



## 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	All Devices	All Devices	All Devices	All Devices	All Devices

## Description

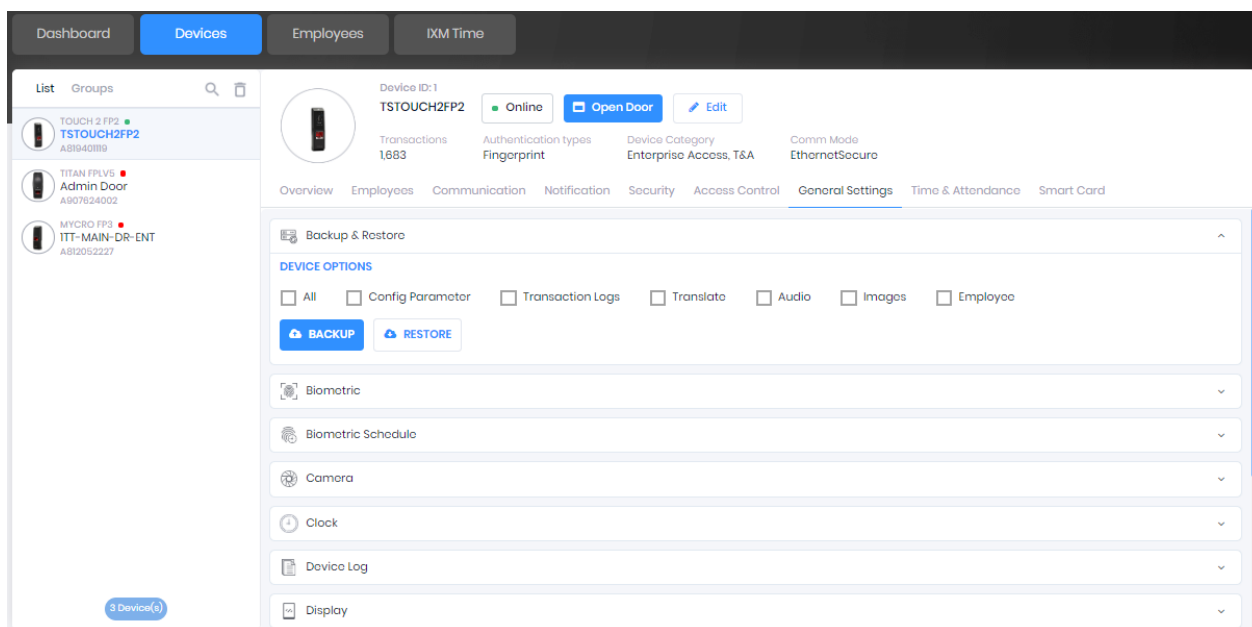
IXM WEB allows users to download Backup files & Restore it with “**ixmbkp.bki**” file (default file name). Users will only be able to take back up and restore if the device is online.

The process comprises of three parts:

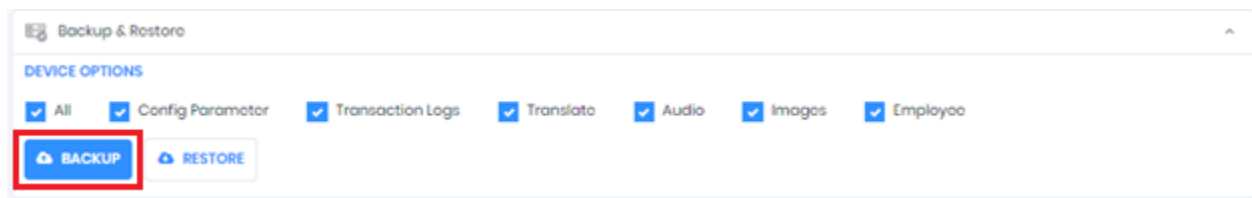
- 1) Backup of Device
- 2) Restore
- 3) Backup of IXM WEB Database

## 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**.

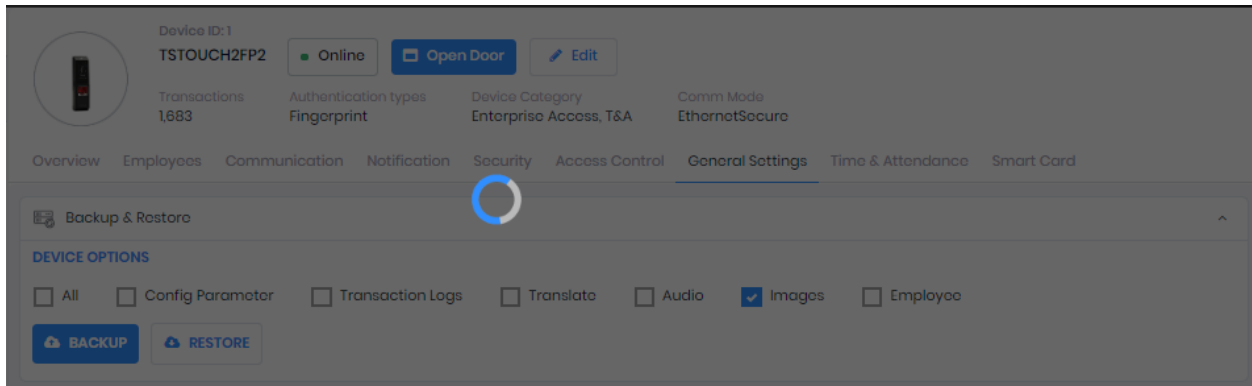


2. Select the required data that you want to back up and click **Backup**.

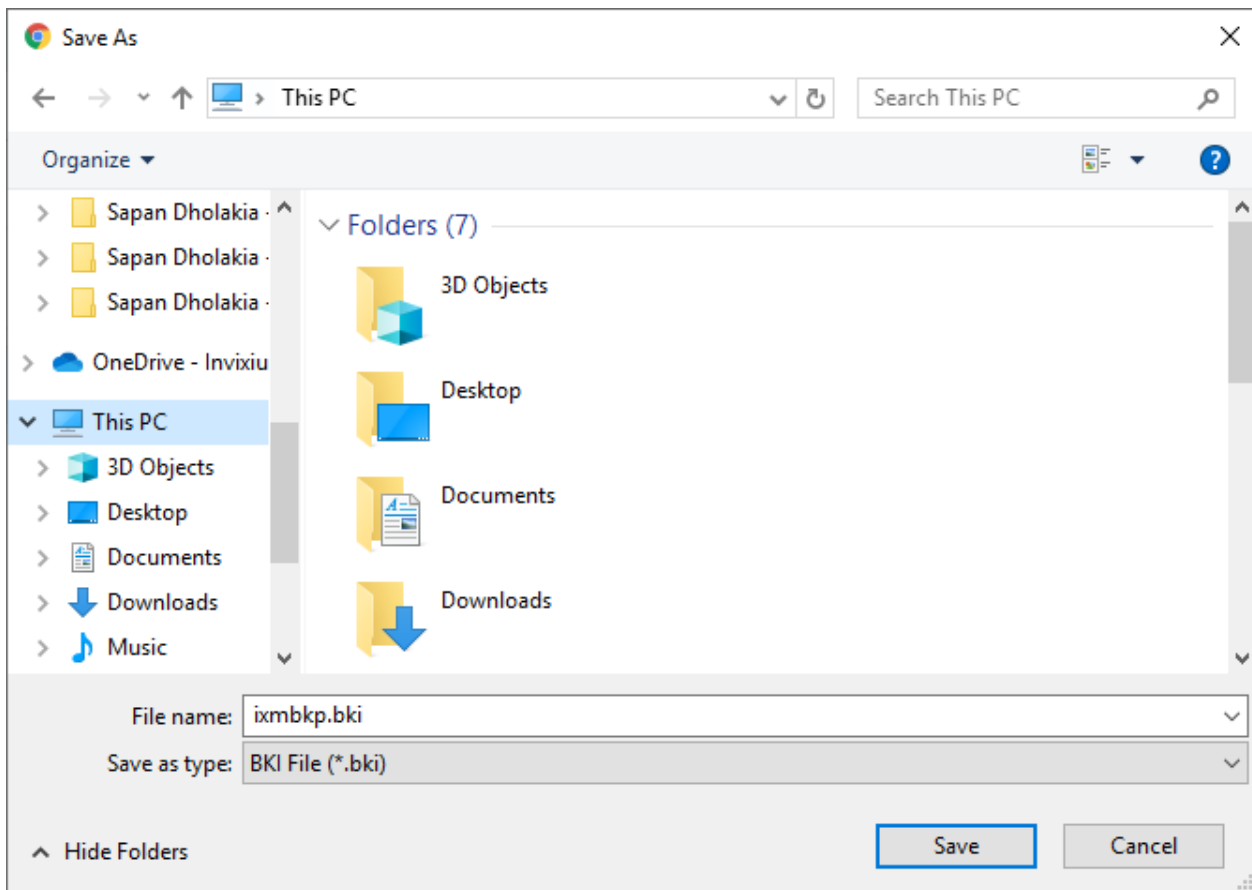




3. This will initiate the backup process and a progress bar will be displayed.

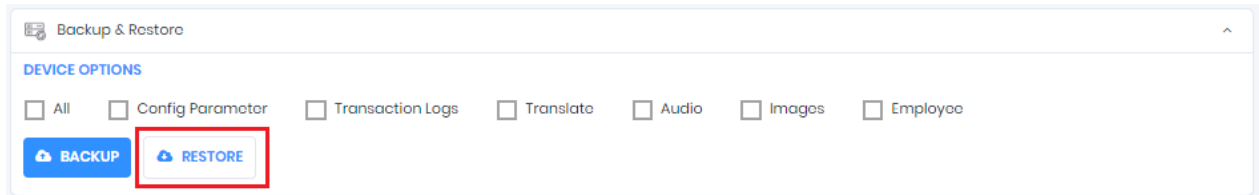


4. Upon completion, click **save** to save the backup file “ixmbkp.bki” (default file name) on your local machine.

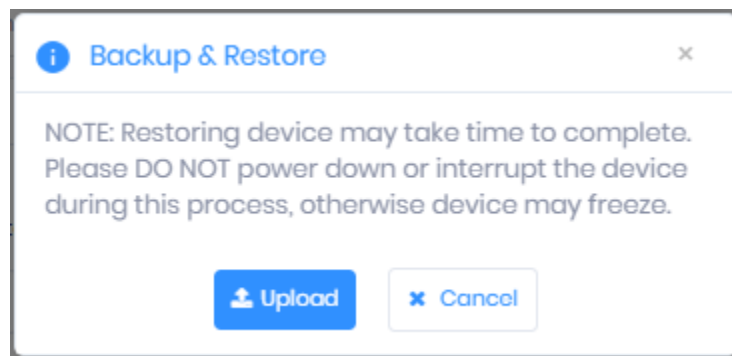


## Restore

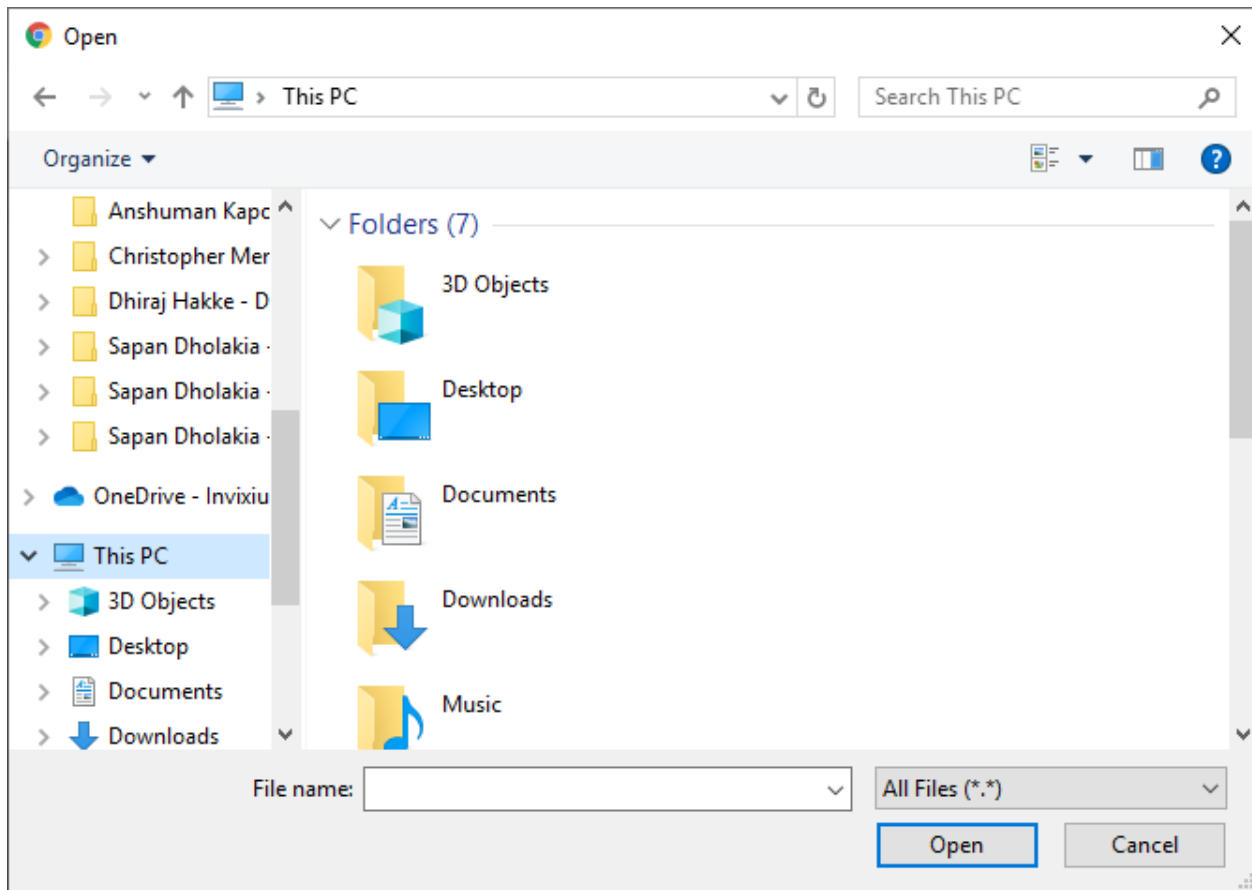
1. From Home >> Click the **Devices** tab on the top >> Select the required **Device** >> Navigate to the **General Settings** tab >> Click **Restore and Backup** app >> Click **Restore** to restore previously backed up files.



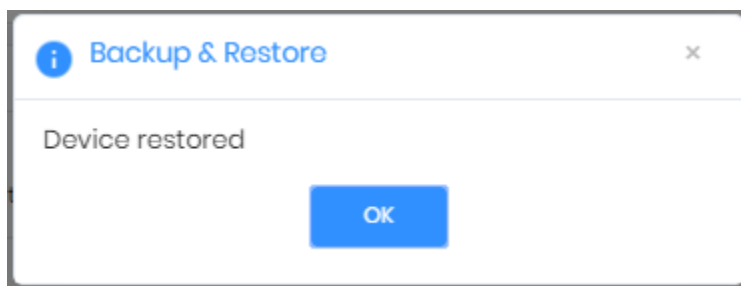
2. A pop-up window will display a notification to confirm the backup file upload.



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



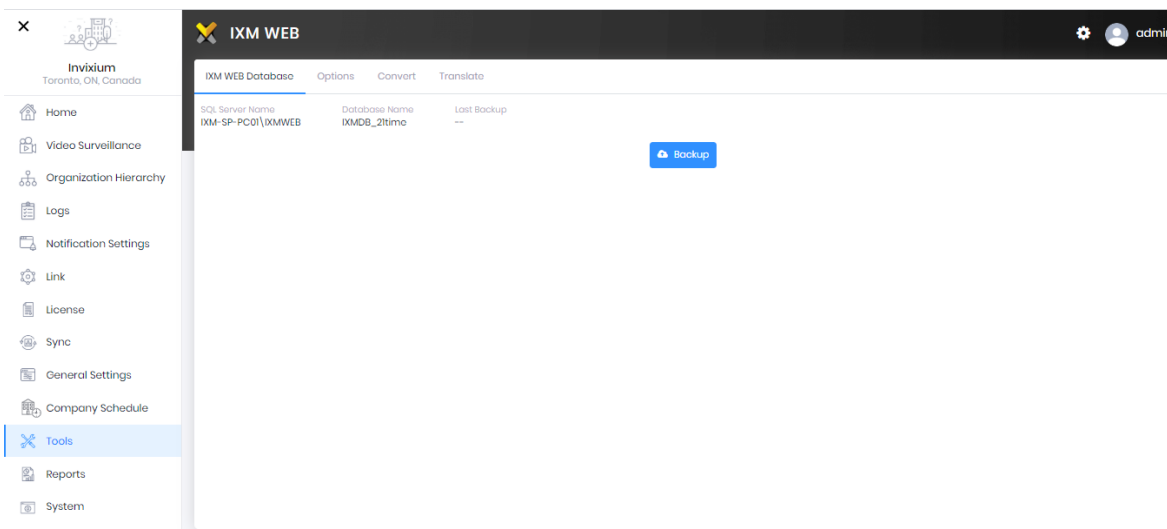
4. Upon process completion, a confirmation message will be displayed.



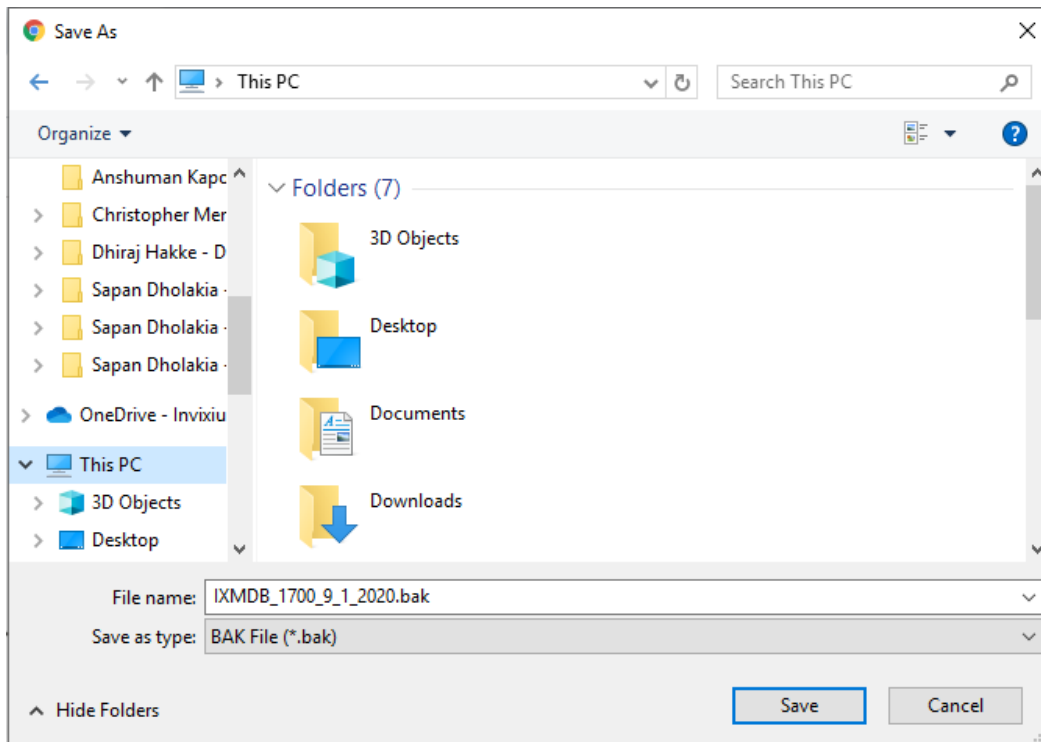


## Backup IXM WEB Database

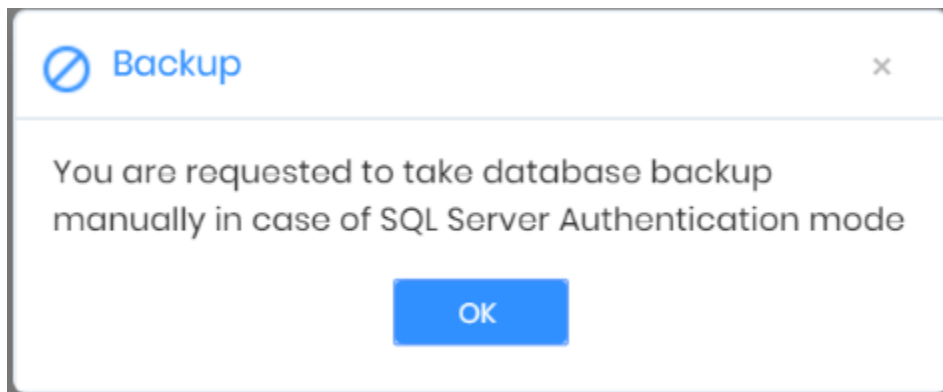
1. From Home >> Expand the left navigation pane >> Navigate to the **Tools** tab >> Click on the **IXM WEB Database** tab >> Click **Backup**.



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](mailto:support@invixium.com)

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