



ACS Backup and Restore



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Backing up your data is one of the most important tasks you can do to protect your files from loss in the event of a disaster. Adopting the practice of creating and storing ACS backup files provides you and your organization with the means to safeguard valuable data.

We encourage you to back up your data regularly and frequently. In addition to your regularly scheduled ACS backups, you should also back up your ACS data before special events like Attendance Promotion.

OnDemand

If you use **OnDemand**, your ACS backups are automatically made each night and stored on the OnDemand server. However, you should perform a manual ACS backup prior to special procedures such as attendance promotion or merging people records.

Implementing a Backup Plan

Creating data backups and having a data recovery plan are important pieces of your disaster plan and business continuity. With an effective data recovery plan and frequent backups stored on and off site, you can quickly restore your data if a disaster strikes.

To get started, meet with your organization's leaders and create a backup plan that answers the following questions:

- What do you want to back up?
- How often will you back up your data?
- How and where will you store your data?

Finally, designate someone to coordinate and keep records on your backups. You should keep your backup plan in writing with your organization's disaster planning procedure documentation.

ACS OnDemand

If you use ACS OnDemand, your ACS backups are automatically made each night and stored on the OnDemand server. However, you should perform a manual ACS backup prior to special procedures such as year-end closing, attendance promotion, or merging people records.

What Should I Back Up?

The first step in implementing a backup plan is deciding which files and programs to back up. Here are some options to help you make this important decision:

- Back up everything that is on your hard drive. This method offers the greatest amount of data security, it allows for one-step restoration in the case of loss, and you can do it automatically during off hours. The downside is that it can be costly.
- Another option is to back up only data that is necessary for your organization to operate. In this scenario, only back up work that is not easily replaceable. Examples are ACS, PDS, or Headmaster backups, Word documents, important letters or memos, databases, Publisher files, MP3 files, and archived e-mail.
- You may also want to consider backing up any program that you don't have the original software for.

Storing Data Backups

You can store backups on backup media or off-site.

Backup Media

Backup media includes any form of hardware, software, or service that you can use to transfer and store backup files of your data from your local hard drive. You can use both removable media and off-site storage to back up your ACS files, and while each type has positive and negative aspects, we recommend that you periodically transfer backups of your ACS data to some form of external backup media.

The amount of time necessary to make a backup and the amount of space required to store a backup varies according to your organization's computer system and the number of ACS records. ACS Backup/Restore uses zip technology to compress the data, so the amount of space required for the backup is significantly less than the space required for your data. However, depending on the size of the CDs or flash drives that you use, databases that have thousands of records may still require more than one disk. You may want to consider using a program such as LiveStor to store backups of your data files remotely.



Tip

When making manual backups on CDs or other removal media, always label each CD with the type of backup (People or Financial), the date you made the backup, and the backup file name. It's also a good idea to keep a log with the above information, as well as the name of the staff member who made the backup.

Off-Site Storage

Backup files that you create using ACS Backup/Restore are typically saved on your local hard drive. This is convenient when you're backing up your data before resolving logical errors or performing major processes in ACS (such as year-end closing or Attendance Promotion).

Off-site storage refers to any service, vendor, or facility which provides storage and recovery for data. This type of storage can include tape backups, online storage services, and other means of remote data allocation.

ACS Technologies offers LiveStor, a product that you can use to remotely store backups of your data files. Remote storage of your files makes sure that your ACS data can be recovered in the event of such disasters as fire, theft, flood, hurricane, tornado, or any natural disaster.

Tape backup is also a popular tool for backing up large amounts of data on a single computer or large network. Numerous companies make complete tape backup solutions, including all necessary hardware and software. However, due to the large variety of formats, ACS Technologies doesn't support tape backups. This means that you cannot send in your data to ACS Technologies on tape, and ACS Support

Representatives cannot help you restore a tape backup. If you have problems restoring a tape backup of your ACS data, you must contact the tape backup vendor or a local computer consultant for assistance.

If you back up your data using a tape backup system or any other means of off-site storage separate from the ACS Backup/Restore program or LiveStor, you need to back up the following ACS directories:

ACS Version	Directories to Back up
Stand-Alone	<p>c:\winacs\acsdata and all of its sub-directories</p> <p>c:\winacs\acsfdat and all of its sub-directories</p> <p>c:\winacs\acspict and all of its sub-directories (if any)</p>
Network	<p>n:\acsnet\acsdata and all of its sub-directories (where n: is the network location for the \acsnet directory)</p> <p>n:\acsnet\acsfdat and all of its sub-directories (where n: is the network location for the \acsnet directory)</p> <p>n:\acsnet\acspict and all of its sub-directories (where n: is the network location for the \acsnet directory)</p>

Strategies for Successful Backups

You should back up your data often and at regular intervals. You may want to keep one backup on site to restore data quickly if you encounter a system or hard drive error, but it's also important to keep some backups off site in a secure location, preferably not near your physical location. By keeping backups off site, your data can be restored if a disaster strikes your community. To learn more, see [Storing Data Backups](#).

Here's a simple but effective strategy that may help your church, school, or organization when implementing a backup plan. It's a good idea to have four sets of backup copies, including:

Daily Backup Set A and Daily Backup Set B

Each day, you should back up your data on removable media such as a CD. It's a good idea to use two sets of backups to protect yourself from backing up to a bad CD. For example, you could use Set A on Day 1, Set B on Day 2, Set A on Day 3, and so forth. These backups can be used in case of system or hard drive failure or operator error.

Note

When making manual backups on CDs or other removal media, always label the media with the type of backup (People or Financial), the date that the backup took place, and the backup file

name. It's also a good idea to keep a log book with the above information, as well as the name of the staff member who made the backup.

Weekly Backup Set

You should also make a backup at the end of each week and store that backup at a location other than your workplace, so that it can be used in case of a catastrophe such as fire or flood. Once again, if you use a rewritable CD, you can reuse it each week, but you may want to consider rotating this set like you rotate your daily backup sets.

You can also use LiveStor to schedule a weekly backup of your data files and to store your data remotely. LiveStor can backup both your ACS data and your church, school, or organization's other important data. It's a great way to back up all of your important files with minimal effort and ensure that they can be easily recovered if a natural disaster or catastrophe occurs.



Note

When using LiveStor, you can call 1-800-669-2509 to order a duplicate copy of the ACS program files in case of hard drive failure or catastrophe.

Monthly Backup Set

You should make a backup copy at the end of each month as part of your month-end accounting procedures. We recommend making the backup after you've printed your month-end reports, but before closing the current month. Use different removal media for each month so that at the end of the year you have 12 monthly archive backups. Be sure to give each backup a different name or place them in different directories.

You may also want to back up your picture files when you make monthly backups. Picture files rarely change, but reimporting them into ACS can take valuable time away from your organization's goals.




Installing ACS Backup Restore

The ACS Backup Service program utility is installed on your computer with the ACS Upgrade executable that you download from the ACS website or the ACS Install CD. After you install the ACS software, you must run the utility to configure the ACS Backup Service program.

Scheduling backups lets you establish and maintain a schedule for making regular backups of your ACS data and system files. Once you have set a backup routine, you can modify your routine of making backups to suit your needs or restore any previous ACS data or system files in the case of a disaster. To access the **Schedule Backup** option in the ACS Backup/Restore program, you must have user rights in ACS Utilities.

1. Open the **Windows File Explorer**.

- a.) **Windows 7:** On your Windows desktop, right-click the Start button  in the lower-left corner of the screen. A Windows context menu displays. Click **Open Windows Explorer**. The Windows Explorer window displays.

- b.) **Windows 8.1 and Windows 10:** On the Windows desktop, right-click the Start button  in the lower-left corner of the screen. A Windows context menu displays. Click **File Explorer**. The File Explorer window displays. Link
 2. Double-click the C: drive.
 3. Open the **ACSNET** or **WINACS** directory.
 4. Double-click **Backup_Service_Install.exe**.
 5. Click **OK**.
 6. Configure the ACS Backup Service.
1. Open the **Windows File Explorer**.
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 2. Double-click the C: drive.
 3. Open the **ACSNET** or **WINACS** directory.
 4. Double-click **Backup_Service_Uninstall.exe**.
 5. Click **OK**.
 6. Configure the ACS Backup Service.

Configuring ACS Backup Restore




After you install the backup service utility, you can set up the service to run on your computer. To configure the ACS Backup Service, you must have administrative rights, and if you're on a network, you should set up the ACS Backup Service on your server.

In comparison with LiveStor, ACS Backup/Restore allows you to conveniently set a schedule to automatically create backups of all your ACS data. However, you'll need to configure the program according to the following guidelines and considerations:

- Set ACS Backup/Restore to activate when all other users are logged out of ACS. If other users are logged in to ACS when the scheduled backup job is activated, the data they're actively using is excluded from the backup file. For example, you could schedule backups in the early morning hours or late at night if you're sure that no one in your organization will be using ACS at those times. It's also a good idea to communicate the scheduled backup time to your staff to ensure that they're not logged into ACS.
- Designate one computer or workstation as a backup workstation, then set the scheduled backup jobs to run on it. If you're operating in a network environment, running the scheduled backup jobs on more than one computer or workstation is highly inefficient and unnecessary.
- While you can create a backup containing all of your active ACS data with the ACS Backup/Restore program, you should carefully consider your use of the Maximum Number of Stored Backups option, especially if the backup files are initially stored locally. Scheduled backup files are comparatively larger than those created manually, so file space can become an issue depending on the value you set for this option.

Once you set up the service, you can create a backup schedule.

1. Open the **Run** window.

- a.) **Windows 7:** On your Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. In the search box, located at the bottom of the Start menu, type **run** . Click  **Run**. The Run window displays.
- b.) **Windows 8.1 and Windows 10:** On the Windows desktop, right-click the Start button  in the lower-left corner of the screen. A Windows context menu displays. Click **Run**. The Run window displays.
 2. In the Open field, type **services.msc**, and click **OK**. The Services window displays.
 3. Under **Name**, double-click **ACS Service**.
 4. Click the **Log On** tab.
 5. Select **This Account**, and enter your administrative user name and password.
 6. Confirm your password and, click **Apply**.
 7. Click **OK** twice, and click **Restart the Service**.

Creating and Storing ACS Backups

ACS OnDemand

If you use ACS OnDemand, your backups are automatically made each night and stored on the OnDemand server. However, you should perform a manual backup prior to special procedures such as year-end closing, attendance promotion, or merging people records.

To help you implement a backup plan, ACS Technologies offers several options for creating and storing backups. Click on the links below to see the advantages and points of consideration related to using ACS Backup/Restore and LiveStor.

While there are both positive and negative aspects to each plan listed in the following sections, the proper implementation of any backup plan ensures that you and your organization avoid corruption or loss of data in the event of a disaster.


- Backing up data with ACS Backup/Restore.
- Scheduling Backup Jobs with ACS Backup/Restore.
- Backing up data with LiveStor.
- Backing up data with ACS Backup/Restore and LiveStor.

When using LiveStor as your primary backup system, you must elect to transfer or store backup files created with ACS Backup/Restore, or the ACS folders or directories containing the data you want. Using LiveStor to restore ACS folders or directories requires basic knowledge of the ACS data directory configuration.

Backing Up Data with ACS Backup Restore

The ACS Backup/Restore program will create an exact replica of your ACS data, which you can restore in the event of a disaster. You can also specifically select the data from the ACS suite or program that

you want to back up. Before performing major data-related processes, such as year-end closing or Attendance Promotion, you must create a backup using the ACS Backup/Restore program.

 **Note**

When using the ACS Backup/Restore program to create backup files, you must log out of ACS applications.

In comparison to LiveStor, backing up your data with ACS Backup/Restore is a manual process, and you can perform a backup whenever you need to. If used properly, ACS Backup/Restore can also help you efficiently manage file space because backup files are compressed, include only the data you specify, and are comparatively smaller than those created with Automatic Backup.

While the backups that you create using ACS Backup are typically saved on your hard drive, we strongly recommend that you transfer these files to either removable media or to an off-site storage location.

Performing a Manual Data Backup

 **A message for ACS OnDemand customers**

Although ACS OnDemand backups are made each night and stored and maintained for you, we recommend that you perform a manual backup before special procedures such as year-end closing, attendance promotion, or merging people records.

You can manually backup your ACS data with **ACS Backup/Restore**. A manual backup copies your data which can be restored if a computer or program malfunction occurs.

We recommend that you back up your dataset *frequently* on external media and store backup files off-site in case of hardware failure or a natural disaster.


During the backup process using ACS Backup or ACS Scheduled Backup:

- Don't shut down or turn off the computer.
- Remain logged in to your computer.
- If applicable, disable the **Hibernate**, **Sleep**, or **Stand by** options on your computer to maintain your backup schedule.

Back up Your Data

1. Open the **ACS Backup** utility.
 - a.) **Windows 7:** On your Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Click **All Programs > ACS Technologies > ACS Tools > ACS Backup**.
 - b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **ACS Backup**.
 - c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.

Link

2. Enter your user name and password and click **OK**.
3. Under **Data Options**, select the backup that you want to perform.
4. Under **Additional Options**, make the appropriate selections.
5. Verify the backup destination. If necessary, click **Lookup**  to select a different location.

 **Important**

- ★ Do not back up to the WINACS or ACSNET folders.
- ★ ACS OnDemand users must back up files to the **S:\ACS_Backups** folder.

6. If you are backing up to a zip disk or a flash drive, insert the disk or drive.
 7. Click **Backup**.
 8. If you selected to change the filename, enter a filename and click **OK**.
- Optional:* When the backup is finished, click **Print History** to view or print the Backup/Restore Log report.

Printing Backup History

The Backup/Restore Log lists the user, date, time, location, and computer name for each instance you back up or restore your data.

You can use the Backup/Restore Log to determine the last person who backed up or restored data and to verify that backups are successful.

1. Open the **ACS Backup** utility.
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 - b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **ACS Backup**.
 - c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.

Link

2. Enter your user name and password.
3. Click **OK**.
4. Click **Print History**.
5. Click **Print**, then **OK**.


Deleting ACS Backups



If you've saved a manual ACS backup to external media or no longer need the backup, you can delete the backup to free up space on your computer's network or hard drive.


You can also clear your backup history. This clears the grid on the Backup/Restore tab.

1. On your computer, navigate to the directory where your backups are saved. If you're not sure of the location, you can find it under **Configuration** in the ACS/Backup/Restore window.
2. In the directory, right-click on the folder of the backup you want to delete and click **Delete**.

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b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **ACS Backup**.


c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.

2. Enter your ACS user name and password.
3. Click **OK**.
4. On the **Scheduled Backups** tab, select the backup file that you want to delete in the list.
5. Click **Delete**, then **OK**.

1. Open the **ACS Backup** utility.

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b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **ACS Backup**.

c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.

2. Enter your user name and password and click **OK**.
3. On the **Backup/Restore** tab, click **Clear History**.
4. When the confirmation message displays, click **OK**.

Scheduling Backups with ACS Backup Restore

The ACS Backup/Restore Scheduling program automatically backs up your ACS data based upon a schedule that you set. All users should log out of any ACS applications when using the scheduled backup to create backup files.

Just like the manual ACS Backup program, you can specify the data from the ACS Suite or program that you want to back up. Then, you choose the date and time to perform the backup job. When restoring a backup created from a scheduled job, you can select the dataset that you want to restore from the backup file.

The first step in scheduling backups is in installing the ACS Backup Service, so you'll need to do that if you haven't already. If you have, you'll need to Configure the Backup Schedule Service, and then you can Create a Backup Schedule.

As with manual backups, backup files created with the scheduling option in the ACS Backup/Restore program are typically stored on your hard drive. We strongly recommend that you transfer these files to either removable media or to an off-site storage location.

Creating a Backup Schedule

After installing and configuring the ACS Backup Service, you can create a schedule for backup jobs.

The scheduled backup program backs up to a hard drive. You can select the number of backup files that you want to keep in the directory, and as each successful backup is completed, ACS purges the oldest backup file from the directory. This saves storage space on your hard drive and eliminates older backups.

You can also back up to USB drives and similar media. If you're backing up to tape, you must use the software that came with the tape drive and refer to the documentation that is included with your tape backup system for information on how to perform a tape backup. With a tape backup, you must back up all the files in the \Acldata, \Acfsdat, and \Acspict directories.

For each scheduled backup job that you set up, you can enter a different Destination Directory for backup storage, but you cannot back up to the WINACS or ACSNET directories.





Note

The ACS scheduled backup program uses military time for the hours of the day.

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 - b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **ACS Backup**.
 - c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.
2. Enter your ACS user name and password.
3. In the actions list, click **Schedule Backup**.
4. Under **Data Options**, select a backup option.
5. Under **Additional Options**, select the appropriate options.
6. Enter a schedule name for this job.
7. Select the directory where you want to store the backup files.

8. Select the number of stored backup files you want to keep in the listed directory.
9. Under **Frequency**, select **Daily**, **Weekly**, or **Monthly**.
10. Under **Date/Time**, select the specified daily, weekly, or monthly schedule that you want, then click **OK**

If you've already set up a scheduled backup job, you can edit the existing backup schedule.





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 - c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.
2. Enter your ACS user name and password and click **OK**.
3. On the **Scheduled Backups** tab, select the scheduled backup job that you want to change and click **Edit**.
4. Make the necessary changes, and click **OK**.
5. In the Select Datasets to Backup/Restore window, make the necessary changes, and click **OK**.

Restoring a Backup

In the case of a disaster or fatal error, you can restore a previous backup created with ACS Backup/Restore.

When you restore ACS data, you overwrite any existing ACS data that resides on your system. We strongly recommend that you make another backup before restoring.

To restore a backup

1. Open the **ACS Backup** utility.
 - a.) **Windows 7:** On your Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Click **All Programs > ACS Technologies > ACS Tools > ACS Backup**.
 - b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **ACS Backup**.
 - c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **ACS Backup**.
2. Enter your user name and password, and click **OK**. The ACS Backup/Restore window displays.
3. On the Backup/Restore tab, under Configuration, make sure the **Backup Destination Directory** is pointing where your backups are located.

4. Click **Restore**.
5. Select the backup file that you want to restore and click **Open**.
6. Select the datasets that you want to restore and click **OK**.