

Sage Classic / Premier Payroll

Why do my 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.db4 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 syncing)
- While logged into the system, return to the Main Menu
- Access the system folder, and select all files
- Right-click and select to Send to Compressed Zip Folder
- The system will run the backup, and will stop when it finds a file in use - this will need to be investigated to determine what could be locking the file.
- 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
- If the file in use is the ESSSync.vdb4:
 - The ESSSync file is used by Mobility, Sage Self Service and Income Verification
 - If you do not use these modules, cut the ESSSync.vdb4 from the payroll system folder.
- 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 Sage Self Service is used, we have been advised if the issue persists the following must 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 must 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.
- Restart the machine if a local install, if installed on a network, restart the server

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.