



SOX Backup Enterprise

User Guide

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Important Notice

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SOX Backup Enterprise Summary

SOX Backup automates 2 processes critical to a well-run Sage 300 installation: DBDump (for backups) and Data Integrity Checking.

It also manages DBDump multiday archives automatically, and it provides options to back up and manage Sage CRM databases – or any other SQL Server database.

The DBLoad process can also be automated for an installation where appropriate. SOX Backup is designed to run as a Windows Scheduled Task without user interface pop-up windows, producing a log file and providing email notification on completion.

SOX Backup Enterprise provides:

- Fast DBLoad capabilities (typically 3x faster loads and database name substitution)
- Fast Data Integrity checking capabilities (typically 10x to 1000x faster)
- Restoring an archive from an FTP site.

You can also copy databases between different offices, usually as an overnight operation, using an intermediate FTP site. SOX Backup Enterprise has sequencing mechanisms for database transfers involving multiple Windows Scheduled Tasks.

Caution: Although backing up on the local network protects against server failure, it does not protect against a total facility failure from fire, flood, or natural disaster. You should have a manual or automated mechanism in place to bring data offsite on a daily basis.

The Backup and Restore Process

SOX Backup stores all program settings in an XML file that can be edited with the program's user interface.

You can use the SOX Backup user interface to create one or more XML settings files that can be run manually or can be used to drive Windows Scheduled Tasks ("Jobs").

When run as a task, SOX Backup traps error messages so that they will not "pop up" in a window – any errors are written to a log file.

A job can be either a "Backup" or a "Restore" job: the type is controlled by the Mode dropdown on the Settings tab.

For example, to set up a job that only checks integrity, you select Backup Mode, remove all databases from the field in the Backup tab, clear the checkbox in the Shared Folder tab and add all databases to be checked in the Integrity tab.

A SOX Backup Enterprise job performs the following steps:

- Dumps Sage 300 System and Company databases to a working folder.
- Optionally, copies Sage 300's shared folder and its sub-folders to the working folder.
- Moves the working folder to an archive directory with a date-based name.
- Removes the oldest archives if the number of archive directories exceeds a maximum.

- Optionally, runs Sage 300's Data Integrity Checking program or TaiRox Fast Data Integrity.
- Optionally, zips and copies the newest archive directory to an FTP site.
- Produces a log file documenting job results.

A SOX Backup Enterprise Restore job includes the following steps.

We strongly advise using Professional IT resources to set up and test restore jobs.

Note that data is restored from the most current archive folder:

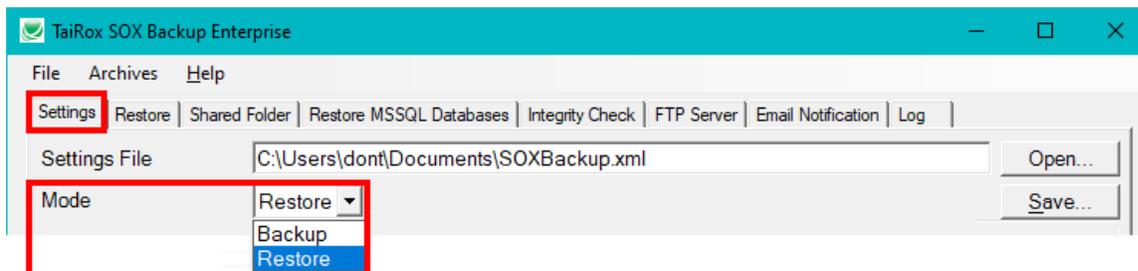
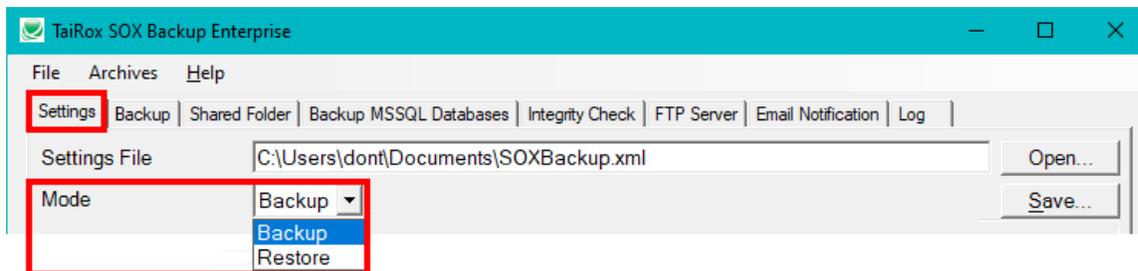
- Loads Sage 300 System and Company databases from an archive. Lets you use Fast DBTools to load a dataset into a differently named Sage 300 database.
- Optionally, restores Sage 300's shared folder and its sub-folders from an archive.
- Optionally, downloads a zipped archive from an FTP site, extracts into an archive directory and (optionally) removes the data from that FTP site.
- Removes the oldest archives if the number of archive directories exceeds a maximum.
- Optionally, runs Sage 300's Data Integrity Checking program or TaiRox Fast Data Integrity.
- Produces a log file documenting job results.

NOTE: This User Guide discusses the backup and restore procedures separately.

[Backing Up Databases](#)

[Restoring Databases](#)

The **Mode** dropdown box on the Settings tab lets you choose between a backup job and a restore job.

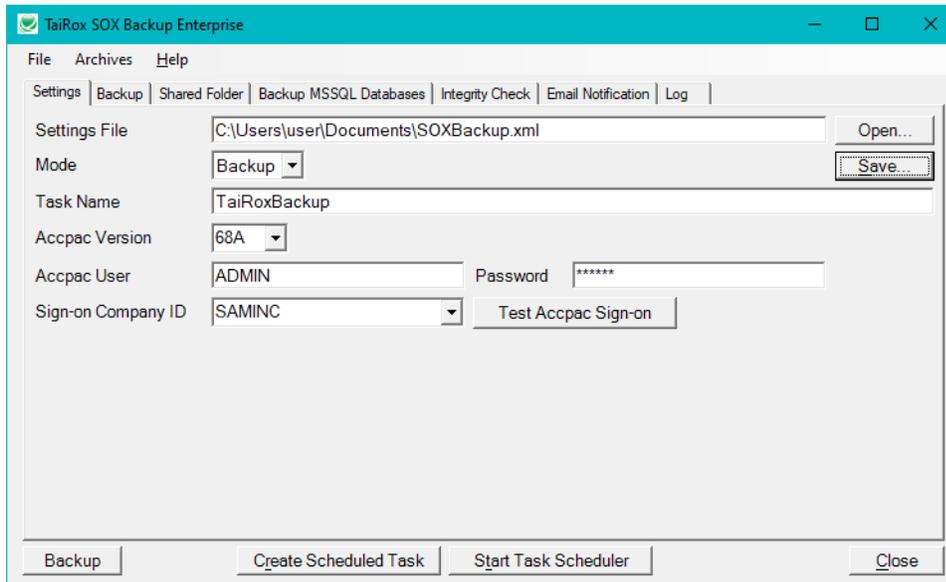


You can see that several tabs are named differently for backup and restore procedures.

Backing Up Databases

Settings Tab

The following window appears when you launch SOX Backup Enterprise.



Settings are kept in an XML file, and different jobs can be saved in different XML files and scheduled to be run at different times.

This means that you can create different jobs for backing data, restoring data, and checking data integrity.

Settings File: All of the settings documented in this manual are saved in an XML file (passwords are encrypted). This is to allow SOX Backup to be run as a Windows Scheduled Task – with the XML file passed as a parameter to the SOX Backup exe program. See [Create Scheduled Task](#).

Mode: A job is either a "Backup" job or a "Restore" job. The Mode dropdown on this screen selects which job is performed and various labels in the program change to reflect the mode – in this case, Backup mode.

Task Name: The Job Name field identifies the backup job and is used in the subject of email notifications and to help document the log files.

Accpac Version: Choose the version of Sage 300 that you have installed.

Accpac User Name and Password: Enter the Sage 300 user name and password that SOX Backup will use to log in to the various Sage 300 companies. Using the ADMIN user is a simple way to guarantee that there will be sufficient rights in all companies.

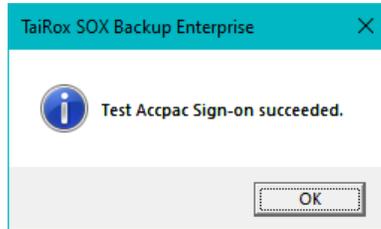
The password will be encrypted in the XML file.

Sign-on Company ID: Choose the company database that you want to sign on through. This company or system database must have the Accpac user whose permissions that you are using for the job.

Important Note RE Restore Operations: The Sign-on Company *must* be a different company from any of the companies being *restored*.

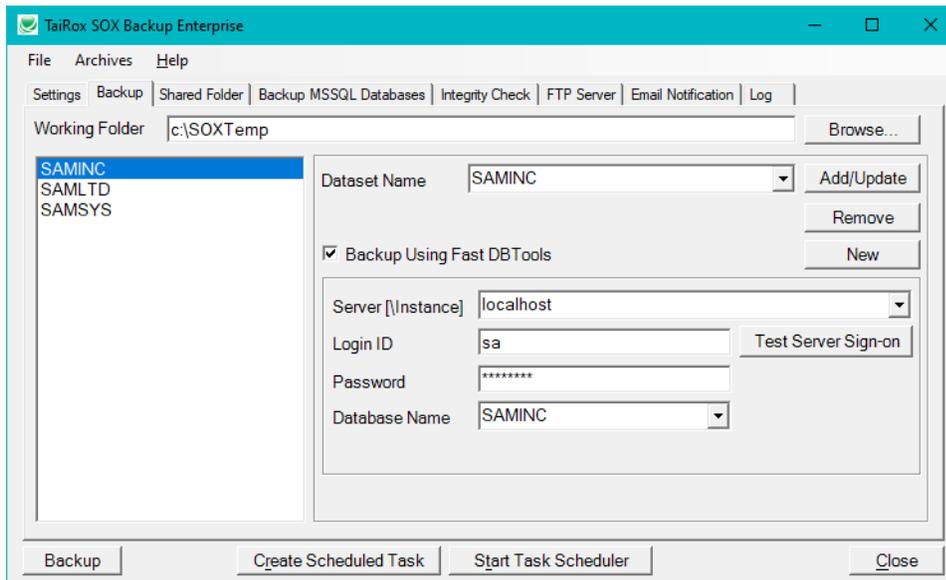
Click the Test Accpac Sign-on button to check access.

A success or fail message will appear as follows:



Backup Tab

The Backup tab lets you specify the Sage 300 system and company databases that will be backed up in this job.



If you are restoring databases, go to the Settings tab to change the “mode” to “Restore”. See [Restoring Databases](#) and [Restore Tab](#) for more information.

Working Folder: The working folder is where dumped databases and shared folders will be stored prior to being archived.

Backup Using Fast DBTools:

Adding Sage 300 System and Company DBs to the database list

The Fast DBTools option performs DBDump and DBLoad operations approximately 3x faster than using the standard Sage 300 DBDump and DBLoad utilities.

If you do **not** want to use the Fast DBTools option, see [Using Sage 300 DBDump and DBLoad](#).

To Back up using Fast DBTools:

- Use the **Dataset Name** dropdown to select the database that you want to back up.
- Select the “**Backup Using Fast DBTools**” checkbox.
- Select or enter the **Server\Instance** where the Sage 300 databases are stored.

Note: When the Server dropdown button is clicked, please wait several seconds while a list of accessible server instances is discovered.

- Enter the **SQL Server login ID** and **Password**.

You need a SQL Server login name and password for SQL Server – typically the same one that you used in Database Setup.

Fast DBTools connects directly with one or more SQL Server instances, so the SQL Server credentials must be entered for **each** database connection.

- Select the **Database Name** that you are backing up from the Database Name dropdown.
- Click the **Test Server Sign-on** button to confirm that the ID can log in.
- Click the **Add/Update** button to add the database to the list on the left side of the form.

Follow these steps again for each additional company database.

When finished adding databases, click each entry on the left to confirm that server and login information have been added properly for each database.

Using Sage 300 DBDump and DBLoad:

Adding Sage 300 System and Company DBs to the database list

We recommend that you use the Fast DBTools option instead of using the Sage 300 utilities – following the above set of instructions ([Using Fast DBTools](#)). TaiRox Fast DBTools perform DBDump and DBLoad operations approximately 3x faster than Sage 300 utilities.

To back up a system or company database using Sage 300 DBDump and DBLoad:

- Click the **Dataset Name** dropdown to see the list of Sage 300 databases.
- Select a database in the dropdown.

- Click the Add/Update button to add the database to the list on the left side of the form.
- Do **not** select the “Backup Using Fast DBTools” checkbox.

Removing a system or company database from the backup list:

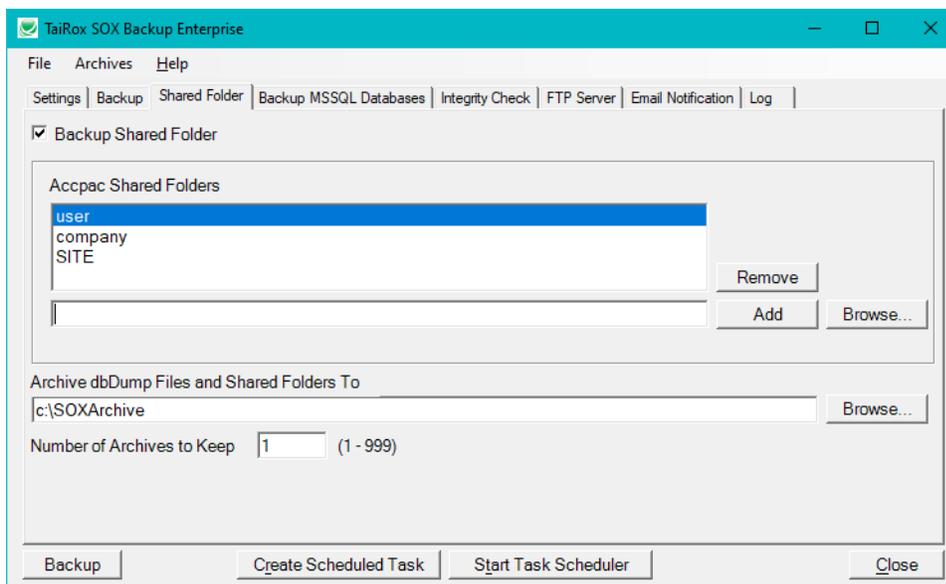
- Select the Sage 300 company or system database from the list on the left side of the form.
- Click the Remove button to remove it from the list.

Shared Folder Tab

The Shared Folder tab lets you back up Sage 300 shared folders – such as the SITE, USER, and COMPANY folders.

Note: A complete set of Sage 300 data from an installation is comprised of System and Company databases along with files in the Sage 300 SharedData Folders.

However, if you are using SOX Backup to dump and load a single database to another DB name in the same server instance, you would not back up and restore shared folders.



Backup Shared Folders checkbox: Select this checkbox to back up Sage 300 shared folders. Once you select the checkbox, you can use the browser to select folders that you want to back up.

SOX Backup Enterprise provides a similar checkbox for restoring – so you can omit restoring shared data folders that you backed up.

Accpac Shared Folders

To add a shared data folder to the list:

- Select the Backup Shared Folder checkbox.

- Click the Browse button beside the Add button.
- Navigate to the folder that you want to include in the backup, and click the OK button.

ImportTemplates

- Click the Add button to add the folder to the Shared Folders list.

To Remove a shared folder from the list:

- Select the shared folder that you want to remove, and click the Remove button.

Archive dbDump files and Shared Folders To

Specify the folder where you want the backups listed on the Backup tab – and the contents of shared folders – archived.

A new “Archive” is created whenever a backup job is run or when an archive is downloaded from an FTP site.

An archive is kept in a series of sub-folders named according to the date that the job was run. In this way a series of backup archives is kept.

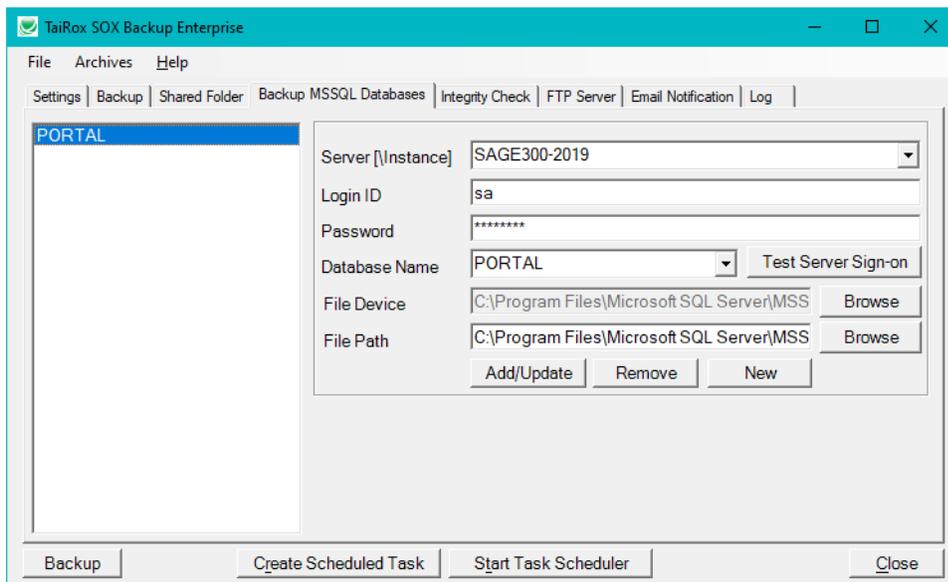
Number of Archives to Keep: Specify the maximum number of archives to be retained. If this number is exceeded, the oldest archive(s) will be deleted. Deleting old archives helps manage total disk space in an automated fashion.

Backup MSSQL Databases Tab

The Backup MSSQL Databases tab lets you specify other SQL databases that you want to back up in this job.

The tab name changes depending on the mode – either Backup or Restore – that you choose on the Settings tab. *If you are restoring databases*, see [Restore MSSQL Databases tab](#)

Note that SQL Server credentials must be entered for each SQL database.



To Specify an MSSQL Database to Back Up

Perform these steps for **each** MSSQL database that you want to back up.

- Select or enter the **Server Instance** where the Sage 300 database is stored.

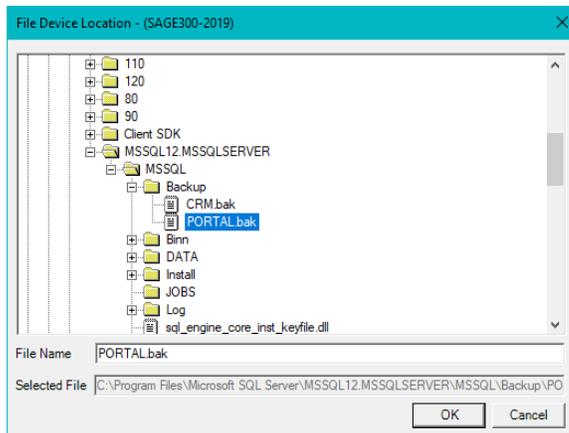
Note: When the Server dropdown button is clicked, please wait several seconds while a list of accessible server instances is discovered.

- Enter the **SQL Server login ID** and **Password**.

You will need to know a SQL Server login name.

SOX Backup connects directly with one or more SQL Server instances, so the SQL Server credentials must be entered for each database connection.

- Select the **Database Name** that you are backing up.
- Browse to the **File Device** and select/specify **for SQL Server** the backup file (e.g. PORTAL.BAK). SQL Server needs the file location to perform a SQL backup.



- Browse to the **File Path** and select/specify **for the SOX Backup program** the backup file name (e.g. PORTAL.BAK).

This will be the same file as the File Device that you specified, but possibly accessed from a different server. SOX backup needs this path to copy and compress the backup file.

Difference Between “File Device” and “File Path”:

The File Device and the File Path both point to the same file. However, one describes the file location for SQL Server, and the other describes it for the SOX Backup program. The Browse buttons for File Device and File Path display subtly different tree-views used to select the backup file name.

- **File Device** presents a SQL Server tree-view, relative to the computer where SQL Server is installed (shown above).
- **File Path** presents the typical explorer tree-view, relative to the computer on which SOX Backup is running.

If SOX Backup is running on a different computer from the SQL Server computer, the File Path will be the UNC path to the File Device.

- Click the **Test Server Sign-on** button. The test will check both file paths.
- Click the **Add/Update** button to add the database to the list on the left side of the form.

- Click the Remove button to remove a database backup entry.

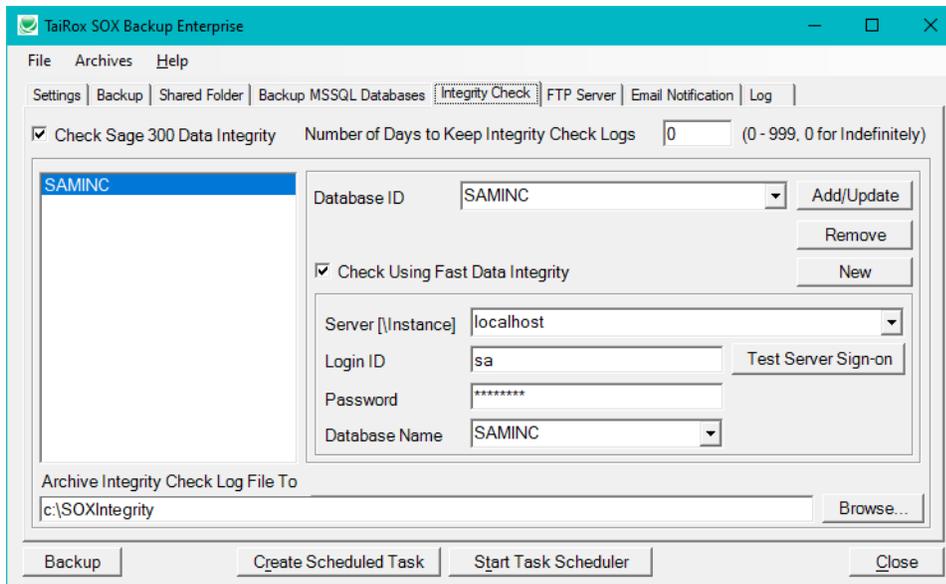
Note Regarding Backup Size: Sage 300 databases are dumped in DBDump format and are therefore greatly reduced in size. A SQL Server database will not be reduced in size this way.

Database size will affect how many daily archives can be kept in a fixed amount of disk storage.

Integrity Check Tab

The Database Integrity Checker can be run for any number of databases. You can run an integrity check:

- As part of a backup job.
- After restoring Sage 300 databases.
- As an independent job unrelated to backing up or restoring.



Check Sage 300 Data Integrity: Select this checkbox if you want to check the integrity of one or more Sage 300 databases.

You can check integrity as part of a backup or restore job, or as a job unrelated to backing up or restoring data.

Number of Days to Keep Integrity Check Logs: Enter the number of days. Enter 0 to keep them indefinitely.

Check Integrity Using Fast Data Integrity:

Adding Sage 300 company databases to the database list

The Fast Data Integrity option performs Sage 300 integrity checking in a fraction of the time taken by the standard Administrative Services function. Tests on large databases show 100x-1000x performance gains. The larger the database, the larger the performance improvement.

Important Note: If necessary, SOX Backup Enterprise will perform a "hybrid" check of the databases – using Fast Data Integrity if the application is supported by Fast Data Integrity and using the standard utility for unsupported (typically third-party) applications.

If you do **not** want to use the Fast Data Integrity option, see [Using the Sage 300 Integrity Checker](#) (below).

Note that some errors reported by the Sage 300 Data Integrity Check that do not affect daily operation are not reported by TaiRox Fast Data Integrity. See [Integrity Check FAQs](#).

To check integrity using Fast Data Integrity:

- Use the **Database ID** dropdown to select the Sage 300 company database that you want to check.
- Select the “**Check Using Fast Data Integrity**” checkbox.
- Select or enter the **Server Instance** where the Sage 300 database is stored.

Note: When the Server dropdown button is clicked, please wait several seconds while a list of accessible server instances is discovered.

- Enter the **SQL Server login ID** and **Password**.

You need a SQL Server login name and password for SQL Server – typically the same one that you used in Database Setup.

Fast Data Integrity connects directly with one or more SQL Server instances, so the SQL Server credentials must be entered for **each** database connection.

- Select the **Database Name** that you are checking from the Database Name dropdown.
- Click the **Test Server Sign-on** button to confirm that the ID can log in.
- Click the **Add/Update** button to add the database to the list on the left side of the form.

The screenshot shows the 'Integrity Check' configuration window. On the left, a list of databases includes 'SAMINC'. The main configuration area has the following fields and controls:

- Database ID:** A dropdown menu set to 'SAMINC' with an 'Add/Update' button to its right.
- Check Using Fast Data Integrity:** A checked checkbox.
- Server [Instance]:** A dropdown menu set to 'localhost'.
- Login ID:** A text box containing 'sa' with a 'Test Server Sign-on' button to its right.
- Password:** A text box containing masked characters '*****'.
- Database Name:** A dropdown menu set to 'SAMINC'.
- Remove:** A button located below the 'Add/Update' button.
- New:** A button located below the 'Remove' button.
- Archive Integrity Check Log File To:** A text box containing 'c:\SOXIntegrity' with a 'Browse...' button to its right.

Follow these steps again for each additional company database.

When finished adding databases, click each entry on the left to confirm that server and login information have been added properly for each database.

Using the Sage 300 Integrity Checker instead: Adding Sage 300 company databases to the database list

We recommend that you use the [Fast Data Integrity option \(above\)](#). It performs Sage 300 integrity checking in a fraction of the time taken by the Sage 300 Administrative Services function.

To Add a system or company database to the check integrity list:

- Click the Database ID dropdown to see the list of Sage 300 company databases.
- Select a database from the dropdown.
- Click the Add/Update button to add it to the list on the left side of the form.

To Remove a company database from the check integrity list:

- Select the Sage 300 company database from the list on the left side of the form.
- Click the Remove button to remove it from the list.

Archive Integrity Check Log File To: Specify the folder where you want to store the integrity check log files.

FTP Server Tab

SOX Backup Enterprise lets you zip a backup archive into “small” pieces and copy it to an FTP site for storage.

You can also use this functionality to copy databases between two locations. See [Scheduling a Complicated Backup / Restore Sequence](#) for more information.

You must provide the FTP credentials as well as settings to control retry wait time after a failure.

The screenshot shows the 'FTP Server' configuration tab in the TaiRox SOX Backup Enterprise software. The 'FTP Upload' checkbox is checked. The configuration fields are as follows:

- FTP Server Name: ftp.yourcompany.com
- Port Number (FTP): 21
- Login ID: soxbackup
- Password: [masked]
- Remote Directory: /SOXBackup/YourCompany/
- Protocol: FTP - File Transfer Protocol
- Enable SSL: [unchecked]
- FTP Connection Test: [button]
- Maximum Compressed File Size: 10 megs
- Maximum Delay Time: 60 (0 - 999 Minutes)
- Delay Between Retry Attempts: 1 (0 - 99 Minutes)

At the bottom of the window are buttons for 'Backup', 'Create Scheduled Task', 'Start Task Scheduler', and 'Close'.

FTP Upload checkbox: Select this checkbox if you want to upload files to an FTP site as part of this Backup/Restore job. The checkbox name changes depending on the operation.

See [Restoring Databases](#) and [FTP Download Tab](#) for instructions on downloading files from an FTP site.

FTP Credentials

Enter the FTP Server Name, Login ID and Password, and directory on the FTP site where you store backups.

File Transfer Protocol

Select the file transfer protocol and security level. Note that the Enable SSL option will connect using an FTPS protocol, not an SFTP protocol.

Important Note Regarding FTP, FTPS and SFTP Protocols: The default protocol is FTP. If this protocol is selected, and Enable SSL is checked, SOX Backup will use a variant of this protocol, FTPS, to connect. This protocol is considered “more secure”.

The SFTP protocol is always secure. If you choose SFTP, the Enable SSL option will not appear.

Protocol	<input type="text" value="FTP - File Transfer Protocol"/>	<input type="checkbox"/> Enable SSL	<input type="button" value="FTP Connection Test"/>
	<input type="text" value="FTP - File Transfer Protocol"/>		
	<input type="text" value="SFTP - SSH File Transfer Protocol"/>		

FTP File Size and Retry Settings

The default retry settings are reasonable for an overnight backup window of several hours, with occasional outages of several minutes.

If the FTP connection is very intermittent or poor, choose a smaller Maximum Compressed File Size than the default of 10Mb to speed up the total job time.

When the FTP connection fails, the “Delay Between Retry Attempts” setting controls the initial retry wait time (1 minute by default).

For continued failures, the retry wait time will double until the Maximum Delay Time setting is reached (2 minutes, 4 minutes, and so on). Once a successful transfer is completed, the retry wait time will be reset to the initial setting (for example, 1 minute).

See [FTP Download Tab](#) for additional FTP *download* settings.

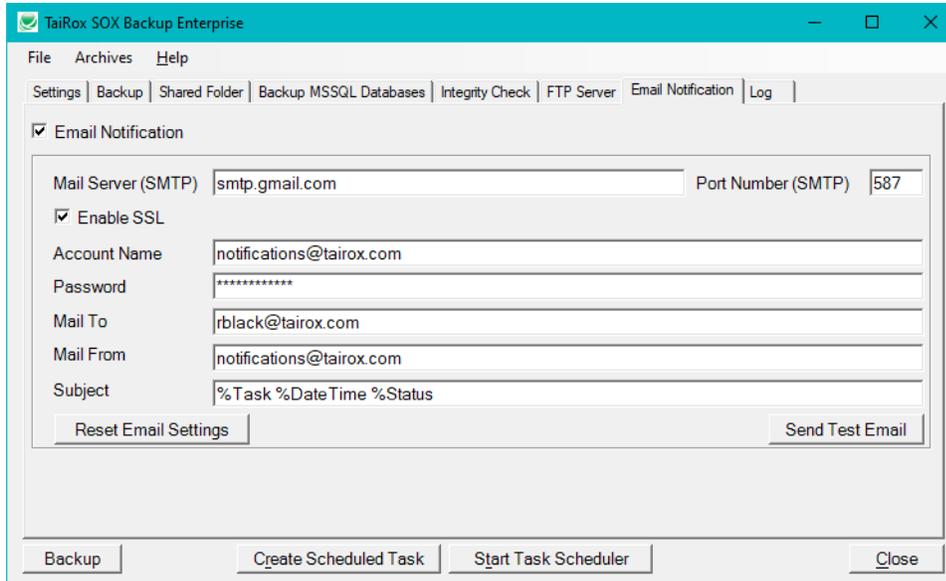
The [Archives Menu](#) provides a way to uncompress archives stored in compressed form.

Email Notification Tab

The Email Notification tab settings control how email notifications are sent. You can turn email notifications on or off.

Select the Email Notification checkbox and enter the same settings that Outlook would use from the server – same SMTP server, same port number (default would be 25), same user and password. Click the Send Test Email button to check that the settings work.

You will need proper credentials that work from the computer running SOX Backup Enterprise.



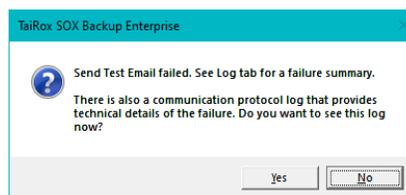
Mail To: You can include any number of email addresses, separated by commas or semi-colons.

Subject: Use any subject line you want.

The codes %Task, %DateTime and %Status will be replaced respectively by the Task Name on the Server Tab, the Date and Time that the job completes and the Status of the job (SUCCESS or FAILURE). For compatibility reasons %Job will be treated the same as %Task.

Reset Email Settings button: Returns the settings to the defaults shown here, with the appropriate password for notifications@tairox.com.

Send Test Email: Sending a test email will display a pop-up message. If the test fails, check the log file by clicking the Yes button in the error message.



Note regarding “Enable SSL” if unsupported by the SMTP server

If you select the “Enable SSL” checkbox, the program will first try to send a test email securely. If it does not succeed, it will try to send a test email insecurely. The program will display an error message if the secure test fails, but the insecure test is successful.

If this message appears, it means that:

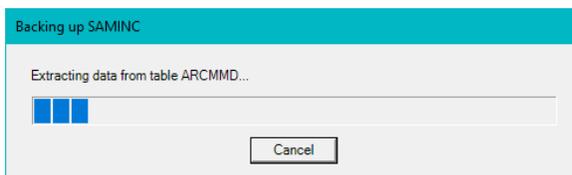
- Your SMTP server does not support current email communication styles on the port provided. (The "Enable SSL" checkbox has different meanings for different email sending mechanisms, particularly older ones.)
- You should uncheck “Enable SSL” to send emails without SSL protection.

Testing Your Setup

To test the backup settings, click the Backup button in the lower left corner of the screen. The following confirmation message will appear:



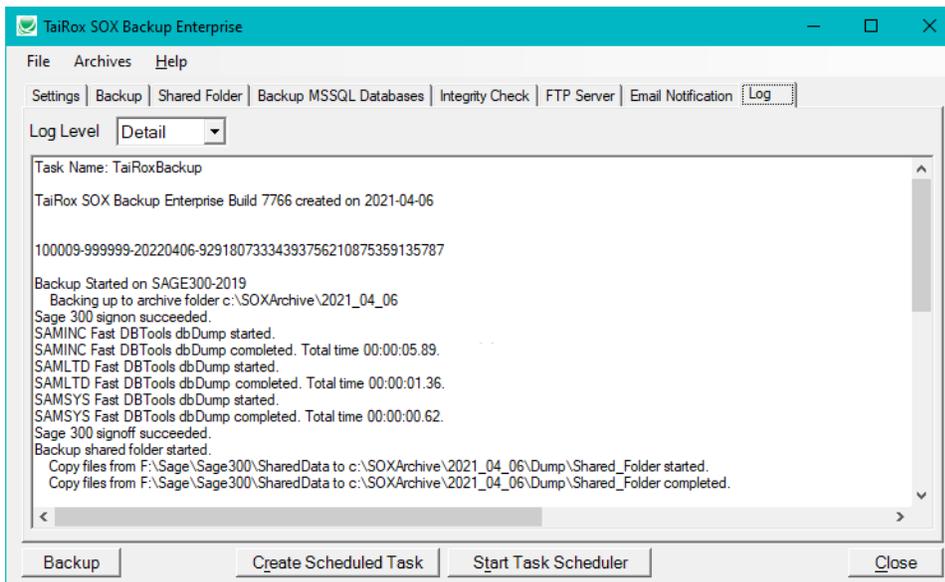
Click the Yes button to run the Backup operation immediately. Various progress windows will appear while the operation proceeds,



Log Tab

When you run the Backup operation from the user interface, SOX Backup will display the Log tab, letting you monitor the progress of the Backup operation.

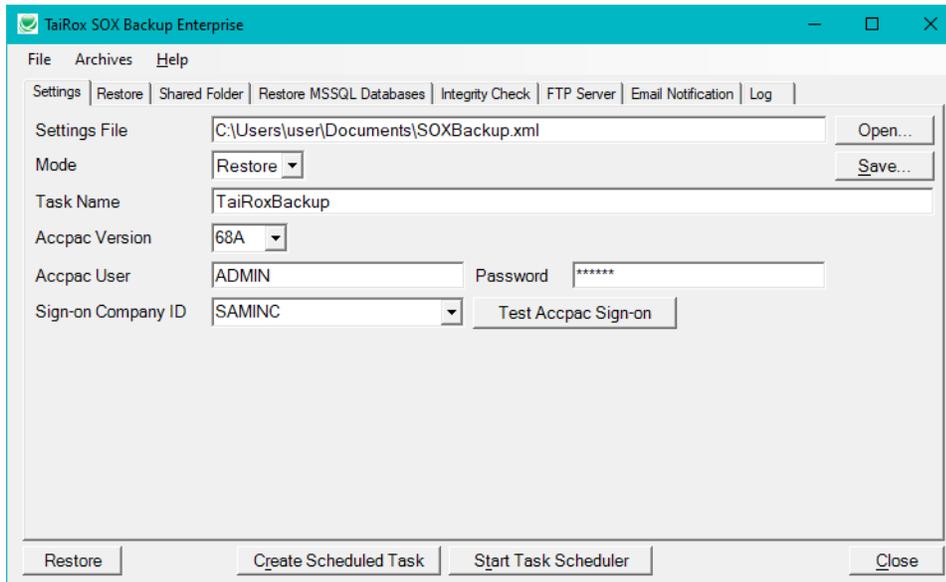
You can choose to view a Summary or Detail log on the Log tab.



Restoring Databases

Settings Tab

The following window appears when you launch SOX Backup Enterprise.



Settings are kept in an XML file, and different jobs can be saved in different XML files and scheduled to be run at different times.

This means that you can create different jobs for backing data, restoring data, and checking data integrity.

Settings File: All of the settings documented in this manual are saved in an XML file (passwords are encrypted). This is to allow SOX Backup to be run as a Windows Scheduled Task – with the XML file passed as a parameter to the SOX Backup exe program. See [Create Scheduled Task](#).

Mode: A job is either a "Backup" job or a "Restore" job. The Mode dropdown on this screen selects which job is performed and various labels in the program change to reflect the mode – in this case, Restore mode.

Task Name: The Job Name field identifies the backup job and is used in the subject of email notifications and to help document the log files.

Accpac Version: Choose the version of Sage 300 that you have installed.

Accpac User Name and Password: Enter the Sage 300 user name and password that SOX Backup will use to log in to the various Sage 300 companies. Using the ADMIN user is a simple way to guarantee that there will be sufficient rights in all companies.

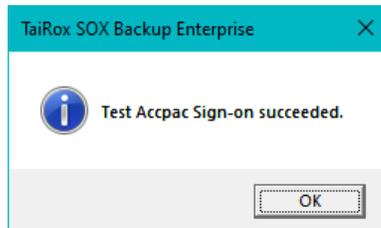
The password will be encrypted in the XML file.

Sign-on Company ID: Choose the company database that you want to sign on through. This company or system database must have the Accpac user whose permissions that you are using for the job.

Important Note Regarding Restore Operations: The Sign-on Company *must* be a different company from any of the companies being *restored*.

Click the Test Accpac Sign-on button to check access.

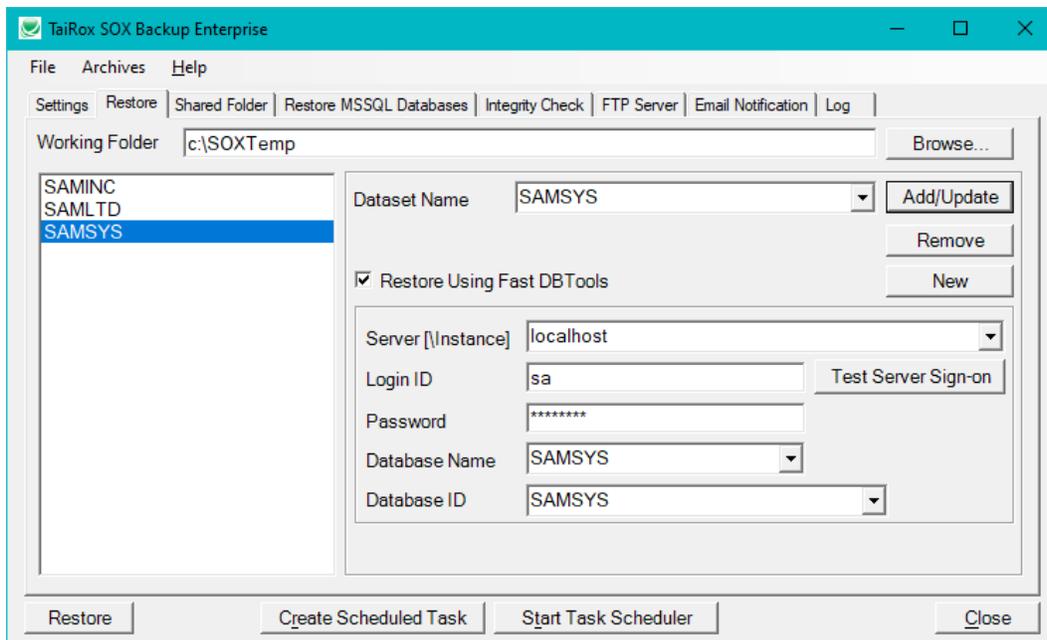
A success or fail message will appear as follows:



Restore Tab

The Backup/Restore tab lets you specify the Sage 300 system and company databases that will be backed up or restored in this job.

The tab name changes depending on the mode – either Backup or Restore – that you choose on the Settings tab.



If you are backing up databases, choose “Backup” on the Settings tab to change the tab name to “Backup”, and see [Backup Tab](#) for more information.

Working Folder: The working folder is where dumped databases and shared folders will be stored prior to being archived.

Restore Using Fast DBTools: Adding Sage 300 System and Company DBs to the database list

The Fast DBTools option performs DBDump and DBLoad operations approximately 3x faster than using the standard Sage 300 DBDump and DBLoad utilities.

If you do **not** want to use the Fast DBTools option, see [Using Sage 300 DBDump and DBLoad](#).

To Restore using Fast DBTools:

- Use the **Dataset Name** dropdown to select the database that you want to restore.
- Select the “**Restore Using Fast DBTools**” checkbox.
- Select or enter the **Server Instance** where the Sage 300 databases are stored.

Note: When the Server dropdown button is clicked, please wait several seconds while a list of accessible server instances is discovered.

- Enter the **SQL Server login ID** and **Password**.

You need a SQL Server login name and password for SQL Server – typically the same one that you used in Database Setup.

Fast DBTools connects directly with one or more SQL Server instances, so the SQL Server credentials must be entered for **each** database connection.

- Select the **Database Name** that you are restoring from the Database Name dropdown.
- Select the **Database ID** that you are restoring from the Database ID dropdown.

Important: *When restoring* a record set to a database of a different name, carefully check that the Dataset Name (name of the Sage 300 DCT file and folder), the Database Name (the SQL Server database name) and the Database ID (the Sage 300 DB Setup ID) are correct.

- Click the **Test Server Sign-on** button to confirm that the ID can log in.
Note that SQL Server credentials must be entered and tested for each database.
- Click the **Add/Update** button to add the database to the list on the left side.

Follow these steps again for each additional company database.

When finished adding databases, click each entry on the left to confirm that server and login information have been added properly for each database.

Using Sage 300 DBDump and DBLoad: Adding Sage 300 System and Company DBs to the database list

We recommend that you use the Fast DBTools option instead of using the Sage 300 utilities – following the above set of instructions ([Using Fast DBTools](#)). TaiRox Fast DBTools perform DBDump and DBLoad operations approximately 3x faster than Sage 300 utilities.

To back up a system or company database using Sage 300 DBDump and DBLoad:

- Click the **Dataset Name** dropdown to see the list of Sage 300 databases.
- Select a database in the dropdown.
- Click the Add/Update button to add the database to the list on the left side of the form.
- Do **not** select the “Restore Using Fast DBTools” checkbox.

Removing a system or company database from the restore list:

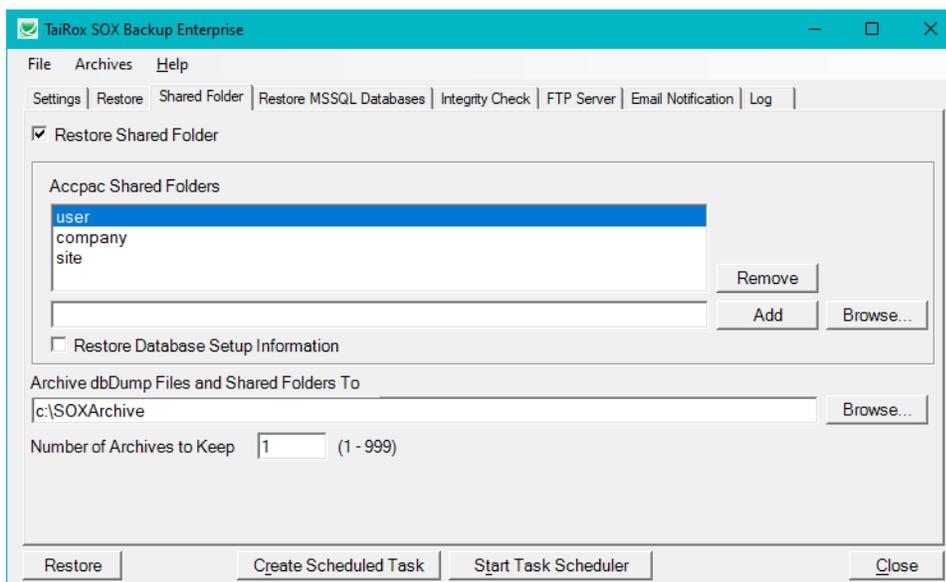
- Select the Sage 300 company or system database from the list on the left side of the form.
- Click the Remove button to remove it from the list.

Shared Folder Tab

The Shared Folder tab lets you restore Sage 300 shared folders – such as the SITE, USER, and COMPANY folders.

Note: A complete set of Sage 300 data from an installation is comprised of System and Company databases along with files in the Sage 300 SharedData Folders.

However, if you are using SOX Backup to dump and load a single database to another DB name in the same server instance, you would not back up and restore shared folders.



Restore Shared Folders checkbox: Select this checkbox to restore shared folders.

The checkbox name changes depending on the mode – either Backup or Restore – that you choose on the Settings tab.

Accpac Shared Folders

To add a shared data folder to the list:

- Select the Backup Shared Folder checkbox.
- Click the Browse button beside the Add button.
- Navigate to the folder that you want to include in the restore, and click the OK button.



- Click the Add button to add the folder to the Shared Folders list.

To Remove a shared folder from the list:

- Select the shared folder that you want to remove and click the Remove button.

Restore Database Setup Information checkbox (if you are Restoring databases)

Important Notes: Normally, you will not restore shared folders when using SOX Backup to copy databases from one office to another.

- ***If you are restoring shared folders, you may not wish to restore the database setup information*** (the "ORGS" file in Sage 300 SITE directory). For example, you would not restore if the site you are restoring to does not match the backup site.
To avoid restoring this file, ***do not*** select the checkbox "Restore Database Setup Information".

Archive dbDump files and Shared Folders To

Specify the folder where you want backups archived. An "Archive" is created whenever a backup job is run or when an archive is downloaded from an FTP site.

An archive is kept in a series of sub-folders named according to the date that the job was run. In this way a series of backup archives is kept.

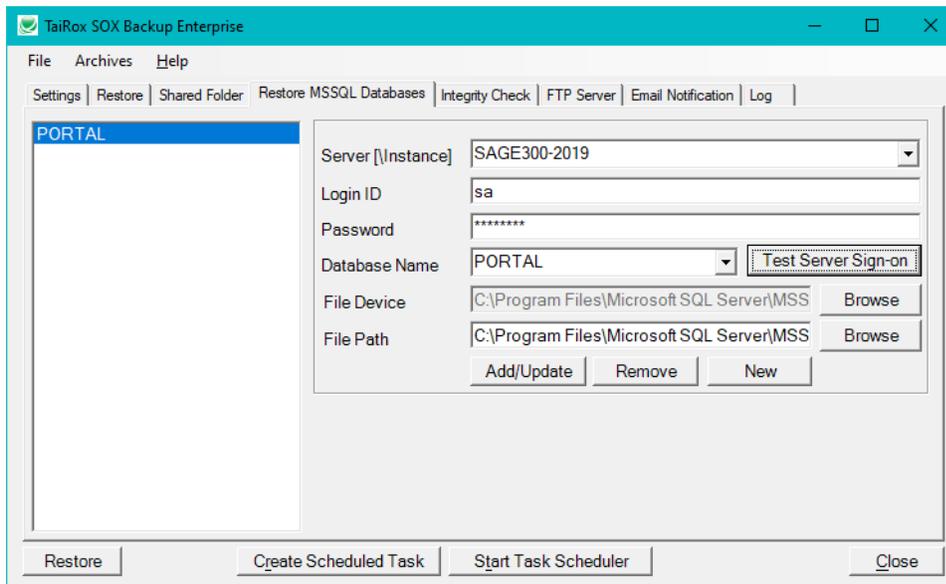
Number of Archives to Keep: Specify the maximum number of archives to be retained. If this number is exceeded, the oldest archive(s) will be deleted. Deleting old archives helps manage total disk space in an automated fashion.

Restore MSSQL Databases Tab

The Restore MSSQL Databases tab lets you restore previously backed up SQL databases in this job.

The tab name changes depending on the mode – either Backup or Restore – that you choose on the Settings tab. *If you are backing up databases*, see [Backup MSSQL Databases Tab](#).

Note that SQL Server credentials must be entered for each SQL database.



To Specify an MSSQL Database to Restore:

Perform these steps for **each** MSSQL database that you want to restore.

- Select or enter the **Server Instance** where the Sage 300 database is stored.

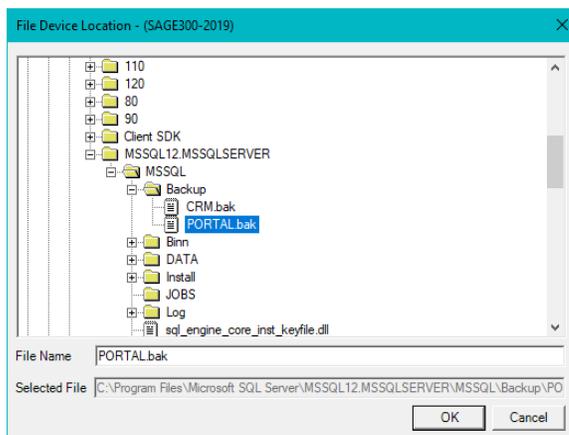
Note: When the Server dropdown button is clicked, please wait several seconds while a list of accessible server instances is discovered.

- Enter the **SQL Server login ID** and **Password**.

You will need to know a SQL Server login name.

SOX Backup connects directly with one or more SQL Server instances, so the SQL Server credentials must be entered for each database connection.

- Select the **Database Name** that you are backing up or restoring.
- Browse to the **File Device** and select/specify **for SQL Server** the restore file name (e.g. PORTAL.BAK). SQL Server needs the file location to perform a SQL restore.



- Browse to the **File Path** and select/specify **for the SOX Backup program** the restore file name (e.g. PORTAL.BAK).

This will be same file as the File Device that you specified, but possibly accessed from a different server. SOX backup needs this path to copy and uncompress the file.

Difference Between “File Device” and “File Path”:

The File Device and the File Path both point to the same file. However, one describes the file location for SQL Server, and the other describes it for the SOX Backup program. The Browse buttons for File Device and File Path display subtly different tree-views used to select the backup file name.

- **File Device** presents a SQL Server tree-view, relative to the computer where SQL Server is installed (shown above).
- **File Path** presents the typical explorer tree-view, relative to the computer on which SOX Backup is running.

If SOX Backup is running on a different computer from the SQL Server computer, the File Path will be the UNC path to the File Device.

- Click the **Test Server Sign-on** button. The test will check both file paths.
- Click the **Add/Update** button to add the database to the list on the left side of the form.
 - Click the Remove button to remove a database restore entry.

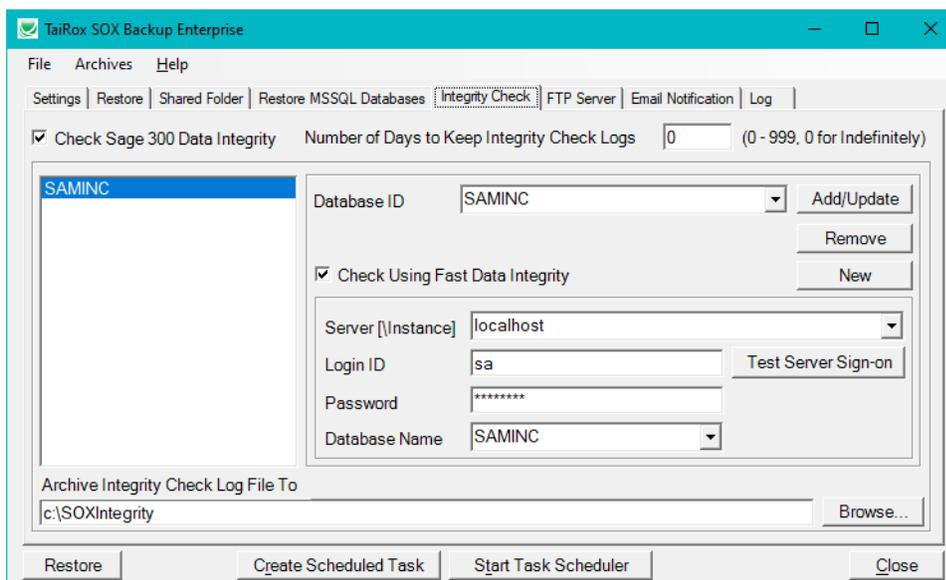
Note Regarding Backup Size: Sage 300 databases are dumped in DBDump format and are therefore greatly reduced in size. A SQL Server database will not be reduced in size this way.

Database size will affect how many daily archives can be kept in a fixed amount of disk storage.

Integrity Check Tab

The Database Integrity Checker can be run for any number of databases. You can run an integrity check:

- As part of a backup job.
- After restoring Sage 300 databases.
- As an independent job unrelated to backing up or restoring.



Check Sage 300 Data Integrity: Select this checkbox if you want to check the integrity of one or more Sage 300 databases.

You can check integrity as part of a backup or restore job, or as a job unrelated to backing up or restoring data.

Number of Days to Keep Integrity Check Logs: Enter the number of days. Enter 0 to keep them indefinitely.

Check Integrity Using Fast Data Integrity:

Adding Sage 300 company databases to the database list

The Fast Data Integrity option performs Sage 300 integrity checking in a fraction of the time taken by the standard Administrative Services function. Tests on large databases show 100x-1000x performance gains. The larger the database, the larger the performance improvement.

Important Note: If necessary, SOX Backup Enterprise will perform a "hybrid" check of the databases – using Fast Data Integrity if the application is supported by Fast Data Integrity and using the standard utility for unsupported (typically third-party) applications.

If you do **not** want to use the Fast Data Integrity option, see [Using the Sage 300 Integrity Checker](#) (below).

Note that some errors reported by the Sage 300 Data Integrity Check that do not affect daily operation are not reported by TaiRox Fast Data Integrity. See [Integrity Check FAQs](#).

To check integrity using Fast Data Integrity:

- Use the **Database ID** dropdown to select the Sage 300 company database that you want to check.
- Select the “**Check Using Fast Data Integrity**” checkbox.
- Select or enter the **ServerInstance** where the Sage 300 database is stored.

Note: When the Server dropdown button is clicked, please wait several seconds while a list of accessible server instances is discovered.

- Enter the **SQL Server login ID** and **Password**.

You need a SQL Server login name and password for SQL Server – typically the same one that you used in Database Setup.

Fast Data Integrity connects directly with one or more SQL Server instances, so the SQL Server credentials must be entered for **each** database connection.

- Select the **Database Name** that you are checking from the Database Name dropdown.
- Click the **Test Server Sign-on** button to confirm that the ID can log in.
- Click the **Add/Update** button to add the database to the list on the left side of the form.

The screenshot shows a software interface for database integrity checking. On the left, a list contains the entry 'SAMINC'. To the right, a form allows configuration for this database. The 'Database ID' is 'SAMINC'. A checkbox for 'Check Using Fast Data Integrity' is checked. The 'Server [Instance]' is 'localhost', 'Login ID' is 'sa', and 'Password' is masked. The 'Database Name' is 'SAMINC'. At the bottom, the log file path is 'c:\SOXIntegrity'.

Follow these steps again for each additional company database.

When finished adding databases, click each entry on the left to confirm that server and login information have been added properly for each database.

Using the Sage 300 Integrity Checker instead:

Adding Sage 300 company databases to the database list

We recommend that you use the [Fast Data Integrity option \(above\)](#). It performs Sage 300 integrity checking in a fraction of the time taken by the Sage 300 Administrative Services function.

To Add a system or company database to the check integrity list:

- Click the Database ID dropdown to see the list of Sage 300 company databases.
- Select a database from the dropdown.
- Click the Add/Update button to add it to the list on the left side of the form.

To Remove a company database from the check integrity list:

- Select the Sage 300 company database from the list on the left side of the form.
- Click the Remove button to remove it from the list.

Archive Integrity Check Log File To: Specify the folder where you want to store the integrity check log files.

FTP Server Tab

SOX Backup Enterprise lets you download a zipped database from an FTP site for restoring.

You can also use this functionality to copy databases between two locations. See [Scheduling a Complicated Backup / Restore Sequence](#) for more information.

You must provide the FTP credentials as well as settings to control retry wait time after a failure.

The screenshot shows the 'FTP Server' configuration window in TaiRox SOX Backup Enterprise. The window has a menu bar with 'File', 'Archives', and 'Help'. Below the menu bar are tabs for 'Settings', 'Restore', 'Shared Folder', 'Restore MSSQL Databases', 'Integrity Check', 'FTP Server', 'Email Notification', and 'Log'. The 'FTP Download' section is checked. The configuration fields include:

- FTP Server Name: ftp.yourcompany.com
- Port Number (FTP): 21
- Login ID: soxbackup
- Password: [masked]
- Remote Directory: /SOXBackup/YourCompany/
- Protocol: FTP - File Transfer Protocol
- Enable SSL: [unchecked]
- FTP Connection Test: [button]
- Do Not Remove Downloaded Files from FTP Server: [checked]
- Maximum Compressed File Size: 10 megs
- Maximum Delay Time: 60 (0 - 999 Minutes)
- Delay Between Retry Attempts: 1 (0 - 99 Minutes)
- Store Downloaded Files in Compressed Form: [checked]

 At the bottom, there are buttons for 'Restore', 'Create Scheduled Task', 'Start Task Scheduler', and 'Close'.

Checkboxes outlined in red appear only when you are restoring (downloading) files.

FTP Download checkbox: Select this checkbox if you want to download files from an FTP site as part of this Restore job. The checkbox name changes depending on whether this is a backup or restore operation.

SOX Backup Enterprise lets you download a zipped archive from an FTP site to a new archive directory during a Restore operation. The credentials and re-try settings for uploading and downloading files are the same.

FTP Credentials

Enter the FTP Server Name, Login ID and Password, and directory on the FTP site where you store backups.

File Transfer Protocol

Select the file transfer protocol and security level. Note that the Enable SSL option will connect using an FTPS protocol, not an SFTP protocol.

Important Note Regarding FTP, FTPS and SFTP Protocols: The default protocol is FTP. If this protocol is selected, and Enable SSL is checked, SOX Backup will use a variant of this protocol, FTPS, to connect. This protocol is considered “more secure”.

The SFTP protocol is always secure. If you choose SFTP, the Enable SSL option will not appear.

This close-up shows the 'Protocol' dropdown menu. The current selection is 'FTP - File Transfer Protocol'. The dropdown list is open, showing 'FTP - File Transfer Protocol' (highlighted) and 'SFTP - SSH File Transfer Protocol'. To the right of the dropdown is the 'Enable SSL' checkbox, which is currently unchecked. An 'FTP Connection Test' button is also visible.

Do Not Remove Download Files from FTP Server: When transferring data from one site to another through an FTP site, removing the files from the FTP site after downloading provides a

means of insuring that the same files are not being downloaded every day because the backup operation failed.

During set up and testing of the Restore job, you may wish to leave the files on the FTP site until your set up and testing is complete.

FTP File Size and Retry Settings

The default retry settings are reasonable for an overnight restore window of several hours, with occasional outages of several minutes.

If the FTP connection is very intermittent or poor, choose a smaller Maximum Compressed File Size than the default of 10Mb to speed up the total job time.

When the FTP connection fails, the “Delay Between Retry Attempts” setting controls the initial retry wait time (1 minute by default).

For continued failures, the retry wait time will double until the Maximum Delay Time setting is reached (2 minutes, 4 minutes, and so on). Once a successful transfer is completed, the retry wait time will be reset to the initial setting (for example, 1 minute).

Store Downloaded Files in Compressed Form: When transferring data from one site to another through an FTP site, minimizing the data being transferred is important and the data should be compressed.

However, *if you are restoring data*, the data must be uncompressed on the restore site, so it can be loaded into a database.

For daily archive maintenance, if disk space is limited and there are lots of archives, you may wish to store the archived data in compressed form. Otherwise, the archive will contain uncompressed data in DBDump format, which is in a more convenient form if you need to restore a database.

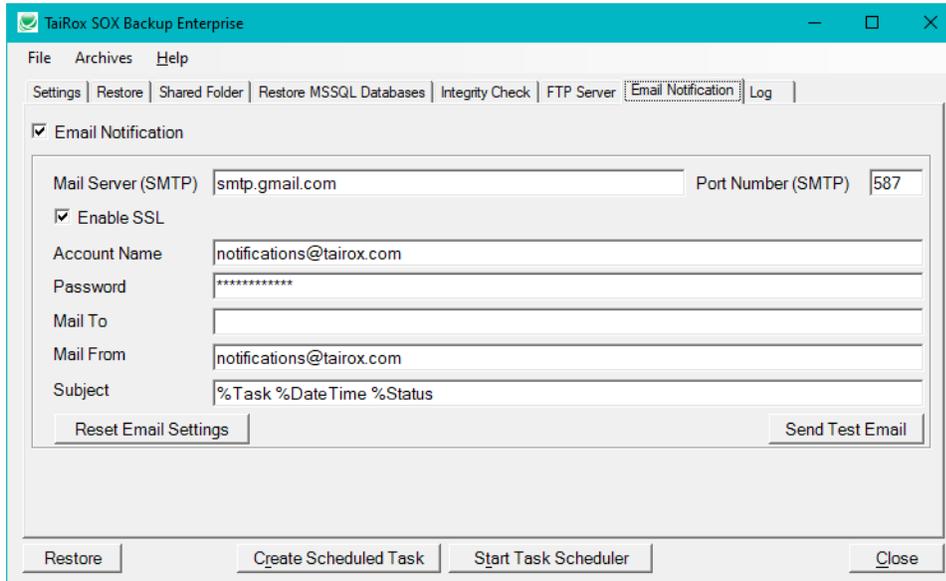
The [Archives Menu](#) provides a way to uncompress archives stored in compressed form,

Email Notification Tab

The Email Notification tab settings control how email notifications are sent. You can turn email notifications on or off.

Select the Email Notification checkbox and enter the same settings that Outlook would use from the server – same SMTP server, same port number (default would be 25), same user and password. Click the Send Test Email button to check that the settings work.

You will need proper credentials that work from the computer running SOX Backup Enterprise.



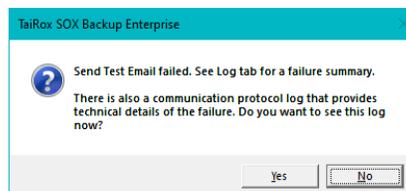
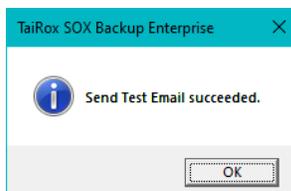
Mail To: You can include any number of email addresses, separated by commas or semi-colons.

Subject: Use any subject line you want.

The codes %Task, %DateTime and %Status will be replaced respectively by the Task Name on the Server Tab, the Date and Time that the job completes and the Status of the job (SUCCESS or FAILURE). For compatibility reasons %Job will be treated the same as %Task.

Reset Email Settings button: Returns the settings to the defaults shown here, with the appropriate password for notifications@tairox.com.

Send Test Email: Sending a test email will display a pop-up message. If the test fails, check the log file by clicking the Yes button in the error message.



Note regarding “Enable SSL” if unsupported by the SMTP server

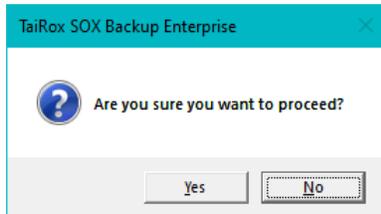
If you select the “Enable SSL” checkbox, the program will first try to send a test email securely. If it does not succeed, it will try to send a test email insecurely. The program will display an error message if the secure test fails, but the insecure test is successful.

If this message appears, it means that:

- Your SMTP server does not support current email communication styles on the port provided. (The "Enable SSL" checkbox has different meanings for different email sending mechanisms, particularly older ones.)
- You should uncheck “Enable SSL” to send emails without SSL protection.

Testing Your Setup

To test the restore settings, click the Restore button in the lower left corner of the screen. The following confirmation message will appear:

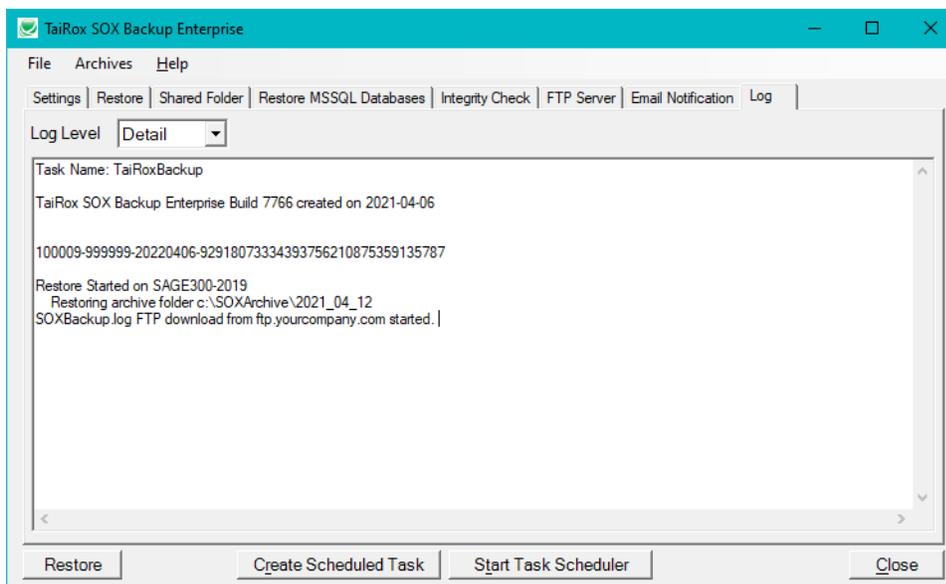


Click the Yes button to run the Restore operation immediately. Various progress windows will appear while the operation proceeds,

Log Tab

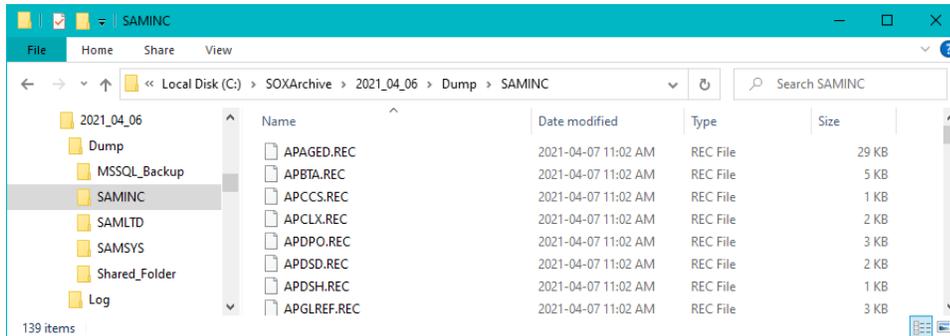
When you run the Restore operation from the user interface, SOX Backup will display the Log tab, letting you monitor the progress of the Restore operation.

You can choose to view a Summary or Detail log on the Log tab.



Viewing the Archive Folder during Testing

You may wish to view the Archive folder as a way of seeing the resulting files:



The Archives Menu

When there are no archives stored in compressed mode, the Archives menu merely provides a list of archive folder names:



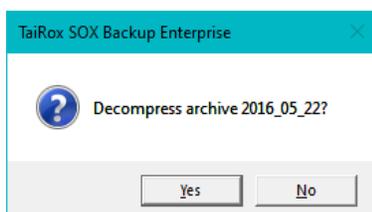
However, the SOX Backup Enterprise restore operation from an FTP site also allows archives to be stored in compressed mode. When this option is selected, the Archives menu provides a way to decompress the archive, unzipping the files into DBDump format.

To Unzip the Archive

From the SOX Backup menu, select **Archives > compressed archive > Decompress Archive**



The program will prompt you to confirm the operation:



Create Scheduled Task

SOX Backup will create a basic task with that can be managed with the Task Scheduler. The task will have the Task Name on the SOX Backup Setting tab.

We are providing this feature so that the Task Scheduler's Action tab will be populated with the path to the SOX Backup program and also populated with the current XML path and name. These are the most common errors made by Sage 300 consultants not familiar with the Task Scheduler.

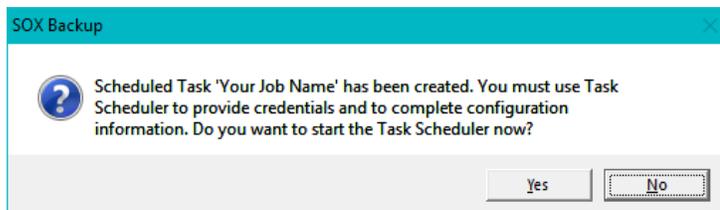
Important Notes: You **MUST** edit the task created by SOX Backup in the Windows Task Scheduler to provide credentials for the task – otherwise it will not run. Other important options also need to be set up properly.

Consult Task Scheduler documentation for important details beyond the scope of this document.

Using the Create Scheduled Task Button

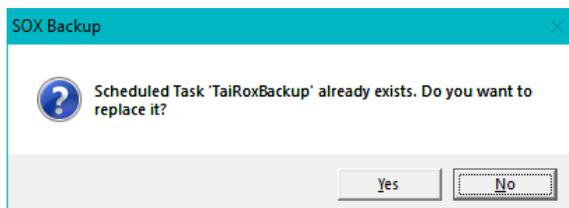
Fill in the fields for SOX Backup and run it manually before creating the scheduled task to ensure that the XML file is properly set up.

- **Click the Create Scheduled Task button to create the task.** The following message will appear:



- Click Yes to start the Windows Task Scheduler.

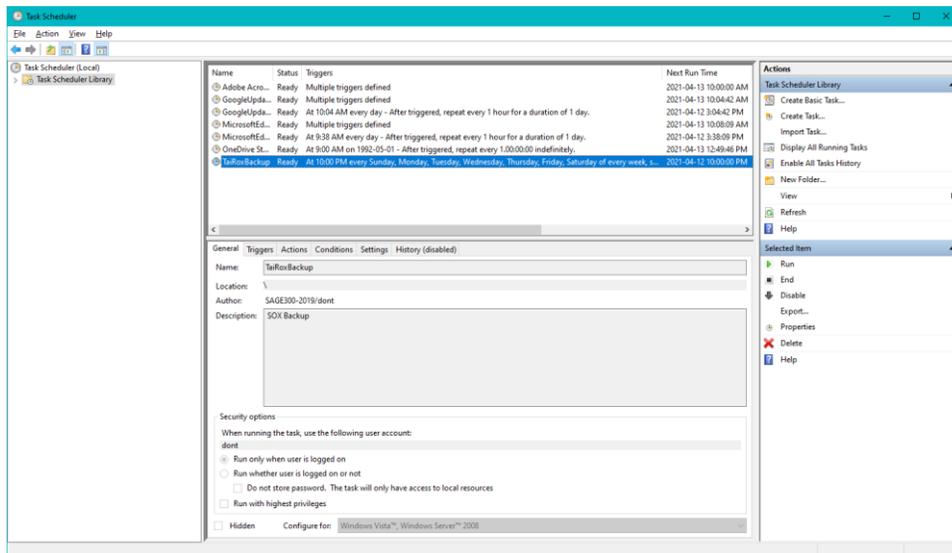
If a task with the same name already exists, the program will warn you that the task exists.



Note that replacing the task means not retaining **any** existing task settings:

- **Click the Start Task Scheduler button to open the Task Scheduler window.**

The Task Scheduler varies in appearance from one version of Windows to another.

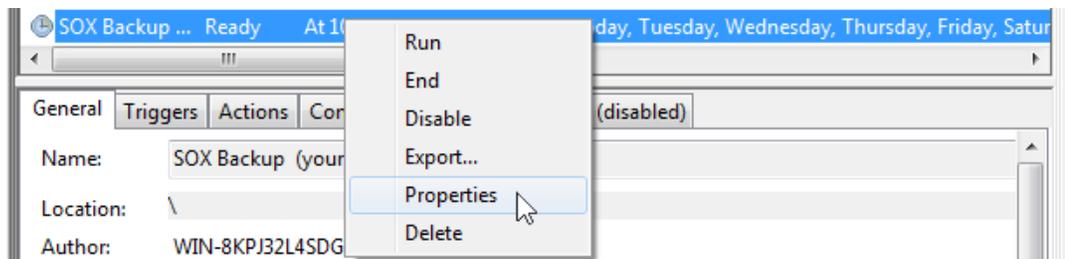


- Click the “Task Scheduler Library” folder in the left panel, and then select the task you just created in the middle panel.

- Right-click the task entry and select **Properties** to edit the task settings.

The task will be in the root folder and have the Task Name from the Download Rates Settings tab.

You MUST edit the properties to add the task user account password. When you save the properties, the program will ask you to provide the password for the task user.



If the task does not run properly after set up, the problem is usually that some authentication has failed.

Some hints:

- The scheduler requires a user and password. Create Scheduled Task created the task with a task user, but it did not add the task user’s password.
You must edit the task properties to specify the password (when you click Save).
You can also change the task user when you edit the task properties.
- Change security options to run the task whether the user is logged on or not.
- Set the task to run with the highest privileges.
- An experienced Windows IT person should be able to solve any problems.
- Your error has occurred before – do an internet search specifying the error message.

Troubleshooting Sox Backup Task Issues

Check the following settings for the scheduled windows task:

- If the path to the XML file has blanks and there are no quotes (") around the path+file name.
- That the user account for the task has logged onto the machine running the task and has a user profile.
- That you selected "Run whether user is logged on or not".
- That other task settings – e.g. run with highest privileges – have been properly set up.
Note: Make sure that your user account can run Sox Backup interactively and can run a scheduled task. Even if using an Admin account, you may have to change Active Directory security settings to run the Sox Backup scheduled task with your account.
- Whether another task for SOXBackup.exe – created during testing – is already running. (Delete with Task Manager.)

Diagnosing Issues with Scheduled Tasks

If you are setting up as a Windows Scheduled Task, a good strategy is to set up a task and run it on a small test database first – such as SAMLTD. If that works, then set up your production database.

- Set up Sox Backup for the small test database (e.g. SAMLTD).
- ***Make sure that Sox Backup works interactively before you set up the scheduled task.***
- Create a task using the Create Scheduled Task button in Sox Backup to make sure that the paths are correct for the program and for the settings XML file. Incorrect path names are often the issue for tasks.
- Run the task from the Task Scheduler and see if it runs properly. This will prove that you have correct file names (with quotes if blanks are in paths).
- Set up the task to run in 5 minutes, then exit the Task Scheduler and log off. Check to see what happened in 6 minutes.
- Look at the Sox Backup logs.
- Check the history of the task in the Task Scheduler. If tasks are still running, delete them.

Now set up the real databases and schedule tasks to run overnight. Come back and check the next day.

- If the notification emails didn't arrive, you'll have to see where they are being blocked.

Example of Settings and Permissions Required to Run a Batch File from a Scheduled Task

See [Fix Scheduled Task -- from Help Desk Geek](#) for an example of the permissions and settings to check to fix a scheduled task that runs a batch file (*.bat). If you can't run a batch file with your account, you cannot run Sox Backup.

Dump and Load a DB to a Different Name

Companies often want up-to-date copies of their accounting database for testing updates to new versions, trying out third-party tools, or for training new employees.

This Section provides simple "restore to another database" steps for restoring a single database to another name.

In this example, we'll back up SAMLTD and restore it to TSTLTD in the same Sage 300 environment, and using the same System database.

Before backing up and restoring for the first time, you must create TSTLTD in MSSQL Server and use Sage 300 Database Setup to set up the database for Sage 300.

The general steps for the backup and restore processes are as follows:

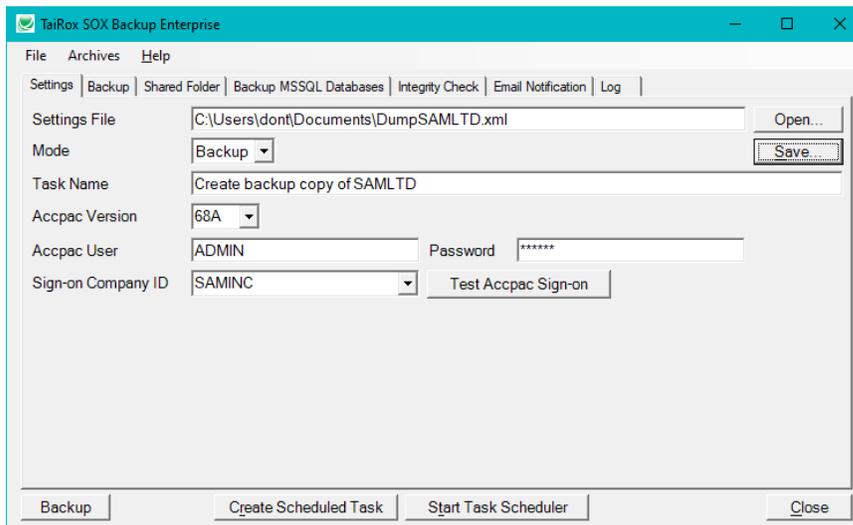
- Create two settings files – DumpSAMLTD.xml and RestoreTSTLTD.xml.
- DumpSAMLTD.xml
 - Settings file = DumpSAMLTD.xml
 - Mode = Backup
 - Sign-on Company ID = SAMLTD
 - Backup tab – add SAMLTD only
 - Shared Folder tab – uncheck “Backup Shared Folder” and specify an Archive folder for the dumped files. Number of Archives to Keep = 1
 - No SQL DBs on the Backup MSSQL Databases tab
 - Uncheck “Check Sage 300 Data Integrity” on the Integrity Check tab
 - Uncheck “FTP Upload” on the FTP Server tab
 - Uncheck “Email Notification” on the Email Notification tab
 - Save the xml file using the Save button on the Settings tab, and click the Backup button to test the settings
- RestoreTSTLTD.xml
 - Settings file = RestoreTSTLTD.xml
 - Mode = Restore
 - Sign-on Company ID = SAMLTD
 - Restore tab – add **SAMLTD** only – restore **SAMLTD to TSTLTD** using the Fast DBTools option – see the following screens
 - Shared Folder tab – uncheck “Restore Shared Folder” and specify the same Archive folder that you specified for the dumped files. Number of Archives to Keep = 1
 - No SQL DBs on the Restore MSSQL Databases tab
 - Check “Check Sage 300 Data Integrity” on the Integrity Check tab, and add TSTLTD
 - Uncheck “FTP Download” on the FTP Server tab
 - Check “Email Notification” on the Email Notification tab to be notified of a successful restore
 - Save the xml file using the Save button on the Settings tab, and click the Restore button to test the settings
- Create scheduled tasks for both tasks once they are tested. Allow enough time between tasks to ensure that the backup is complete before running the restore.

We've added an integrity check and email notification for the Restore procedure, but you can skip them if you wish, and just configure the Settings tab and Restore tab.

Backup – Settings and Backup tab requirements

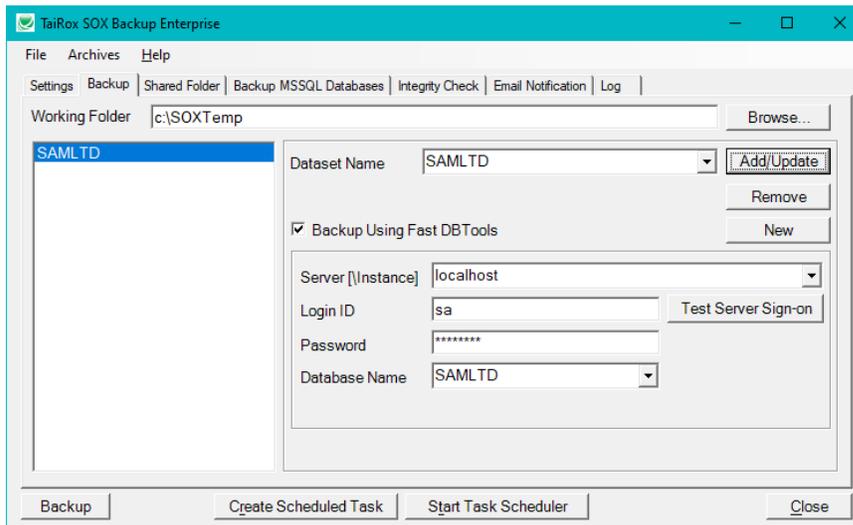
Settings tab notes:

- Choose a file name and task name that identifies the procedure.
- Set the mode to Backup.
- The sign-on company will be the same for the Restore procedure. (The Restore sign-on company cannot be the company being restored.)



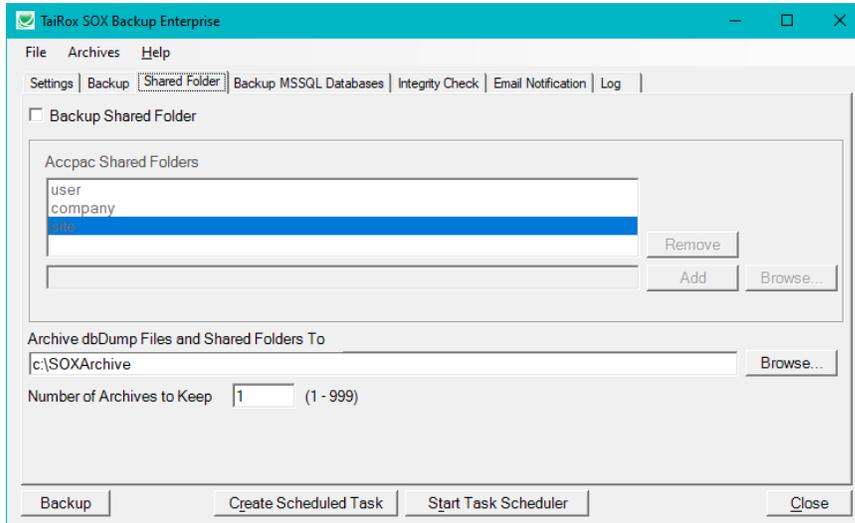
Backup tab notes:

- Use the Fast DBTools backup option for performance.



Shared Folder tab notes:

- Do not back up any shared folders. All settings are in SAMSYS.
- Specify the folder where files will be dumped. The restore procedure will read the dumped files from this location.

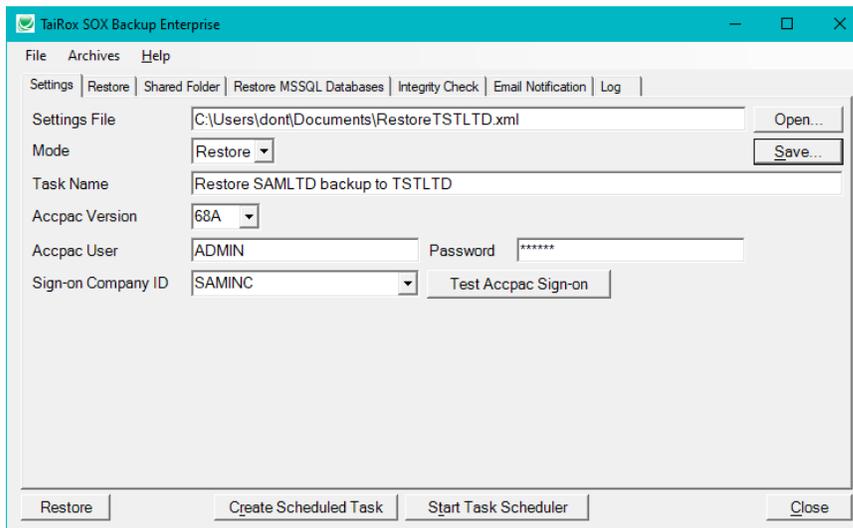
**Other tab notes:**

- No SQL Server databases.
- Skip the integrity check on backup and use the it on the restore procedure.
- Save the email notification for the restore procedure.

Restore – Settings and Restore tab requirements

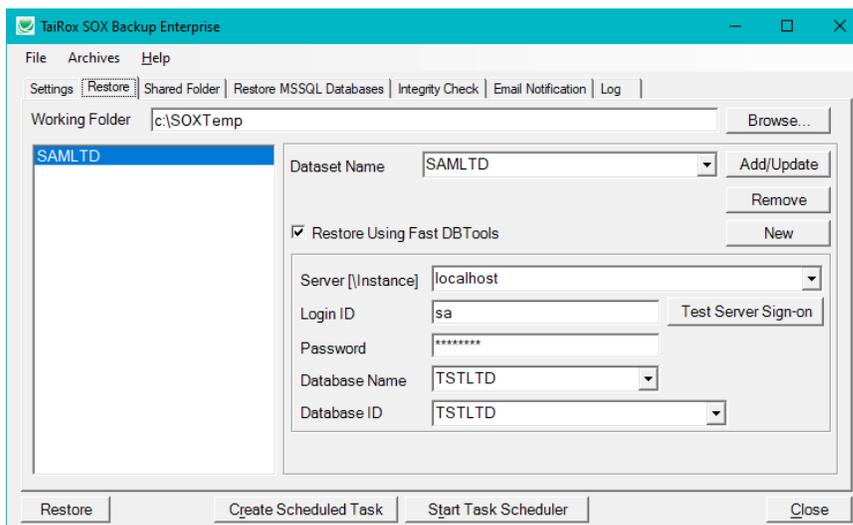
Settings tab notes

- Choose a file name and task name that identifies the procedure.
- Set the mode to Backup.
- The sign-on company will be the same for the Restore procedure. (The Restore sign-on company cannot be the company being restored.)



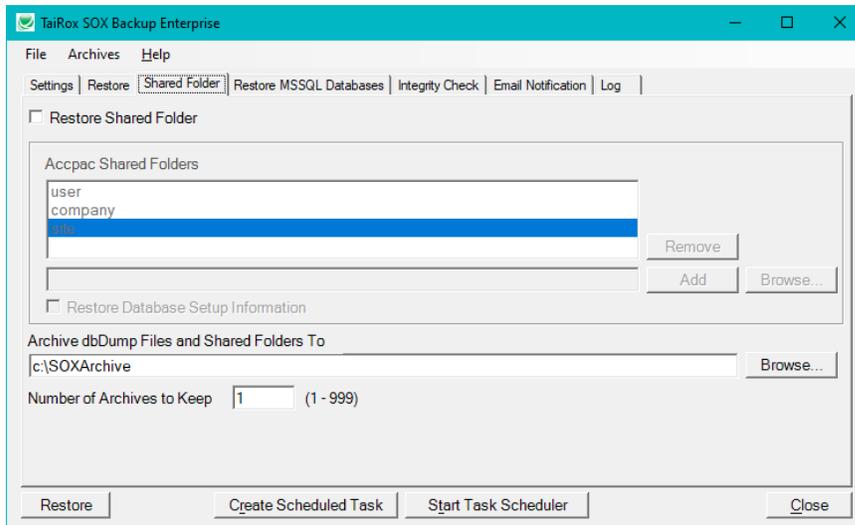
Restore tab notes

- Use the Fast DBTools backup option to restore to a different database ID.
 - Select the Restore Using Fast DBTools checkbox.
 - Choose SAMLTD as the Dataset Name – the set of dump files that you are going to load into TSTLTD.
 - Specify TSTLTD for the target Database Name and Database ID.



Shared Folder tab notes:

- Do not restore any shared folders. All settings are in SAMSYS.
- Specify the folder where files will be dumped. The restore procedure will read the dumped files from this location.

**Other tab notes:**

- No SQL Server databases.
- Select “Check Sage 300 Data Integrity” and specify TSTLTD as the database.
- Select “Email Notification” to be notified of a successful restore procedure.

Scheduling a Complicated Backup / Restore Sequence

Scheduling matching restore and backup processes involves scheduling the restore process to run once the backup process is complete.

Some experimentation will be required to determine how long the backup process takes and how much variation there is in this time.

Some forward-looking planning must be done to account for growing amounts of data. SOX Backup's restore process from an FTP has a built-in mechanism – it will wait until the complete matching backup job has been run.

The following worksheet illustrates the planning process for transferring data between a server in Mexico and a server in Vancouver.

The Mexico data is large and is transferred to Vancouver where it is restored and used for consolidation. The Vancouver parent data is small and is transferred to Mexico as a form of backup, and is not restored. The data is transferred through an FTP site in Houston, which is located in a secure facility with redundant Internet connections and huge bandwidth.

Note that the Mexico server and the Vancouver site are in different time zones. Vancouver time and Mexico time are set out in different columns. Several test runs may be required to map out approximate times, as set out here:

Process	Vancouver Start Time	Mexico Start Time	FTP Elapsed	Restore Elapsed
Mexico Backup	20:01	22:02	40 min	N/A
Vancouver Backup	21:32	23:32	2 min	N/A
Mexico Restore	22:03	00:03	1 min	15 min
Vancouver Restore	00:04	02:04	35 min	176 min

Sox Backup FAQ

Read the user guide carefully in addition to reviewing this FAQ. The user guide provides specific guidelines for configuring Sox Backup.

Issues with Running Sox Backup from a Task

See [Troubleshooting Sox Backup Task Issues](#) for more information on diagnosing task issues.

Installation and Upgrade Issues

Q: Where can I get release notes for Sox Backup, and what will they tell me?

A: Click the [Release Notes](#) link in the upper left hand corner of the Sox Backup product page on the TaiRox web site.

Among other things, the Release Notes will tell you about recent fixes and provide program compatibility information. For example:

Build 2020-03-19 (7383)

- Allow email distribution lists to be split by blank, semicolon and comma.
Status displayed is SUCCESS, not FAIL in subject line when retrying send of emails.

Build 2020-01-24 (7328)

- SOX Backup Enterprise now fast-checks RMA up to RMA 2020.

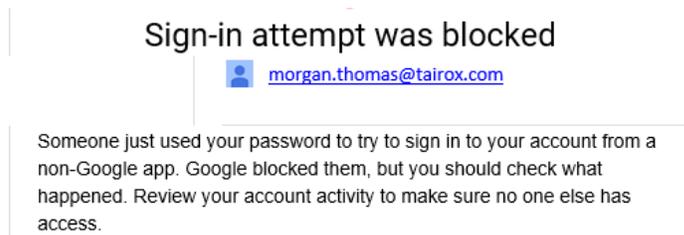
Email Notification Issues

Note regarding “Enable SSL” if unsupported by the SMTP server

If you select the “Enable SSL” checkbox, the program will first try to send a test email securely. If it does not succeed, it will try to send a test email insecurely. The program will display an error message if the secure test fails, but the insecure test is successful.

If this message appears, it means that:

- Your SMTP server does not support current email communication styles on the port provided. (The “Enable SSL” checkbox has different meanings for different email sending mechanisms, particularly older ones.)
- You should uncheck “Enable SSL” to send emails without SSL protection.

Q: Why did Gmail reject my login credentials from Sox Backup.

A: The server login was rejected because it didn't come from a "Google" application.

If you are using a Gmail server for email notifications, your server administrator can change the access restrictions to let Sox Backup send notifications. Refer to Google support for details.

See Google support – for example,
<https://support.google.com/cloudidentity/answer/6260879?hl=en>

Q: What port number should I use for the SMTP server?

A: A "typical" setting would be port 465 with SSL enabled. See the note, above, regarding "Enable SSL".

The default SMTP server ports are as follows:

Default Ports:	Server:	Port:
SMTP Server (Outgoing Messages)	Non-Encrypted	25 (or 587)
	Secure (TLS)	587
	Secure (SSL)	465

Ports 465 and 587 are intended for email client to email server communication – sending out email using SMTP protocol.

Port 25 is generally used for communication between mail servers.

Backup Issues

Q: Why does Sox Backup hang when run as a scheduled task?

A: Check [Troubleshooting Download Task Issues](#) in this guide.

When the program is executed it uses a command-line parameter (an XML file name) to provide all configuration information for running.

If the XML filename parameter is missing from the command-line, the program starts and waits for you to provide further input – however, the Sox Backup screen is hidden. If you open the Task Manager, you can see and end the task.

If the parameter is there but invalid, the program will generate an error and close (if running from the Task Scheduler).

Q: Why did the scheduled task for Sox Backup suddenly stop working?

A: Check the errors logged for the Windows task and try to run Sox Backup interactively to confirm that it still works. For example, one common reason for a sudden failure is that the license has expired.

Also check [Troubleshooting Download Task Issues](#) in this guide.

Q: FAIL: System Error. Exception occurred at SoxBackup. Error='The requested security protocol is not supported.'. Please ensure to install all the latest Windows Updates to enhance your computer's security and performance.

A: This error message originates from the .NET framework. You can Google the message to see suggestions from other users.

Check the versions of .NET Frameworks on your system and check that TLS 1.2 protocol is enabled on your server.

Note that although Sox Backup uses .NET Framework 4, you also require .NET Framework 4.5 be installed if you are using some of the newer security protocols (TLS 1.2 specifically). Many websites now require that TLS 1.2 or later be used in order to communicate with them.

Install all Windows updates for your platform. For example, Googling shows that early versions of Windows Server 2012 SR2 and Windows 8 had TLS1.2 issues with other applications, typical support / update article:

<https://support.microsoft.com/en-ca/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

Q: Why would we get this error? "FAIL: Cannot read this version of the extraction file."

A: Upgrade to latest version of Sox Backup. Older versions of SOX Backup used a 32 bit version of 7Zip to compress/decompress files and will fail if the backup is sufficiently large.

Q: I changed several settings in Sox Backup, then resaved the XML file under a new name. The name is correct in the UI, but the task continues to run as it did before the changes. What's going on?

A: The scheduled task is still using the previous XLM file. You have to edit the scheduled task in the Task Scheduler and specify a new file name on the Actions tab for the task properties.

Restore Issues

Q: I have a restore issue. Two databases are being transferred from one site to another but only one loads successfully. The following message appears in the log file. What is the problem?

2022-12-28 00:03:16 - FAIL: You cannot load data into the current company or system database.

A: A database restore operation can't be done if the database is locked (in use). Everyone needs to log out before they leave for the day.

Also note: SOX Backup signs in to a Sage Company (the "Signon Company") and can then restore databases to **other** companies – but not to the company where SOX Backup is signed in.

If you want to restore Company A and Company B, you should sign in to Company X in order to do so, not to Company A or B.

Integrity Check Issues

Q: Why did the data integrity check miss some errors reported by Sage 300 Data Integrity Check?

A: Some errors reported by the Sage 300 Data Integrity Check that do not affect daily operation are not reported by TaiRox Fast Data Integrity.

For example:

Fast Data Integrity does not check the ICSTATI table for non-existent items although the Sage 300 integrity program does. This is because items in statistics tables that no longer exist in inventory do not affect IC operations – and you may want to retain statistics for items previously sold even though you no longer sell the items and have deleted them.

Sage 300 allows the deletion of vendors, items and other entities, even though these entities may be present in "historical data", such as old posting journals or statistics tables. However, Sage 300 reports deleted items as errors because it validates these items during the integrity check in the same way that it validates items during data entry.