Doc Туре	Tech Notes
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# Restoring InTouch Modern Application with the Database .bak File and Corresponding File Repository Folder

#### SUMMARY

A detailed explanation to restore InTouch Modern Application using its Database .bak file and the corresponding file repository folder.

## **Application Version:**

- WSP 2014 R2 SP1.
- MS SQL Server 2014.

#### **OPERATING SYSTEM**

Windows 7

#### SITUATION

One way of determining an **InTouch** application is corrupt or not is by checking to create an application backup (export) via the **InTouch** Application Manager. The SMC log may report incorrect information which can be investigated by verifying the system components manually in order to determine the ability to restore the application.

1. The message from the SMC log reported that the GR file repository and GR database do not exist. Refer to Figure 1 and 2.

No:         Date         Time         Process ID         Thread ID         Log Flag           1100         2/5/2018         5:43:43 AM         5688         24976         Warning           <         III         >         >         >         >           Message:         III         >         >         >           File repository of the Galaxy 'ydc6b4527d54447fb792825a2379f3ea' is either available or installed at a different path. Fail to connect to the Galaxy.         >	à		Mess	age Details	s	
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Figure 1: Warning message.

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Figure 2: Warning message.

2. However, both the GR File Repository and the GR Repository DB do exist. Refer to Figure 3 and 4.







Figure 4: File Repository folder exists.

### ACTION

To rebuild Modern InTouch application using the existing Repository DB and its File Repository folder. Follow the steps:

1. Create New modern InTouch application. Refer to Figure 5.



- Figure 5: Create New Modern InTouch Application.
- 2. It will create Repository DB and File Repository corresponding to this new application. Refer to Figure 6 and 7.



Figure 6: SQL Management studio displays the Repository DB corresponding to the new Modern InTouch application.

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Figure 7: The File Repository Folder was created corresponding to the new Modern InTouch application.

3. Open Command Prompt and stop both aaGR and aaBootstrap services. Refer to Figure 8.



Figure 8: Use CMD command to strop aaGR and aaBootstrap services.

4. Open SQL Management Studio and Click on the new Repository DB. Rename and copy its name to the clipboard. The SQL Management Studio should not be closed. Refer to Figure 9.



Figure 9: Copy the name of the new Repository DB to the clipboard.

5. Locate the Repository DB corresponding to the original application. Right-click, select **Properties**, select **Option** and change the **Restrict Access** to **Single User**. Refer to Figure 10.



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Figure 10: Change the Restrict Access of Customer Repository DB to Single User.

6. Open Connections Message box will be opened, click Yes. Refer to Figure 11.



Figure 11: Dialog box message.

7. The clipboard should still have the Repository DB that was copied in Step 5. Delete that DB. Refer to Figure 12.



Figure 12: Delete the Repository DB corresponding to the new Modern Application.

 Rename the customer Repository DB with the name copied in clipboard. Right click, select Properties, select Option and change the Restrict Access to MULTI-User. Refer to Figure 13.



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Figure 13: Change the Restrict Access of Customer Repository DB to MULTI\_User.

9. Open Connections message box will be opened, click Yes. Close the SQL Management Studio. Refer to Figure 14.



Figure 14: Dialog box message.

10. Open Windows Explorer, navigate to File Repository Folder where the File Repository Folder of the customer Modern Application exist. Copy all folders except Vendor. Refer to Figure 15.



Figure 15: Copy all folders except Vendor.

11. Navigate to the File Repository Folder of the new Modern InTouch application. Paste and replace the copied folders from Step 11. Refer to Figure 16.



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Figure 16: Paste the copied folders from step 11.

12. Return to the File Repository folder corresponding to the original application and navigate to Vendors folder. Copy all content, except the **.MSI** files. Refer to Figure 17.



Figure 17: Copy the content of Vendors folder, except .MSI files.

13. Navigate to File Repository folder of the new Modern **InTouch** application. Open the Vendors folder, paste and replace the existing folders with the contents copied from **Step 12**. Refer to Figure 18.





Figure 18: Paste the copied folders from Step 12.

14. Delete the File Repository folder corresponding to the original InTouch Application. Refer to Figure 19.



Figure 19: Delete the File Repository folder corresponding to the original InTouch Application.

15. Open the original **InTouch** application folder and edit its **InTouch.ini** file. Modify the **RepositoryName** with the new repository name corresponding to the new Modern **InTouch** application. Refer to Figure 20.



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16. Open Command prompt and start again aaGR and aaBootstrap services. Refer to Figure 21.



Figure 21: Open Command Prompt and start aaGR and aaBootstrap.

17. Open the application in InTouch WindowMaker and all ArchestrA graphics exist. Refer to Figure 22.



Figure 22: Original application opened in InTouch WindowMaker and ArchestrA graphics exist.

18. Export the application. The export will be successful. Refer to Figure 23.



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Figure 23: Application exports.

## ATTACHMENTS

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