

SELF SERVICE RESET PASSWORD
MANAGEMENT
BACKUP GUIDE

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1. Introduction

SSRPM uses a Microsoft Access or Microsoft SQL database to store all of the configuration and user data. This document describes how to backup and restore the configuration and user data of SSRPM.

Please note that there are several ways to backup the SSRPM database. This document describes only one method of backing up and restoring the database when using Microsoft Access, SQL Server 2000 or SQL Server 2005.

2. Microsoft Access

2.1. Backup

This chapter describes how to backup the SSRPM Database.

1. Log on to the computer running the SSRPM Service.
2. Stop the SSRPM Service.
3. Browse to the folder containing the SSRPM Access database (Default: C:\Program Files\SSRPM Service\Database)
4. Copy the SSRPMDaBa.mdb file to a location where the database can be backed up.

Start the SSRPM Service.

2.2. Restore

This chapter describes how to restore the SSRPM Database.

1. Log on to the computer running the SSRPM Service.
2. Stop the SSRPM Service.
3. Browse to the folder containing the backup of the SSRPM Access database
4. Copy the backed up database to the SSRPM Service directory. (Default: C:\Program Files\SSRPM Service\Database) *Please note that the default name of the database is 'SSRPMDataBase.mdb'.*
5. Start the SSRPM Service.

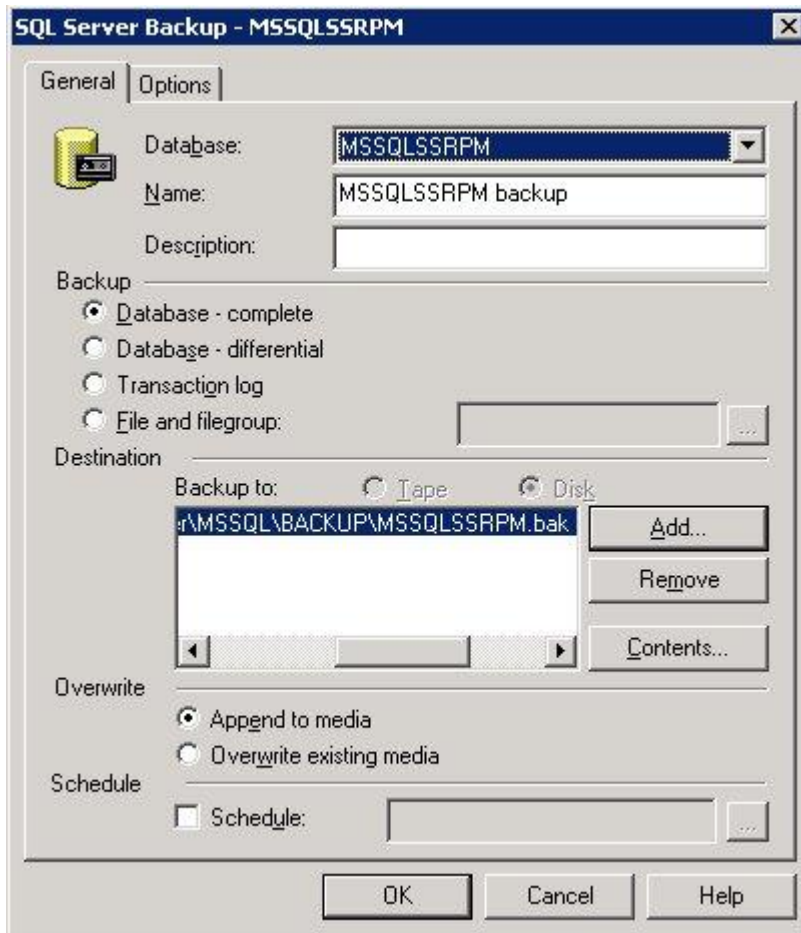
3. Microsoft SQL Server 2000

3.1. Backup

This describes how to manually backup a Microsoft SQL Server 2000 SSRPM Database.

1. Log on to the computer running the Microsoft SQL Server.
2. Start the 'Enterprise Manager'.
3. Browse to the SSRPM Database (Default: MSSQLSSRPM)

- Right click on the SSRPM Database and select 'Backup Database...' from the 'All Tasks' menu. This will display the following dialog:



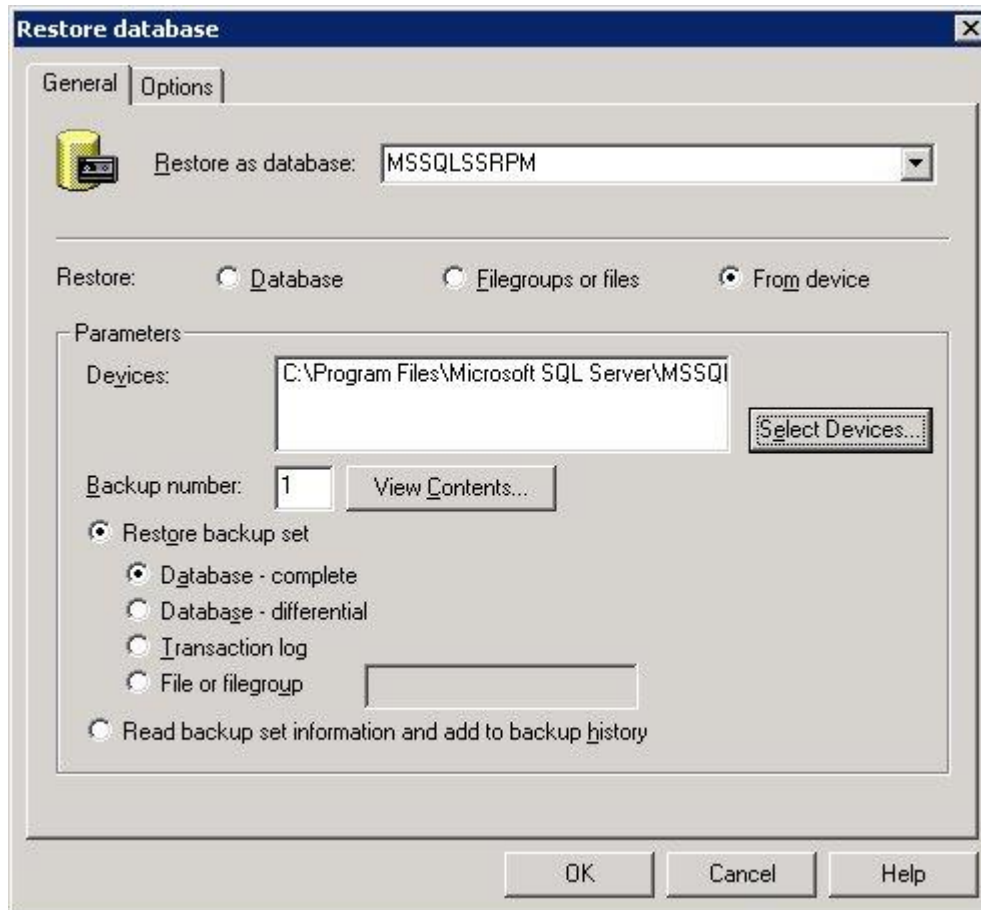
- Click on 'Add...'.
 - Enter the directory and filename to which the backup must be written (In this example 'C:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\MSSQLSSRPM.bak' was used.) and click on 'OK'.
 - Click on 'OK' to perform the backup.

3.2. Restore

This describes how to manually restore a Microsoft SQL Server 2000 SSRPM Database.

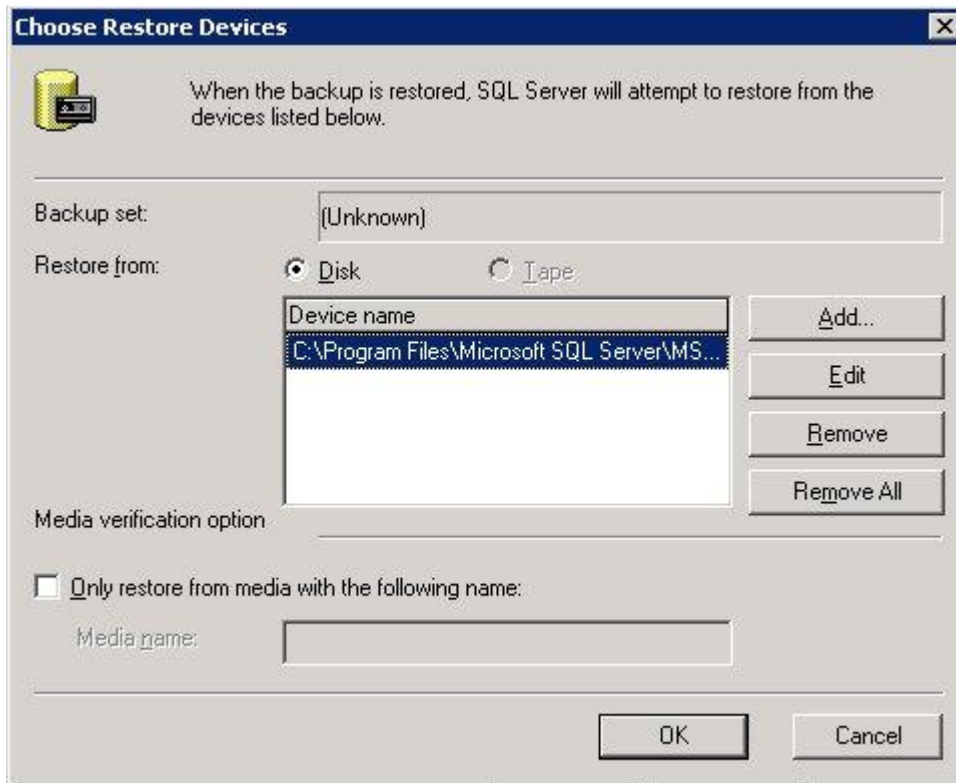
- Stop the SSRPM Service.
- Log on to the machine running Microsoft SQL Server 2000.
- Open the 'Enterprise Manager'.
- Browse to the SSRPM Database (Default: MSSQLSSRPM)

5. Right click on the SSRPM Database and select 'Restore Database...' from the 'All Tasks' menu. This will display the following dialog:



6. Click on the 'From Device' radio button.

- Click on the 'Select Devices...' button. This will display the following dialog:



- Click on 'Add...'
- Enter the filename from which the backup must be read (In this example 'C:\Program Files\Microsoft SQL Server\MSSQL\BACKUP\MSSQLSSRPM.bak' was used.) and click on 'OK'.
- Click on 'OK' to restore the SSRPM Database.
- Start the SSRPM Service.

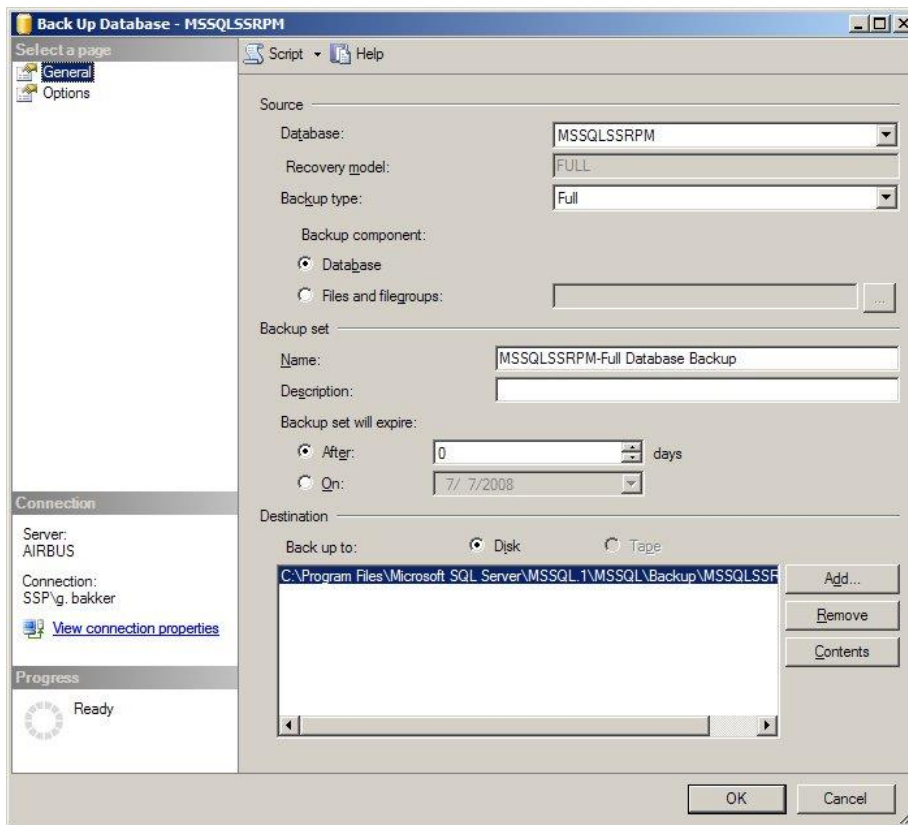
4. Microsoft SQL Server 2005

4.1. Backup

This describes how to manually backup a Microsoft SQL Server 2005 SSRPM Database. This guide assumes that the Microsoft SQL Server Management Studio has been installed on the machine running SQL Server.

- Log on to the machine running Microsoft SQL Server 2005.
- Open the Microsoft SQL Server Management Studio and connect to the server.
- Browse to the SSRPM database. (Default: Server\Databases\MSSQLSSRPM)

- Right click on the SSRPM database and select 'backup...' from the 'Tasks' submenu. This will display the following dialog:



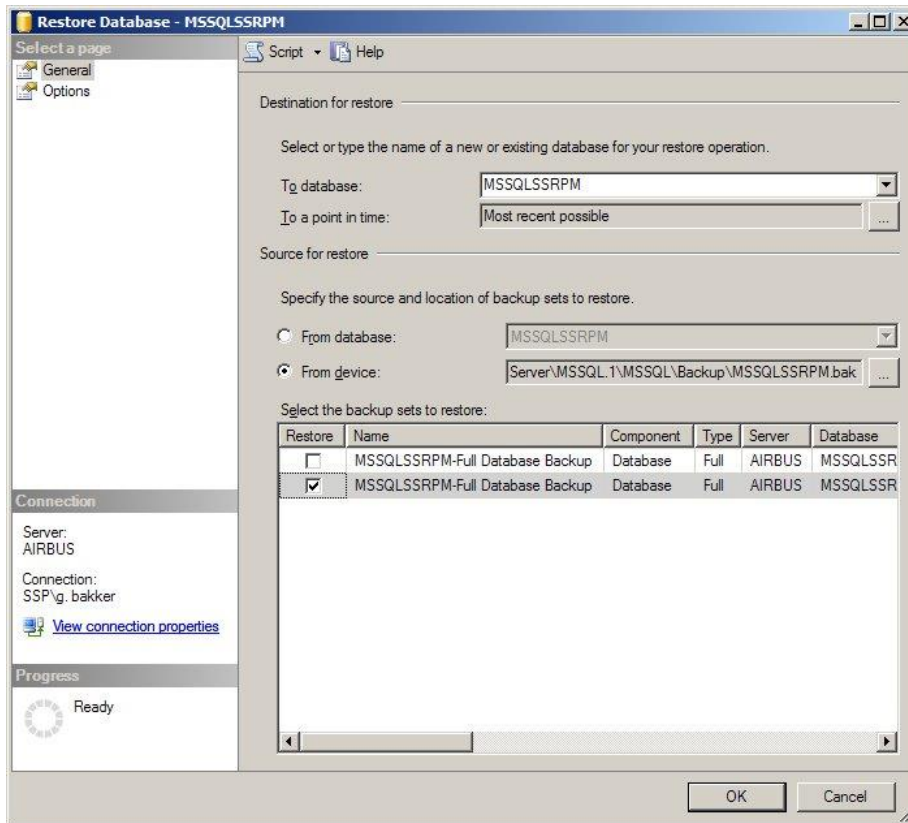
- Select the correct backup location and click on 'OK' to backup the database.

4.2. Restore

This describes how to manually restore a Microsoft SQL Server 2005 SSRPM Database. This guide assumes that the Microsoft SQL Server Management Studio has been installed on the machine running SQL Server.

- Stop the SSRPM Service.
- Log on to the machine running Microsoft SQL Server 2005.
- Open the Microsoft SQL Server Management Studio and connect to the server.
- Browse to the SSRPM database. (Default: Server\Databases\MSSQLSSRPM)

- Right click on the SSRPM database and select 'Tasks-->Restore-->Database...'. This will display the following dialog:



- Select 'From Device' and browse to the backed up database file.
- Select the backup set to restore.
- Go to the 'options' page.
- Check 'Overwrite the existing database'.
- Click on 'OK' to restore the database.
- Start the SSRPM Service.

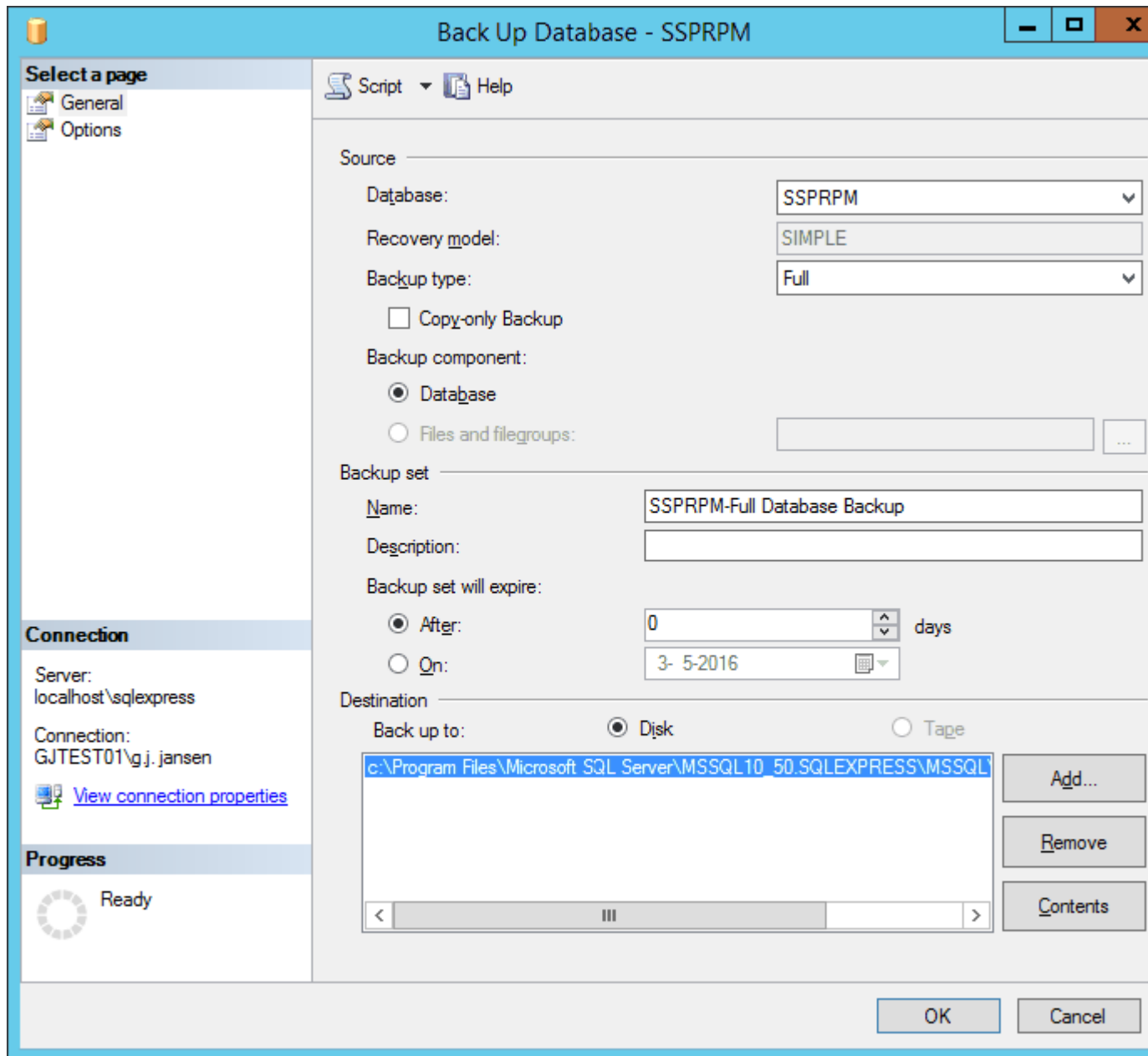
5. Microsoft SQL Server 2008 R2

5.1. Backup

This describes how to manually backup a Microsoft SQL Server 2008 R2 SSRPM Database. This guide assumes that the Microsoft SQL Server Management Studio has been installed on the machine running SQL Server.

- Log on to the machine running Microsoft SQL Server 2008.
- Open the Microsoft SQL Server Management Studio and connect to the server.
- Browse to the SSRPM database. (Default: Server\Databases\MSSQLSSRPM)

- Right click on the SSRPM database and select 'backup...' from the 'Tasks' submenu. This will display the following dialog:



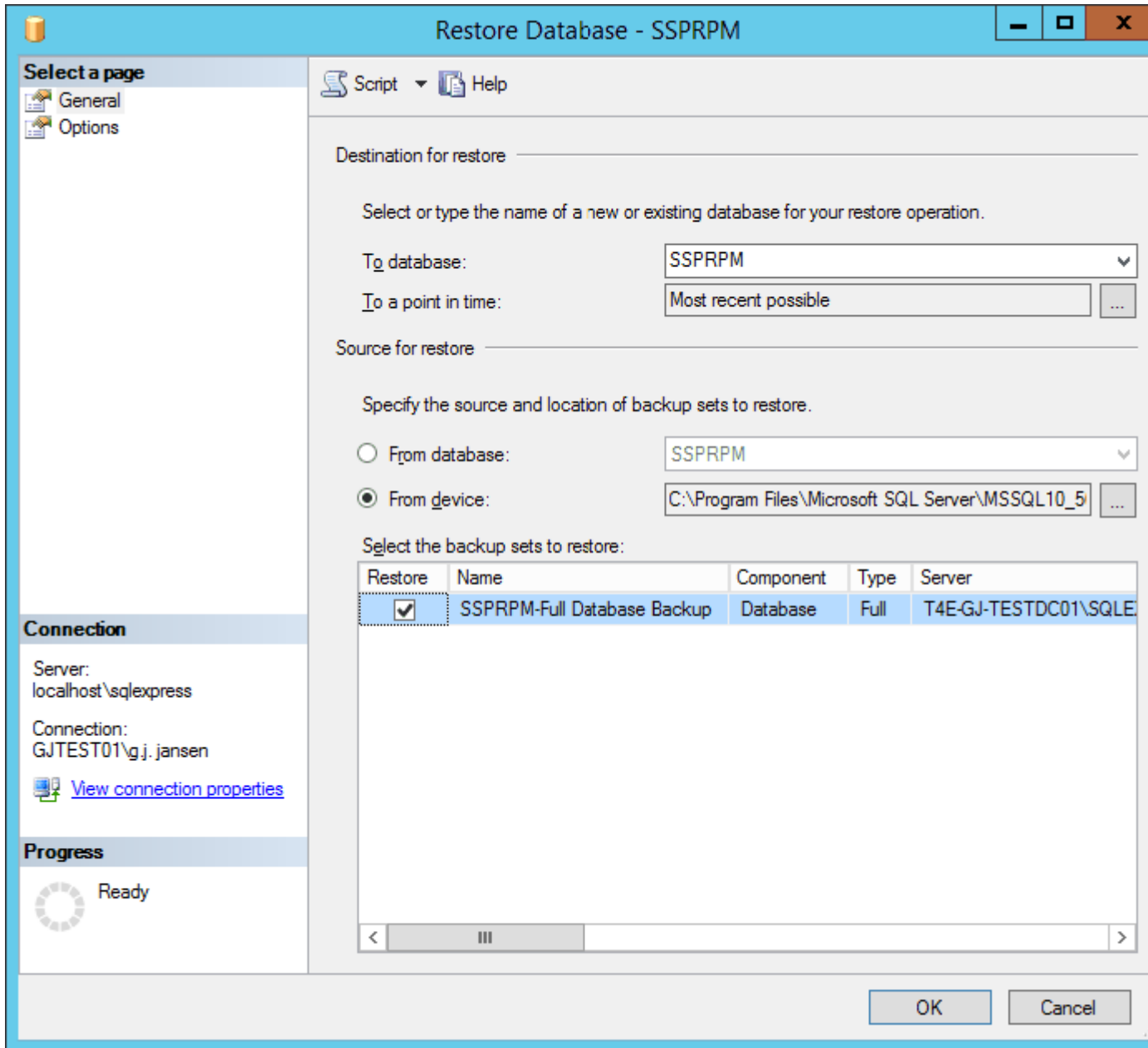
- Select the correct backup location and click on 'OK' to backup the database.

5.2. Restore

This describes how to manually restore a Microsoft SQL Server 2008 R2 SSRPM Database. This guide assumes that the Microsoft SQL Server Management Studio has been installed on the machine running SQL Server.

- Stop the SSRPM Service.
- Log on to the machine running Microsoft SQL Server 2008.

3. Open the Microsoft SQL Server Management Studio and connect to the server.
4. Browse to the SSRPM database. (Default: Server\Databases\MSSQLSSRPM)
5. Right click on the SSRPM database and select 'Tasks-->Restore-->Database...' from the menu. This will display the following dialog:



6. Select 'From Device' and browse to the backed up database file.
7. Select the backup set to restore.
8. Go to the 'options' page.
9. Check 'Overwrite the existing database'.
10. Click on 'OK' to restore the database.
11. Start the SSRPM Service.

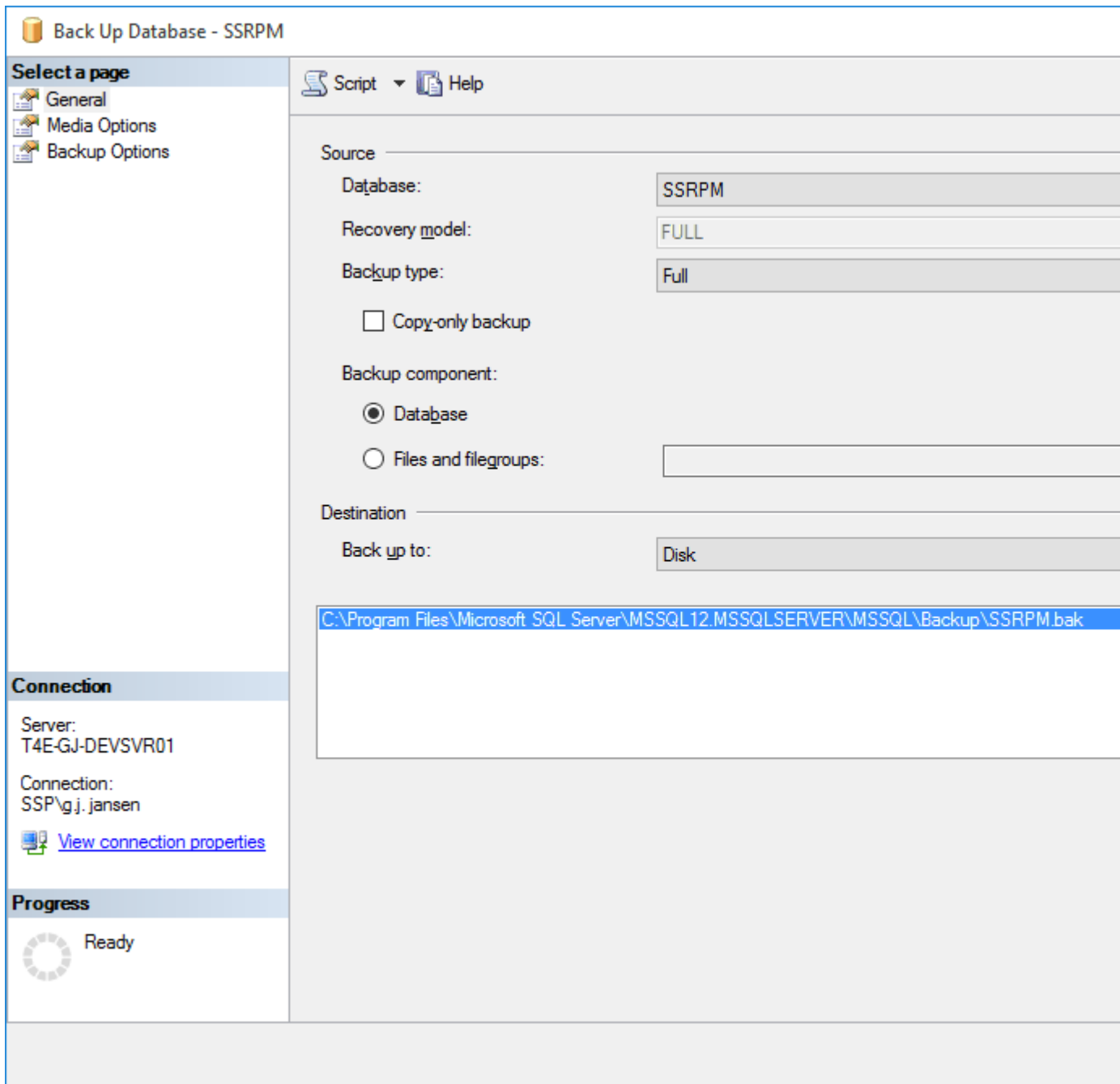
6. Microsoft SQL Server 2014

6.1. Backup

This describes how to manually backup a Microsoft SQL Server 2014 SSRPM Database. This guide assumes that the Microsoft SQL Server Management Studio has been installed on the machine running SQL Server.

1. Log on to the machine running Microsoft SQL Server 2014.
2. Open the Microsoft SQL Server Management Studio and connect to the server.
3. Browse to the SSRPM database. (Default: Server\Databases\MSSQLSSRPM)

- 4. Right click on the SSRPM database and select 'backup...' from the 'Tasks' submenu. This will display the following dialog:



- 5. Select the correct backup location and click on 'OK' to backup the database.

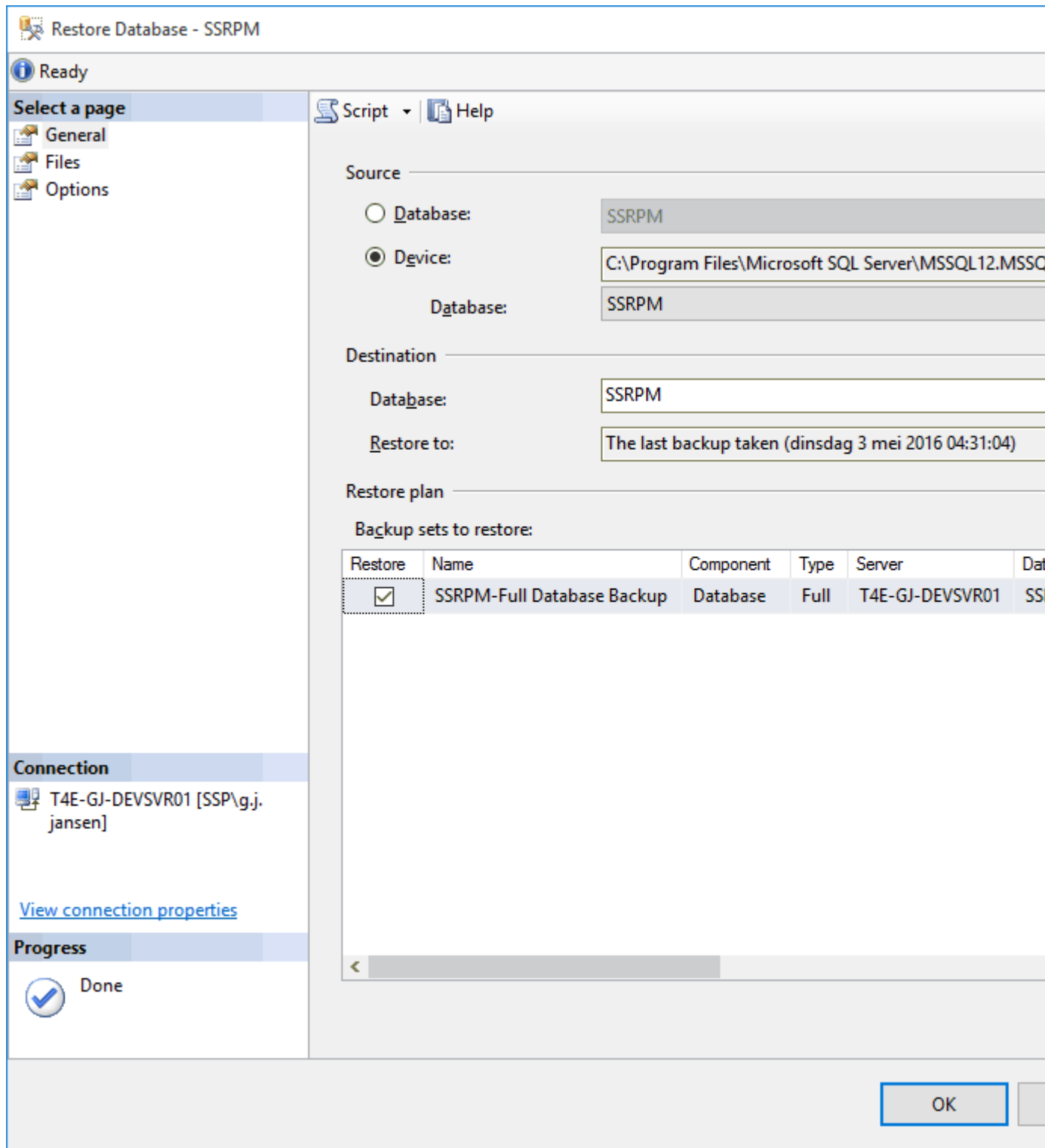
6.2. Restore

This describes how to manually restore a Microsoft SQL Server 2014 SSRPM Database. This guide assumes that the Microsoft SQL Server Management Studio has been installed on the machine running SQL Server.

- 1. Stop the SSRPM Service.

2. Log on to the machine running Microsoft SQL Server 2014.
3. Open the Microsoft SQL Server Management Studio and connect to the server.
4. Browse to the SSRPM database. (Default: Server\Databases\MSSQLSSRPM)

- 5. Right click on the SSRPM database and select 'Tasks-->Restore-->Database...' from the menu. This will display the following dialog:



- 6. Select 'From Device' and browse to the backed up database file.
- 7. Select the backup set to restore.

8. Go to the 'options' page.
9. Check 'Overwrite the existing database'.
10. Click on 'OK' to restore the database.
11. Start the SSRPM Service.

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