


Frequently Asked Questions

Automatic Backup

Q: *How do I install the Automatic Backup program?*

A: To Access the Automatic Backup program, you must have been granted user rights in ACS Utilities, and you must have a valid user name and password.

To install the ACS Automatic Backup program:

1. Insert the ACS 7.0 Update CD into your CD-ROM drive.
2. On the **ACS Auto Menu** click **Install Automatic Backup**. The installation process will place the Automatic Backup Icon  on your system tray. You must reboot your computer for the tray icon to become active.

Q: *What rights must you have to run the Automatic Backup program?*

A: You must have rights to Utilities.

Q: *The icon on the system tray has been closed. How can you get the icon to appear?*

A: You can click the **Start** button and select **Automatic Backup**, or you can reboot.

Q: *Does the Automatic Backup program have to be closed to run an ACS Update?*

A: No. The Update will close the program.

Q: *Does the workstation on which the Automatic Backup is set to run have to be on for the backup to run?*

A: Yes. If the workstation is not on, the backup will not run until it is booted up.

Q: *Does the Automatic Backup have to be loaded on more than one workstation?*

A: You will only need to activate the ACS Automatic backup program from one workstation.

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Q: *Can you pick random days of the week on which to perform the backup? Ex: Monday, Wednesday & Fridays.*

A: Yes. Under **When**, select **Weekly**. Then under the **Weekly** sections, check the desired days of the week.

Q: *Does the Automatic Backup program overwrite previous backups?*

A: No. It does not overwrite any previous backups that may have been made. There is an option to select the Number of Backup Files to Retain. Based on whatever number is selected, the program will do a successful backup then delete the oldest backup file so the number of files to retain is constant. Even if you select 1 for number of files, there has to be a successful backup completed first before the old backup file is deleted.

Q: *The default location of the backup is C:\Winacs\Autoback. Should this be changed to a different location?*

A: We recommend that you DO change this location, in the event that troubleshooting steps involving the WINACS has to be performed.

Q: *Does the Automatic Backup program backup all data?*

A: Yes. The program backs up all data in all owned suites. However, if you need to restore data, you can choose: **All files**, **People files**, **Financial files** or **Ministry Scheduler files**.

Q: *Does the Automatic Backup program backup multiple datasets for both People and Financial Suites?*

A: Yes. However, if you need to restore data, you will be given the option to select dataset(s).

Q: *Can you install the Automatic Backup program on previous versions of ACS?*

A: No. You must be on 7.0.1.1 to install the backup program.

Q: *Do you have to reinstall the backup program with each Update?*

A: No. ACS Updates and Revisions will update the current Automatic Backup Program.

Automatic Backup Frequently Asked Questions

Q: *Does everyone have to be logged out of ACS for the backup program to run?*

A: No. Unless someone is performing a function that alters the data, users can be logged in. You can determine whether the backup was successful by accessing your ACS Backup program and checking the **Backup/Restore Log**.

Q: *How can you tell if the Automatic Backup was successful?*

A: There are two ways:

1. In the directory in which you pointed the backup program to backup, there will be a file called **acsdatetime.zip** (ex: acs07-08-2004_7_00_00 AM.zip).
2. There will also be an entry in the regular ACS Backup/Restore Log, which will note if the backup was successful or not.