Prevail System Backup v7.x

Please be advised that as stated in your support contract, backing up your Prevail data is not the responsibility of Practice Technology and by providing you with the information below, we take no responsibly for you backup process. We suggest that you backup every night using a different tape each night. It is also suggested that in the case of something catastrophic happening to your office (fire, flood theft), you take at least one tape a week and store it offsite. For further questions regarding your backup, please contact your Network Administrator.

The Prevail Server folder contains all of your key database files; notably files ending in ADD, ADI, ADT and ADM. This level of the folder is **by far** the most important part of the Prevail case management system. I would strongly recommend backing up this level of the folder every day.

Ensuring A Complete Backup

There are occasions when Prevail sessions are not closed down correctly, which leaves critical system files or Advantage Database Tables locked for editing. Some backup software is not able to backup files when they are actively in use.

In order to disconnect and release all locked files you can stop the Advantage Database Server service on your Prevail Server. Once the backup has completed you can then restart the ADS service to re-enable your Prevail Server.

You can perform this via a scheduled task, or if your backup software has a configuration option you can place this information in a pre-operation job and a post operation job around the backup process.

Before your backup run: Net stop advantage
After your backup completes: Net start advantage

However, if there are active connections to the Advantage Database Server then you may receive the following error message when you attempt to stop the service.

In order to prevent this message from appearing please can you ensure that "Suppress Message Boxes" is checked in the ADS configuration utility (under misc. settings).
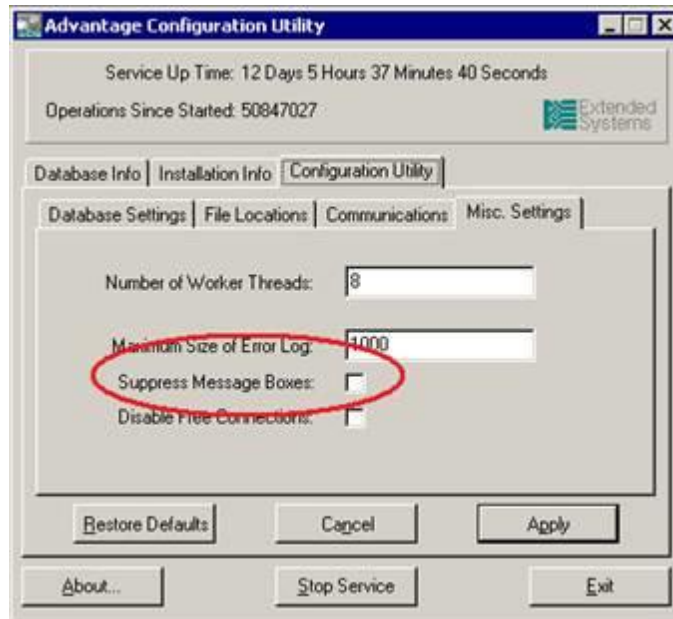
Once you have checked the "Suppress Message Boxes" setting you will need to restart the Advantage Database Service for this setting to take effect.