Cloud On-Premise: How to backup and restore the database

Sicaro Burnett - 2023-09-21 - in Cloud

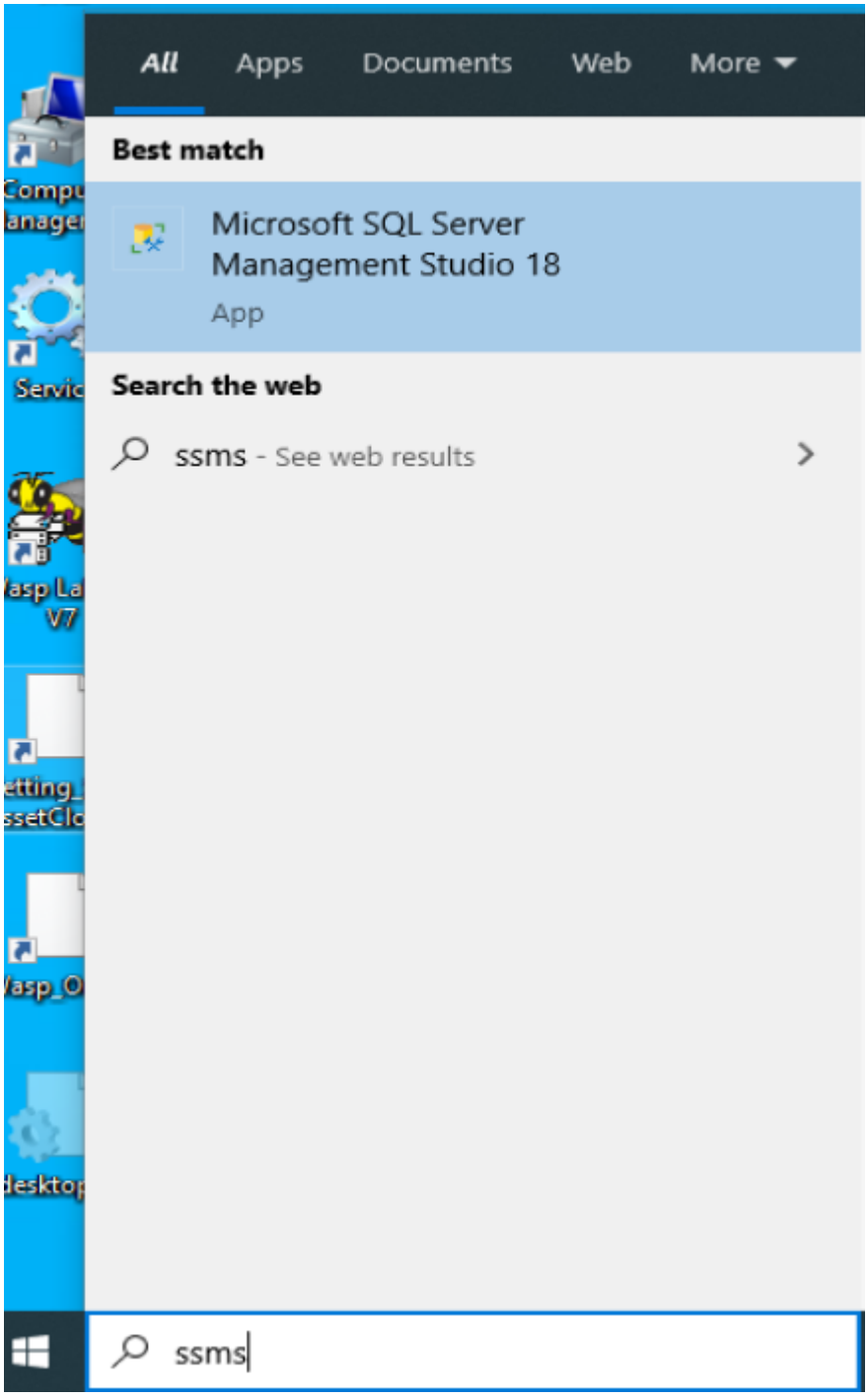
This article describes how to create and restore a Wasp OnPremise (AssetCloud OnPrem or InventoryCloud OnPrem) backup with SQL Server Management Studio.

Follow these steps to move and restore the database to a new server.

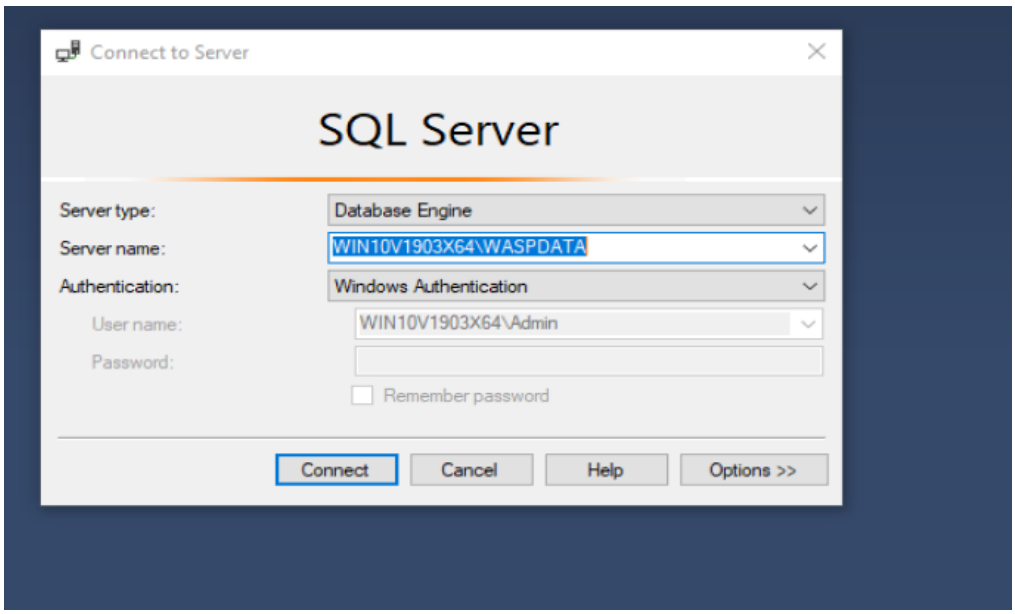
Note: Install AssetCloud or InventoryCloud On Prem software on new Server prior to performing the steps below. Ensure you are able to login. If needed, see the article linked below in Related Pages: Cloud On-Premise installation: Summary & Prerequisites.

1. Create a backup of the existing database.

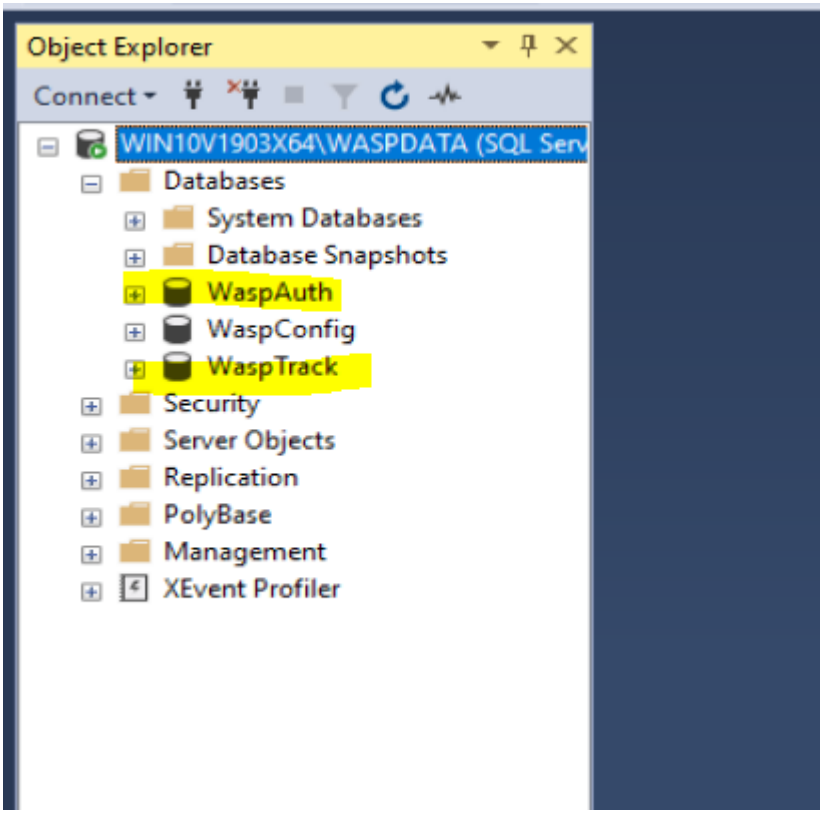
- Log into SQL. Click on the **Windows Logo**> **Microsoft SQL Server** > **SQL Server Management Studio**.



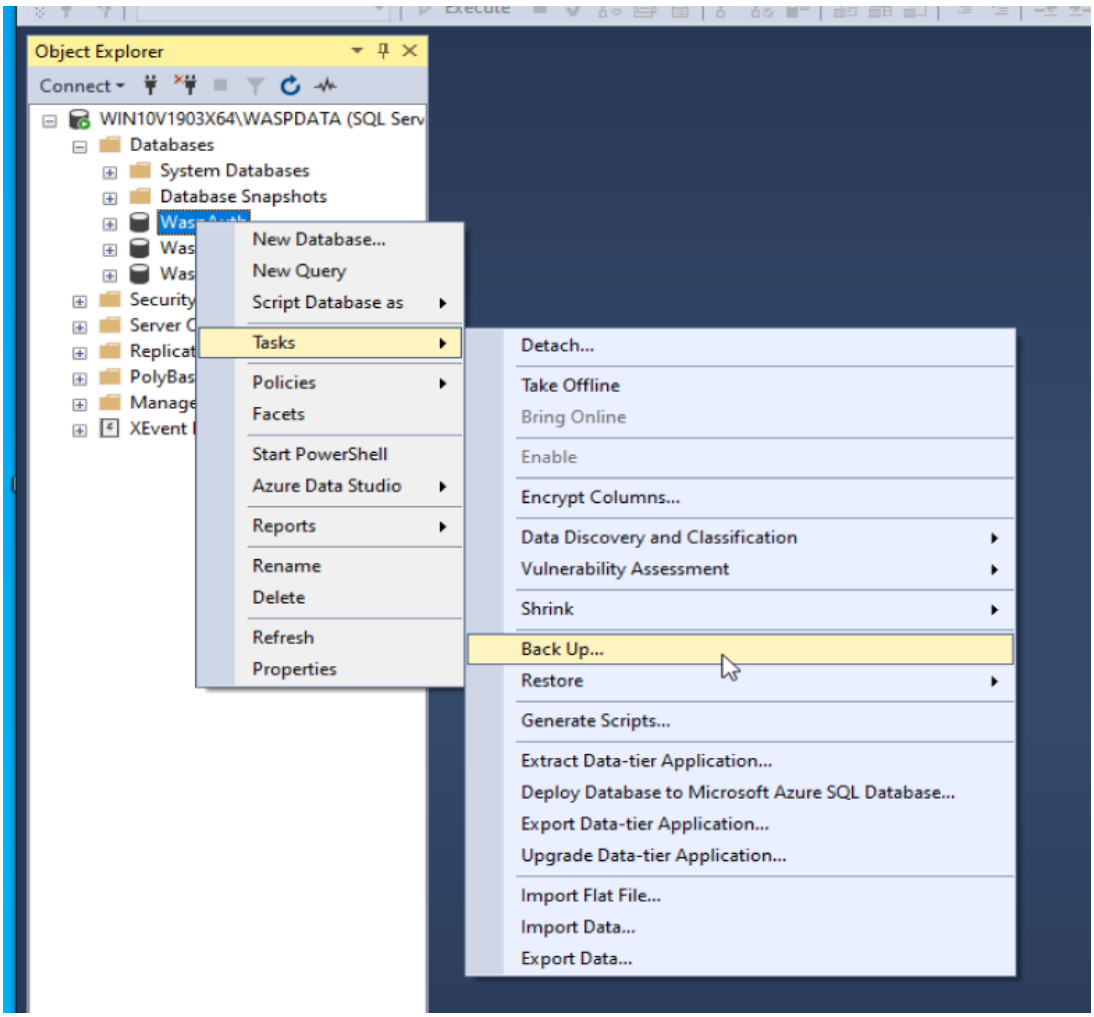
- Login using Windows Authentication



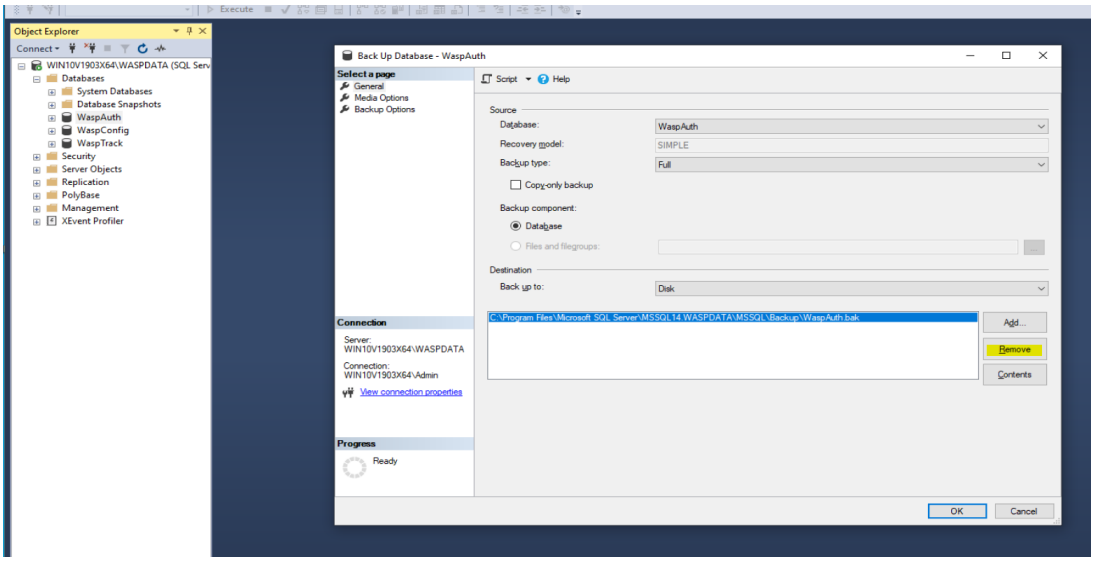
- Once in SSMS you will expand Databases. In there you will see two databases that need to be backed up, WaspAuth and WaspTrack.



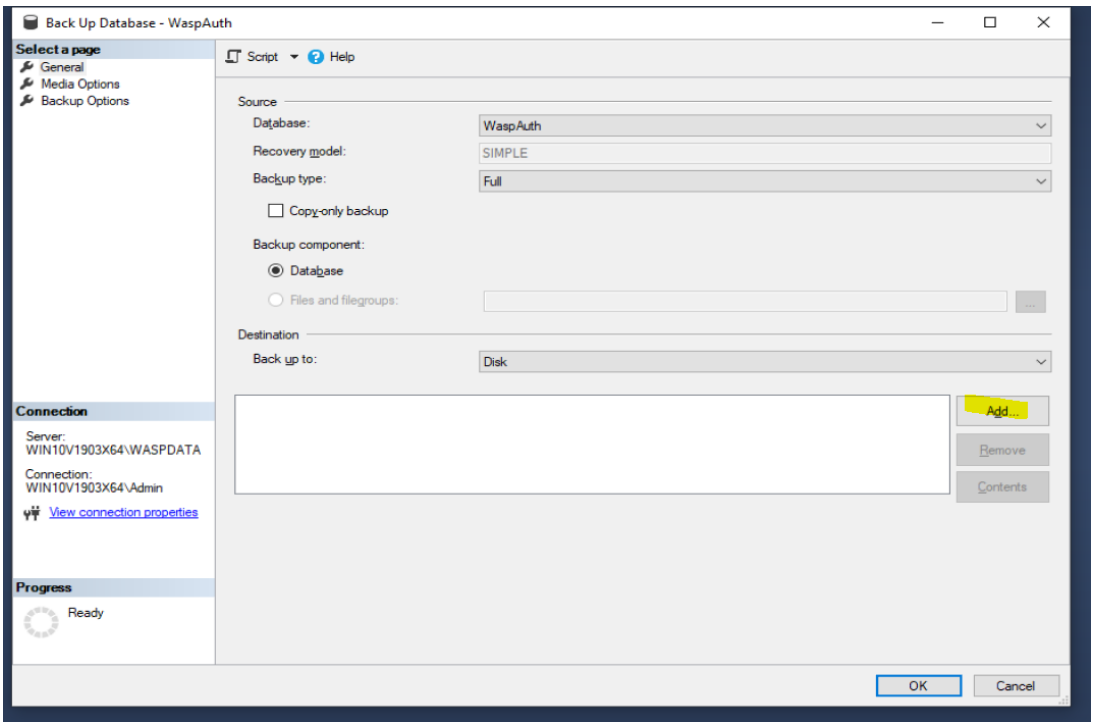
- Right-click the database you need to backup and select **Tasks**, then choose **Back Up**.



- Next to the lower **Destination** section of the Back Up Database - click Remove to remove anything currently shown in the box.



- Click Add. It will display the folder path for the installation. At the end of the path, add a filename for the backup that will be unique, like ServerMove.bak. Click OK on both windows to create the backup.


Back Up Database - WaspAuth
Select a page
General
Media Options
Backup Options
Script
Help
Source
Database:
WaspAuth
Recovery model:
SIMPLE
Backup type:
Full
Copy-only backup
Backup component:
Database
Files and filegroups:
Destination
Back up to:
Disk
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View connection properties
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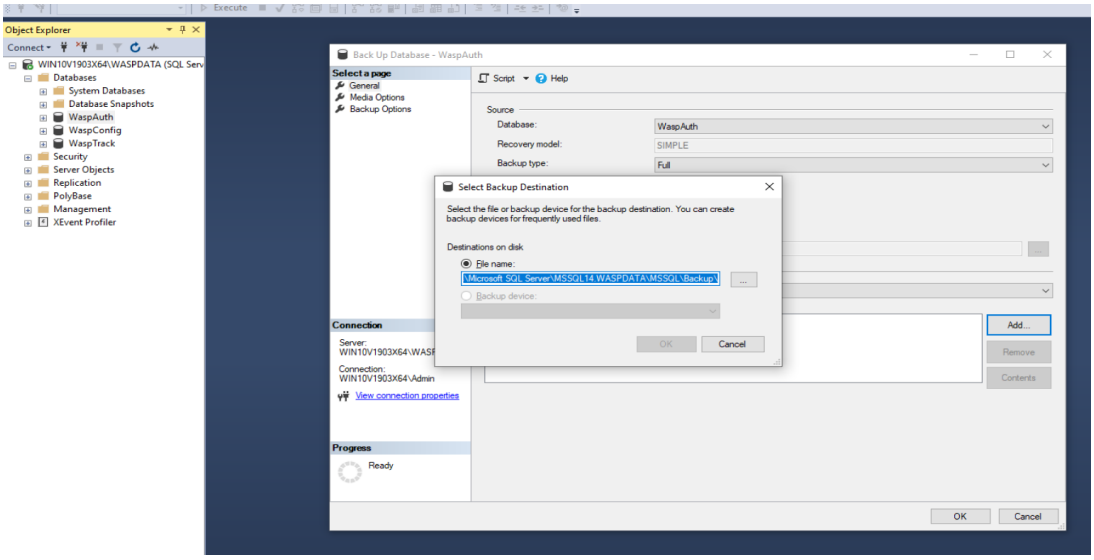
Object Explorer
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Database Snapshots
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WaspConfig
WaspTrack
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Server Objects
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Select a page
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Backup Options
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Database:
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Recovery model:
SIMPLE
Backup type:
Full
Select Backup Destination
Select the file or backup device for the backup destination. You can create backup devices for frequently used files.
Destinations on disk
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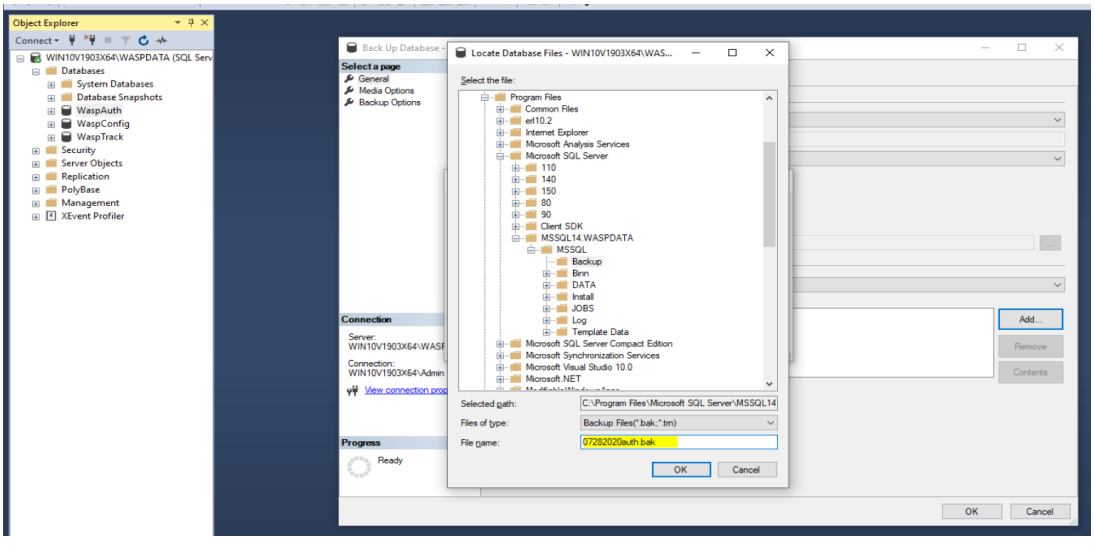
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Back Up Database - WaspAuth
Locate Database Files - WIN10V1903X64\WAS...
Select the file:
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Microsoft Analysis Services
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Client SDK
MSSQL14.WASPDATA
MSSQL
Backup
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JOBS
Log
Template Data
Microsoft SQL Server Compact Edition
Microsoft Synchronization Services
Microsoft Visual Studio 10.0
Microsoft.NET
Selected path:
C:\Program Files\Microsoft SQL Server\MSSQL14
Files of type:
Backup Files(*.bak;*.trn)
File name:
07282020auth.bak
OK
Cancel
Select a page
General
Media Options
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Progress
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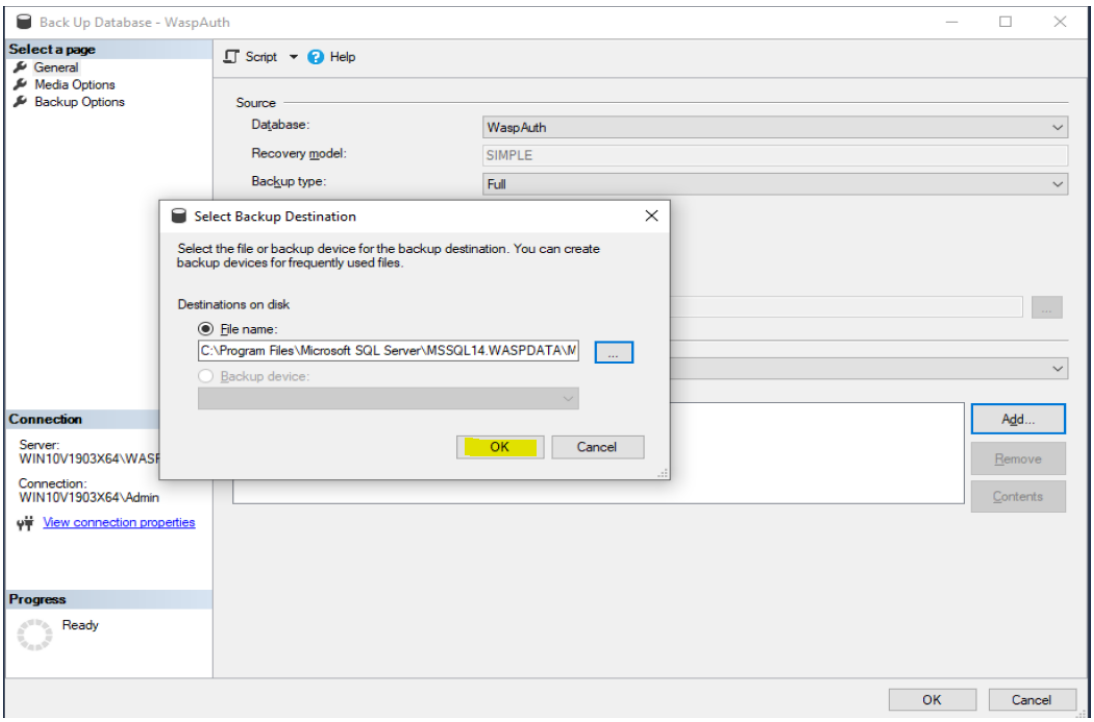
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View connection properties
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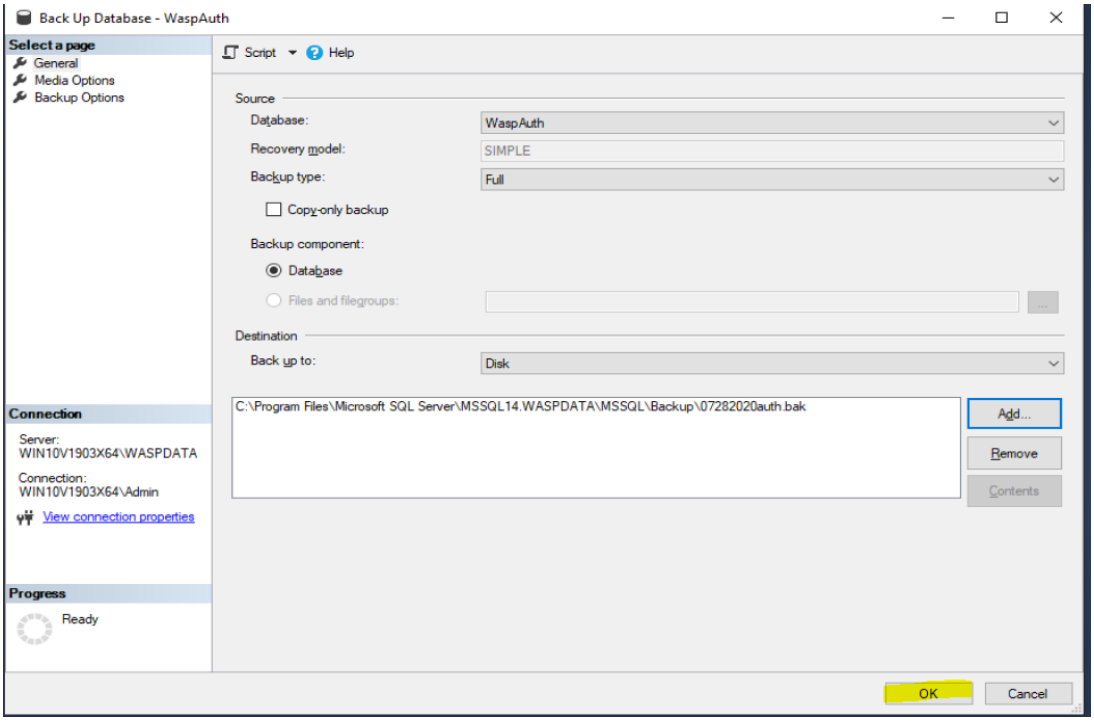
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Database
Files and filegroups:
Destination
Back up to:
Disk
C:\Program Files\Microsoft SQL Server\MSSQL14.WASPDATA\MSSQL\Backup\07282020auth.bak
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WIN10V1903X64\WASPDATA
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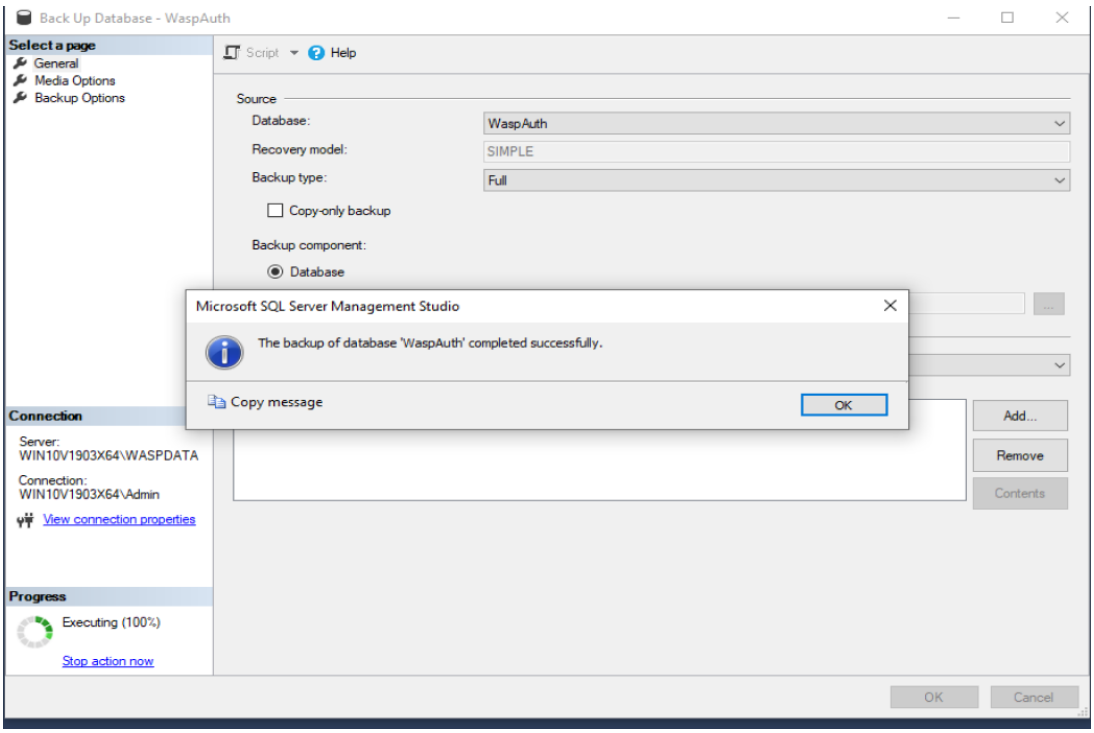
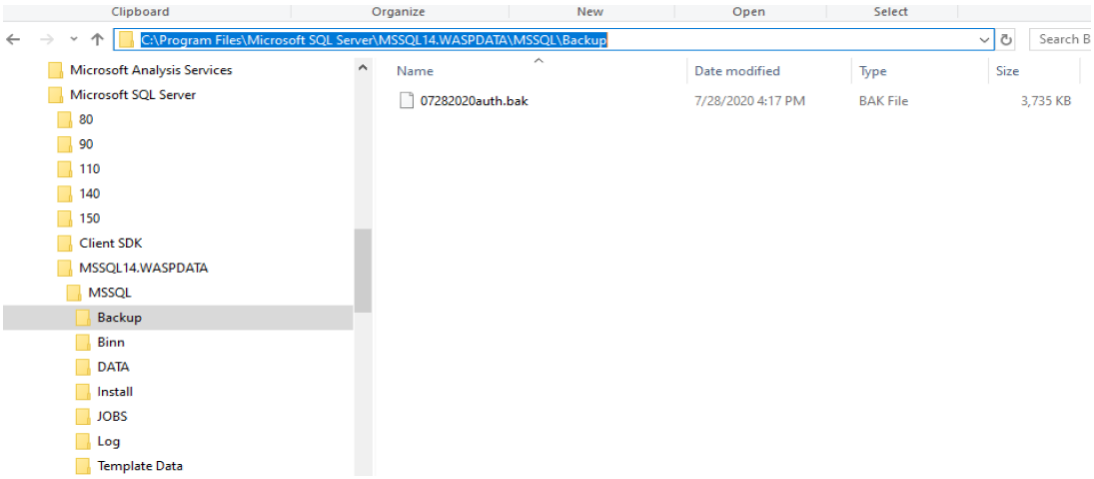
WIN10V1903X64\Admin
View connection properties
Progress
Ready
OK
Cancel



Make note of the Backup location.

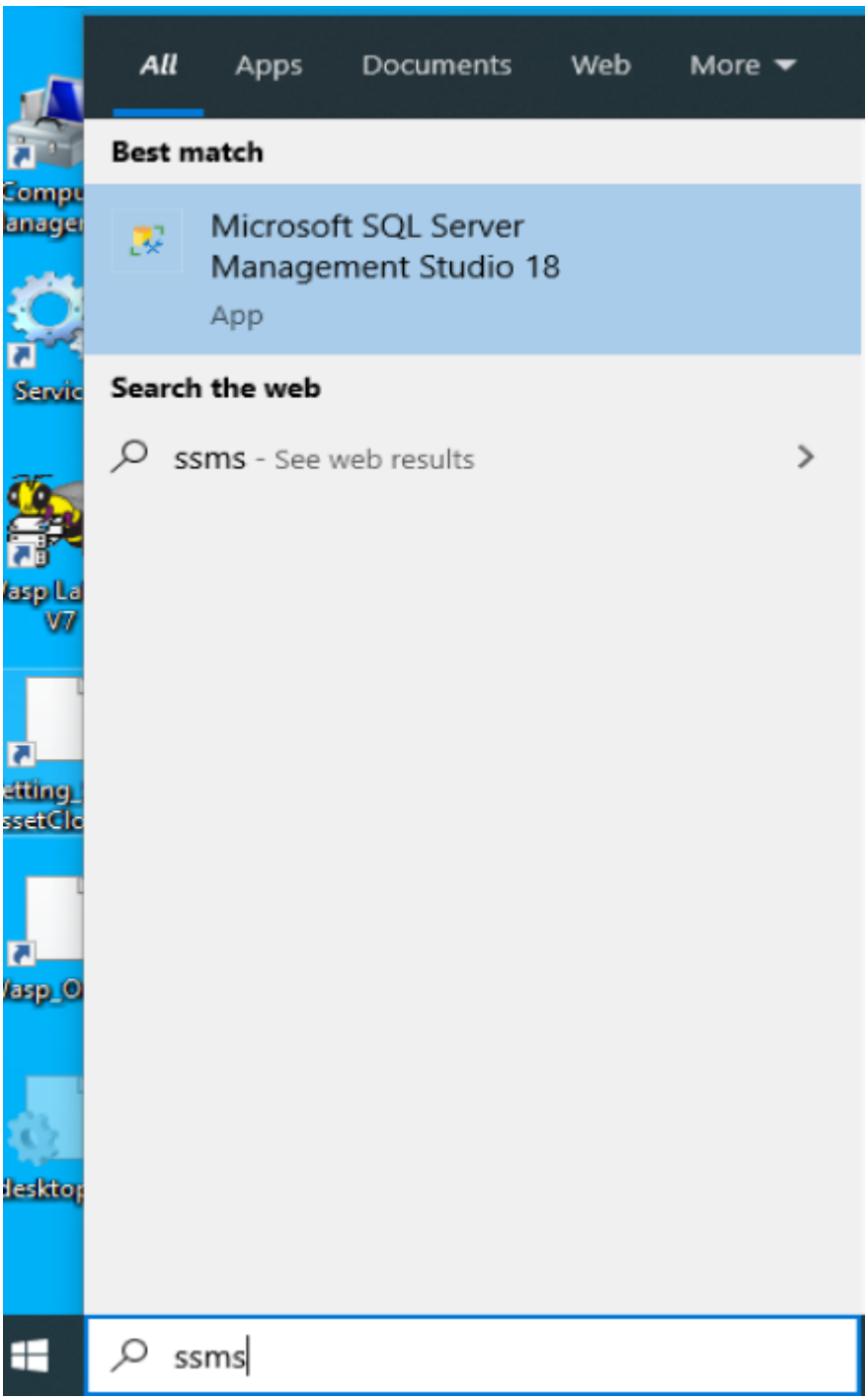
- Transfer the two files to the destination server, via flash drive, network copy, or other method to transfer the backup files to the new server. On the new server, open Windows Explorer and copy the backup files to C:\Program Files\Microsoft SQL Server\MSSQL14.WASPDATA\MSSQL\Backup.

Note: It is important to copy the files to the Backup folder to ensure they receive the correct permissions so SQL can read them.

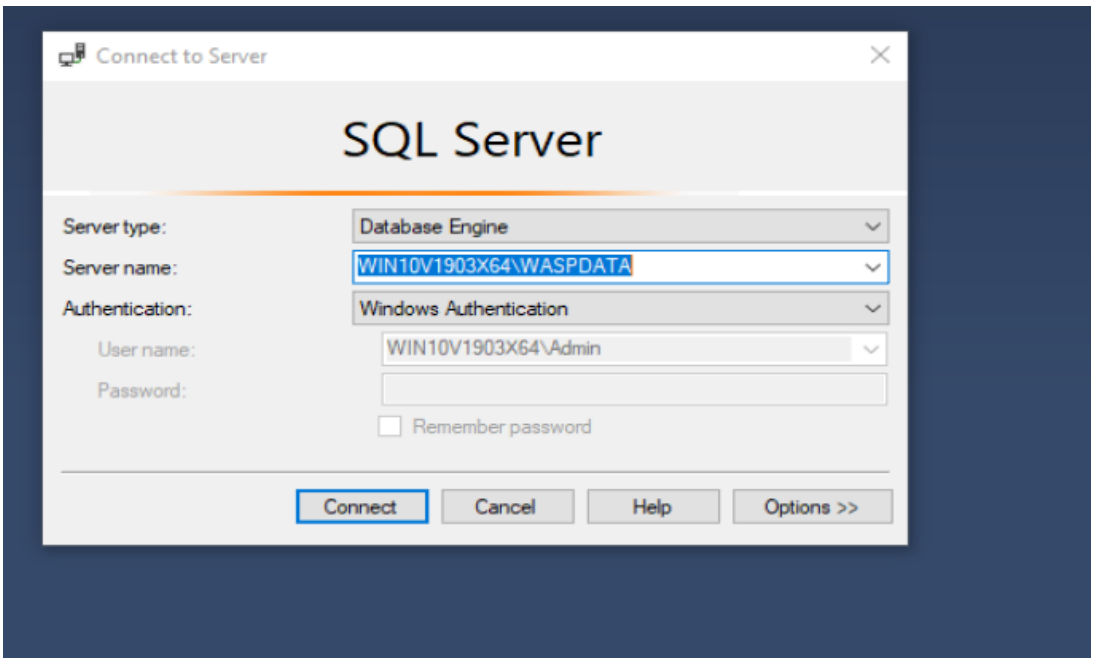


2. Restore the backup on the new server

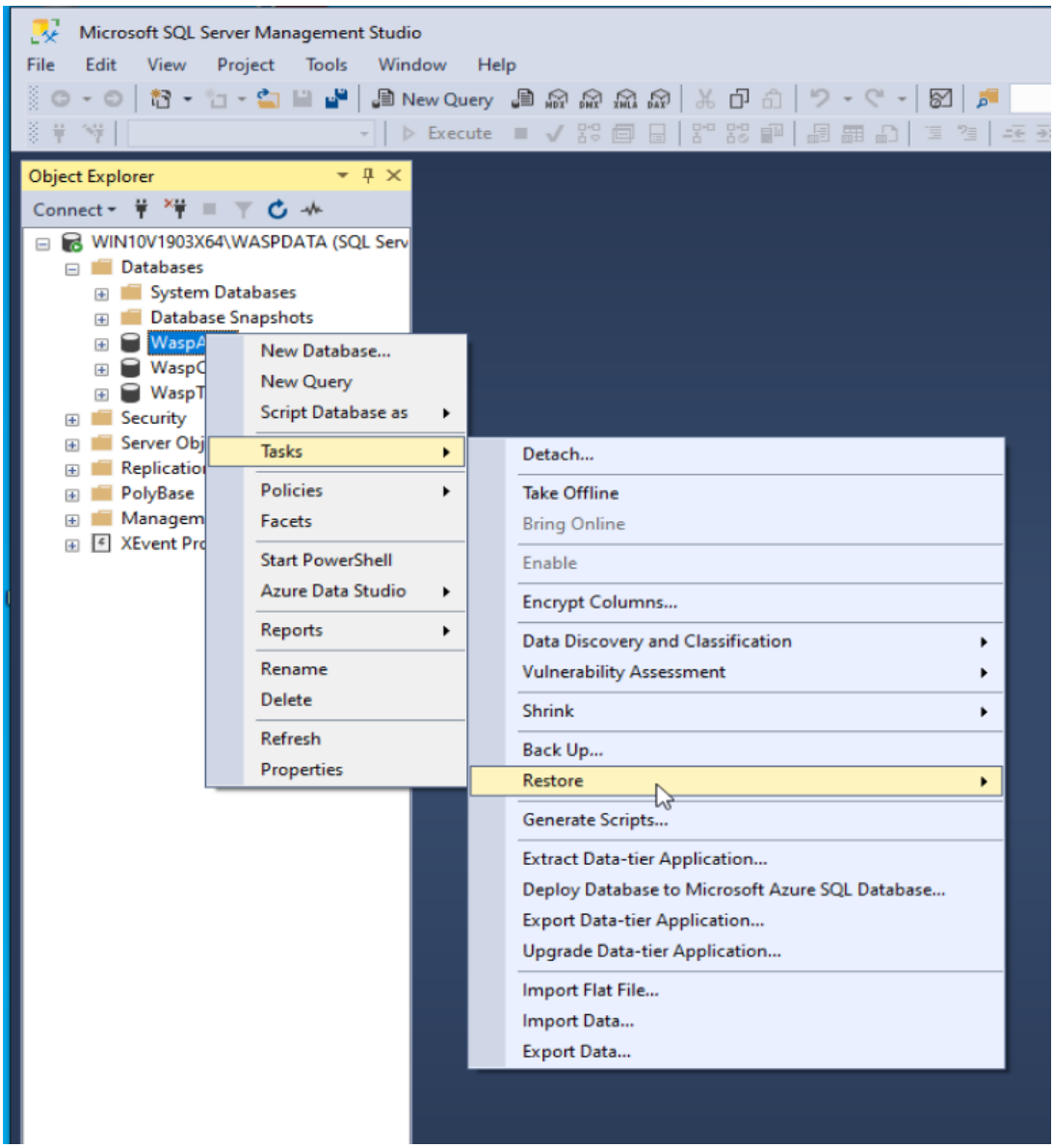
- Log into SQL. Click on **Start** > **Programs** > **Microsoft SQL Server** > **SQL Server Management Studio**.



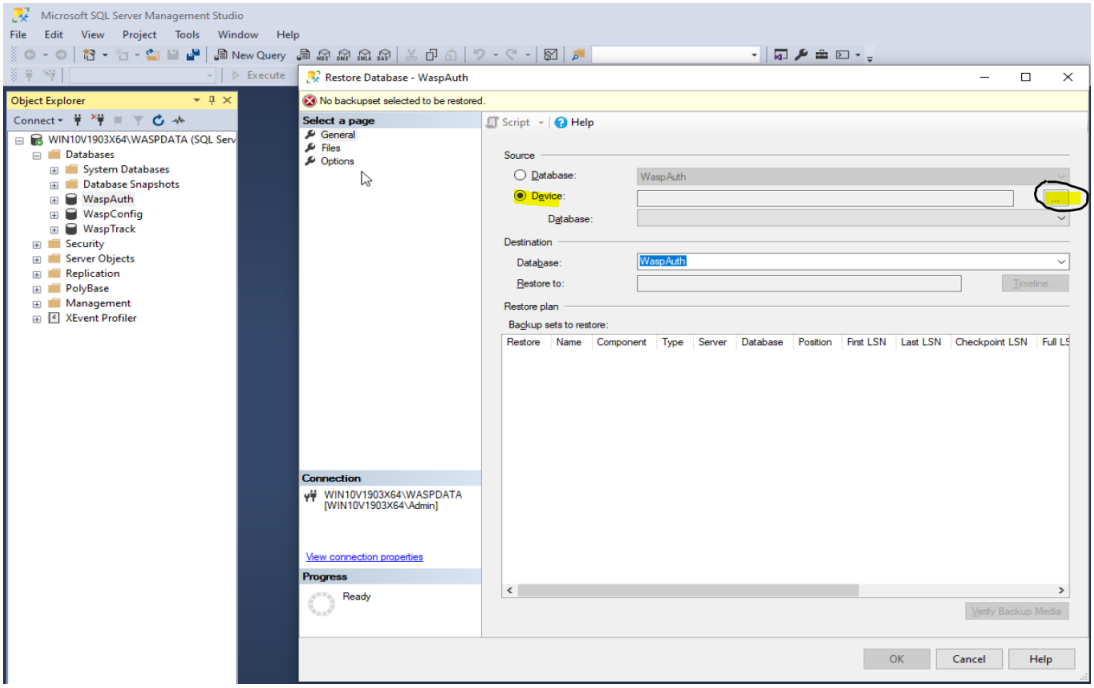
- Login using Windows Authentication



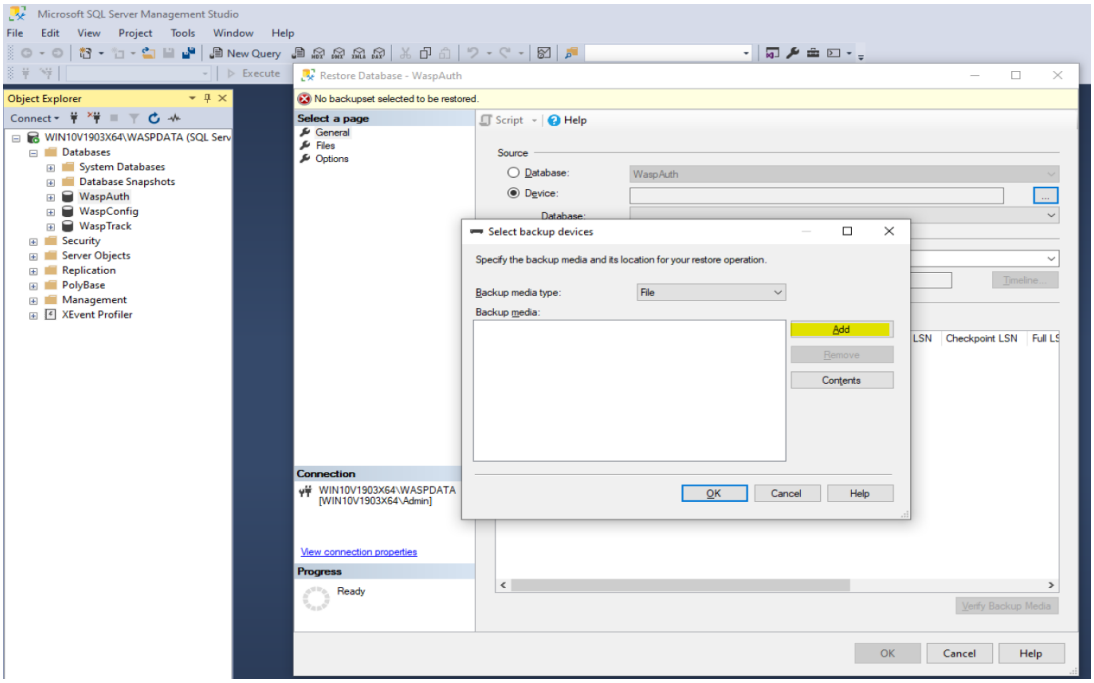
- Expand **Databases** on the left and **right click** on **WaspAuth** > go to **Tasks** > **Restore** > **Database..**



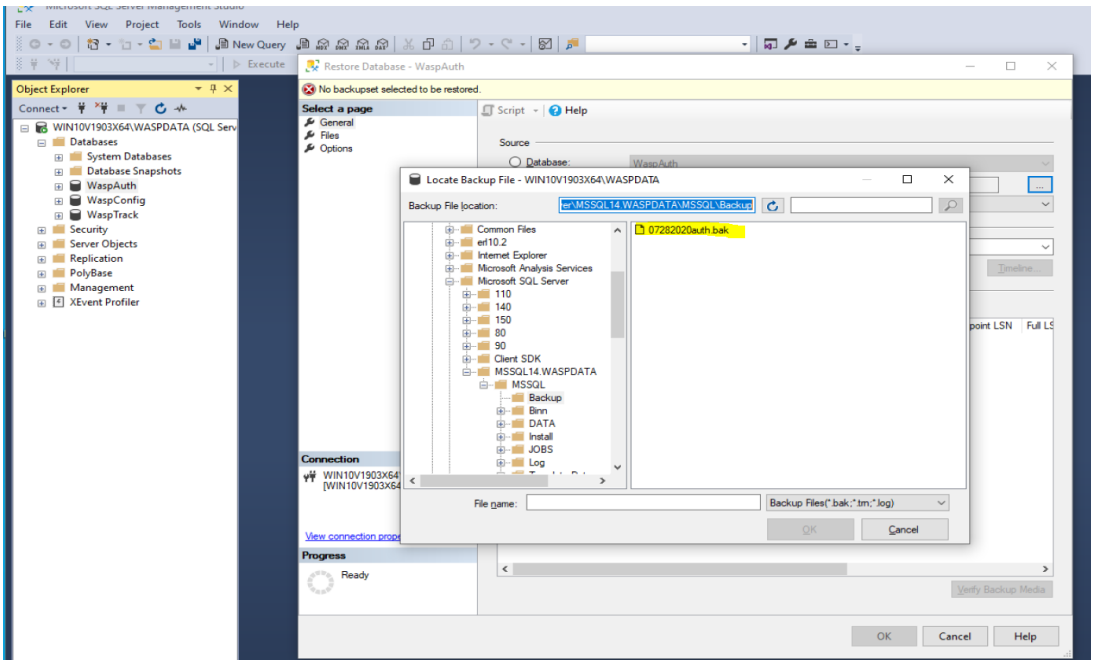
- Select the '**From device**' option and click on the browse **(...)** button



- Click on the '**Add**' button



- This should open up to the correct backup folder containing your database backup and select the file > click on **OK** > click on **OK**.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Databases
System Databases
Database Snapshots
WaspAuth
WaspConfig
WaspTrack
Security
Server Objects
Replication
PolyBase
Management
XEvent Profiler
Restore Database - WaspAuth
No backupset selected to be restored.
Select a page
General
Files
Options
Script
Help
Source
Database:
WaspAuth
Locate Backup File - WIN10V1903X64\WASPDATA
Backup File location:
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Progress
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Timeline...
Verify Backup Media
OK
Cancel
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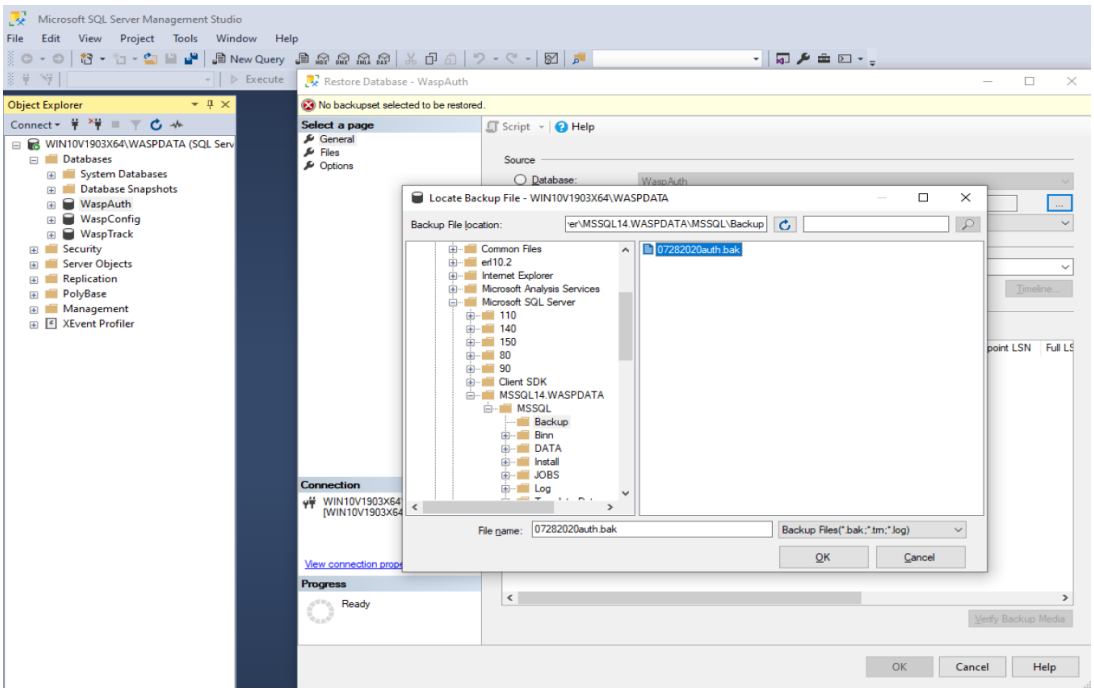
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View connection prope
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OK
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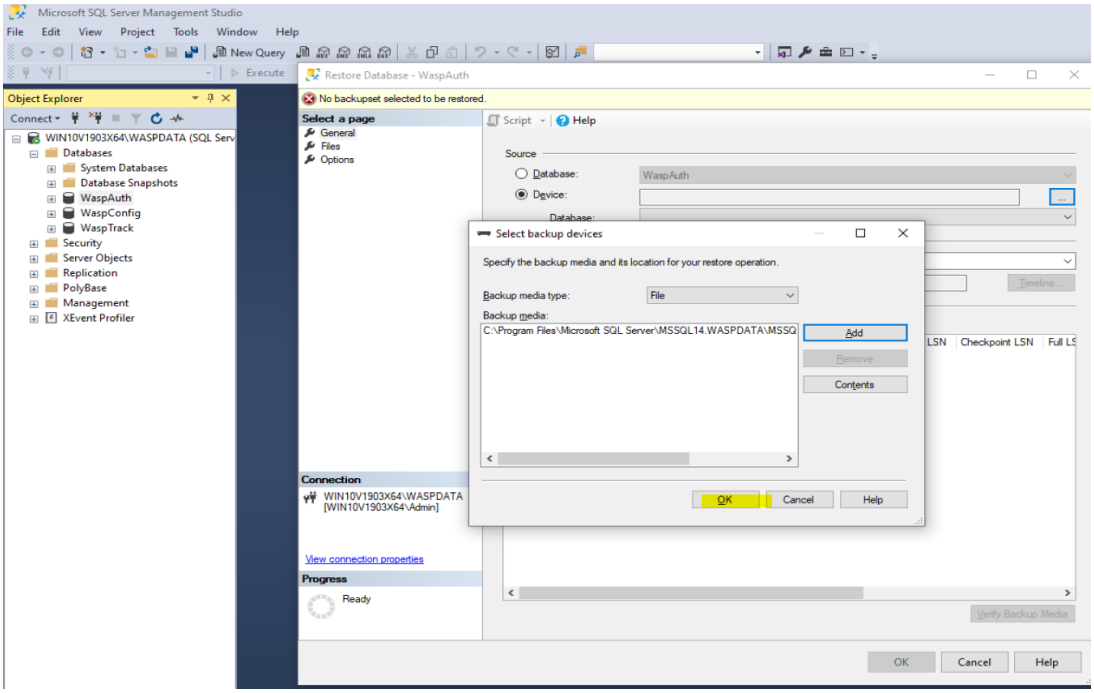
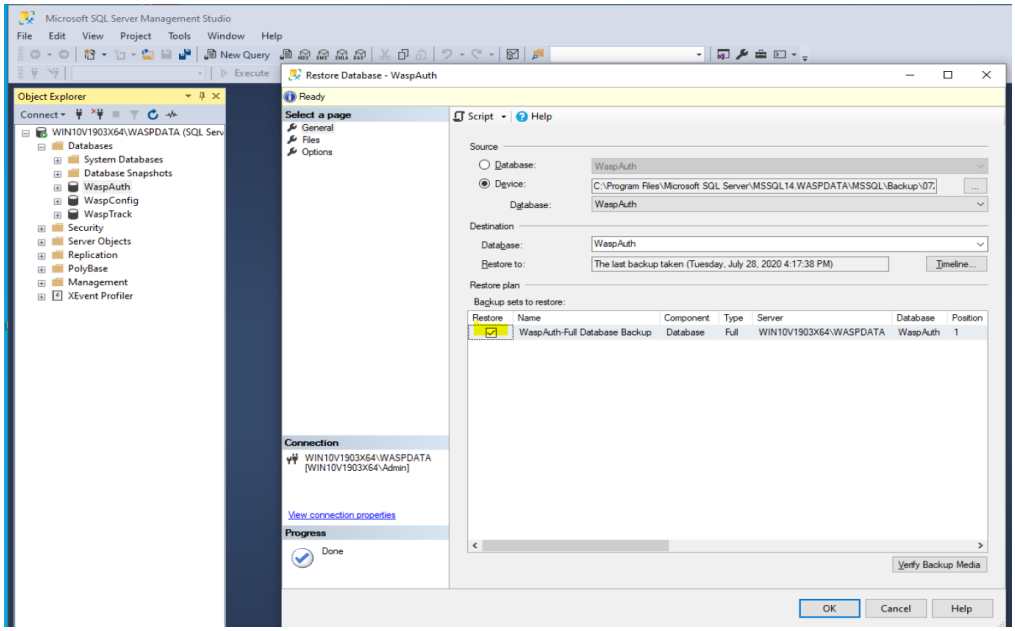
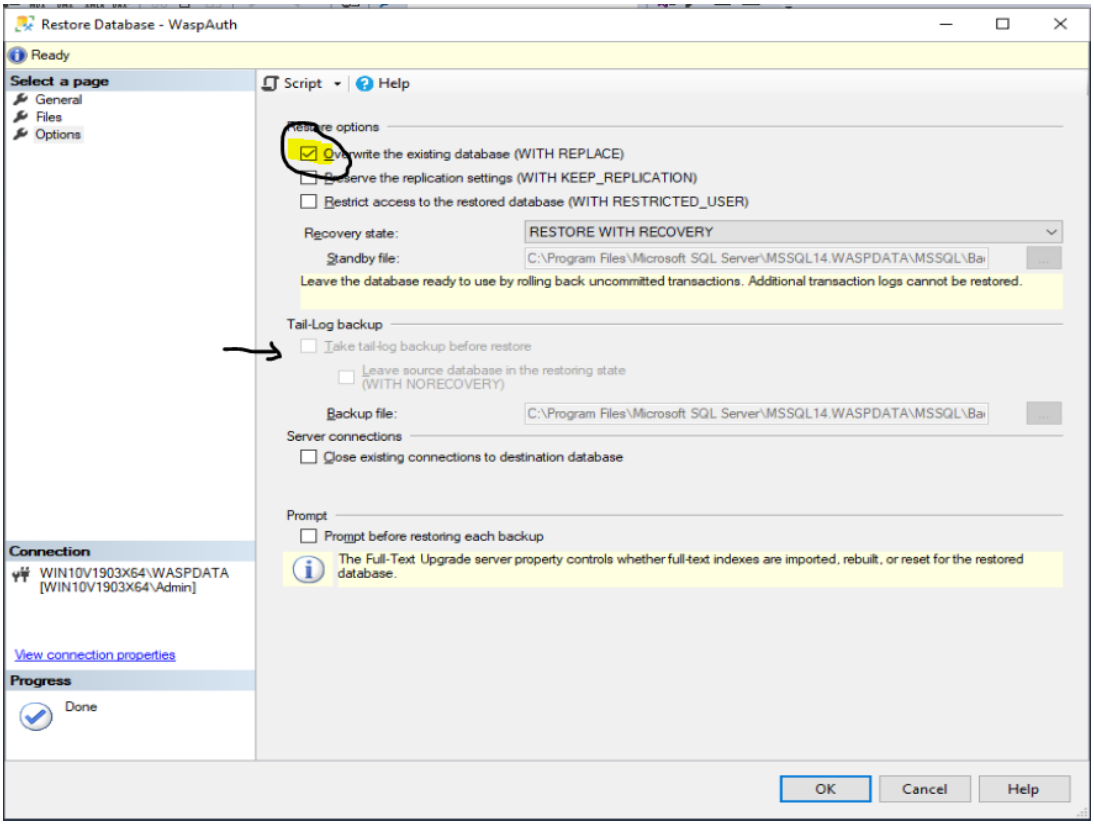
Help



- In the lower '**Select the backup sets to restore**' section of the Restore Database window, check the box next to the database set displayed.



- Click on 'Options' on the left of the window and check the box that says 'Overwrite the existing database' **Note: If Tail-Log backup is checked, uncheck this box**

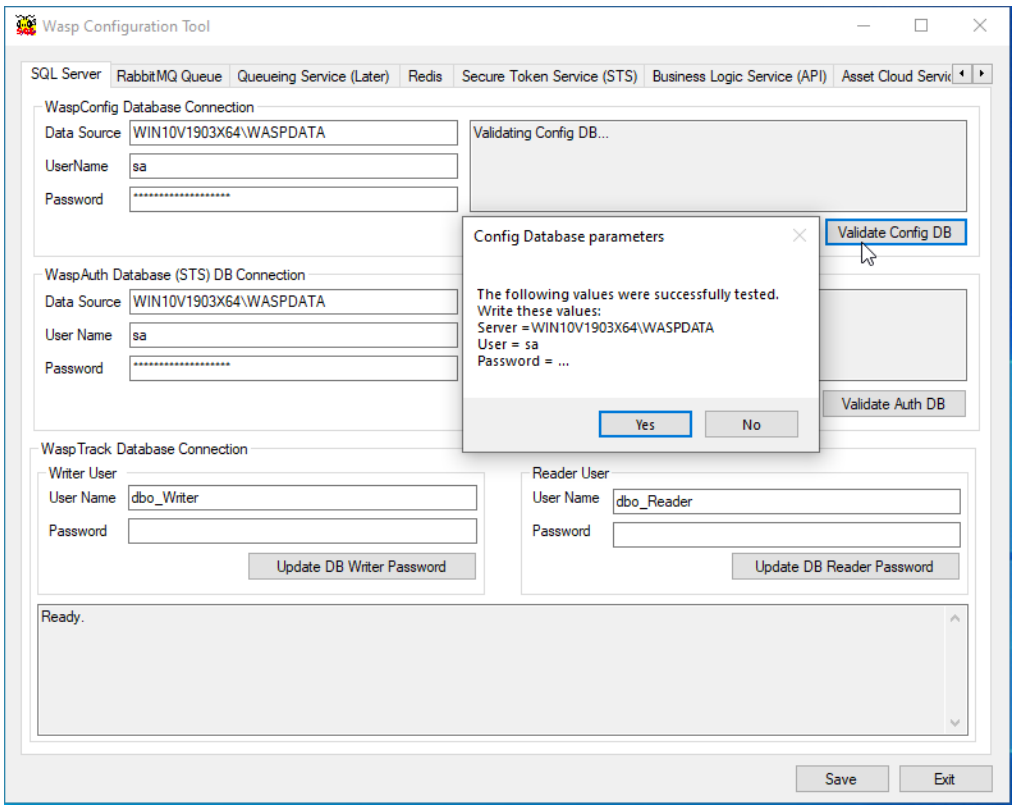


- Finally click on OK at the bottom and the backup should start restoring.
- After the progress bar on the left reaches 100% the restore should be complete.
- If your un into a "Database in Use" error message, check "Close Existing Connections to destination database" and click Ok again.

Repeat the restore steps for the WaspTrack database.

3. Fixing the Writer and Reader SQL Users using the Wasp Config Tool

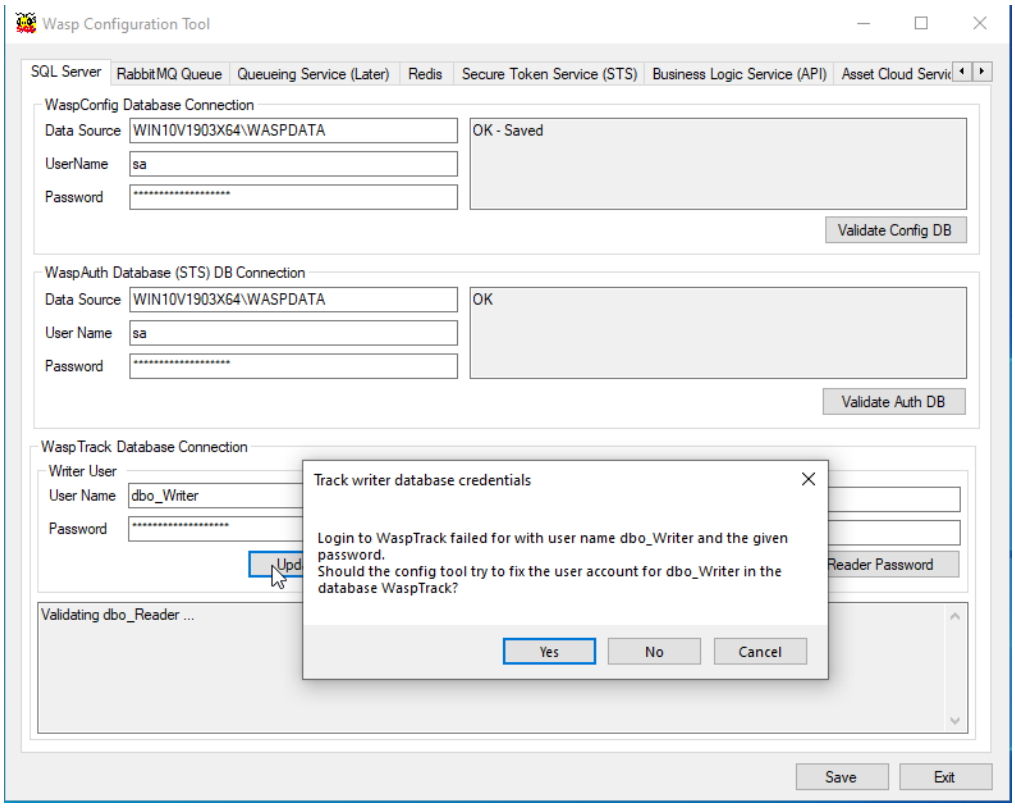
- After restoring both database backups, open the Wasp Config Tool as Admin and Validate SQL and update the Reader and Writer passwords.
- If you do not have the shortcut on your desktop for the Wasp Config Tool, it should be located here:
  C:\Program Files\Wasp Barcode Technologies\Wasp On-Premises Software\License\configure\Wasp.Installer.Configure.exe
-



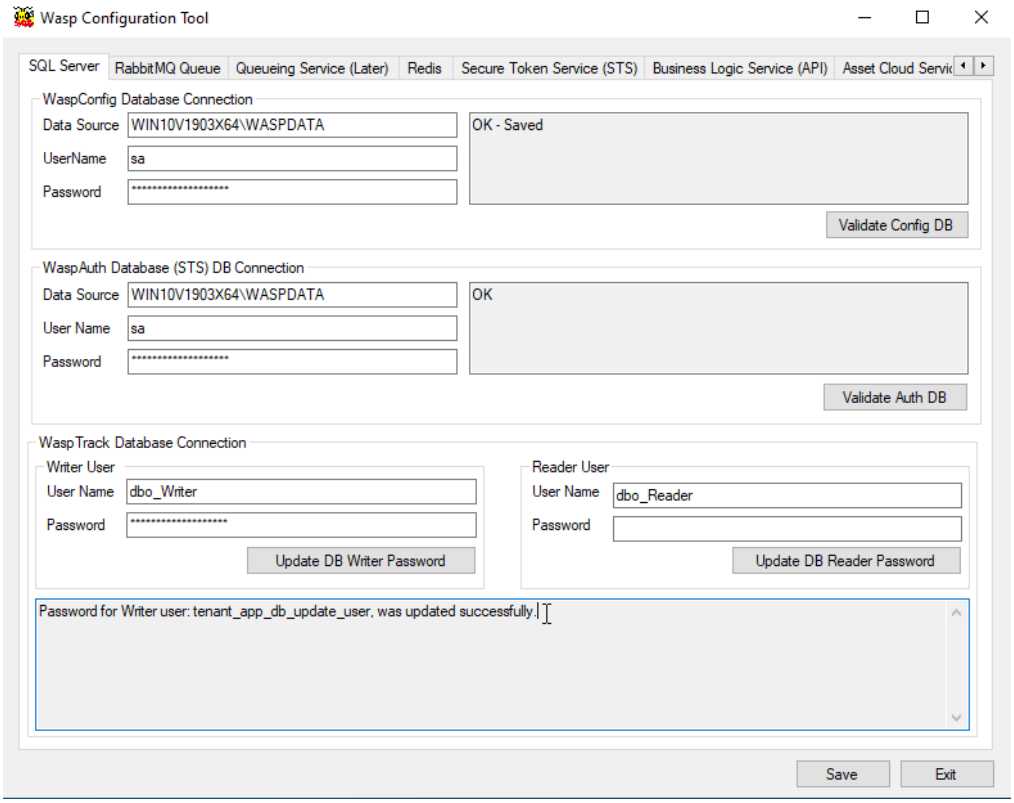
- Click "Validate Config DB", then in the popup select "Yes"
- Then use the following to update the writer and reader user passwords

  dbo_Writer db0-Wr1ter_P455w0rd

  dbo_Reader db0_Re4der-P455w0rd
- When you update the passwords, it may give you an error message and ask if you would like to fix it, say "Yes":



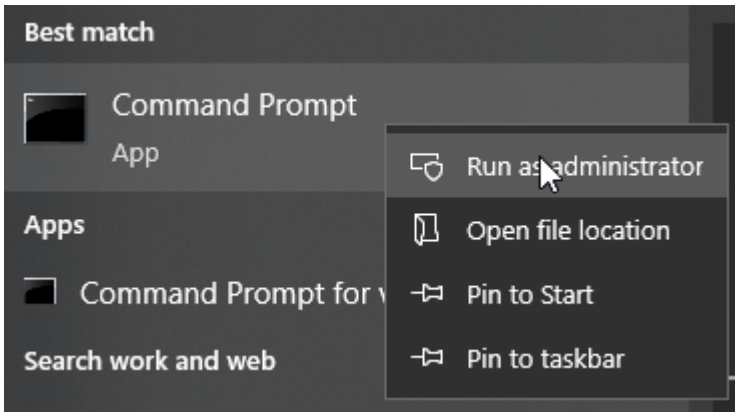
- Keep pressing "Yes" to fix until the results read "updated successfully"



- Do this for both the reader and the writer. It may be possible that you will see an error message here as many as 4 times. If you get this error more than 5 times, there may be some other issue that requires troubleshooting.
- Once both return "update successful", save and exit the Wasp Config Tool.

4. Updating the Databases

- If you're moving from an older version of the applicaiton to a newer version, you can run some commands to update the databases. If the application versions have not changed, this step can be skipped. However, there is also no harm in running this script even if the versions are the same.
- Open CMD as Amin



- Then copy/paste the following lines one at a time:
  cd C:\ProgramData\Wasp Barcode Technologies\MobileAssetWeb\Database\Tools\

Update.op.bat

- This will run the code to update the databases.
- Once complete, you can close the command prompt.

5. **Stop and then restart all the services (Bounce)**

    - Stop and then restart all the services in a specific order based on the knowledge base article below.
      https://support.waspbarcode.com/kb/articles/1590

Once the above has been completed, you should be able to successfully navigate to your OP URL and log in.

Related Pages

- Cloud On-Premise: Moving the database to a different SQL server (V2)
- Cloud On-Premise: Moving the database to a different SQL server
- Cloud On-Premise installation: Summary & Prerequisites