



Feature Description Document

Understanding of Backup & Restore Feature using IXM WEB



Purpose

This document outlines the process of configuring <<summary of feature>>

Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices					

Description

IXM WEB allows users to download Backup files & Restore it with "**ixmbkp.bki**" file (default file name). Users will only be able to take back up and restore if the device is online.

The process comprises of three parts:

- 1) Backup of Device
- 2) Restore
- 3) Backup of IXM WEB Database



Backup of Device

1. From Home >> Click the **Devices** tab on the top >> Select the required **Device** >> Navigate to the **General Settings** tab >> Click **Restore and Backup**.

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3 Device(s)	🛛 Display	~

2. Select the required data that you want to back up and click **Backup**.

EB Backup & Restore						^
DEVICE OPTIONS						
All Config Parameter	Transaction Logs	Translato	Audio	Images	Employoo	



3. This will initiate the backup process and a progress bar will be displayed.

	Device ID:1 TSTOUCH2FP2 • Online Open Door Edit						
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4. Upon completion, click **save** to save the backup file "**ixmbkp.bki**" (default file name) on your local machine.

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Restore

From Home >> Click the Devices tab on the top >> Select the required Device >>
Navigate to the General Settings tab >> Click Restore and Backup app >> Click
Restore to restore previously backed up files.

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2. A pop-up window will display a notification to confirm the backup file upload.

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NOTE: Restoring device may take time to comple Please DO NOT power down or interrupt the devi during this process, otherwise device may freeze	ete. ce e.
2 Upload X Cancel	



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- 3. Click Upload, select the backup file and click OK.

4. Upon process completion, a confirmation message will be displayed.





Backup IXM WEB Database

1. From Home >> Expand the left navigation pane >> Navigate to the **Tools** tab >> Click on the **IXM WEB Database** tab >> Click **Backup**.

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2. Upon process completion, click save to save the backup file "Database_DD_MM_YYYY.bak" (default file name) on your local machine.



Note: The application will not allow the user to take a backup if the database connection is configured with SQL Server Authentication.





FAQ

- 1. Who can use Backup & Restore functionality? All IXM WEB users with access to the **TOOLS** tab can use the Backup & Restore functionality.
- 2. Can a backup file from one product model be restored on a different product model (For example TOUCH 2 to MYCRO)?

Yes, it is possible to restore the same, but it is not recommended by Invixium to restore any backup file from one IXM device family to another.

3. Can a backup file from one device be restored on a different device having a different firmware version? (For example – TOUCH 2 1.7.0.0 to TOUCH 2 1.9.0.0)?

No, it is not possible to restore a backup file if the firmware version does not match with the backed up device.

4. If the device is offline, is it possible to take the backup?

No, the backup feature will not work if the device is offline.

- 5. If the device is offline, is it possible to restore the backup? No, the restore feature will not work if the device is offline.
- 6. What does one do if the backup process is not completed due to insufficient memory on the device?

Whenever a user receives an "Insufficient memory on device" error message, they need to attach a USB at the bottom of the device and click on "Continue". This will start the backup process.

7. What does one do if the restore process is not completed due to insufficient memory on the device?

Whenever a user receives an "Insufficient memory on device" error message, they need to attach a USB at the bottom of the device and click on "Continue". This will start the restore process.



Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

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