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

Sicaro - 2026-07-20 - 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.

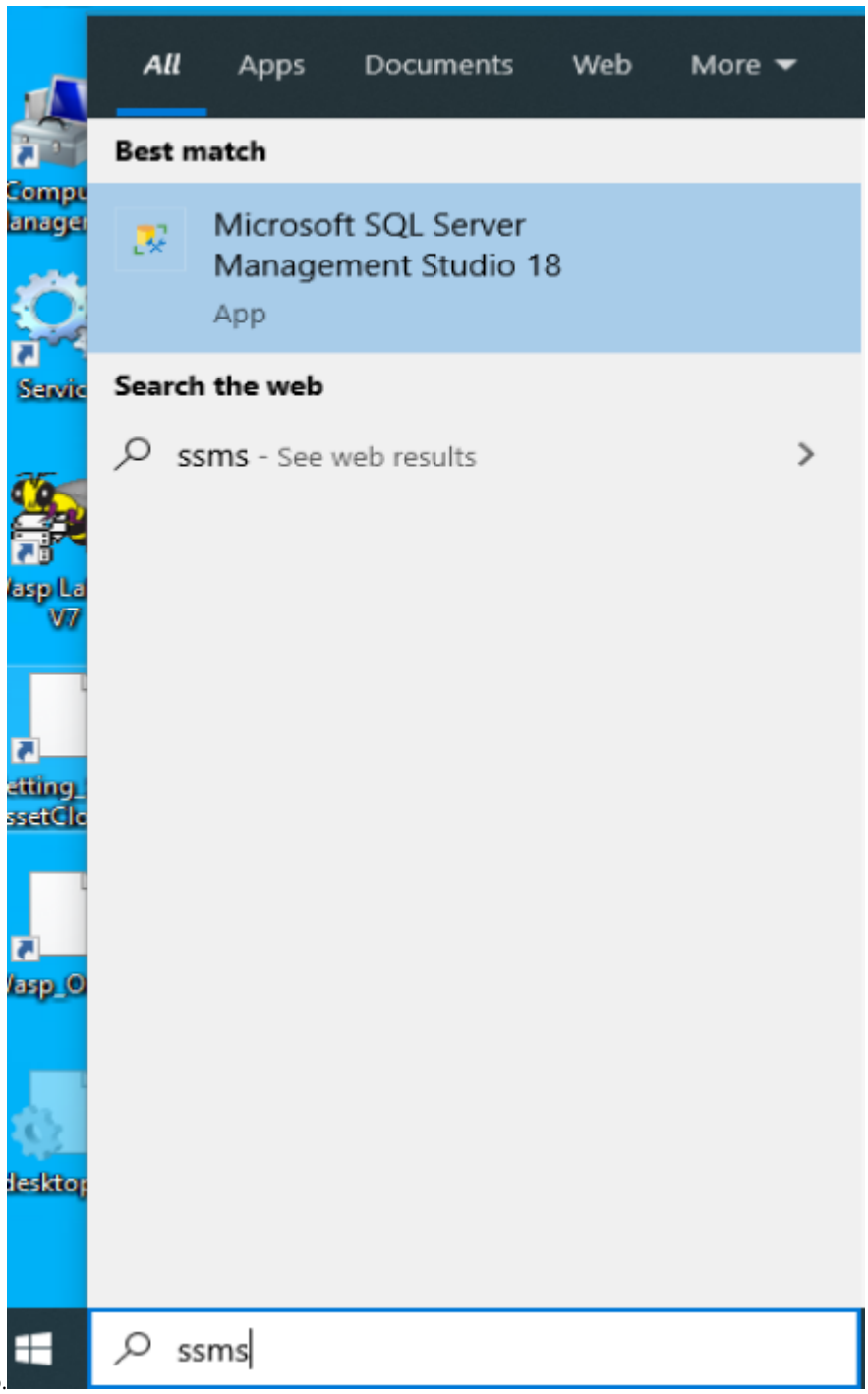
Note: Install AssetCloud or InventoryCloud On Prem software on new Server prior to performing the steps below. Ensure you are able to login. If needed, see the article linked below in Related Pages: Cloud On-Premise installation: Summary & Prerequisites.

If you do not have SQL Server Management Studio installed you can download the latest version from the link below

https://learn.microsoft.com/en-us/sql/ssms/download-sql-server-management-studio-ssms?view=sql-server-ver16#download-ssms

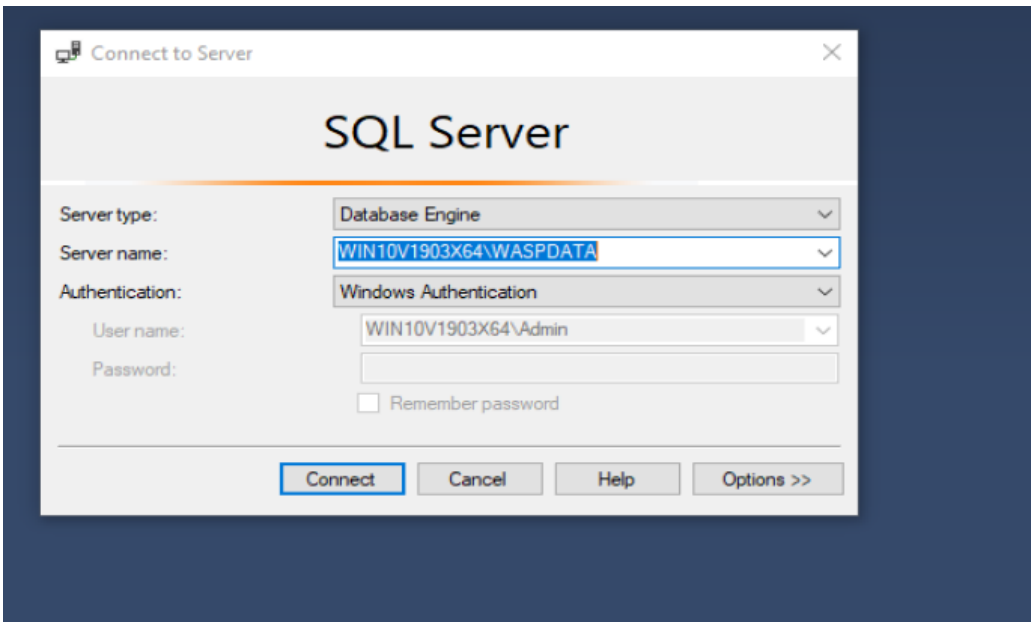
1. Create a backup of the existing database.

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

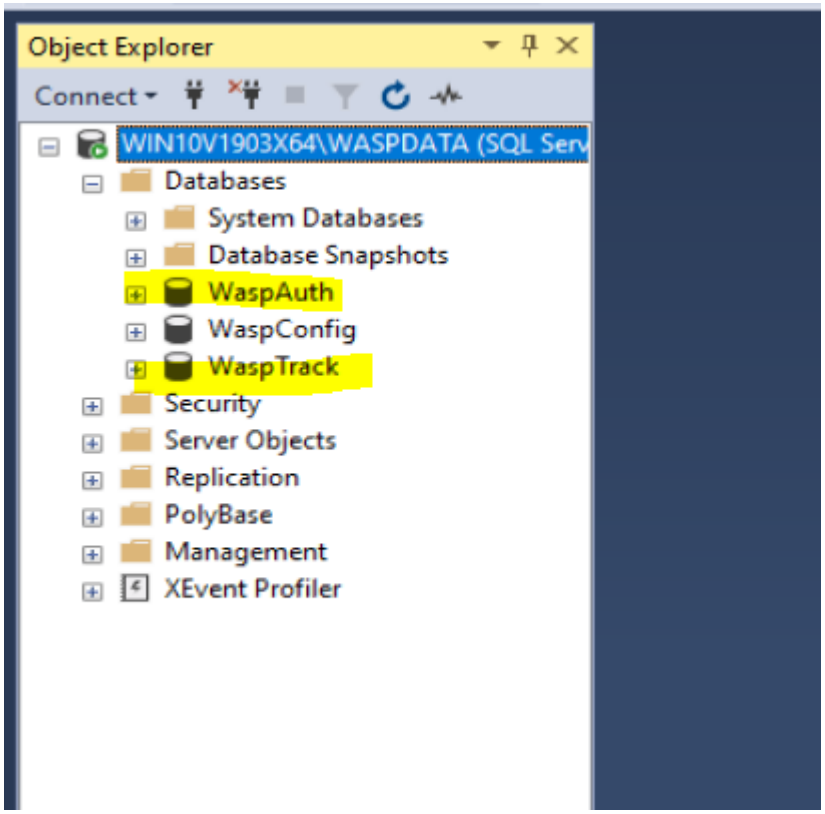


Studio.

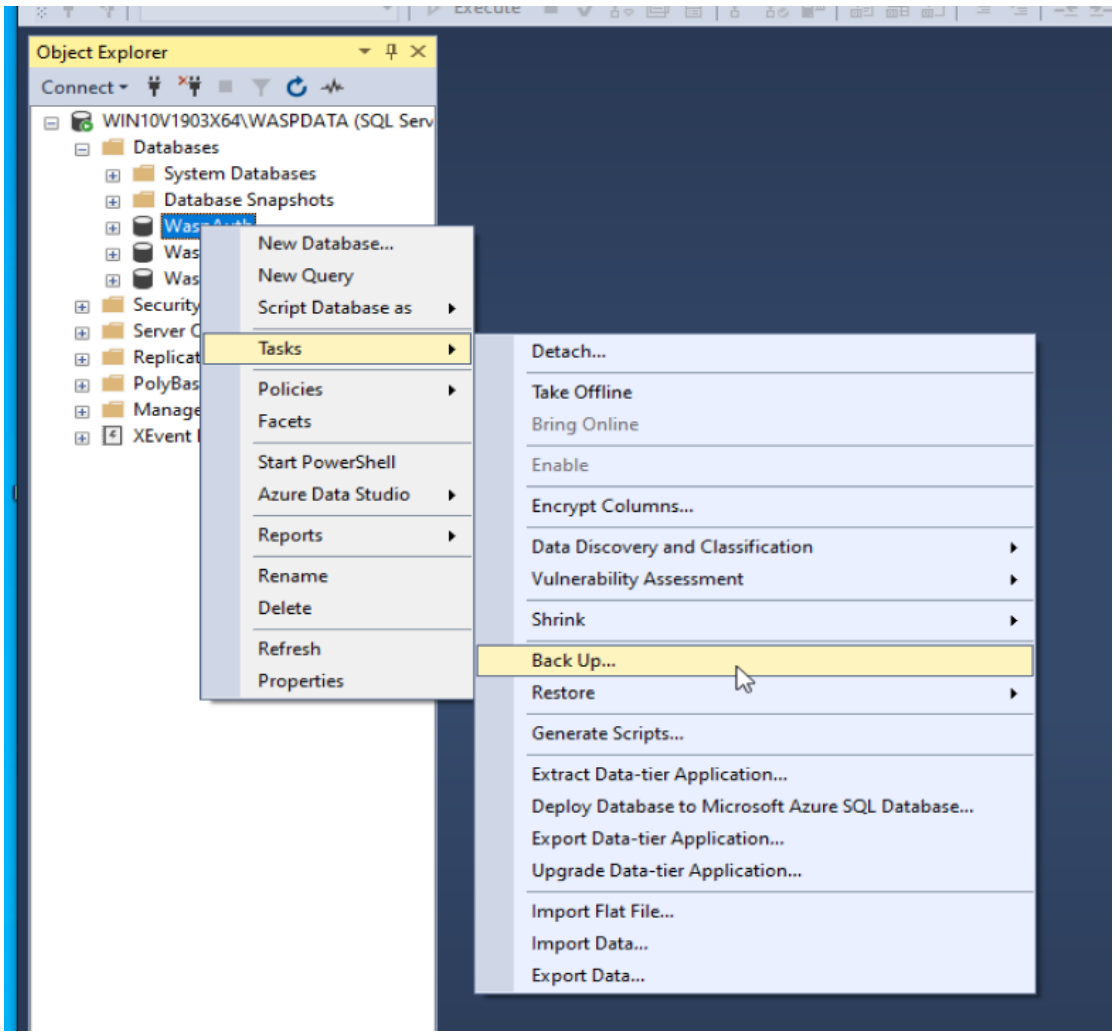
- Login using Windows Authentication



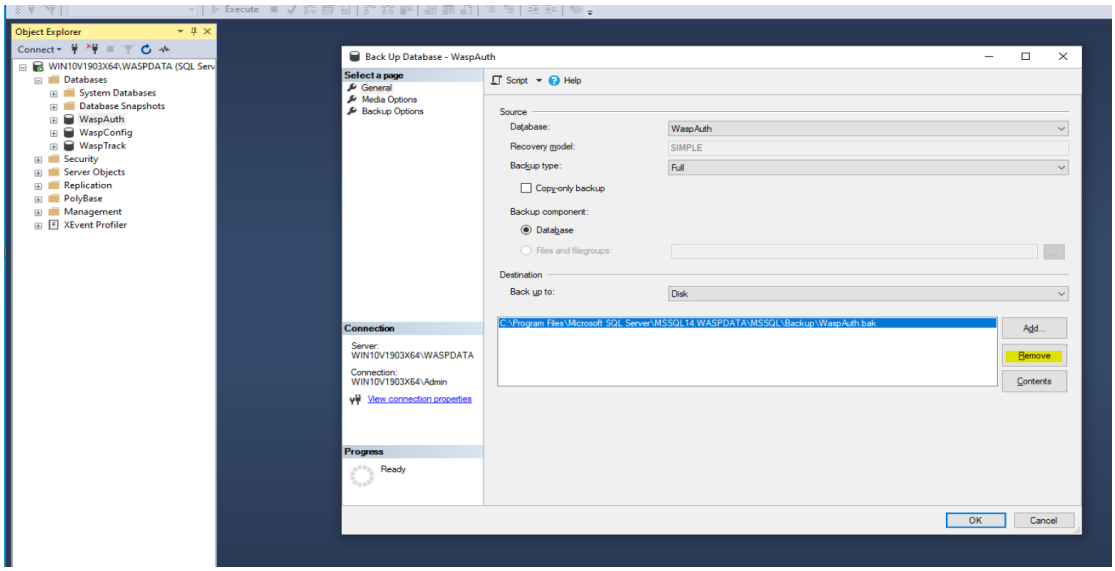
- Once in SSMS you will expand Databases. In there you will see two databases that need to be backed up, WaspAuth and WaspTrack.



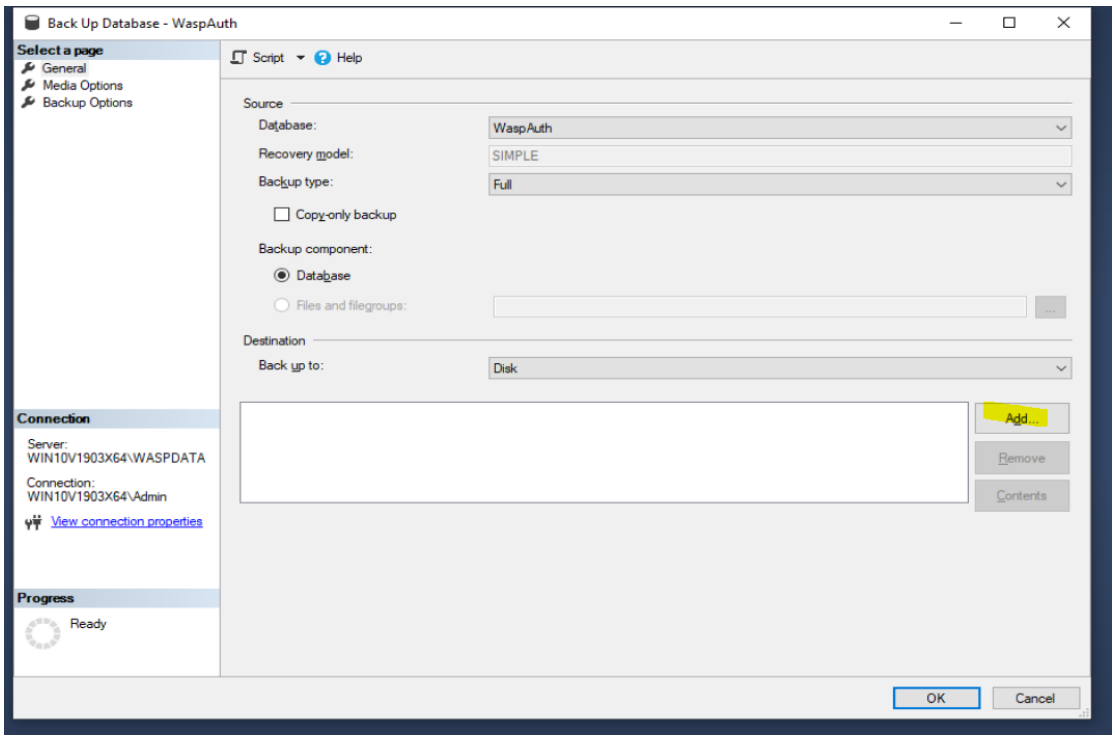
- Right-click the database you need to backup and select **Tasks**, then choose **Back Up**.

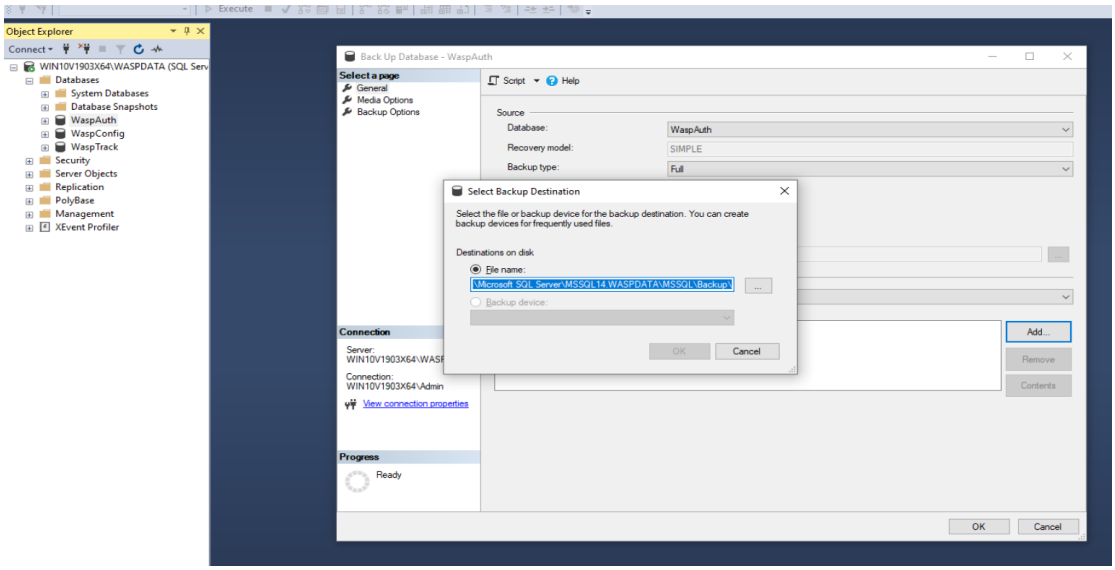


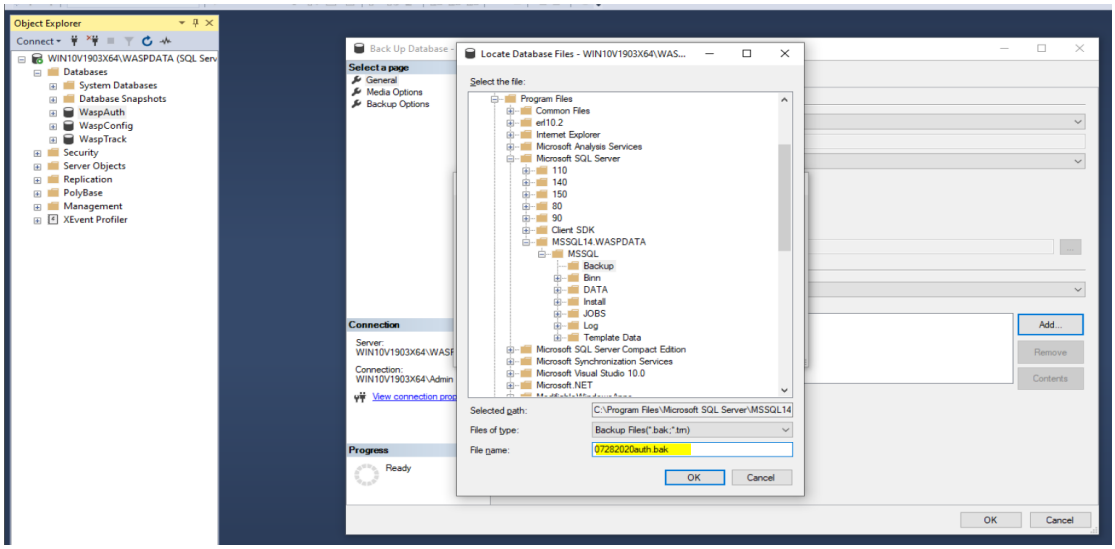
- Next to the lower **Destination** section of the Back Up Database - click Remove to remove anything currently shown in the box.

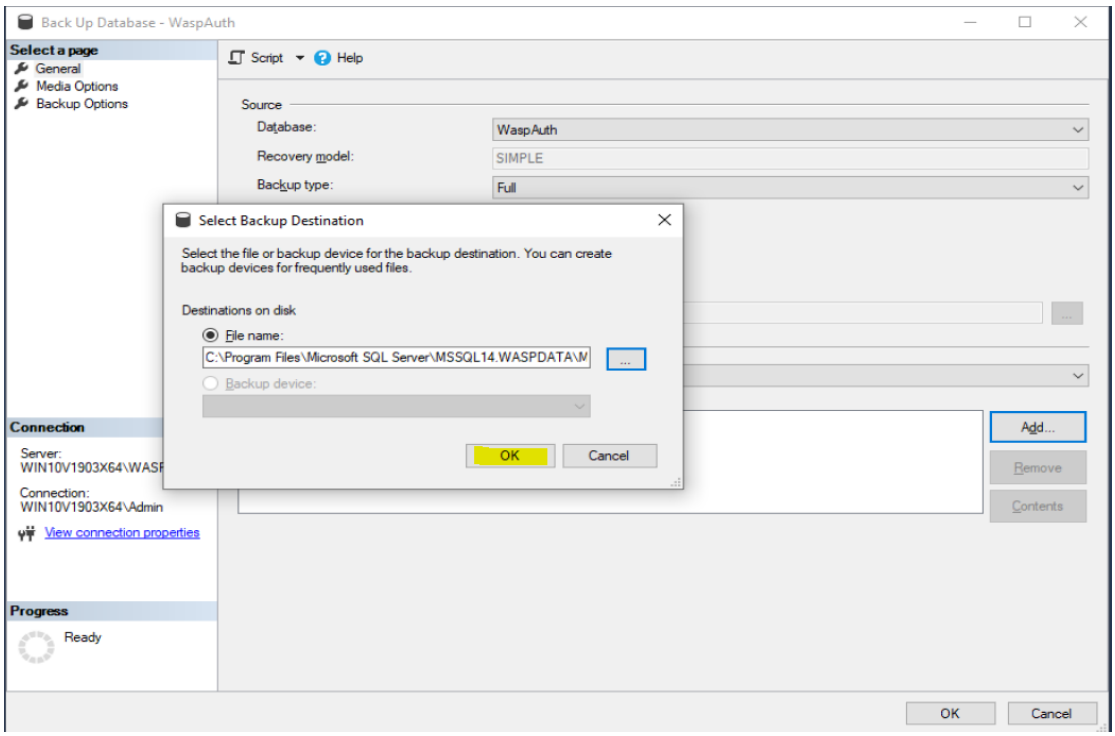


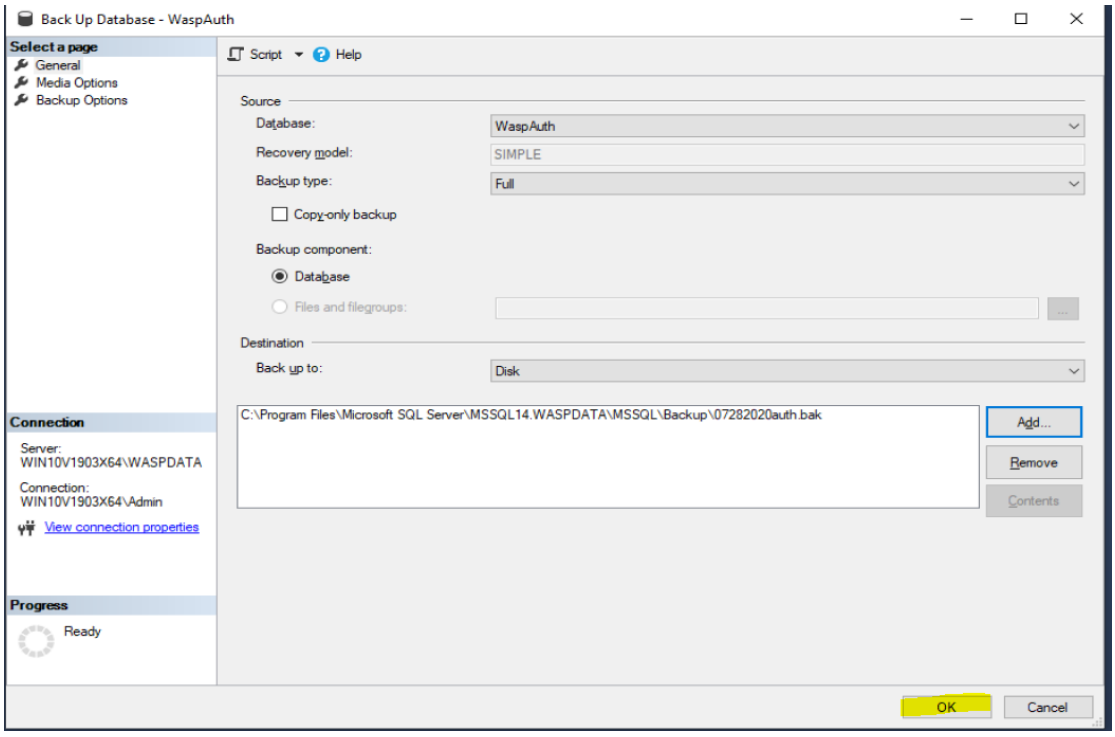
- Click Add. It will display the folder path for the installation. At the end of the path, add a filename for the backup that will be unique, like ServerMove.bak. Click OK on both windows to create the backup.

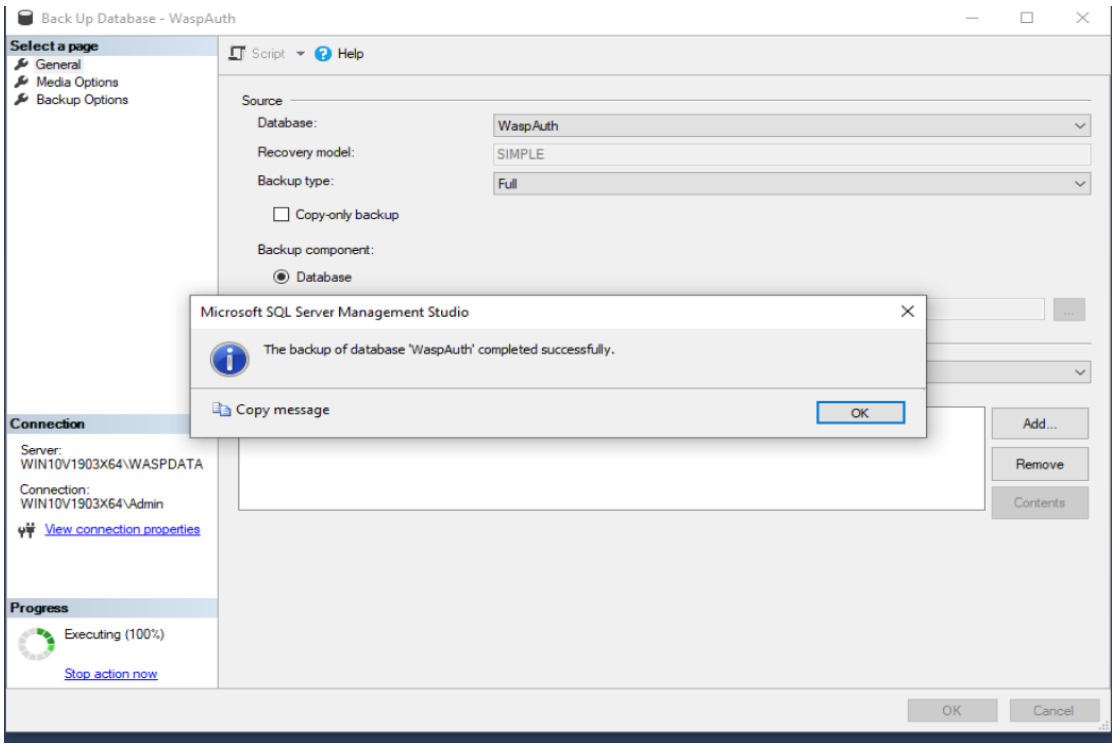

Back Up Database - WaspAuth
Select a page
General
Media Options
Backup Options
Script
Help
Source
Database:
WaspAuth
Recovery model:
SIMPLE
Backup type:
Full
Copy-only backup
Backup component:
Database
Files and filegroups:
Destination
Back up to:
Disk
Add...
Remove
Contents
Connection
Server:
WIN10V1903X64\WASPDATA
Connection:
WIN10V1903X64\Admin
View connection properties
Progress
Ready
OK
Cancel


Object Explorer
Connect
WIN10V1903X64\WASPDATA (SQL Serv
Databases
System Databases
Database Snapshots
WaspAuth
WaspConfig
WaspTrack
Security
Server Objects
Replication
PolyBase
Management
XEvent Profiler
Back Up Database - WaspAuth
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
File name:
\Microsoft SQL Server\MSSQL14.WASPDATA\MSSQL\Backup\
Backup device:
OK
Cancel


Object Explorer
Connect
WIN10V1903X64\WASPDATA (SQL Serv
Databases
System Databases
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WaspConfig
WaspTrack
Security
Server Objects
Replication
PolyBase
Management
XEvent Profiler
Locate Database Files - WIN10V1903X64\WAS...
Select the file:
Program Files
Common Files
erl10.2
Internet Explorer
Microsoft Analysis Services
Microsoft SQL Server
110
140
150
80
90
Client SDK
MSSQL14.WASPDATA
MSSQL
Backup
Binn
DATA
Install
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;*.tm)
File name:
07282020auth.bak
OK
Cancel


Back Up Database - WaspAuth
Select a page
General
Media Options
Backup Options
Script
Help
Source
Database:
WaspAuth
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
File name:
C:\Program Files\Microsoft SQL Server\MSSQL14.WASPDATA\M
Backup device:
OK
Cancel
Connection
Server:
Connection:
WIN10V1903X64\Admin
View connection properties
Progress
Ready
Add...
Remove
Contents
OK
Cancel

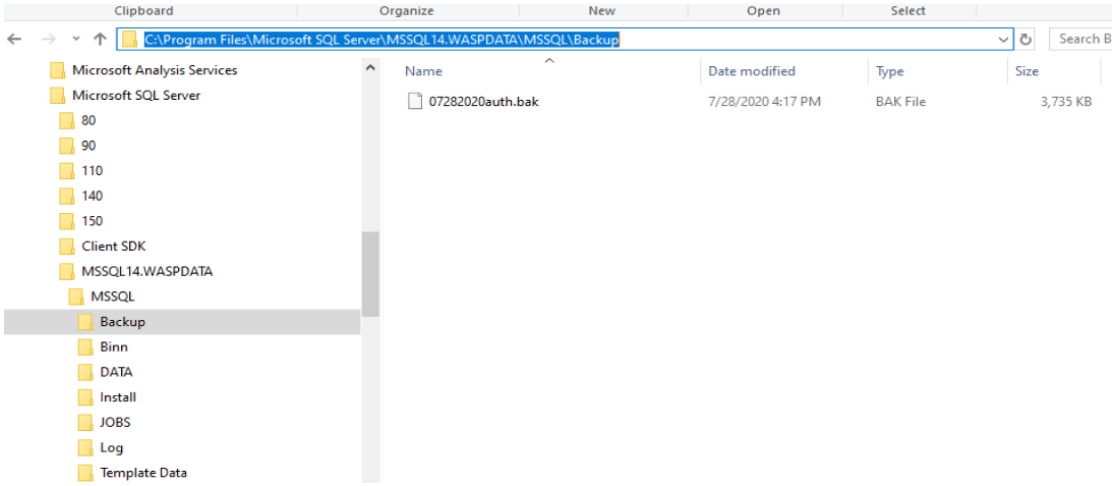

Back Up Database - WaspAuth
Select a page
General
Media Options
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Script
Help
Source
Database:
WaspAuth
Recovery model:
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Backup type:
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Copy-only backup
Backup component:
Database
Files and filegroups:
Destination
Back up to:
Disk
C:\Program Files\Microsoft SQL Server\MSSQL14.WASPDATA\MSSQL\Backup\07282020auth.bak
Connection
Server:
WIN10V1903X64\WASPDATA
Connection:
WIN10V1903X64\Admin
View connection properties
Progress
Ready
Add...
Remove
Contents
OK
Cancel



Make note of the Backup location.

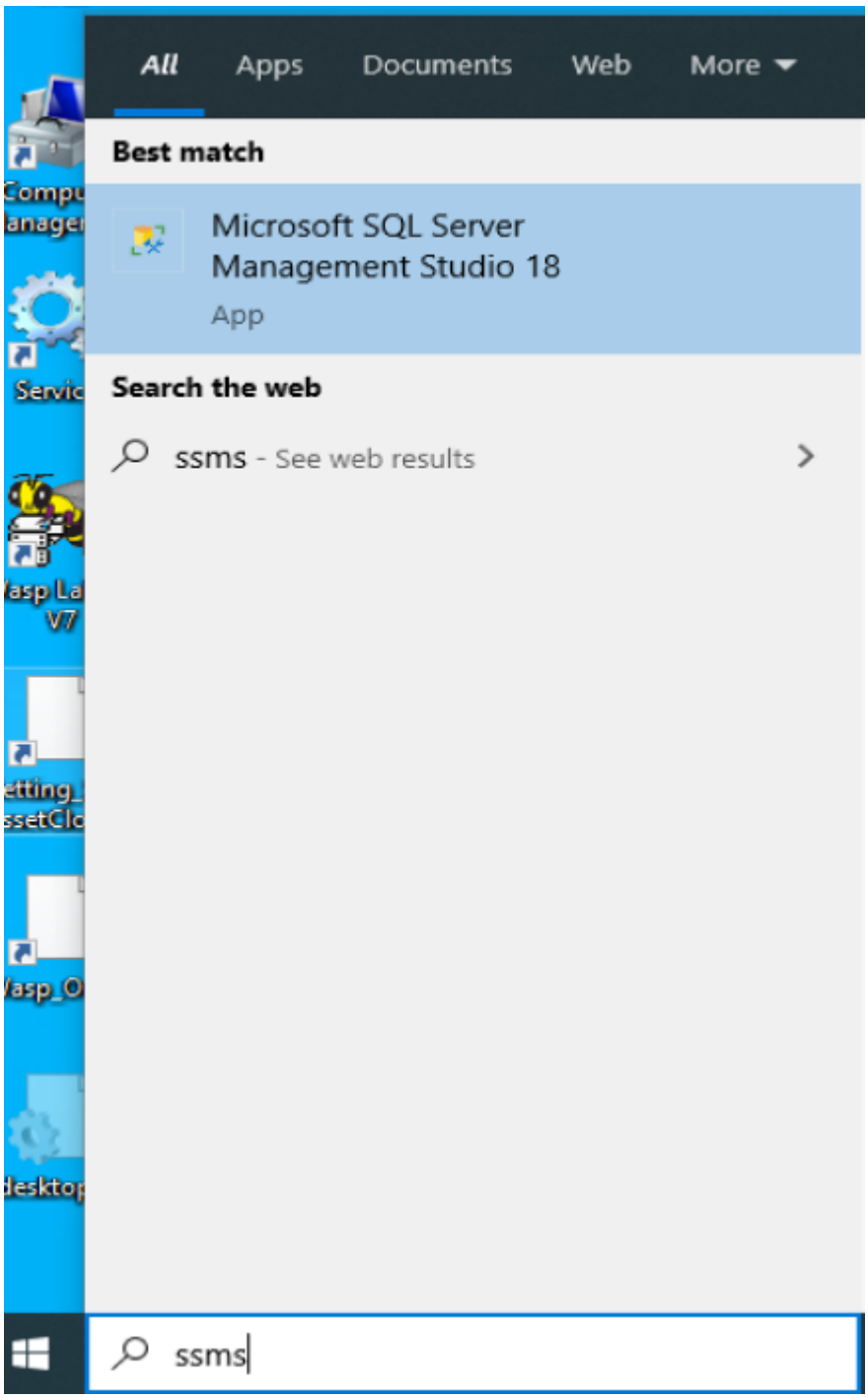
- Transfer the two files to the destination server, via flash drive, network copy, or other method to transfer the backup files to the new server. On the new server, open Windows Explorer and copy the backup files to C:\Program Files\Microsoft SQL Server\MSSQL14.WASPDATA\MSSQL\Backup.

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

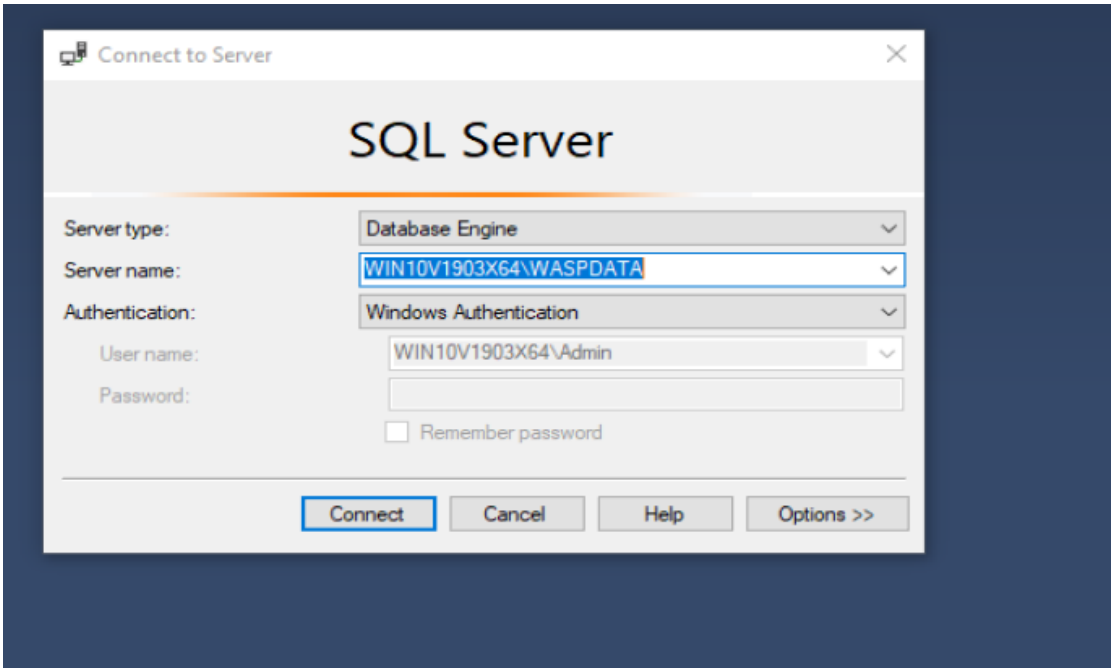


2. Restore the backup on the new server

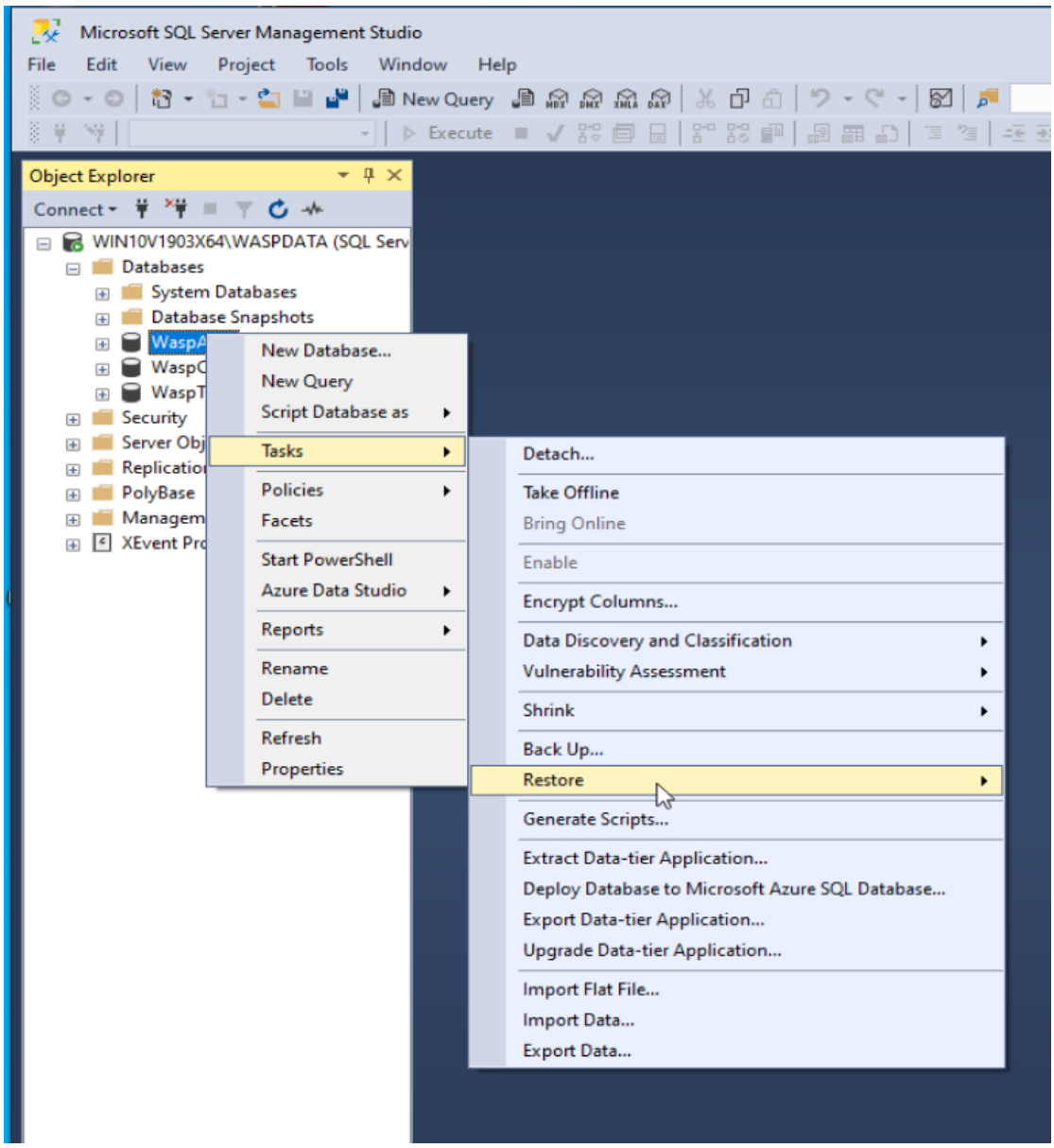
- Log into SQL. Click on **Start > Programs > Microsoft SQL Server > SQL Server Management Studio**.



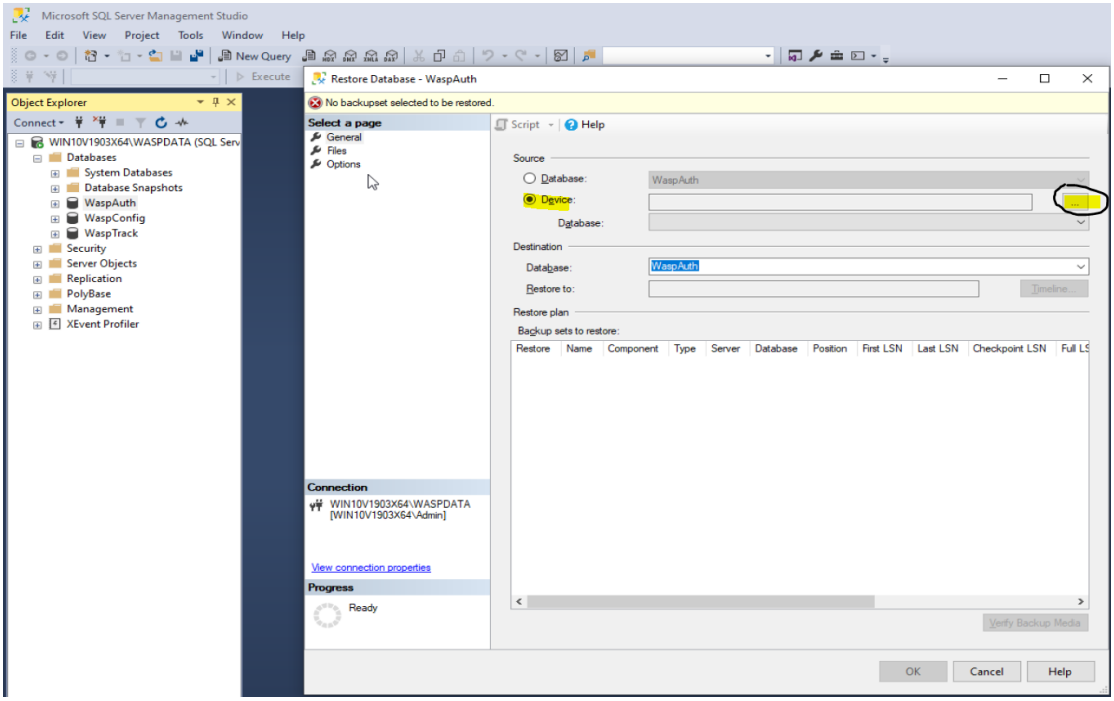
- Login using Windows Authentication



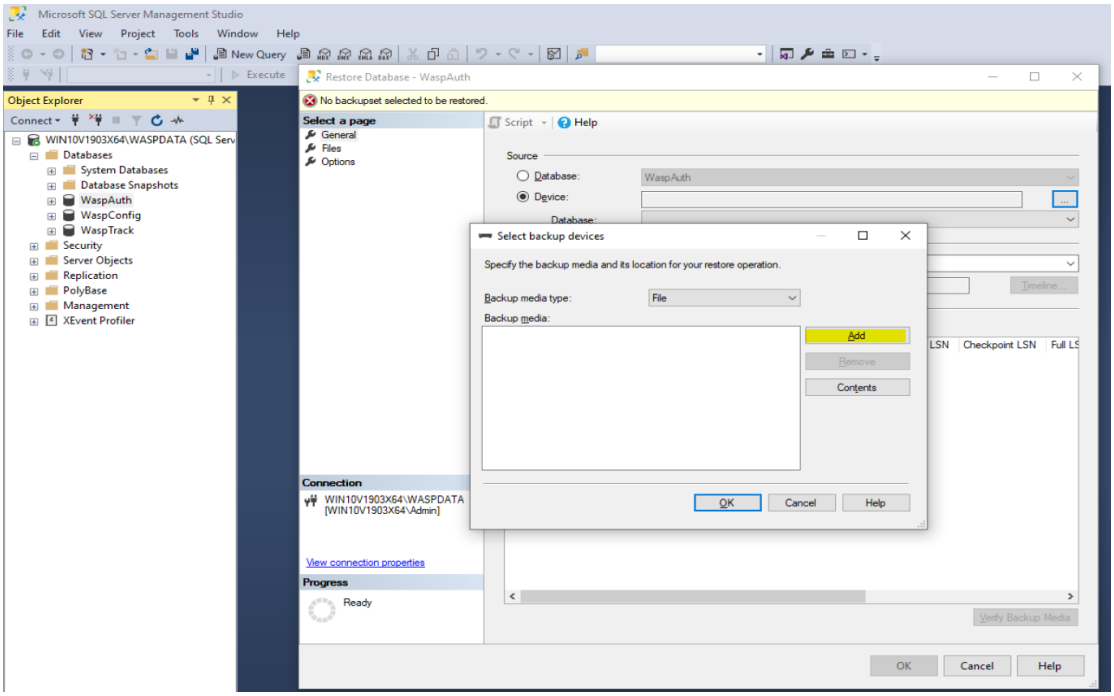
- Expand **Databases** on the left and **right click** on **WaspAuth** > go to **Tasks** > **Restore** > **Database..**



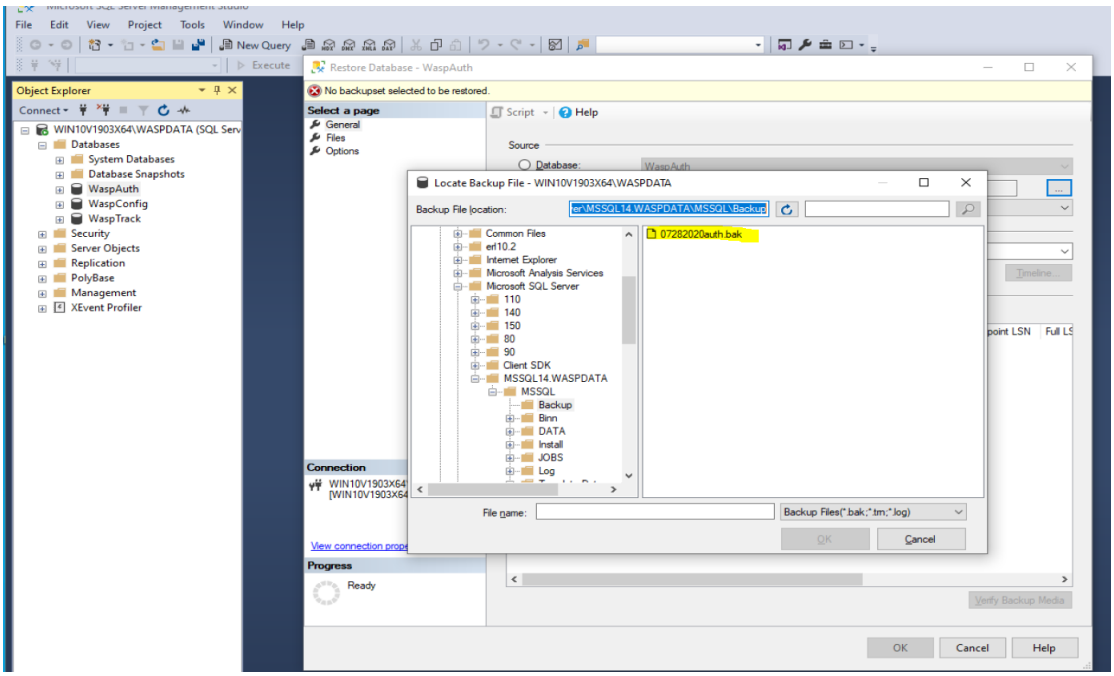
- Select the '**From device**' option and click on the browse **(...)** button

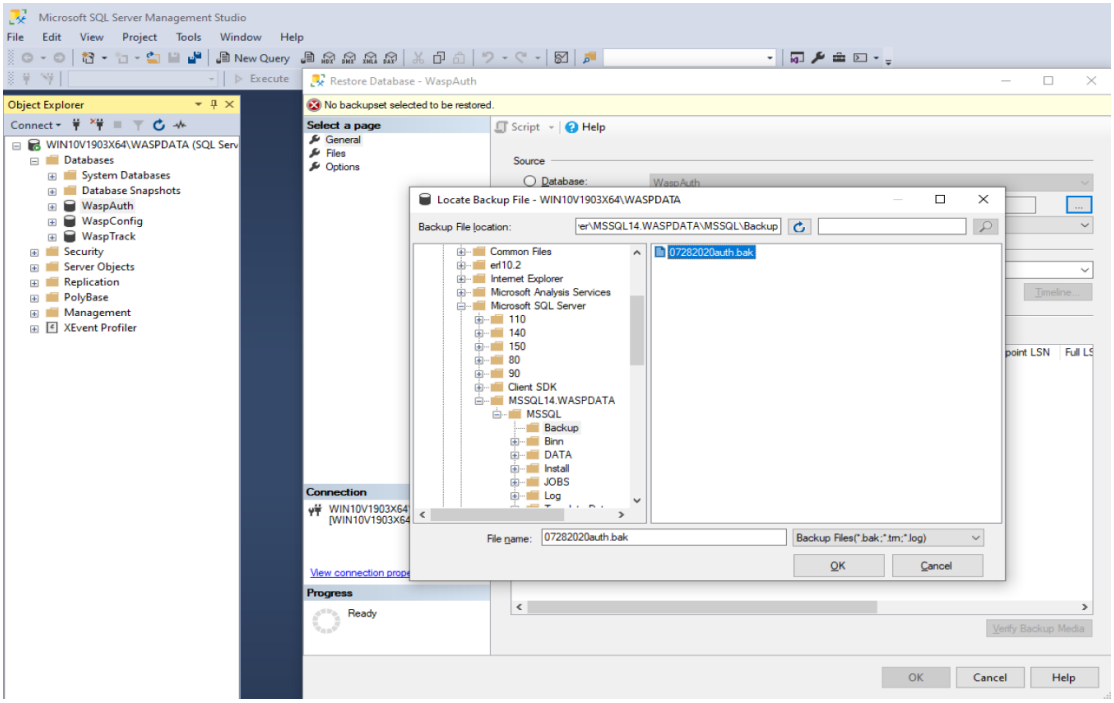


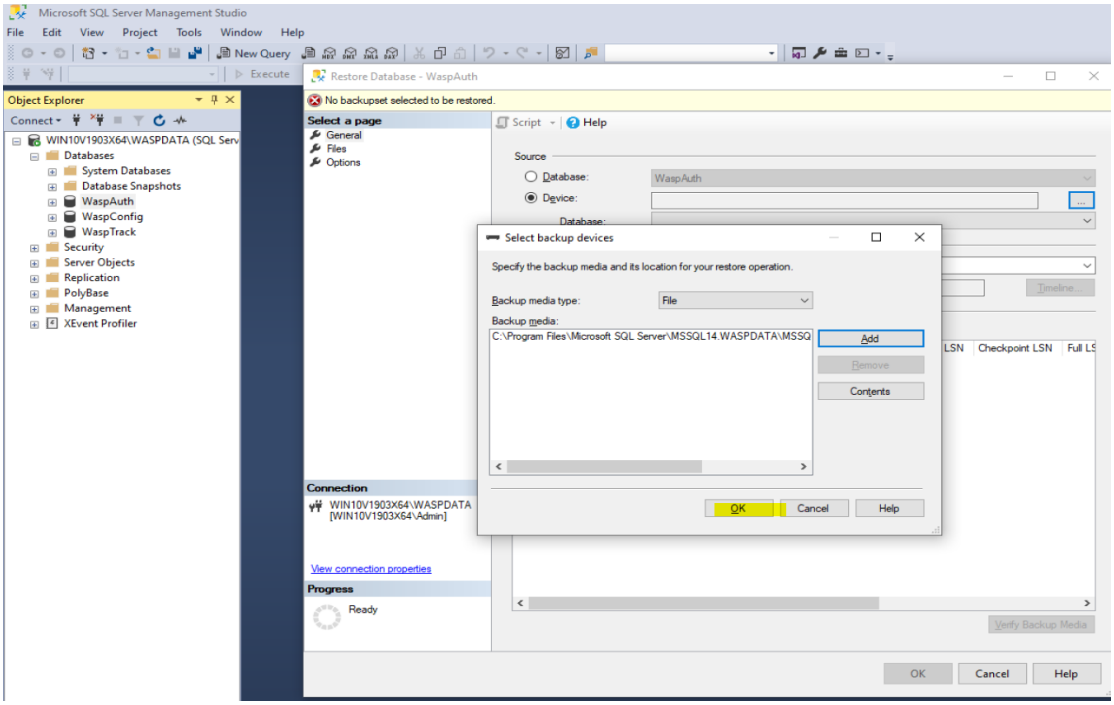
- Click on the '**Add**' button



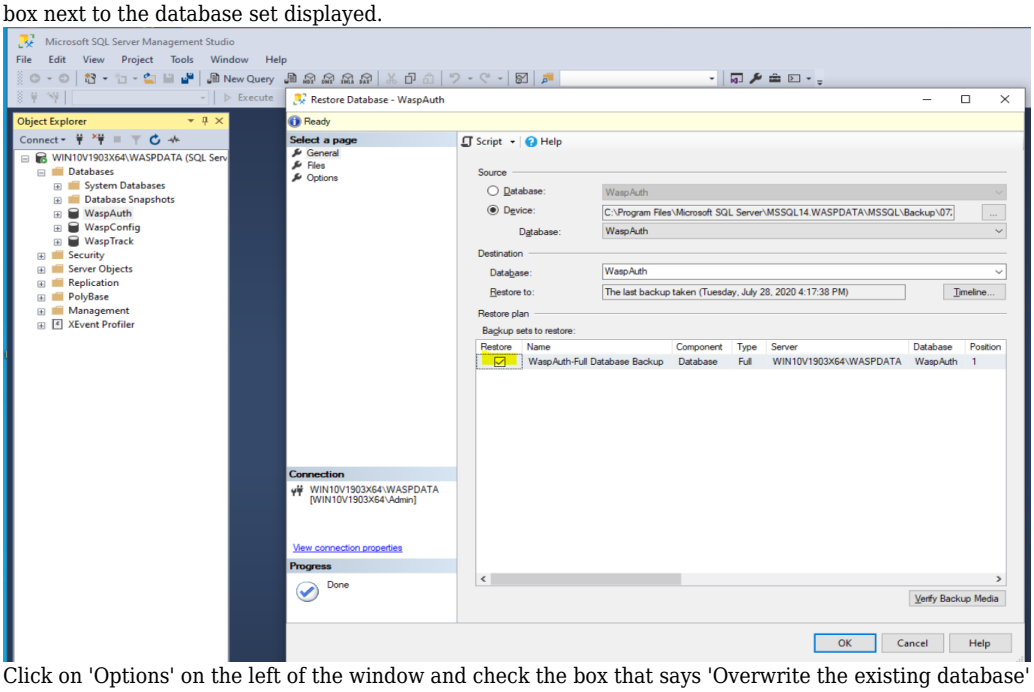
- This should open up to the correct backup folder containing your database backup and select the file > click on **OK** > click on **OK**.


File Edit View Project Tools Window Help
New Query
Execute
Object Explorer
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WIN10V1903X64\WASPDATA (SQL Serv
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:
Locate Backup File - WIN10V1903X64\WASPDATA
Backup File location:
er\MSSQL14.WASPDATA\MSSQL\Backup
07282020auth.bak
Common Files
erl10.2
Internet Explorer
Microsoft Analysis Services
Microsoft SQL Server
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Client SDK
MSSQL14.WASPDATA
MSSQL
Backup
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Install
JOBS
Log
File name:
Backup Files(*.bak;*.tm;*.log)
OK
Cancel
Connection
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[WIN10V1903X64
View connection prope
Progress
Ready
Verify Backup Media
OK
Cancel
Help

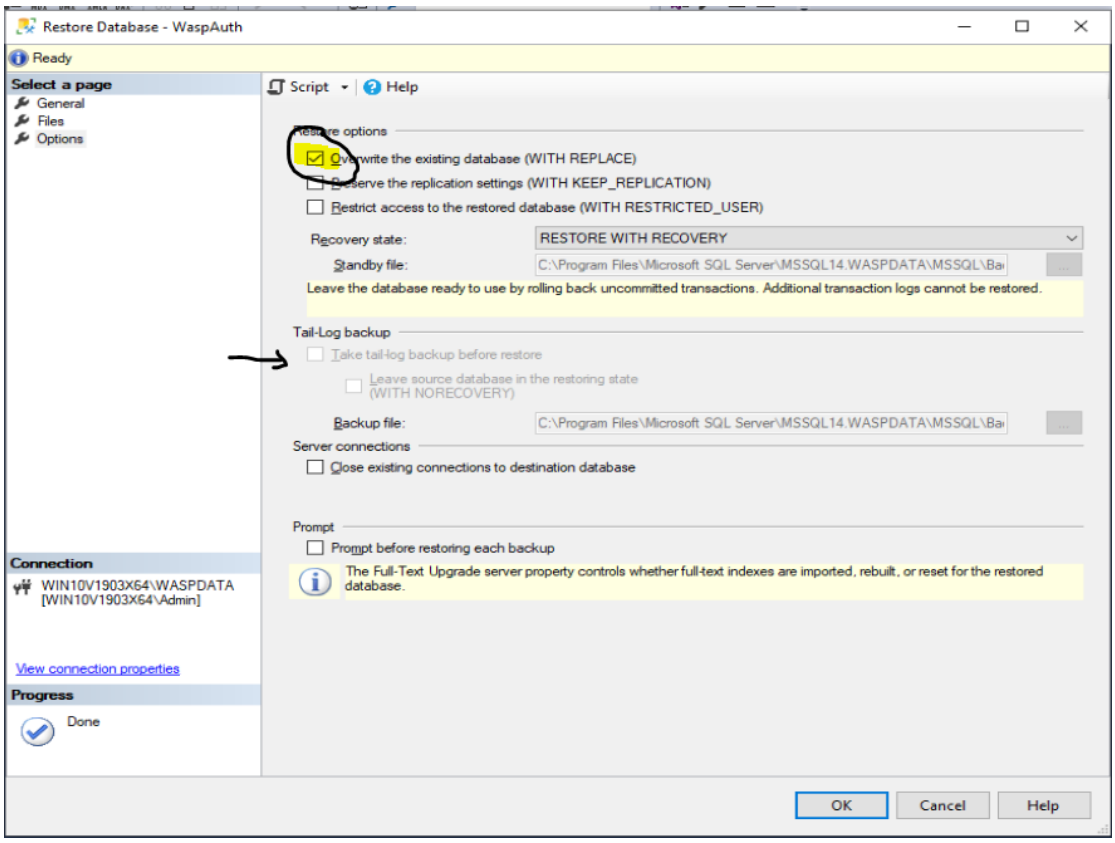

Microsoft SQL Server Management Studio
File Edit View Project Tools Window Help
New Query
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Restore Database - WaspAuth
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Select a page
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Files
Options
Script
Help
Source
Database:
Locate Backup File - WIN10V1903X64\WASPDATA
Backup File location:
er\MSSQL14.WASPDATA\MSSQL\Backup
07282020auth.bak
Common Files
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110
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Client SDK
MSSQL14.WASPDATA
MSSQL
Backup
Binn
DATA
Install
JOBS
Log
File name:
07282020auth.bak
Backup Files(*.bak;*.tm;*.log)
OK
Cancel
Connection
WIN10V1903X64
[WIN10V1903X64
View connection prope
Progress
Ready
Verify Backup Media
OK
Cancel
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

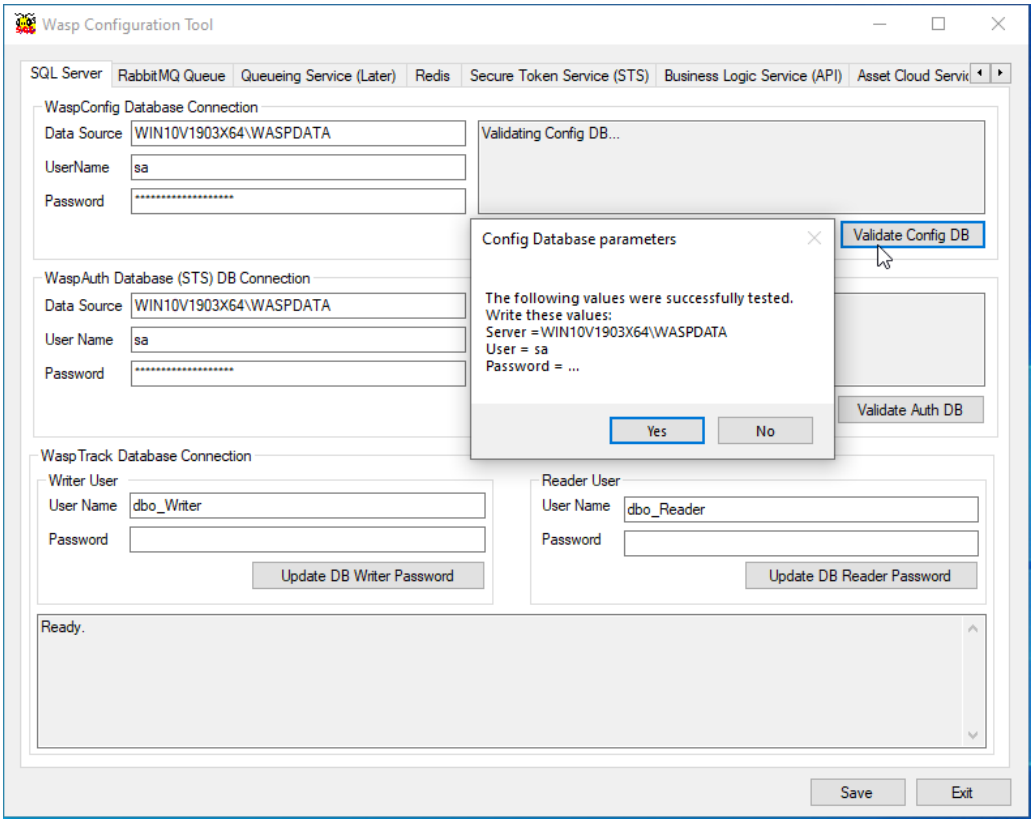


- Finally click on OK at the bottom and the backup should start restoring.
- After the progress bar on the left reaches 100% the restore should be complete.
- If your un into a "Database in Use" error message, check "Close Existing Connections to destination database" and click Ok again.

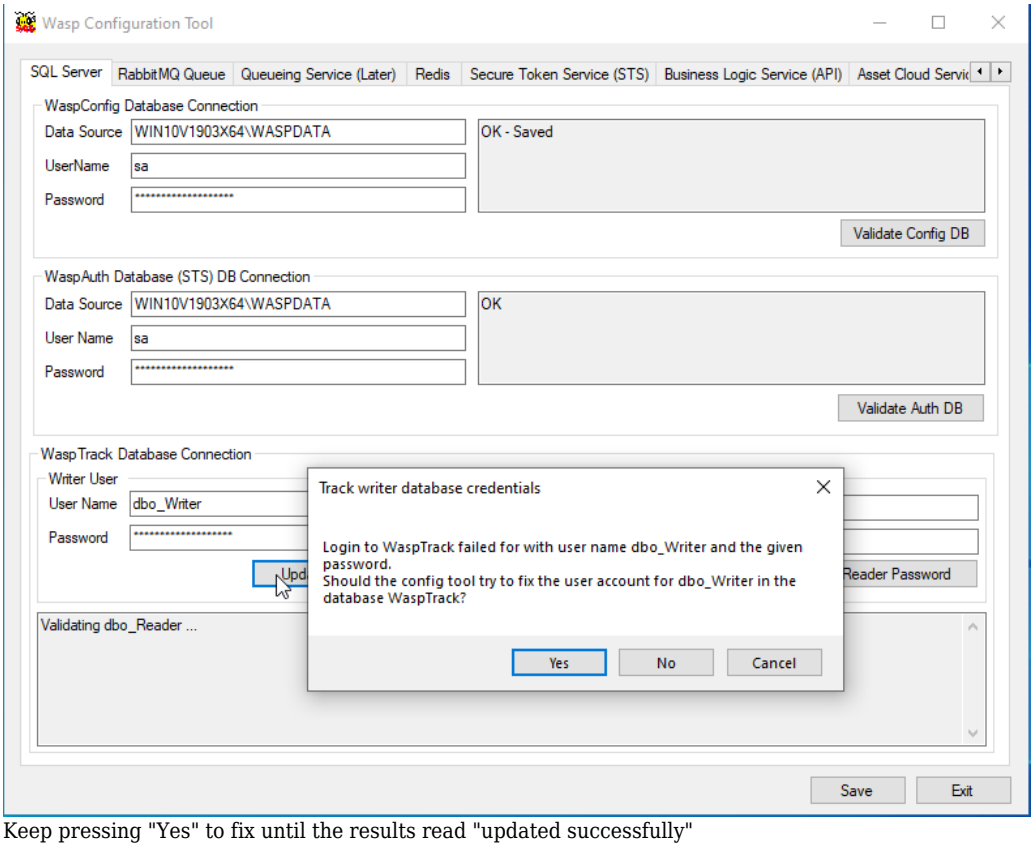
Repeat the restore steps for the WaspTrack database.

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

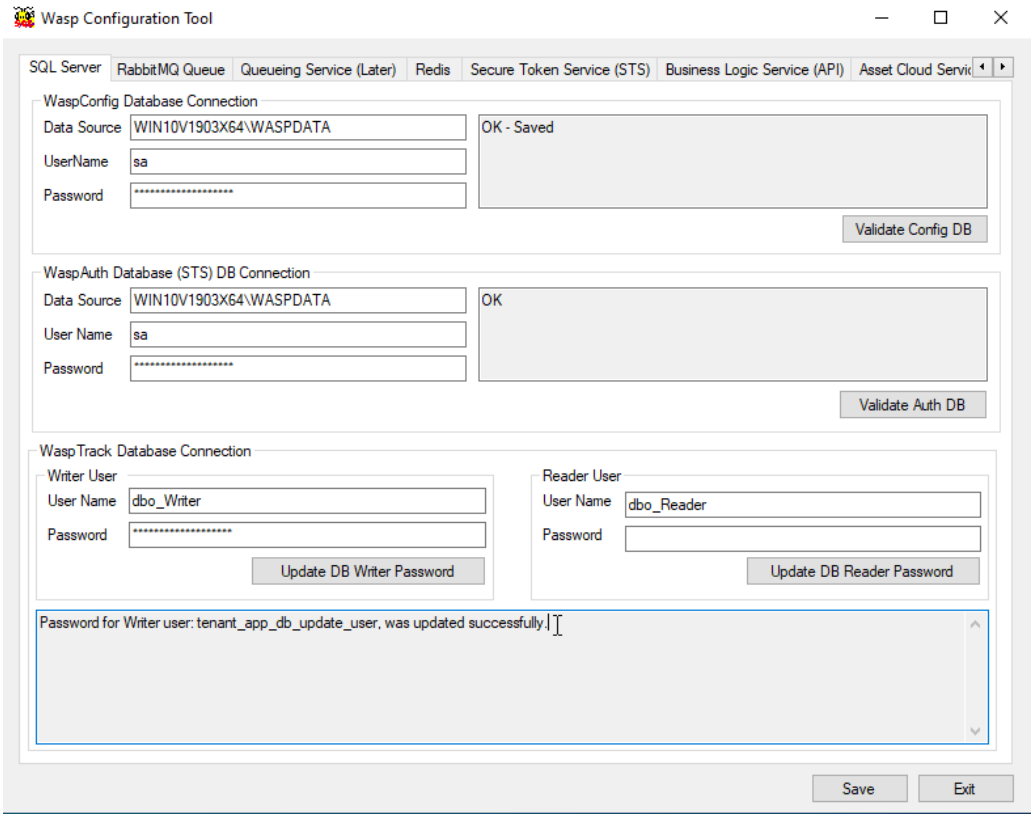
- After restoring both database backups, open the Wasp Config Tool as Admin and Validate SQL and update the Reader and Writer passwords.
- If you do not have the shortcut on your desktop for the Wasp Config Tool, it should be located here: C:\Program Files\Wasp Barcode Technologies\Wasp On-Premises Software\License\configure\Wasp.Installer.Configure.exe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



- 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":



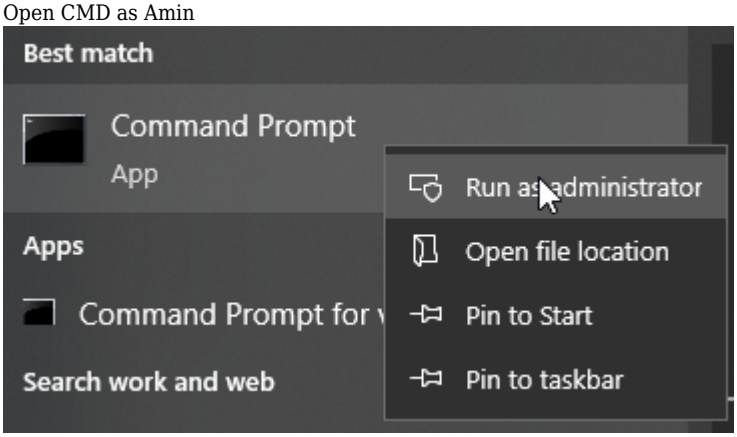
- Keep pressing "Yes" to fix until the results read "updated successfully"



- 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

6. Attachments are not stored in the database, the knowledge base article below has the steps to move attachemnts

https://support.waspbarcode.com/kb/articles/cloud-on-premise-attachments-are-no-longer-visible-after-moving-the-database-to-a-new-server

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

Related Content

- 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