Backing Up Your Database in CRE/RPE and Sending it Through the pcAmerica File Transfer Service
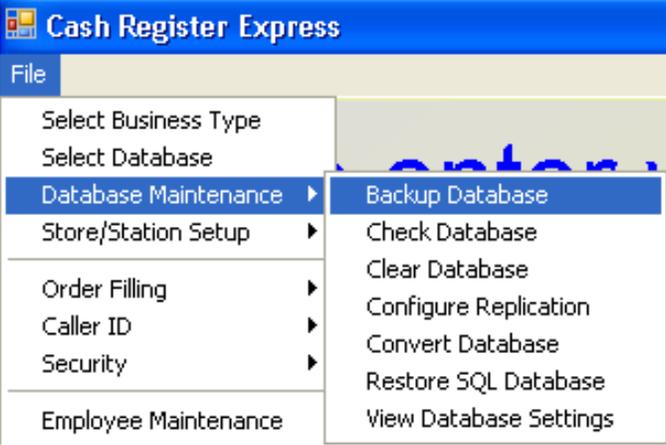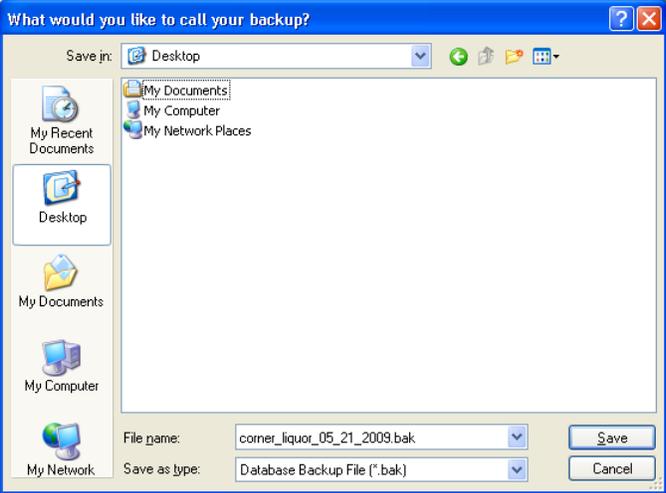
Your database contains everything about your store or restaurant. When setting up a web portal or if there is issues with your system, it may be required to send the database to the technician with whom you are working.
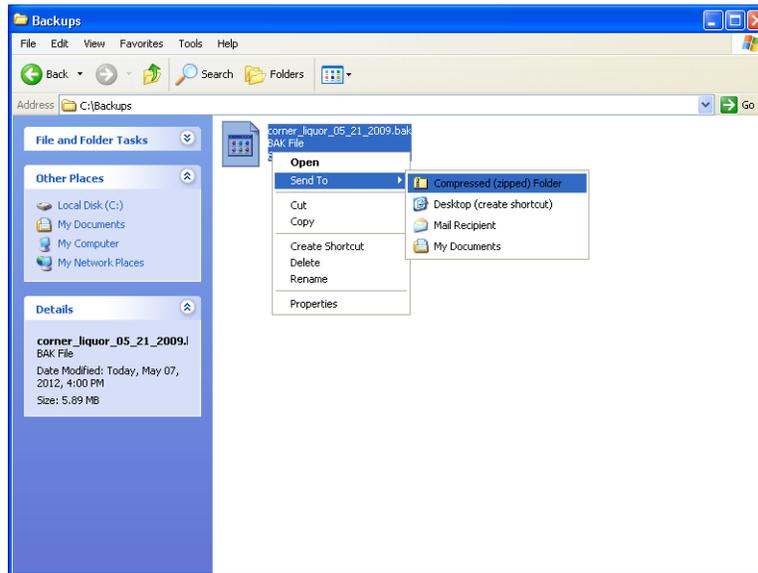
If you are setting up a web portal database then you will need to send the databases from each store so that they can be merged together.

Backing up your database

To back up your database, start CRE/RPE and follow these steps.

	1. Select **File**. 2. Move your mouse over **Database Maintenance**. 3. Select **Backup Database**. 4. Provide the requested credentials.
	5. Select the location where you would like your backup to be saved (e.g. desktop) and give it a unique name(e.g. corner_liquor_05_21_2009). 6. Select **Save**. **NOTE:** if you are submitting a web portal database for a multi-store activation, the above procedure must be performed (on the store server) at each location. Please save the databases with a file name that clearly differentiates one from another; e.g. by store name, store number, town in which store is located, etc. This will help to ensure a smooth configuration process. For Example: Store 1001 would be named Corner_Liquor-1001.bak, and store 1002 would be named Corner_Liquor-1002.bak.
	7. The database has been backed up.

Compressing the Database Before Sending to pcAmerica

1. Right-click the database backup that was previously created, then select **Send To** and finally select **Compressed (Zipped) Folder**.

Note: If you are setting up a web portal database then you can either compress each store database separately or combine them into one file.

Note: If you are using version 12.6036 then you can use the compress logs feature to backup and compress the database. For more information on using this feature please see the document below:

http://faq.pcamerica.com/file-lockers/pdf-locker/Compress_Logs.pdf

Sending The Database Backup through the pcAmerica File Transfer Service

1. Navigate to the following website:
   - http://faq.pcamerica.com/filetransfer

2. Enter your email address in the **From** area (this is the address that is sending the information).

3. Enter the email address of the technician you need to send the information to in the **Recipient** area (this is the address that is receiving the information).

4. Enter a **Subject** for the email.

5. Optionally enter a **download password** (this is used to keep the information secure).

6. Enter a **Message** for the email.

7. Select **Browse…** then select a file and select **Open**. This can be done on multiple lines, to send multiple files in the case of a web portal setup and the store databases have been compressed separately.

8. When done select **SendThisFile**. The file transfer will then begin.

When the technician has downloaded the file you should receive a confirmation email.