

# pgAdmin Backup and restore

## Behaviour that indicates a backup and restore from pgadmin is necessary

- Database service "data" folder can not be decrypted on the latest build.
- Database service folder can not be moved on the latest build.
- Search service can not connect to the database service or create new entries on the latest build.

## Immediate Actions

The customer must make or have a full backup of the contents of the machine. Not just the local files but all users and certificates as well as the windows installation.

Ensure that they have a good back up before proceeding. Failure to do so could result in catastrophic loss of data.

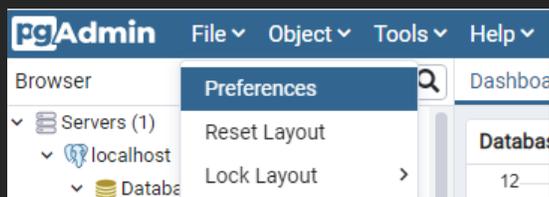
## Stage 1 - Prepare pgAdmin

### Open Pgadmin

Under the default install location of the database service this will be under:

C:\Program Files (x86)\eFileCabinet\eFileCabinetDatabaseService\pgAdmin 4\bin\pgAdmin4.exe

### Select File and then Preferences



**Select Binary paths under Paths**

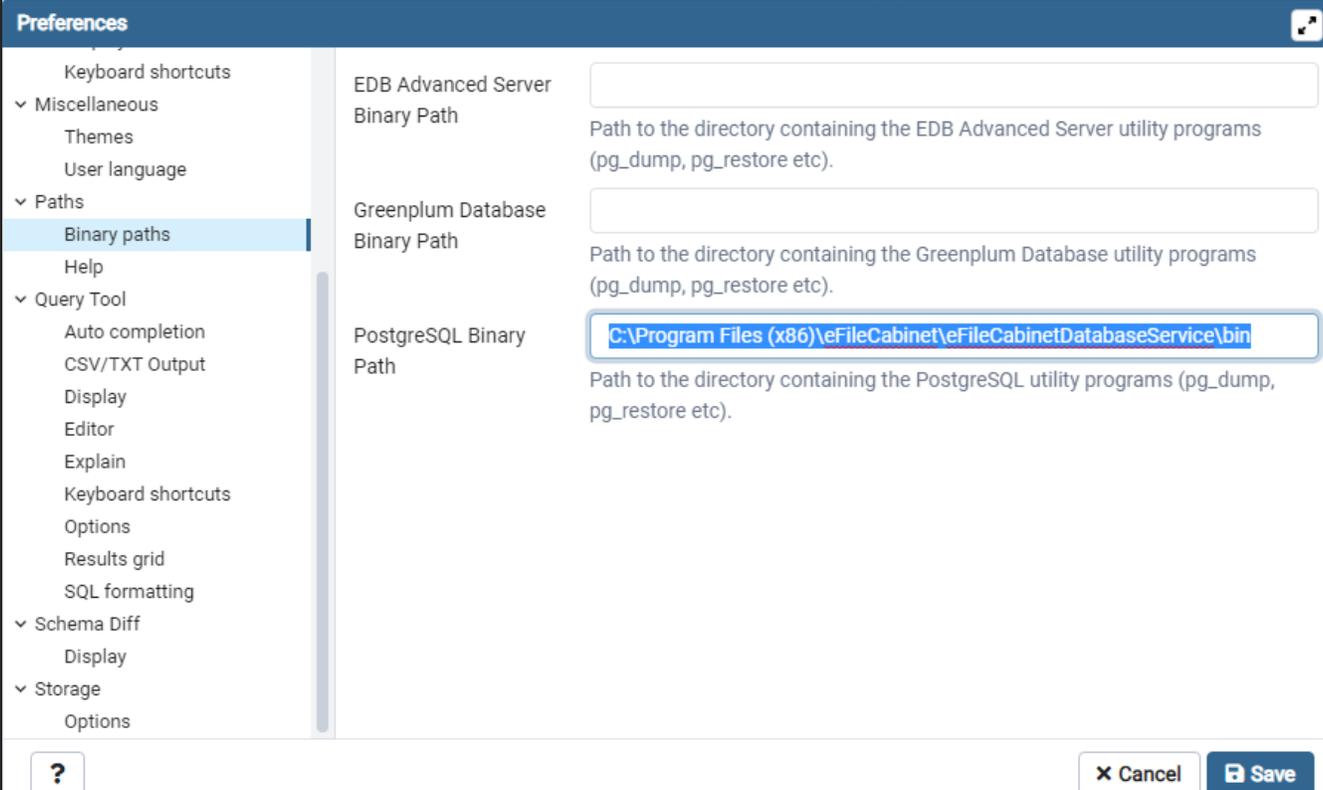
**Preferences**

- Keyboard shortcuts
- ▼ Miscellaneous
  - Themes
  - User language
- ▼ Paths
  - Binary paths**
  - Help
- ▼ Query Tool
  - Auto completion
  - CSV/TXT Output
  - Display
  - Editor
  - Explain
  - Keyboard shortcuts
  - Options
  - Results grid
  - SQL formatting
- ▼ Schema Diff
  - Display
- ▼ Storage
  - Options

## Enter the path to the PostgreSQL utility programs

- In a default install this will be under:

C:\Program Files (x86)\eFileCabinet\eFileCabinetDatabaseService\bin



The screenshot shows a 'Preferences' dialog box with a tree view on the left and a list of settings on the right. The 'Binary paths' category is selected in the tree view. The 'PostgreSQL Binary Path' setting is highlighted, with its text box containing the path 'C:\Program Files (x86)\eFileCabinet\eFileCabinetDatabaseService\bin'. The other settings, 'EDB Advanced Server Binary Path' and 'Greenplum Database Binary Path', are currently empty. At the bottom right of the dialog are 'Cancel' and 'Save' buttons.

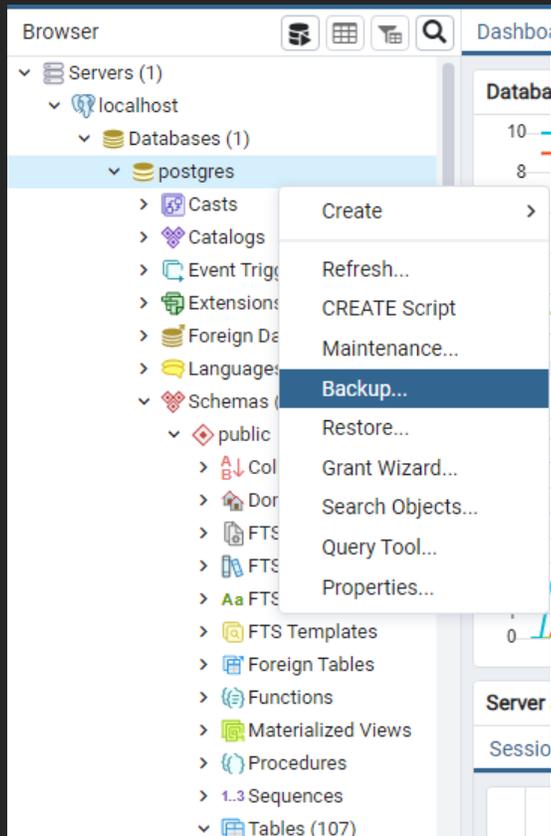
Category	Setting Name	Value
Binary paths	EDB Advanced Server Binary Path	
	Greenplum Database Binary Path	
	PostgreSQL Binary Path	C:\Program Files (x86)\eFileCabinet\eFileCabinetDatabaseService\bin

- Hit save and move to stage 2

## Stage 2 making the back up

## Select postgres under Databases

- Right click postgres and select Backup



Take note of the number of tables as this will likely be needed to verify a successful restore.

Configure the backup window according to the following steps

## General tab

- Hit the three dot icon next to filename

### Backup (Database: postgres)

General Dump options

Filename  ...

Format Custom

Compression ratio

Encoding Select an item...

Number of jobs

Role name Select an item...

**⚠ Please provide a filename**

**Cancel Backup**

- Select file will pop up. Select a location separate from the service installation such as downloads and add a name to the end of the path. Under Format select back up and then select Create.

### Select file

C:\Users\adminitest\Downloads\TESTBACKUP

Name	Size	Modified
backup2.backup	9.7 MB	Mon Apr 18 13:38:16 2022
backup.backup	37.1 MB	Mon Apr 18 13:08:12 2022
Bundle	4.0 kB	Mon Apr 18 13:19:33 2022
Legacy Desktop 528	0.0 B	Tue Sep 21 18:15:28 2021
OCR 1	256.0 kB	Tue Nov 2 15:02:12 2021
OCR 2	512.0 kB	Tue Nov 2 15:02:12 2021
OCR 3	512.0 kB	Tue Nov 2 15:02:04 2021
OCR 4	384.0 kB	Tue Nov 2 15:01:56 2021
OCR 5	384.0 kB	Tue Nov 2 15:01:46 2021
stuff	4.0 kB	Tue Sep 21 19:50:38 2021

Show hidden files and folders?

Format backup

**Cancel Create**

- Format should be custom, encoding left blank, number of jobs left blank, and under Role name select postgres:

Backup (Database: postgres)

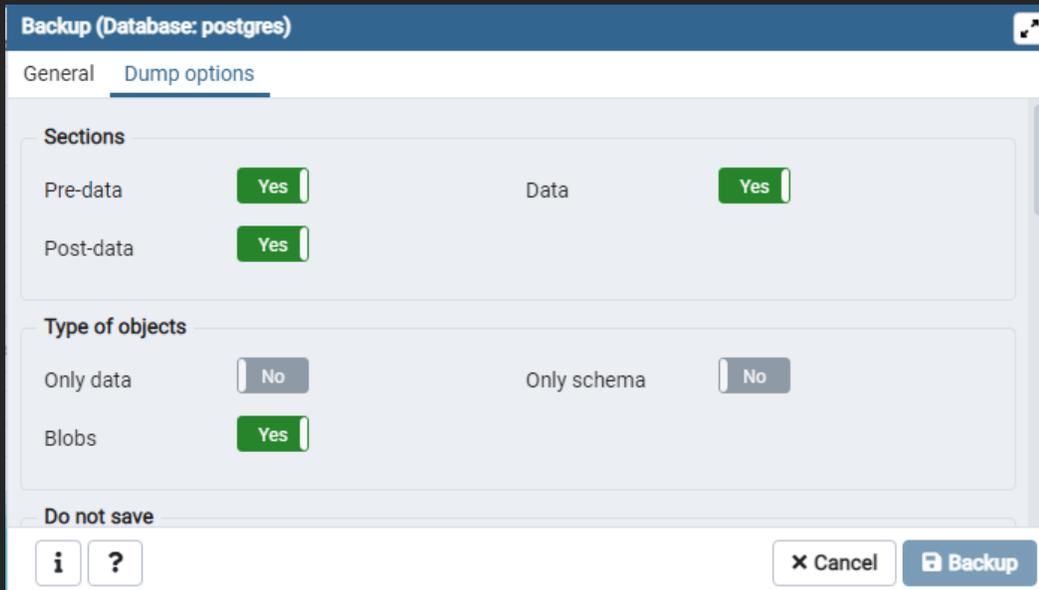
General Dump options

Filename	<input type="text" value="C:\Users\admin\test\Downloads\TESTBACKUP.backup"/>
Format	<input type="text" value="Custom"/>
Compression ratio	<input type="text" value=""/>
Encoding	<input type="text" value="Select an item..."/>
Number of jobs	<input type="text" value=""/>
Role name	<input type="text" value="postgres"/>

- Once this has been completed see the Dump options tab next

## Dump options tab

- Select yes for data, pre-data, and post-data under sections



**Backup (Database: postgres)**

General Dump options

**Sections**

Pre-data	<input checked="" type="checkbox"/> Yes	Data	<input checked="" type="checkbox"/> Yes
Post-data	<input checked="" type="checkbox"/> Yes		

**Type of objects**

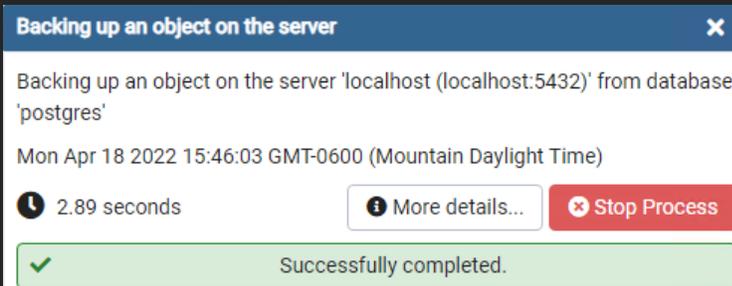
Only data	<input type="checkbox"/> No	Only schema	<input type="checkbox"/> No
Blobs	<input checked="" type="checkbox"/> Yes		

Do not save

  ✕ Cancel Backup

- From here hit the backup button, you will see Bacup job created in the lower right. Shortly after you should receive a success window.

 Backup job created.



**Backing up an object on the server** ✕

Backing up an object on the server 'localhost (localhost:5432)' from database 'postgres'

Mon Apr 18 2022 15:46:03 GMT-0600 (Mountain Daylight Time)

 2.89 seconds  More details...  Stop Process

 Successfully completed.

 **Success: Backup file has been created**

Move to Stage 3

 **Failure: Backup file has not been created**

Seek assistance from Private Cloud Service Experts or Development

## Stage 3 Uninstall/Reinstall

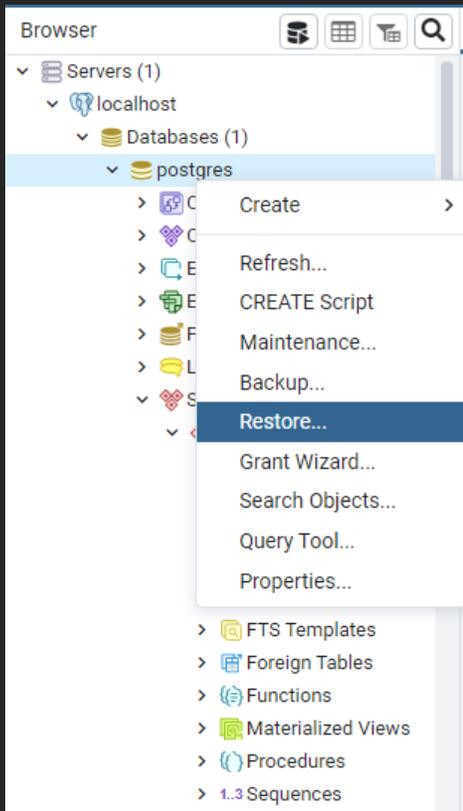
- Once again verifying that the customer has a good backup, you will next want to uninstall the database service and then reboot the server
- Next rename the folder  
C:\Program Files (x86)\eFileCabinet\eFileCabinetDatabaseService
- Finally reinstall the database service and move on to Stage 4

## **Stage 4 Restore**

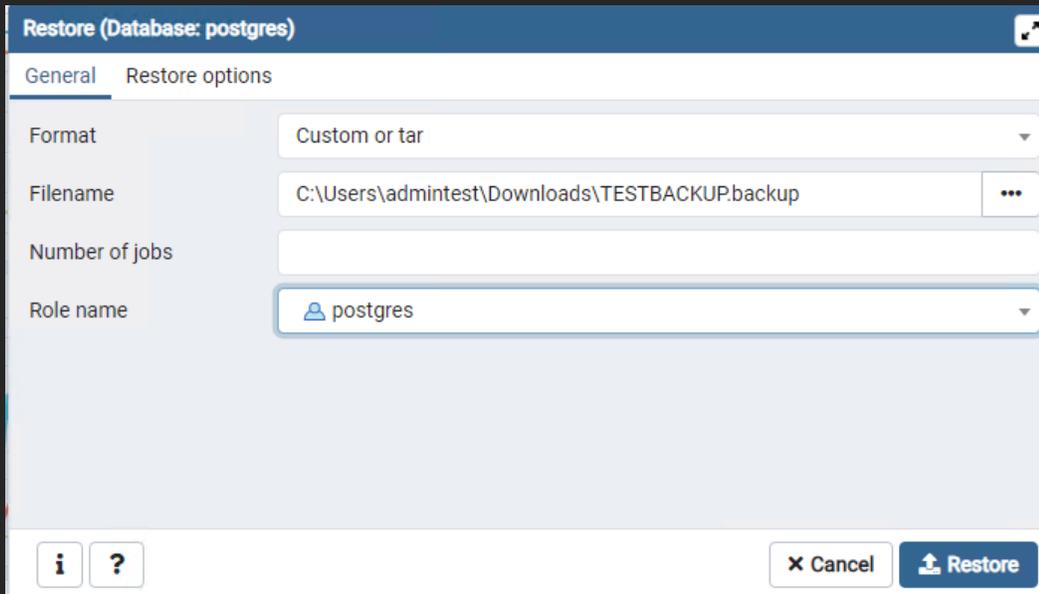
- Stop the database service and the control center service. Start them again and then open pgAdmin.
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## General Options

- Right click the postgres option under database and select restore



- Under format select custom, Hit the three dot icon and select the backup file. Number of jobs should be blank. Role name should be postgres.



- See Restore options

## Restore Options

- Set data, pre-data, and post-data to yes

**Restore (Database: postgres)**

General **Restore options**

**Sections**

Pre-data	<input checked="" type="checkbox"/> Yes	Data	<input checked="" type="checkbox"/> Yes
Post-data	<input checked="" type="checkbox"/> Yes		

**Type of objects**

Only data	<input type="checkbox"/> No	Only schema	<input type="checkbox"/> No
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**Do not save**

**Please provide a filename**

- Hit restore and the process will begin

### ✓ Success: Database Restore Job completes without error

You will likely need to use the massindexing tool for the search to function with the new database.

### ✓ Success: Database Restore Job fails with exit code 1, but the tables get generated under public

You will want to verify all functions by signing in

You will likely need to use the massindexing tool for the search to function with the new database.

### ✗ Failure: Other errors/Tables not generated

Seek assistance from Development directly