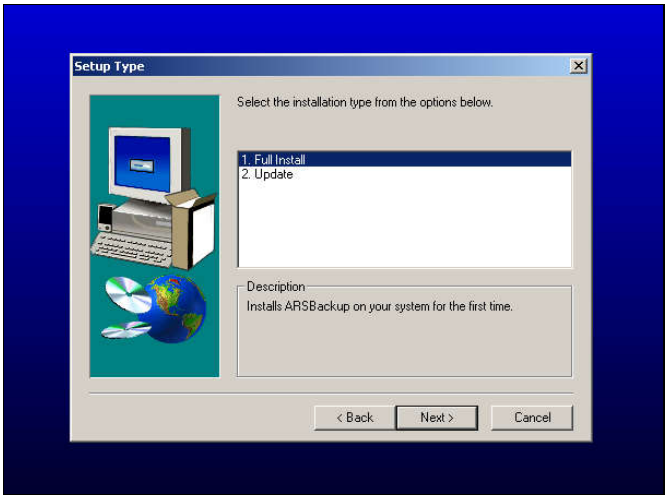
At this point, select NEXT to continue. The license agreement screen will follow.



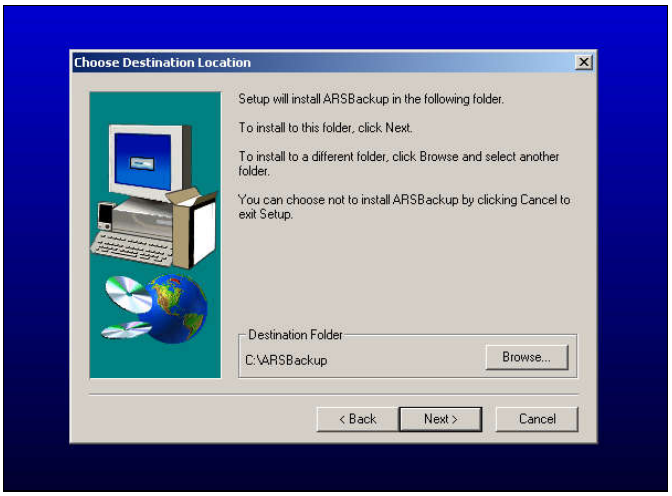
Carefully read the license agreement. If you agree to the terms outlined, select YES to continue.

Next, select one of the following:

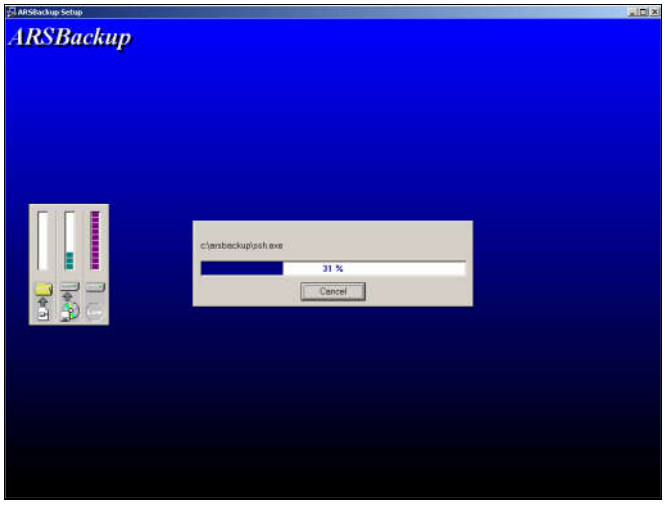
- Full Install: Typically used when installing ARSBackup! for the first time.
- Update: Choose this option to update your existing version of ARS Backup.



Now, choose the desired destination folder to install the ARSBackup! software. Unless you have some conflict with other software, we recommend using the default location C:\ARSBackup!. To install ARSBackup! into a different directory, click BROWSE and then select another directory.

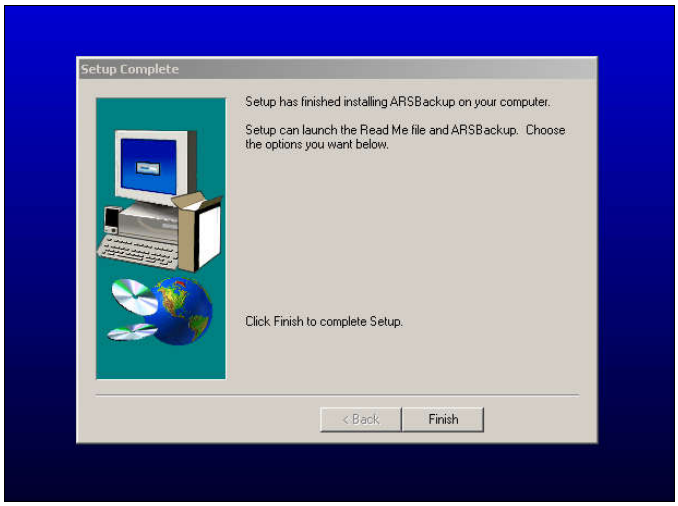


After clicking NEXT, the setup program will proceed to copy files, decompress data, and install the ARSBackup! software package. If you wish to quit the installation at any time, click CANCEL on the progress bar. DO NOT put a space in the name.



When the installation is complete, the screen below will appear. Read the information on the screen and then click FINISH.

The installation of ARSBackup! is now complete.



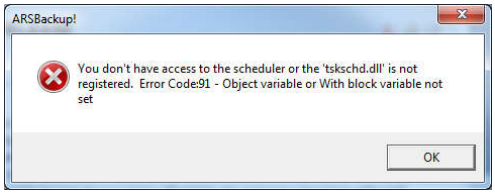
The setup program will create a program group under the start menu in Windows.

ARSBackup! Setup and usage

Starting the Program

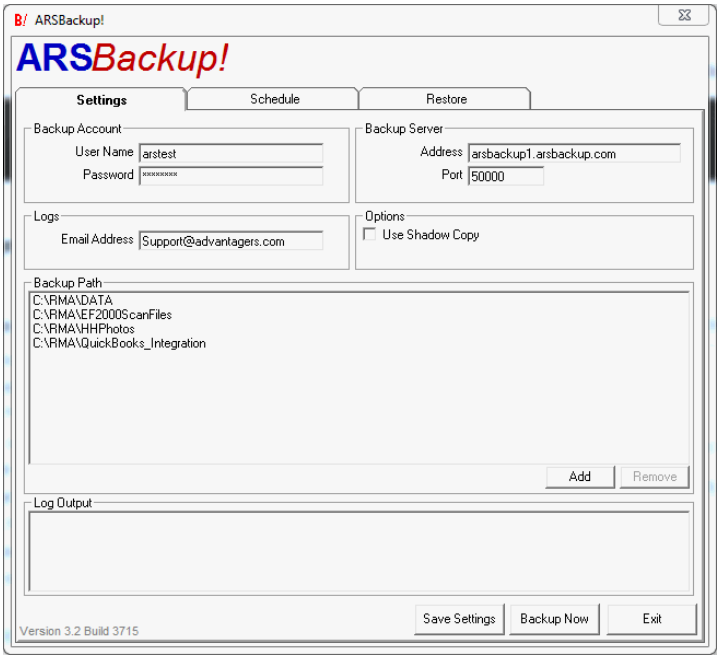
To begin using ARS Backup, select Start, Programs, and then ARSBackup!. Choose the ARSBackup! icon shown below:

NOTE: On Windows Vista, 7 and 8, as well as the latest Server Operating Systems, you will need to *Right Click* the ARSBackup Start Menu link and choose the *Run As Administrator* option. Otherwise, you will receive an error similar to the one below:



Settings Tab

The Settings tab contains the username and password, as well as an IP address and port number for our remote-server. All of this information will be sent to you after signing up for the service.



Fields:

Backup Account:

User Name: The User Name associated with the account. This is the same as your CICODE.

Password: The password associated with the account, which will be provided on the *Account Information* email.

Backup Server:

Address: The IP (Internet Protocol) address used to communicate with the remote-server.

Port: The port used to communicate with the remote-server.

Logs:

Email Address: Enter the Email address where you would like ARSBackup! to send backup confirmations. The Emails are sent automatically following a backup to our remote-server.

Options:

Use Shadow Copy: Shadow Copy is a technology included with most Microsoft Windows Operating Systems that allows taking a

backup copy of data even if the files are locked. This could use up to an extra 15% of drive space (depending on the data being backed up). Please ensure you have enough space before enabling.

NOTE: This is NOT supported under Windows XP, and the checkbox will be disabled.

Backup Path: This contains the list of directories to be backed up (up to 10). Select the *Add* button to Browse to the 'DATA' directory within the RM folder of your choice. Also, you can choose your EF2000 Documents folder, the Handheld Photos folder, and the folder containing your QuickBooks company file if you use any of these features within Route Manager.

Log Output: This will display the transfer log information used for troubleshooting purposes when you choose the *Backup Now* option..

Save Settings: If you have recently made a change to the settings within ARS Backup, choose Save Settings to permanently update the settings.

Backup Now: Use Backup Now to create a manual backup at any time.

Note: The Backup Server information and Account login information will be sent to you via email after signing up.

Exit: Choose this option to exit the program. This will also cancel any changes made if the 'Save Settings' option has not been selected.

Creating a Backup

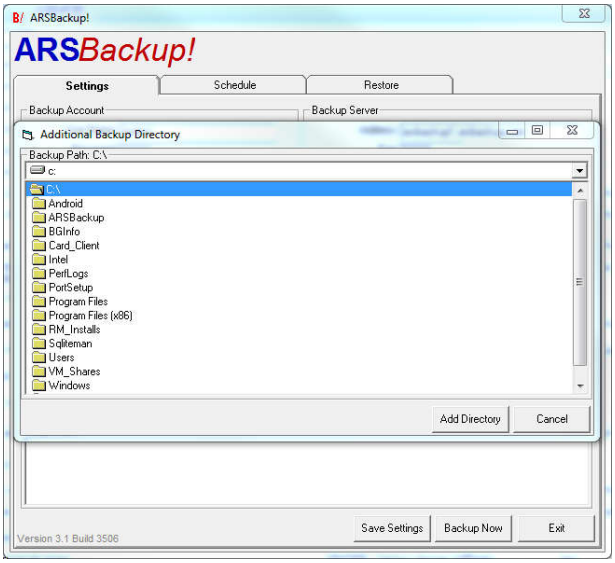
Enter the provided user information, email, and backup location; this information is used to verify the account information when backups are sent to the ARS servers. The information should be similar to the screen below:

Note: The user name assigned will generally be the company CI CODE.

The *Backup Path* should at least be directed to the 'DATA' folder within your RM directory. Additional folders can also be chosen for Route Manager supporting files (Handheld Photos, QuickBooks Integration, EF2000 Documents, etc).

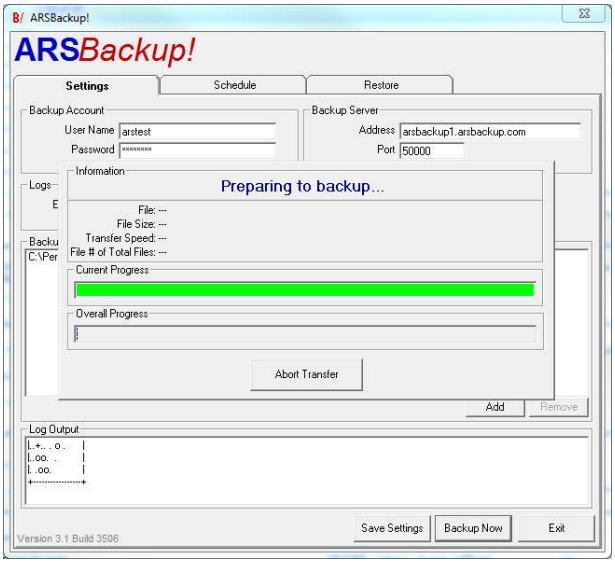
In the example below, we first selected the *Add* button and then you can choose the directory you would like to backup. Repeat this process for each directory (up to 10).

NOTE: A simple method for locating your RM directory is by right-clicking on your RM shortcut and selecting *Properties* > *Shortcut*. The target location will display your RM directory.

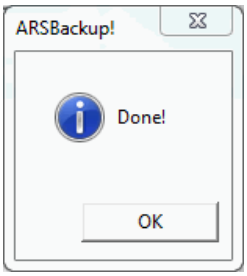


Choose the 'Save Settings' option to save the new settings.

To create a backup manually, choose the 'Backup Now' button, a screen similar to the one below will appear:



The progress will be displayed on the screen during the backup, once complete, the 'Done!' button will appear:



Click 'Ok' to complete the process.

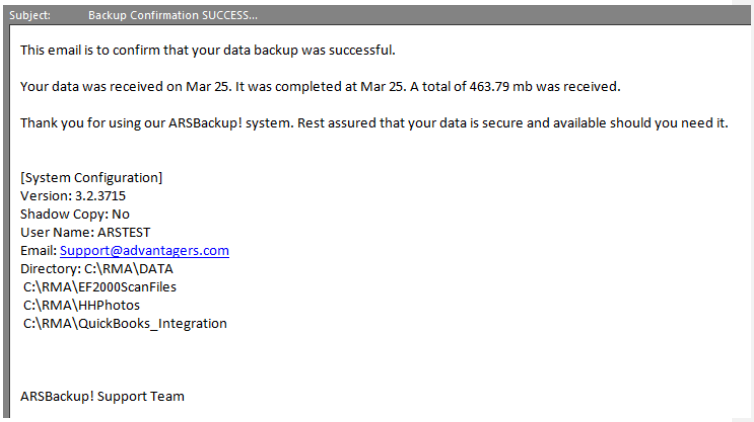
The backup can be done at anytime, we recommend using the scheduler to create backups during a time that users will be logged out of the system.

After your first backup, you will notice that the data will not take as long to transfer; this is because the system will only pull files that have been updated since the last backup, this is helpful in speeding up the process.

Note: ARSBackup! will allow you to restore from your last 7 backups, deleting the oldest to accommodate the data in the rotation.

An email confirmation will be sent to the email address entered on the ‘Settings’ tab after a backup is received.

An email will also be sent if the backup was not successful.



Subject: Backup Confirmation SUCCESS...

This email is to confirm that your data backup was successful.

Your data was received on Mar 25. It was completed at Mar 25. A total of 463.79 mb was received.

Thank you for using our ARSBackup! system. Rest assured that your data is secure and available should you need it.

[System Configuration]
Version: 3.2.3715
Shadow Copy: No
User Name: ARSTEST
Email: Support@advantagers.com
Directory: C:\RMA\DATA
C:\RMA\EF2000ScanFiles
C:\RMA\HHPhotos
C:\RMA\QuickBooks_Integration

ARSBackup! Support Team

Backup information can also be viewed on www.ars247.com under ‘ARSBackup within your account, this information is display only, see below:

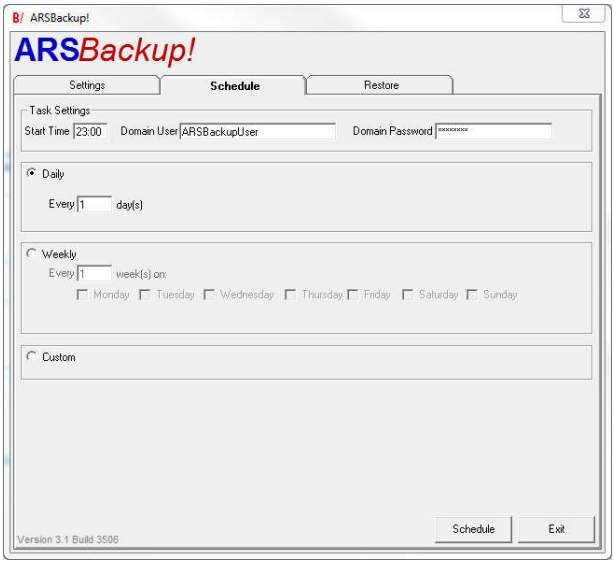
Viewing Backups For: FOXLEDG

#	Start Time	End Time	Backup Size	Directory
1	December 8, 20:20	December 8, 21:21	14793 MB	E:\RMA_LEDGE\data
2	December 7, 20:20	December 7, 21:21	14714 MB	E:\RMA_LEDGE\data
3	December 6, 20:20	December 6, 21:21	14708 MB	E:\RMA_LEDGE\data
4	December 5, 20:20	December 5, 21:21	14702 MB	E:\RMA_LEDGE\data
5	December 4, 20:20	December 4, 21:21	14694 MB	E:\RMA_LEDGE\data
6	December 3, 20:20	December 3, 21:21	14694 MB	E:\RMA_LEDGE\data
7	December 2, 20:20	December 2, 21:21	14694 MB	E:\RMA_LEDGE\data
8	December 1, 20:20	December 1, 21:21	14687 MB	E:\RMA_LEDGE\data
9	November 30, 20:20	November 30, 21:21	14644 MB	E:\RMA_LEDGE\data
10	November 29, 20:20	November 29, 21:21	14621 MB	E:\RMA_LEDGE\data
11	November 28, 20:20	November 28, 21:21	14594 MB	E:\RMA_LEDGE\data
12	November 27, 20:20	November 27, 21:21	14593 MB	E:\RMA_LEDGE\data
13	November 26, 20:20	November 26, 21:21	14593 MB	E:\RMA_LEDGE\data

Schedule Tab

The schedule tab allows you to establish a time-frame for creating backups. The backups can be created at the same time daily, weekly, or on a custom schedule.

Note: The scheduler uses the Windows Task Scheduler, which is a scheduling program built in to most operating systems.



Fields:

Task Settings:

Start Time: The time that the backup should initialize (military standard time format: 00:00 – 23:00).

Domain User: The Windows network user used to create the backups.

Domain Password: The password for the network user.

Daily: Choose this option to create backups daily

Every…day(s): Specify the number of days in between backups.

Weekly: Choose this option to create weekly backups.

Every…week(s) on: Specify the number of weeks in between backups.

Monday-Sunday: Specify the day(s) you would like to create the weekly backup on.

Custom: The custom option allows you to have the flexibility to setup your own schedule, once this option is selected, the windows task scheduler will be displayed on the screen for editing.

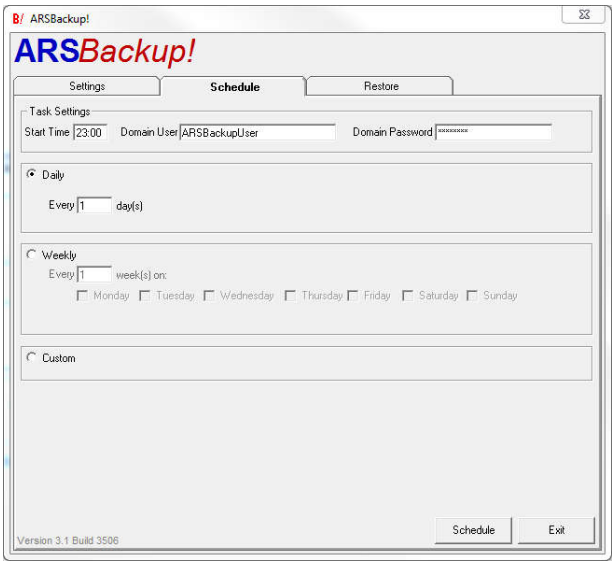
Schedule: Choose the schedule option to save the schedule chosen.

Exit: Choose this option to exit the program. This will also cancel any changes made if the 'Save Settings' option has not been selected.

Scheduling ARS Backup

Choose the schedule tab and enter the start time and Windows user information. We recommend that the user name and password entered be setup strictly for running ARSBackup!, the password of the user should never change. If the user information changes later, ARSBackup! may not be able to backup properly.

In the example below, the network user for this example is 'ARSBackupUser':

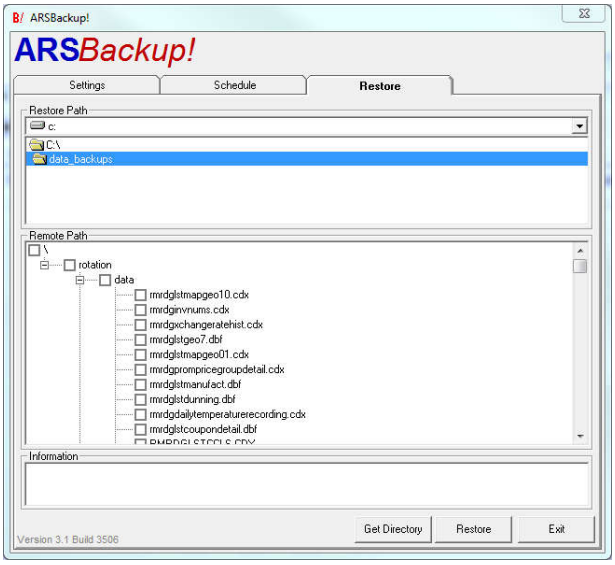


Choose the Daily, Weekly, or Custom option for creating backups. When finished, click the 'Schedule' button so save your settings.

A typical schedule for ARSBackup! would be: Daily, at a time that users will be out of the system.

Restore Tab

The restore tab allows you to establish a time-frame for creating backups. The backups can be created at the same time daily, weekly, or on a custom schedule.



Fields:

Restore Path: The path used when restoring backups from ARS Backup.

Restore: Choose this option to restore a selected backup.

Get Directory: Choose this option to connect to view your backup information stored on our remote-server.

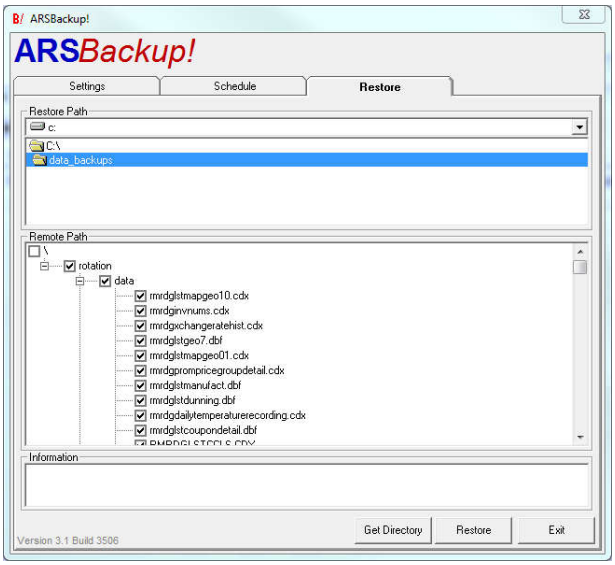
Restoring Data with ARS Backup

WARNING: Restoring data without first consulting with ARS Technical Support is not recommended.

Choose the 'Get Directory' option to view the backup information stored on our remote server. The backup information displayed can be restored by selecting the data and choosing the 'Restore' button in the same section.

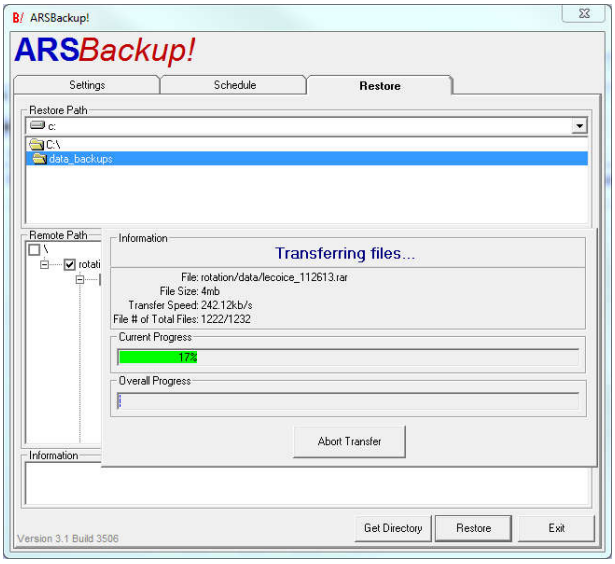
Below, a 'DATA' folder has been selected; we recommend restoring data to a temporary directory prior to overwriting your

existing data. In the example below, we will restore to a temporary 'Backups' directory created on the local computer.

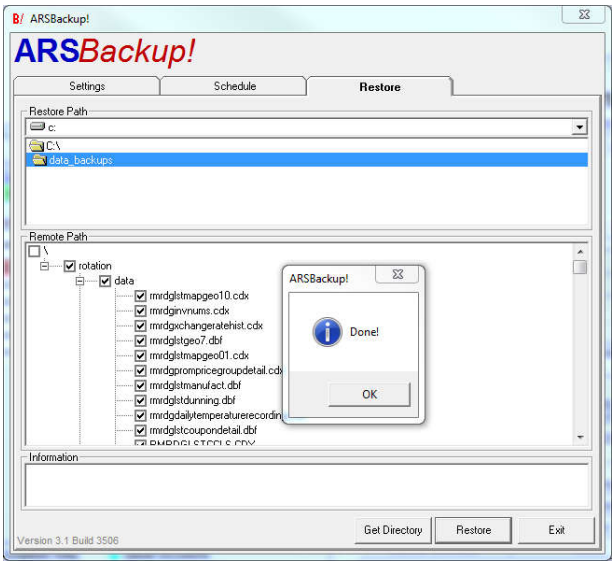


Note: When a directory is selected, the date and time it was created shows up in the information window shown above.

Choose the 'Restore' button to download the data to your local computer. A screen similar to the following will be displayed:

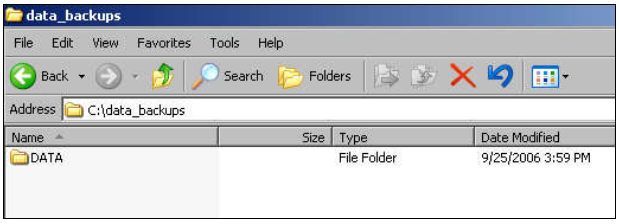


The information will download to the directory specified. Once complete, the following screen will be displayed:



Click 'OK', your data is now available on the local machine.

Browse to the 'Restore' directory chosen, in the above example we used C:\data_backups:



Conclusion

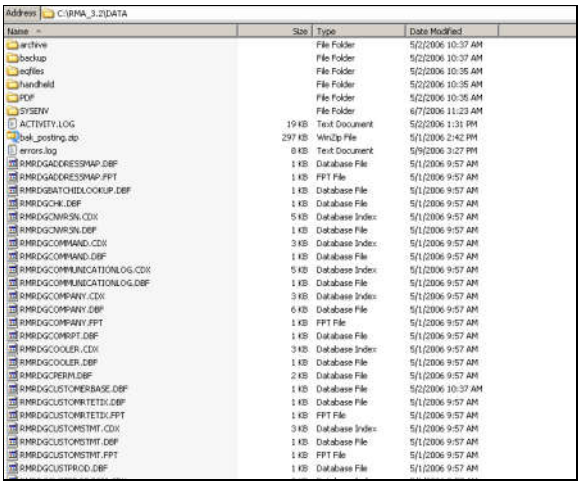
ARSBackup! gives you a safe, secure way of storing your Route Manager data off-site while keeping things simple and easy to manage. If you have further questions, contact Advantage Route Systems or your local reseller today.

Appendix A – File Structure

Introduction

ARSBackup! will backup data from within the folders specified in the directories established. It may be helpful to remove certain files from this directory that are not needed in the backup. The following section details the files that are excluded and included in a backup.

Example Files in the RM Data folder



The folders will contain information that may not necessarily need to be backed up. To save space and speed up the data backup process,

we have excluded the following folders and files from the backup list (this list is subject to change):

Folders Names

HANDHELD

ARCHIVE

BACKUP

MAPPING

EQFILES

PDF

SYSENV

Files Types

*.bak

*.tmp

tmp.*

*.log

*.iso

*.mdb

*.doc

*.xls

*.exe

Appendix B – Troubleshooting

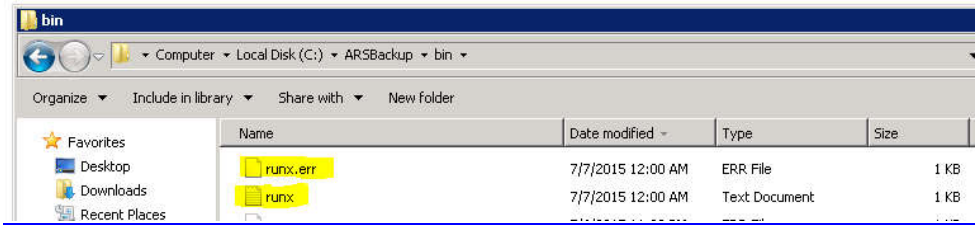
Troubleshooting

If ARS Backup is not functioning like expected follow these steps:

- Make sure to download the update for ARS Backup from our website and run it
- Try to run ARS Backup manually from the program.
    - If it doesn't go through it's usually a password issue.
- Make sure shadow copy is checked on the main menu
- Try setting the backup to run at a different time than previously scheduled.

Try running the task from the Windows Task Scheduler.

- If it doesn't go through check the ARSBackup\bin folder for runx.err and runx.log
- The logs should tell you what's wrong.



- Make sure the task scheduler has the run.bat not runx.bat
- Also that the Start in folder is set to the ARS Backup folder
- Be careful not to have any spaces in the names of the folders or files with through off the task

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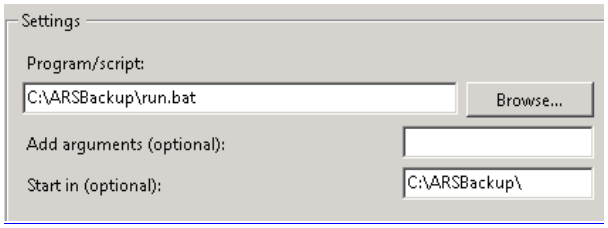

- Make sure you have a user account that is an Admin for running the task
- Also make sure to run whether users are logged in and Run with highest privileges

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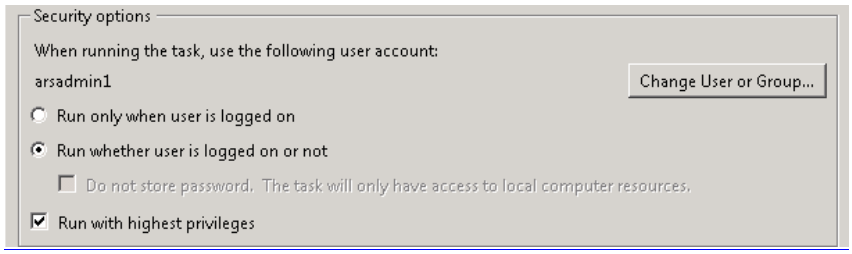

ARSBackup getting hung up on QuickBooks files:

- if you run backup manually and it gets held up on any quickbooks file, a new script will need to be added in *(Consult with Frank Cardoza)*

Summary

We will automatically exclude files that are not related to ARS software. Try not to store any unnecessary information within the selected folder. The files should be restricted to RMA, RM2000, and RM Docking related information only.

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