Managing your CAREWare Data
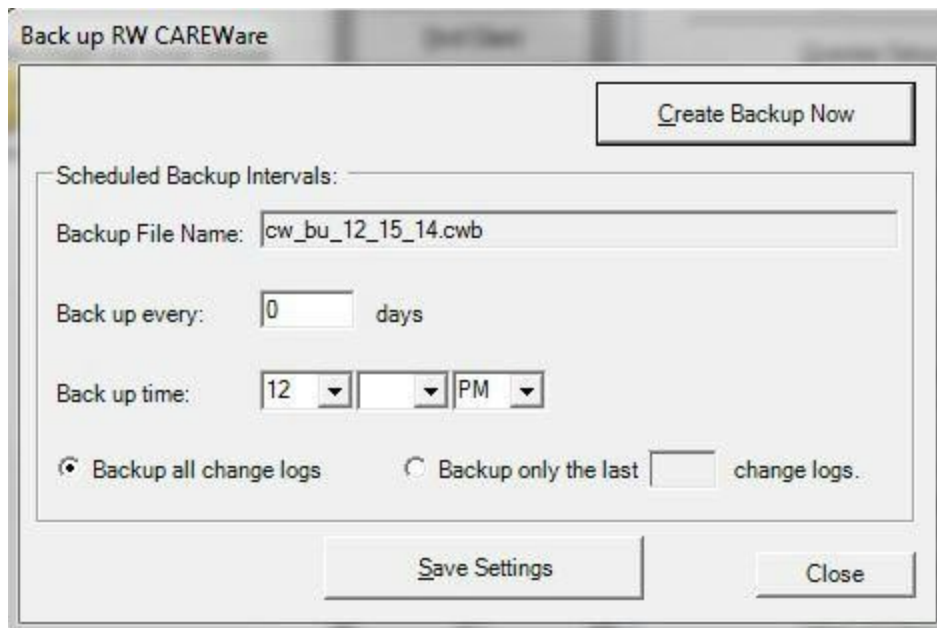
Your agency should implement a clear database backup plan for CAREWare (and any other important applications). For those running CAREWare on a network system (LAN or WAN), it is likely that your system is backed up regularly, perhaps each evening. Users should perform regular backups of data with a frequency based on how much data you enter each day.

CAREWare provides a backup utility that is accessed as follows:

- Log in under *Central Administration*
- Click *Administrative Options*
- Click *Backup*
- Click *View Data Backup Options*

You'll see a screen like the following:

- CAREWare will create a backup file and append the date of the backup to the name of the file. In the above screen, the backup was run on 12/15/24 and the file is named 'cw_bu_12_15_14.cwb'.

- The *Back up every:* field can be used to set the backup to run regularly as often as the number of days selected; you can change this setting to meet your needs.

Note: It is important to note that these backup files will accumulate on your computer and begin to take up a lot of memory, especially if you backup on a daily basis. Therefore, we recommend that you develop a policy to delete backups that are older than, say, a week, depending on your computer's hard-drive capacity.

- The backup file will be written to the default SQL Server database location, as noted in the next message that appears after a successful backup on a single PC. The default location for this file is "C:\Program Files\Microsoft SQL Server\MSSQL$CAREWare\Data."

You can set the location in the CW Admin utility or by editing the business tier settings file in the business tier folder.

- If you want to backup your database to a location other than the default drive described above, your administrator will need to modify the 'BusinessTierSettings.xml' file located in your CAREWare Business Tier folder.

   To do this, you'll need to open up *BusinessTierSettings.xml* in Notepad (or any basic text editor.) Toward the bottom of the file you'll see the settings for the location of the backup and restore. For example:

```
- <local_string_storage>
    <description>SQLServerRestoreFromDirectory</description>
    <Value>C:\Program Files\Microsoft SQL Server\MSSQL$CAREWare\Data</Value>
  </local_string_storage>
- <local_string_storage>
    <description>SQLServerBackupDirectory</description>
    <Value>C:\Program Files\Microsoft SQL Server\MSSQL$CAREWare\Data</Value>
```
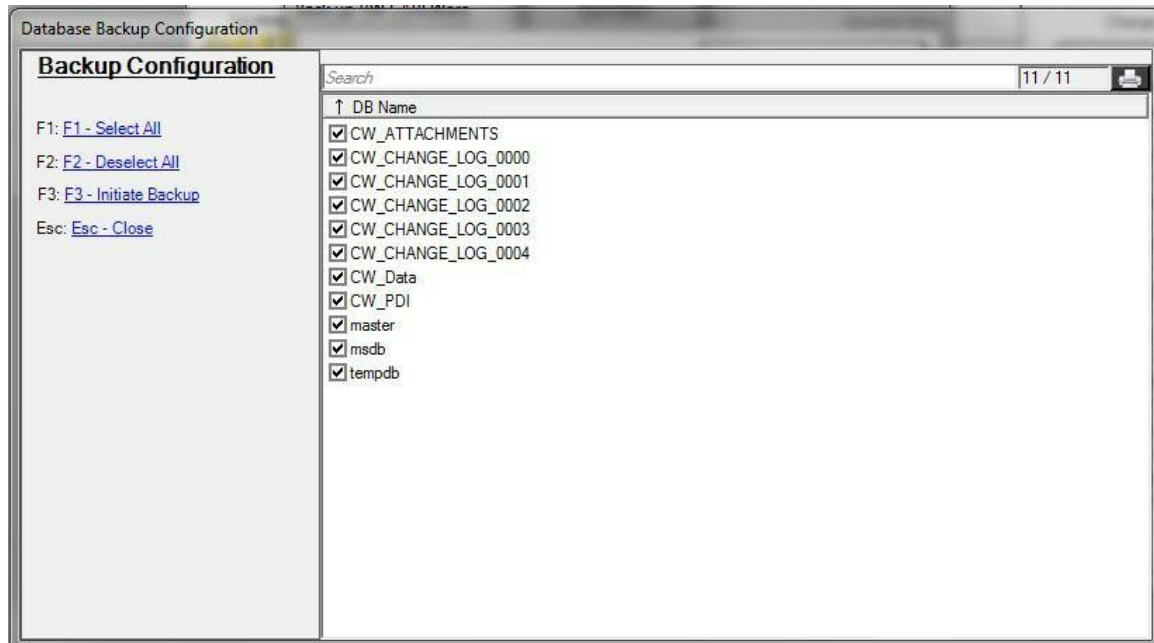
Change the location of the folder in each of these settings and then save the file. You should test that these changes work.

If you want to change the location using the CW Admin Utility follow the instructions here:

- Open the business tier folder at C: Program Files\CAREWare\RW CAREWare Business Tier
- Right click *CW Admin.exe* and click *Run as administrator*
- Click *Stop Server*
- Click *SQLServerRestoreFromDirectory*
- Click *Edit*
- Under *Setting:* change the location string
- Click *Save*
- Click *SQLServerBackupDirectory*
- Click *Edit*
- Under *Setting:* change the location string
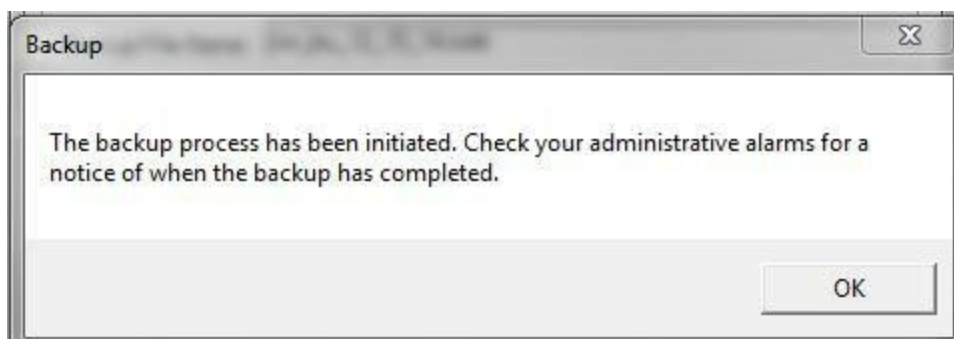- Click *Save*
- Click *Start Server*

Note: These locations do not have to be the same, however if you want to restore from a saved backup, you will have to browse to find the backup, if the paths are not the same.

Once you click *Create Backup Now*, the Database Backup Configuration window will appear.
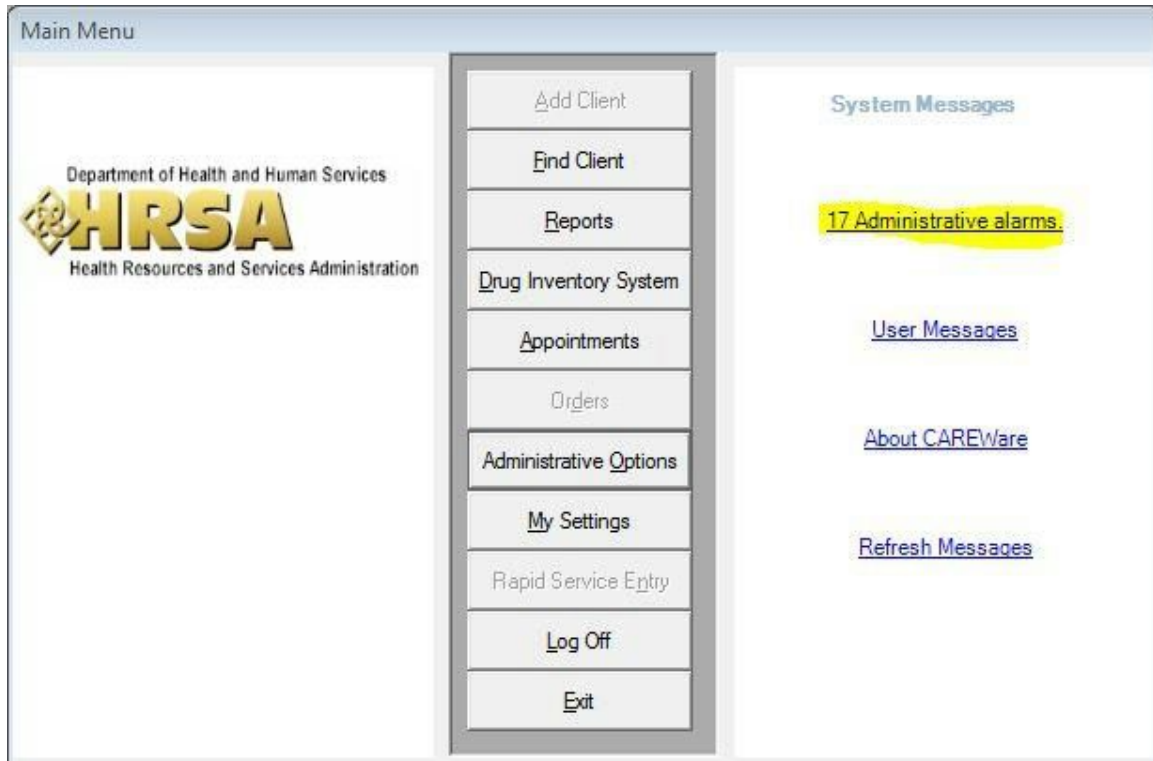

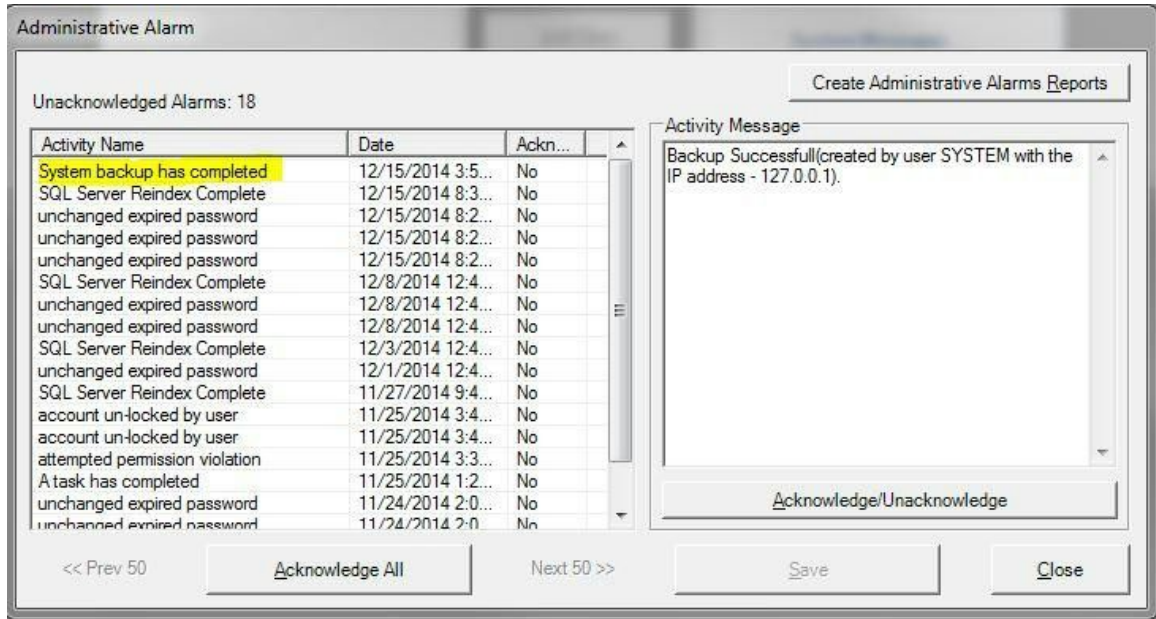- Check the databases you wish to backup
- Click *Initiate Backup*

This quality check window will appear reminding you to check administrative alarms for the confirmation of the status of the back up.

To check the administrative alarms, go back to the main menu. The administrative alarms are on the upper right side of the screen.

- Click *Administrative Alarms*
- Click the activity name to see the message

When the backup has completed successfully, the above message will appear.
Date Restore:

If for some reason you need to re-load a backed up CAREWare database, you will need to do this through the restore command.
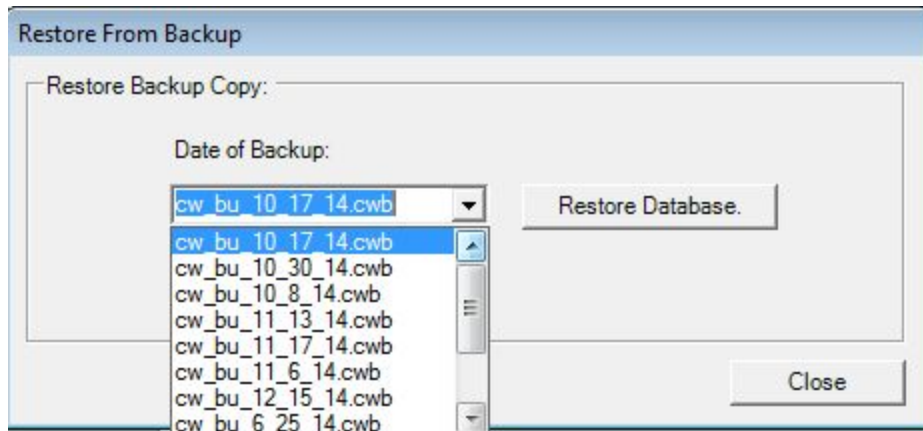
● Click *Backup*
● Click *View Data Restore Options*

You'll see a screen like this; you'll need to supply the SQL Server SA Password.

● Press Continue, and you'll see the following (although the file dates will obviously differ). In this screen there are several backup files. Most likely you would select the most recent.

● Select the appropriate backup database and then click *Restore Database*.

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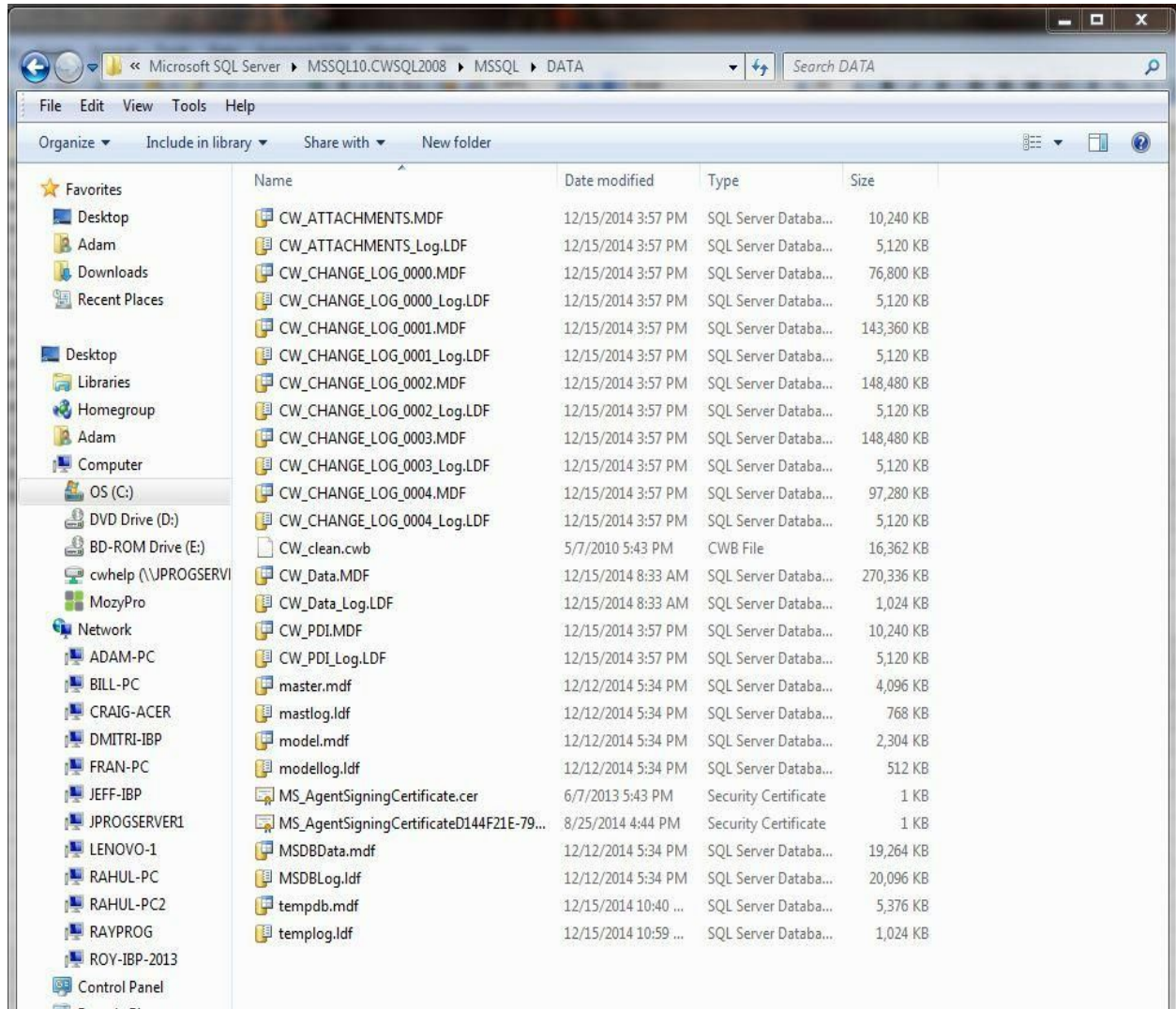
Note: If your SQL Server is on a different computer from your Business Tier then there won't be a list of files to pick from; you will need to type in the name of the file.

Log files:

Along with the CAREWare database backup files outlined above, CAREWare also creates an adjoining log file that contains all changes to the database. The log files are numbered sequentially and created after approximately 200,000 changes to the database. The log files are central to running a change log report. In addition to the main log file, every time you run a backup, CAREWare creates an incremental log backup file. Here's an example listing of data and log files in the default database directory, C:\Program Files (x86)\Microsoft SQL Server\MSSQL10.CWSQL2008\MSSQL\DATA:

Items to note:

- The main CAREWare database is 'CW_data.MDF'.

- The main change log file appears here as CW_CHANGE_LOG_0000.MDF; as new change log files are created, they will be numbered sequentially. Each file has a maximum size capacity set to a size you can adjust using SQL Server Management

Studios.

Additional Backup Recommendations-Disaster Recovery Plans

As noted above, the database backup utility will write all files to your SQL Server default drive.

- We strongly recommend that you go a step further and regularly back up that entire folder on an external hard-drive or CD (or memory stick, for the time being). Then, if your computer goes down or crashes altogether, you'll have all your data backed up on another device or machine. We can always reload the latest version of the software, but can't say the same for your database unless you have a backup!

When hard drive capacity is an issue:

It is likely that your backup files will begin to take up a lot of space on your computer. Therefore, we recommend that you move some of the older backups off your active drive. For example, you might not need any backup database older than a week.

To move a SQL server database out of your active folder, you must first STOP the SQL server service. To do this, go to

- Control Panel
- Administrative Tools
- Select Services
- Look for the entry for 'MSSQL$CAREWARE'. Highlight this entry, then click STOP the service on the left.
- Once this service is stopped, you can now move the older backups off the c-drive folder. Furthermore, you might want to delete altogether database backups that are older than a month, or just keep one backup per month for anything more than a month ago. This would depend on how much data you enter on a daily basis.
- RE-START the MSSQL$CAREWare service other wise CAREWare won't run!