

Software Procedure

SWP-0053 tConsult Server Backup Procedures

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Alaska Native Tribal Health Consortium
Division of Health Information & Technology
4000 Ambassador Drive
Anchorage, AK 99508
Tel: (907) 729-2260
Fax: (907) 729-2269



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Purpose

The purpose of this document is to outline the necessary files\folders that need to be backed up as part of a disaster recovery plan.

Audience

This document is written for IT technicians and system administrators who are responsible for building, configuring, or maintaining a tConsult Server. It is assumed readers are familiar with intermediate-level computer terms and concepts.

Scope

A disaster recovery plan is a comprehensive statement of consistent actions to be taken before, during and after a disaster. The plan should be documented and tested to ensure the continuity of operations and availability of critical resources in the event of a disaster.

The primary objective of disaster recovery planning is to protect the organization in the event that all or part of its operations and/or computer services are rendered unusable. Preparedness is the key. The planning process should minimize the disruption of operations and ensure some level of organizational stability and an orderly recovery after a disaster.**

AFHCAN is committed to assisting organizations in developing and implementing a disaster recovery plan. This document details the backup process and which files and folders are critical to the successful operation of the tConsult software.

**From Disaster Recovery World© 1997. Article by Geoffrey H. Wold

Additional Resources

SWP-0054 Creating a SQL Maintenance Plan

SQL Databases

The tConsult software creates a SQL database where case information is stored. It is especially critical that the database(s) be backed-up to the D:\MSSQL\Backup folder. (If multi-org, all tConsult databases should be backed up to their own folder within D:\MSSQL\Backup). AFHCAN recommends doing a daily full backup of the database.

If unfamiliar with creating a SQL Maintenance Plan, please refer to SWP-0054 Creating a SQL Maintenance Plan available from AFHCAN.

Some organizations may use a commercial product such as VERITAS Back-up Exec Remote with SQL Agent. It is recommended that a SQL Maintenance Plan also be set up for redundancy.

System Backup

Windows Server 2003 and Windows Server 2008 have a built in Backup utility. The tConsult database is only one of several files that needs to be backed up on a daily basis.

The folders that are critical to a successful restoral are:

- D:\ATS – if exists
- D:\AFHCAN – if exists
- D:\MSSQL\Backup
- E:\Inetpub

The above folders and their inclusive files should be backed up once per day. Planning should include a full back *up at a minimum* of once a week and incremental in between the full backups. This will help avoid any data loss and keep your organization protected.

End of procedure.