Sage Classic / Premier Payroll

Backups Fail

Summary

You are trying to make a backup but it keeps on failing

Description

When selecting to make a backup it will either start the backup process and after a while says it has failed, or, the backup will fail immediately.

Cause

We found that most of the time Data for all companies or Full System backups are failing due to the directory wide files included in the backups being accessed in other processes. The popular culprit is the ESSSync.db file which is the file used for Mobility, Sage Self Service and Employee Self Service. Data uploading to this file will prevent the backup from running successfully. This file is not included when making a Data for this company backup, so ensure that it is necessary to make a Data for all companies or Full System Backup. However, any other system files can also be in use, such as another user still working in the system or files open over the network due to a previous unnatural shutdown.

Resolution

- Make sure all users have exited the system and that no other processes are running (such as an ODBC report, Sage Intelligence, ESS leave synching)
- Access the system folder where all the data and program files are located. If you don't know where the folder is located, right click on the icon on your desktop you use to access the system, go to Properties, Shorcut key.
- Click on the Open File Location button, that will take you into your system folder.
- Click on the first file, then highlight all of them, right click, and select to manually zip/compress/archive the files.
- Should a file be in use it will be highlighted during the process
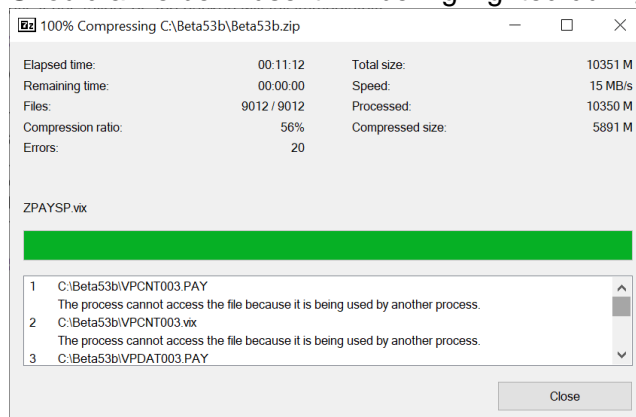
- If there is a file in use determine if the file is a company file (example VPCNT001.pay) or a directory wide file, such as RSATAX.tax
- Close all instances of the system (restart the server if necessary) and then attempt the backup procedure again
- If you are making a Data for all companies backup OR Full System backup and they keep failing, try to make a Data for this company backup only (if this option is greyed out due to licensing or Mobility, you can make a data backup for a company by going to Payroll>Definitions>Copy Methods. Click on the Backup selected companies and proceed to backup the company
- If the data backup runs through without any errors it confirms a directory wide file is in use.
- If all types of backups fail, also check the following:
  - If the system is on a network, check if the drive allocation is mapped (e.g. V:) and not a server location (\\server). If the drive is not mapped, this will need to be done for both the system and the backup destination
  - Ensure that the VIP folder and backup folders are excluded from the anti-virus's real-time/on-access scans.
  - Ensure that there is enough hard disk space on the drive you are making the backup to.

If the above has been done, we have been advised if the issue persists the following has to be done which seems to resolve the problem:

- Under Control Panel, Programs and Features, uninstall SCS (Sage Connected Services) and the Sage VIP Runtime. This has to be done on all workstations and the server.
- Access the VIP system folder and run the SCSInstall and the SageVIPRuntime.msi files and this will install the runtimes again.

Take Note: Determining the cause of why the backup is failing could be technical in nature and require us to escalate the query for further investigation.