

BUSINESS
MANAGEMENT
SOFTWARE



In this Issue

- PROTECTING YOUR DATA
- THE BACKUP PROCESS SQL
- EDUCATIONAL OPPORTUNITIES
- SOFTWARE DOWNLOAD INFORMATION

PROTECTING YOUR DATA WITH BACKUPS

Why are backups necessary?

First and foremost, backups are necessary because hard drives will fail. They are similar to automobiles in that no matter how well you take care of them, eventually they will break down. Daily backups protect your company from data loss in the event of that breakdown.

The backup procedure consists of placing a copy of your hard disk data onto a removable disk or tape drive. This backup should be taken offsite and stored at some OTHER location.

Tape drives are highly recommended as backup devices. They are reliable and compact. RFMS recommends tape drive backups because they are easy to use and require much less operator interaction. Tape drives are readily available from your local hardware vendors.

Make sure that your vendor teaches you how to use the tape drive in all its modes: backup, compare and restore. The proper operation of these devices is YOUR responsibility. Replace tapes at least once per year or more often if wear causes errors to occur.

Backups should be done on daily basis. If your backup method supports a Compare function, this should be done on a weekly basis. The Compare routine should be done immediately after the backup has finished, and will compare data on the tape drive to the data on the hard drive. If the data from the two sources match, you can be reasonably confident that a good backup was made.

Remember that every component in your data processing system is expendable, with the exception of your data. Computers can be repaired and broken hard drives can be exchanged. Defective network cards and cables can be replaced. However, when your data is gone, it cannot be recovered without a good backup.

IMPORTANT NOTE: Always do a backup and compare immediately prior to running any program updates you receive from RFMS.

Protecting...Your Data

PROTECTING YOUR DATA WITH BACKUPS (CONT.)

What procedures can we implement to insure a reliable backup? The most important would be to use a rotation scheme. The absolute minimum would be to use two sets of backup media. In this case, you would alternate two tapes, backing up to one tape on one day, then to the other tape the next day, and so on. However, this method does not offer the best in data security for the following reasons:

Harddisk failures can happen in a number of ways. When a drive fails suddenly and completely, no further corruption of the data can occur; the drive quits, and a restore from tape is required. Unfortunately, harddisks often fail in a progressive way over time so that the data is corrupted over a period of several days. Thus, it may take some time before the failure is noticed. In this situation, the daily backups which have been made during this period will contain corrupted data. If you are using the simple two-tape method mentioned above, you can see that in just two days, ALL of your backup tapes will be corrupted by the progressive failure of the harddrive.

A better backup scheme will involve the use of several tapes in a four week cycle. Use a different tape for each day of the week, Monday through Thursday (and Saturday and Sunday, if needed). Use a different tape each Friday of the cycle and save it for four weeks. As you can see, since any given Friday tape will not get over written for a period of four weeks, it is highly unlikely that all of the tapes will be corrupted before the harddrive failure is discovered. If a restore becomes necessary, you will generally use the most recent backup tape, so you will minimize loss of work. However, if the most recent tape(s) have become corrupted, you will be able to regress to previous tapes until you find one that has good data.

BACKUP LETTER FOR SQL DATABASE USERS

With previous versions of RFMS, the data and program files were stored within the RFMS Folder. With Version 10, only the PROGRAM files are stored in the RFMS folder. The database is stored in the Microsoft SQL predefined location. This is done primarily for security by Microsoft. Another security feature is the inability to simply copy your SQL Database off of the server. The following information will give your IT Professional the necessary information concerning backing up RFMS SQL Databases and our recommendations on testing.

There are different ways of backing up a SQL Database; here are 3 of them:

1

Backup Program with SQL Agent: If running a Backup Program with a SQL Agent, your technician can configure the Backup Job to backup the Databases and Program Files and pull to an external device (ie... tape drive).



Backup... Your Data

2

Microsoft SQL Maintenance Plan and Backup Program: If running Microsoft SQL Workgroup or Microsoft SQL Standard, your technician can set up Maintenance Plans. The Maintenance Plans can be configured to do a Full Backup and a Transaction Backup. Once a Scheduled Task is set up to run both the Full Backup and Transaction Backup, you can use your Backup Program to back up both the Program Files and Program Files and pull to an external device (ie... tape drive).

3

Non Microsoft SQL Maintenance Plan and Backup Program: If running Microsoft SQL Express, there is no Maintenance Plan. However, we provide a way to do the same process with the configuration of a few files and setting a scheduled task to run. Then you can use your Backup Program to back up both the Program Files and Program Files and pull to an external device (ie... tape drive).

- **Note:** It is imperative to make sure that your Backup Solution is performing both a Full Backup and the Transaction Backup. Failure to backup the full database will result in RFMS data not being backed up. Failure to backup the transaction log will result in the SQL Log file building in size daily until the hard drive runs out of space.
- Some setups of Scheduled Tasks require Administrator User Information under the Security Section. This being said, if you change your Administrator Password, you will have to change this on the Scheduled Task(s).

In addition to backing up your RFMS database and Program Files, it is a good idea to check that the files are being backed up to tape properly. This quality control function will give you the peace of mind knowing that your backups are running and being put to tape on a regular basis. We recommend the following:

A report generation showing that the backup completed successfully (this can be done through most backup programs. If you can't run the report, then get your IT Professional to show you a way to browse the backup confirmation log or tape to ensure that your files are being backed up.

We also recommend that you test your tapes periodically. For example, pull a tape out of rotation, restore that tape to a blank database and launch that test database to confirm that your data is there. It is **IMPERATIVE** to restore to the TEST DATA BASE and not to the real/actual/working data base. If this procedure is not followed, you will overwrite your current data base.



Backup... Your Data

THE BACKUP PROCESS

This following is designed to assist your IT Professional in making a backup of your SQL Database. Once you have this configured and a Windows Scheduled Task set up to run these, your IT Professional will need to ensure that the Backup Solution is backing up the folder specified further in this document (the copy of the SQL Database). If you are running Microsoft SQL Express, follow this document, to configure backups of the RFMS Database (Pay special attention to Step 6). The other versions of Microsoft SQL contain a Maintenance Option that you can configure for your backup solution. You may also use the SQL Agent on your Backup software.

Your Local Computer Technician should perform the following steps, since it involves configuring both your SQL settings on the server and configuring and testing a backup routine. The following document discusses configuring Microsoft SQL Express 2005, modifying batch files and SQL files, running SQL Scripts, and setting up scheduled tasks.

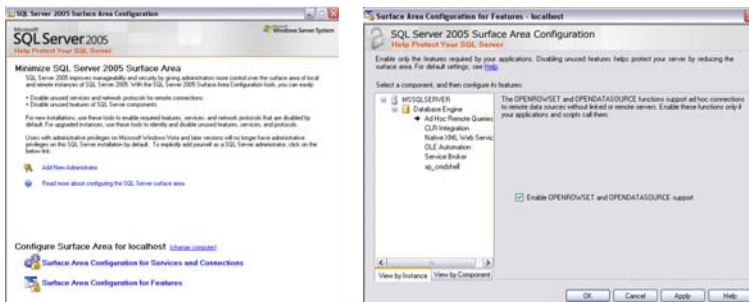
It is imperative that your computer technician not only backup to the server, but to a separate device (i.e....tape drive). RFMS is not responsible for performing daily backups, maintaining the backup schedule, or performing integrity checks of the tapes / jobs. **RFMS also recommends multiple backup sets, rather than having one media and overwriting every day; as well as, testing your backups periodically to ensure stability of your Backup Solution.** Your Computer Technician should be able to assist with this procedure.

It is also important that you are backing up your SQL Database Properly. Failure to run the Logbackup.bat file will result in the Transaction Log File filling up the Free Space on your Hard Drive. Failure to backup in general will result in no backups to go back to in the case of a System Failure.

If running Microsoft SQL Standard or Workgroup, simply configure the Maintenance Plan to run both the Log backup (transaction) and the Full backup. Additionally, if you have a backup solution that can successfully backup SQL Databases, you can use that. Otherwise, we recommend using one of the below methods.

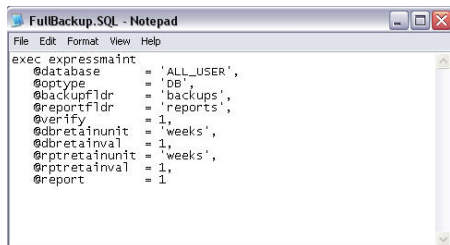
HOW TO BACKUP A SQL DATABASE

1. Go to Start – Programs - Microsoft SQL 2005 – Configuration Tools – SQL Server Surface Area Configuration. You will get a screen like below. Choose the surface area configuration for Features.



Backup... Your Data

2. Click on the Ad Hoc Remote Queries and select Enable Openrowset and Opendatasource support.
3. Click on CLR Integration and select Enable CLR Integration.
4. Click on OLE Automation and select Enable OLE Automation.
5. Click on the xp_cmdshell and select the Enable xp_cmdshell. Then select Apply and OK.
6. Once this section is done, you need to create two folders called Backups and the other called Reports. You can put these anywhere you would like. This path will be used in step 8.
7. While you are in your RFMS Folder, open the fullbackup.sql file. If prompted for what program, choose notepad. Then modify the @backupfldr and @reportfldr. To reflect where you want the backup to store these files. Make sure that your Tape Backup Program knows to backup this folder. Do the same for the logbackup.sql file. The screen will be like the one below. Note: Our RFMS folder is located at c:\rfms, so the path will display c:\rfms\backups and c:\rfms\reports. Once done, go to File and select Save. Last, click File, and select Exit.



```
FullBackup.SQL - Notepad
File Edit Format View Help
exec expressmaint
@database = 'ALL_USER',
@optype = 'DB',
@backupfldr = 'backups',
@reportfldr = 'reports',
@verify = 1,
@dbretainunit = 'weeks',
@dbretainval = 1,
@ptrretainunit = 'weeks',
@ptrretainval = 1,
@report = 1
```

8. Next, you will need to look at the fullbackup.bat and logbackup.bat file. You may need to change the .\MSSQLSERVER to reflect your Server Name and instance if needed. For example, if you had to put Server\SQLExpress as the Server name during the conversion you would put that in place of .\MSSQLSERVER.
9. Finally, all you need to do is schedule a task to run the fullbackup.bat and logbackup.bat files located inside your RFMS folder to back up your database. To backup the transaction logs, set a scheduled task to run the logbackup.bat file. If you wish to do a manual backup, simply browse to the RFMS folder and double click on the fullbackup.bat file or logbackup.bat file, depending on which you will backup. This is a good way to test to make sure they are running properly. Once this is done, backups are placed in the folders you specified.
10. Set your backup program to run after these backups are scheduled to run. Make sure that it is backing up the files stored in the backups and reports folder that you set up earlier in this process, as well as the RFMS folder. This way you have both the SQL Database and the RFMS Program Files.
11. It is a good idea to check your backups and reports folder to make sure that your scheduled tasks run when they are designated to. In addition, it is also a good idea to do a Quality Control from time to time of your Backup tapes to make sure that all data is getting backed up properly.

RFMS.. Software Downloads

Version 10.2 is now available!



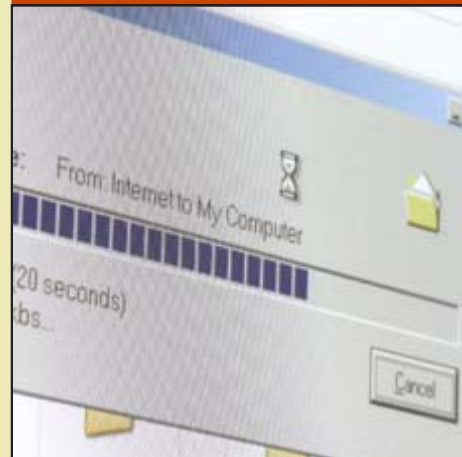
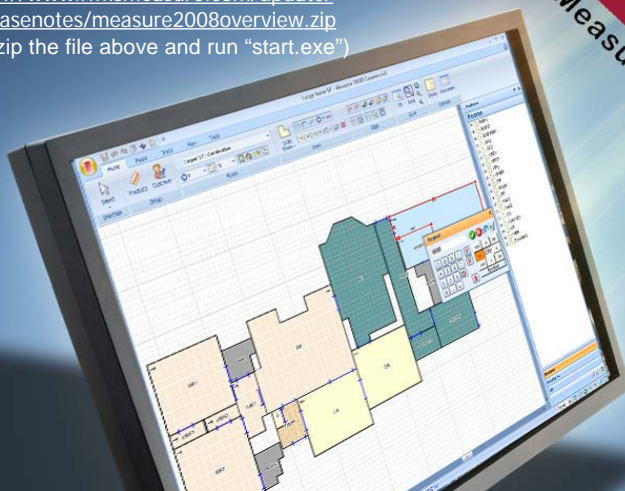
When you log in to the website, click on the link labeled Program Updates. All software updates that you have purchased will be available for download. The 10.2 Conversion update will be the first file on the list if you are currently running SQL. (If you are running 9.6 and wish to upgrade, you will need to log a call with our Technical Support department. To upgrade from 10.1, run the 10.2 Conversion update before downloading any product module updates).

MEASURE 2008

RFMS is proud to announce a new version of the Measure estimating software: Measure 2008. For more details copy the following links and paste them into your internet browser.

<http://www.rfmsmeasure.com/update/releasenotes2008mustread.pdf>

<http://www.rfmsmeasure.com/update/releasenotes/measure2008overview.zip>
(unzip the file above and run "start.exe")



B2B SUPPLIER LIST



Over 450 Users
Currently Enrolled

Active (18):

- Shaw
- Mohawk
- Beaulieu
- Ohio Valley
- WM Bird
- All Tile
- Adleta
- JJ Haines
- Florstar
- Gulistan
- Tri West
- BR Funsten
- RA Siegel
- BPI
- Tom Duffy
- Royalty Carpet
- Case Supply
- BPI
- Beaulieu Canada

In Test (4):

- Dal Tile
- Herregan
- The Dixie Group
- C & C Wholesale
- Jaeckle

Committed (9):

- Longust
- Galaher
- CDC
- T & A
- WC Tingle
- SeaPac
- T & L
- CMH
- Bayard



Call 1-800-701-7367, ext. 3306