Restoring From a TDO Backup (Running A Fire Drill part. 2)

675 TDO KB October 12, 2023 Server, Setup, Troubleshooting 16.28K

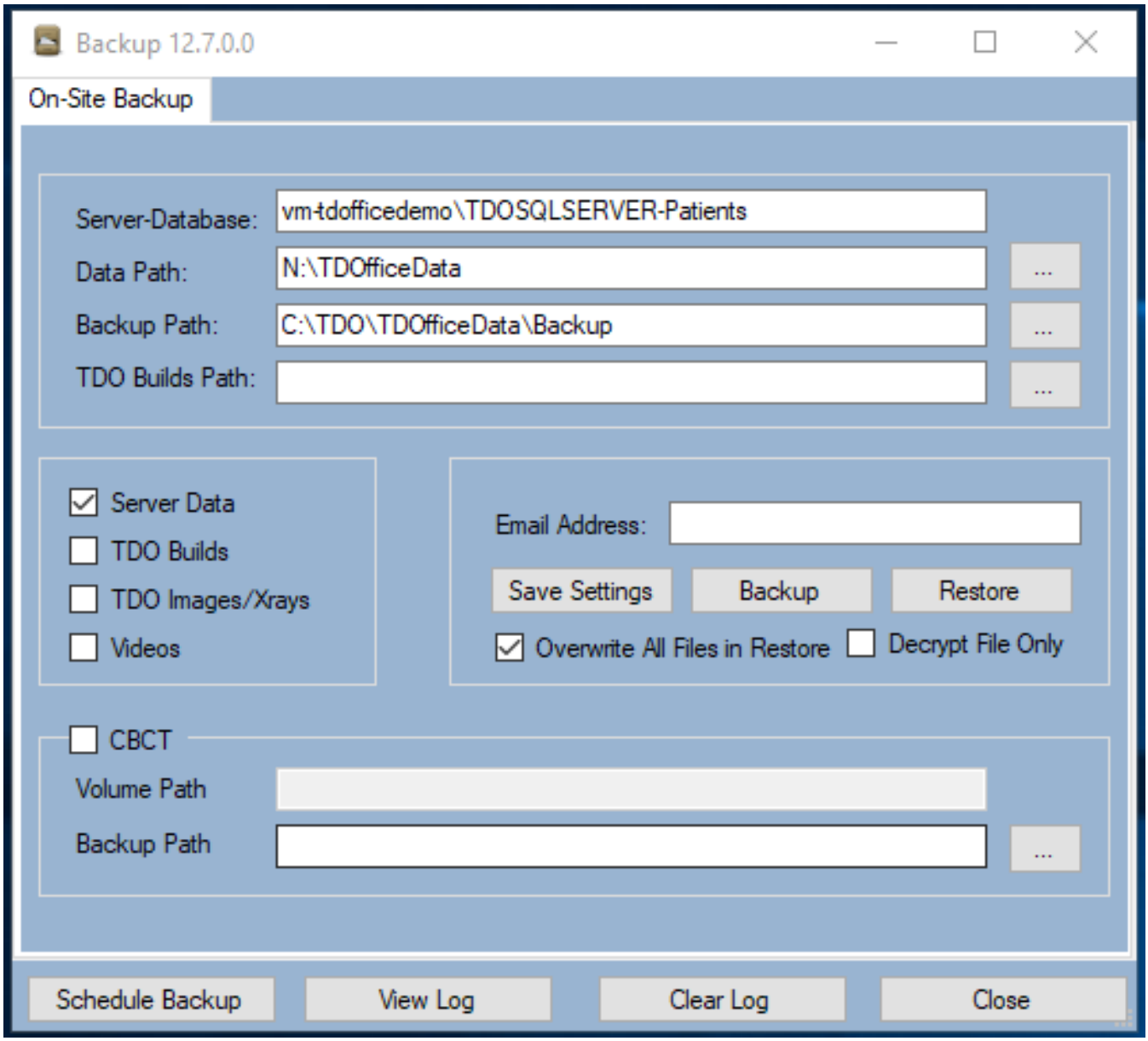
What Is A Fire Drill?

The TDO Fire Drill is the process of simulating a problem with your server, in which case you would need to configure another computer in the office to function as the server. TDO has a robust backup and restore procedure that will allow you to have your office up and running in 30 minutes, as long as you follow our recommended backup protocol. Before running the fire drill make sure you have a good backup structure. Review and follow the backup instructions prior to running the fire drill.

TDO Restore Procedure

Restore is the process of copying data from your latest backup to your current server data. You would follow the restore procedure in the event that your server crashes or if you wish to restore your data to a laptop to function as a standalone out of the office. In the event that your server crashes, follow the steps listed

To restore, you must have a recent backup of your data because the restore process will replace your current data with the data from the last backup. To restore, open the “Backup TDO” shortcut on the desktop and make sure the following fields are correct:



1) The **Server-Database** is the name of your SQL Server and your database. This is the SQL Server you are connected to. When you press the "Restore" button, your latest backup (in the "Backup Path") will be copied into this server-database. To restore more quickly, only check the box for "Server Data." Restoring only the "Server Data" will take about 15 minutes. After the server data restore is complete, only check the box for "TDO Images/Xrays" and then click "Restore" again. Restoring the images will take longer than restoring the server data. This may take 30 minutes or more, depending on the size of your database; however, you may use TDO while the images are copying over.

2) The **Data Path** is the folder where you store your TDOfficeData. In this field, enter the correct path (for example, S:\TDOfficeData).

3) The **Backup Path** is where you store your TDO Backup. Remember to always store your backups on the dedicated hard drive used for TDO data only. Again, this should be your administrative

workstation's local hard drive or a removable hard drive, not your server. Enter the correct path (for example, F:\TDOBackup).

4) The **TDO Builds Path** is where your TDO setup/installation files are stored. These files should be stored on the server. In this field, enter the correct path (for example, S:\TDOBuilds). If you have any questions or concerns, contact support@tdo4endo.com.

IMPORTANT: The first time you run the TDO Backup utility, it will take longer than usual since you will be backing up all of your images at one time. Future backups should take less time because the system will backup only the new or modified pictures.

REMEMBER: The doctor is responsible for the TDO backup! This is not the responsibility of the IT Professional, Office Manager or TDO Technical Support. This is the doctors' responsibility alone.

Again, we do not support tape backups or other backup applications outside of the TDO backup utility and we cannot restore your data from them.

Detailed Steps on Running the TDO Fire Drill

1) Shutdown the server. Then, go to your admin workstation and run the TDO Standalone installation. This process will configure your admin workstation as the server. In this installation, leave the application directory as the default directory (C:\Program Files\TDOffice) and change the server directory to a local path (for example, D:\TDO\TDOfficeData). For the server directory, you should use the drive letter where your local TDO backup is stored.

2) After Standalone installation is complete, open the "Backup TDO" shortcut on the desktop. Change the "Data Path" from the server (that is shutdown) to the new data path that was just created locally at the admin (for example, D:\TDO\TDOfficeData). Also, verify that the "Backup Path" shows the path where the most recent backup is stored. Since this is your admin computer, this backup should be local (for example, F:\TDOBackup). Finally, make sure the "Server-Database" path shows the name of the admin workstation. Do not proceed if the path shows the name of the server.

3) If everything is correct, proceed by clicking the "Restore" button. To restore more quickly, only check the box for "Server Data." Restoring only the "Server Data" will take about 15 minutes. After the server data restore is complete, only check the box for "TDO Images/Xrays" and then click "Restore" again. Restoring the images will take longer than restoring the server data. This may take 30 minutes or more, depending on the size of your database; however, you may use TDO while the images are copying over.

4) After the server data restore is complete, test to make sure TDO is working fine on the admin workstation (where you just ran the restore). If you can log into TDO on that computer and everything appears fine, then continue with the steps below.

5) Share out the admin workstation's local hard drive where the TDOfficeData is currently installed (for example, D:\TDO\TDOfficeData). Be sure to share this hard drive with the proper permissions, so all of the other workstations can have access to this hard drive.

6) Next, map the network drive in all other workstations to the admin workstation's shared drive making sure the new mapped drive can access the TDOfficeData folder (for example, S:\TDOfficeData).

7) Finally, reinstall TDO in all the workstations selecting the server directory as the new TDOfficeData directory (for example, S:\TDOfficeData). If you can open TDO successfully on all computers, then the fire drill was successful!

8) After the fire drill is complete, turn the server on and repeat Step 2 above; however, this time point the server directory back to the original server (not the admin computer).

Online URL: https://kb.tdo4endo.com/article.php?id=675