Schneider Electric Software
Knowledge & Support Center

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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.
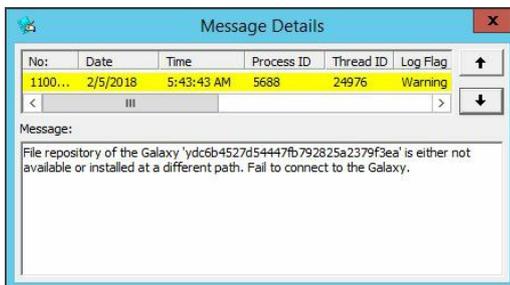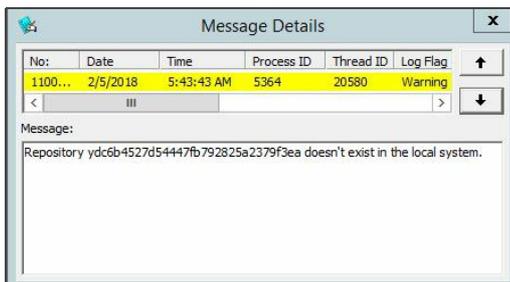

Figure 1: Warning message.

Figure 2: Warning message.

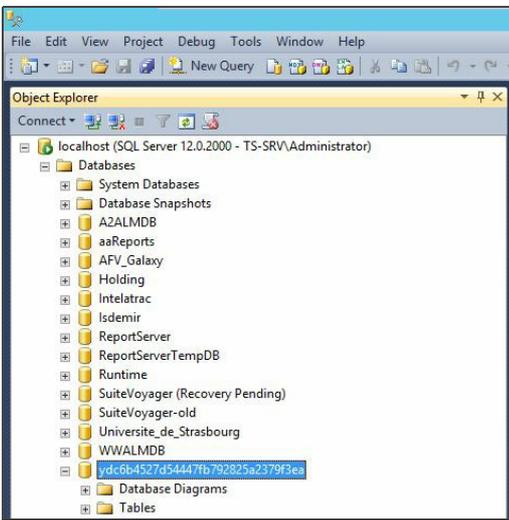2. However, both the GR File Repository and the GR Repository DB do exist. Refer to Figure 3 and 4.

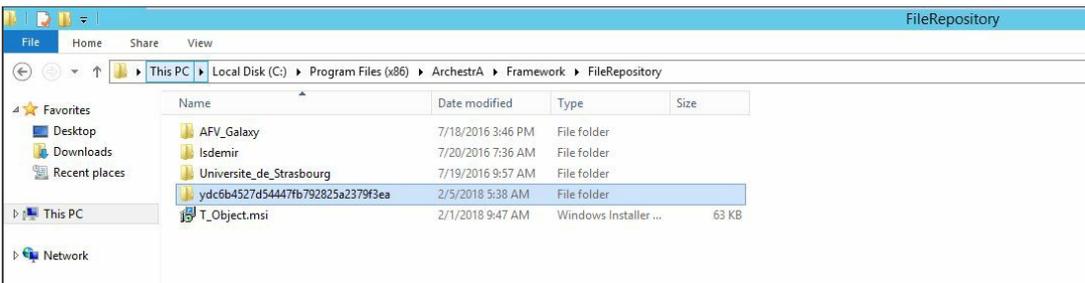Figure 3: SQL Server Management Studio displays that Repository DB exists.

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.
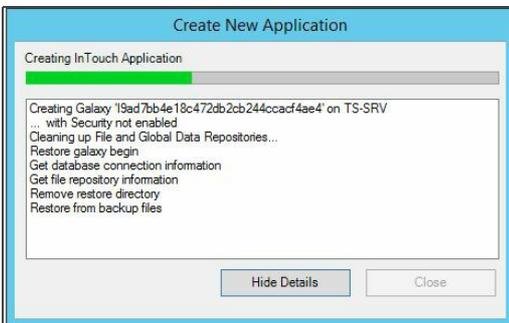

Figure 5: Create New Modern **InTouch** Application.

2. It will create Repository DB and File Repository corresponding to this new application. Refer to Figure 6 and 7.
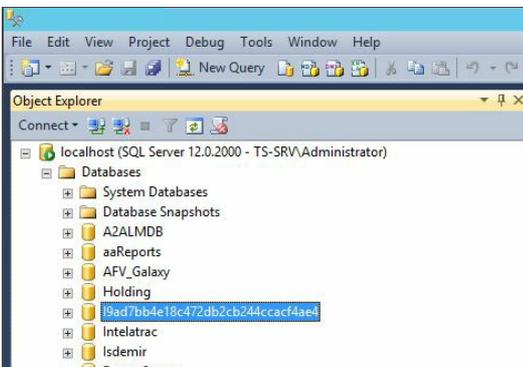

Figure 6: SQL Management studio displays the Repository DB corresponding to the new Modern **InTouch** application.
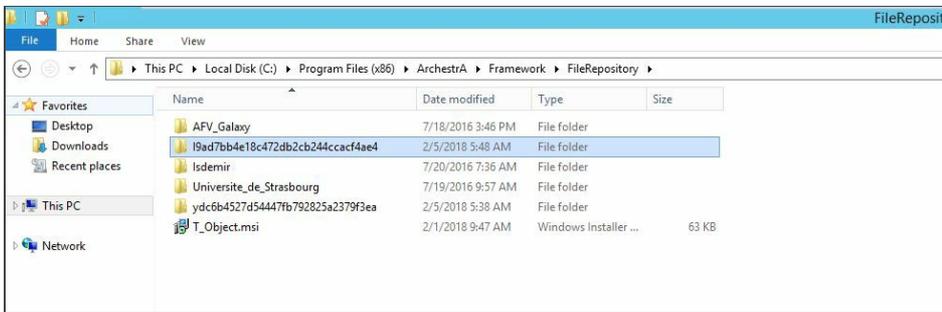
Figure 7: The File Repository Folder was created corresponding to the new Modern **InTouch** application.

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.
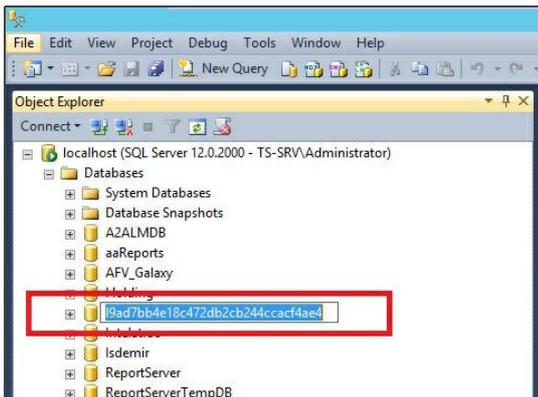

Figure 9: Copy the name of the new Repository DB to the clipboard.

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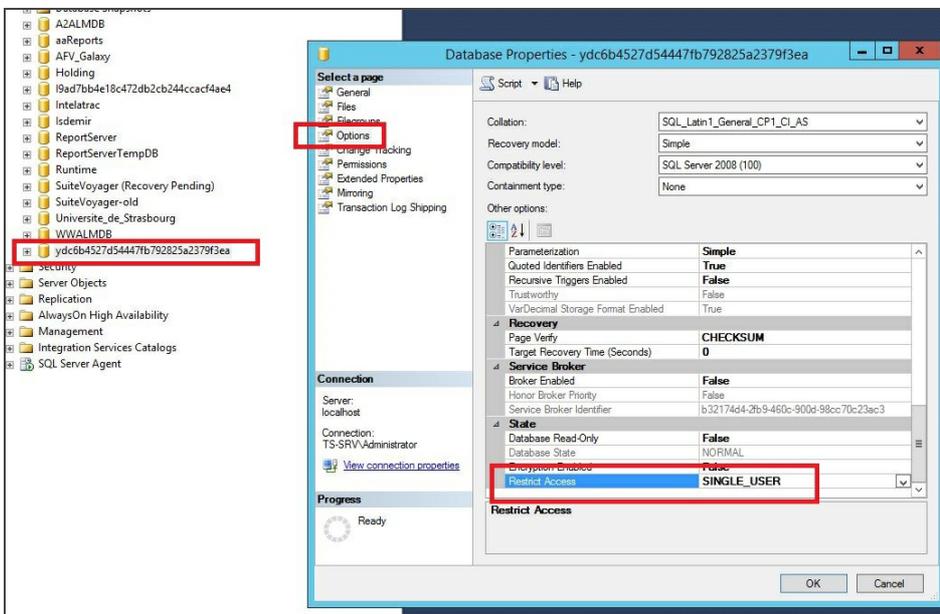
Figure 10: Change the Restrict Access of Customer Repository DB to Single User.

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.
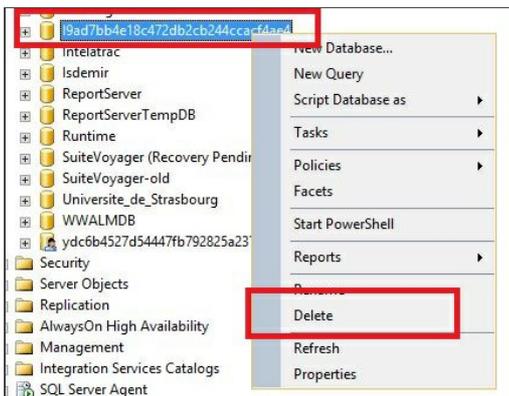

Figure 12: Delete the Repository DB corresponding to the new Modern Application.

8. 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.
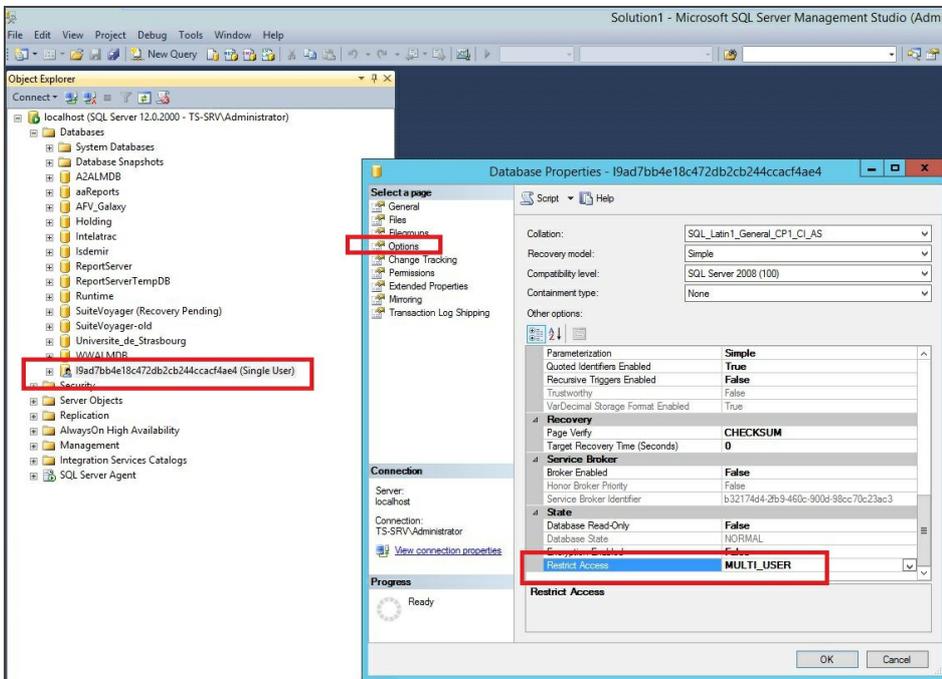
Figure 13: Change the Restrict Access of Customer Repository DB to MULTI_User.

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.
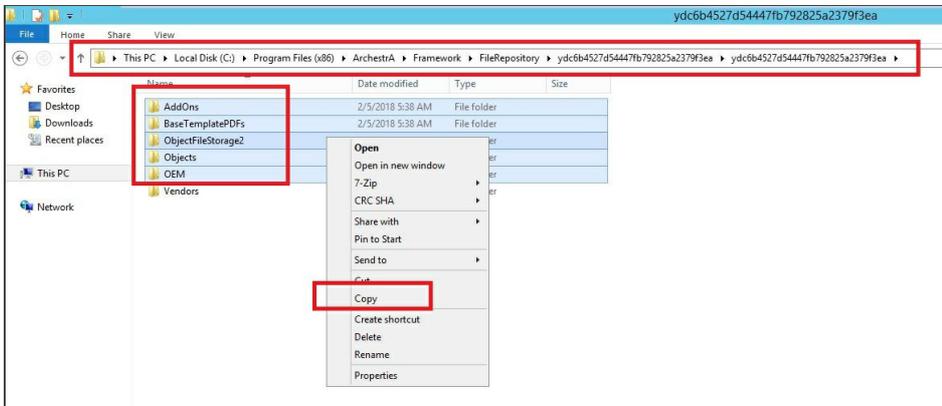

Figure 15: Copy all folders except Vendor.

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.
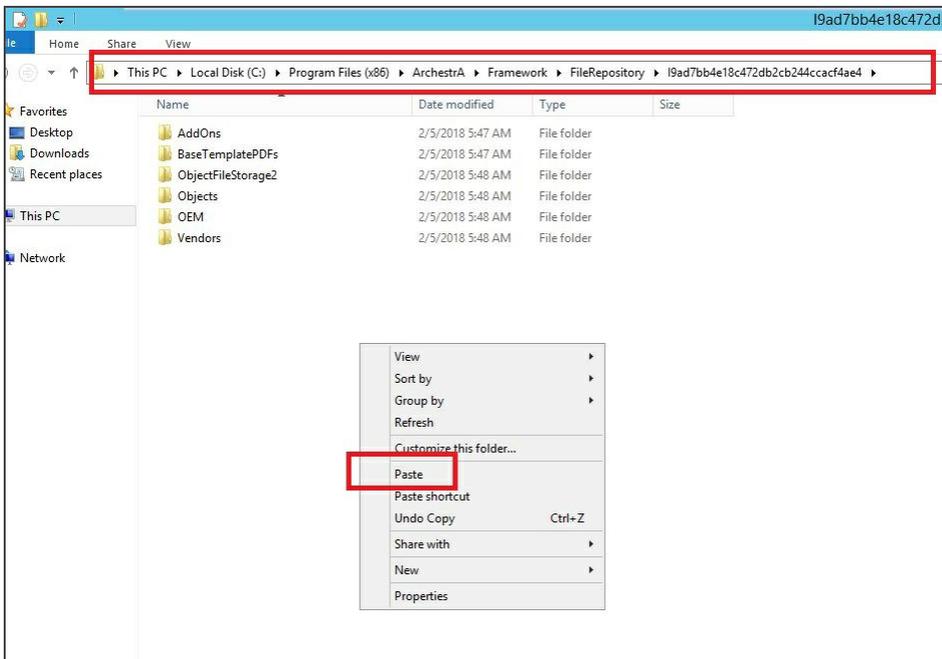
Figure 16: Paste the copied folders from step 11.

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.
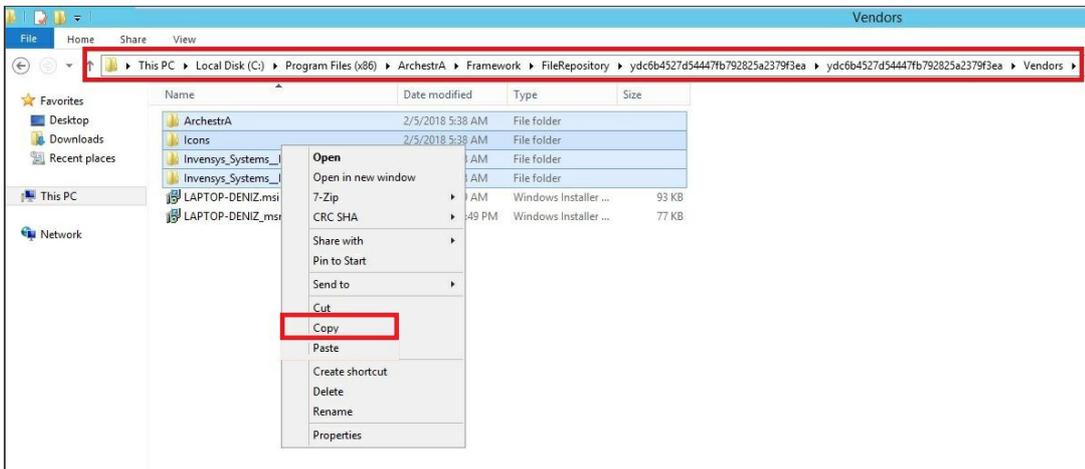

Figure 17: Copy the content of Vendors folder, except .MSI files.

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.
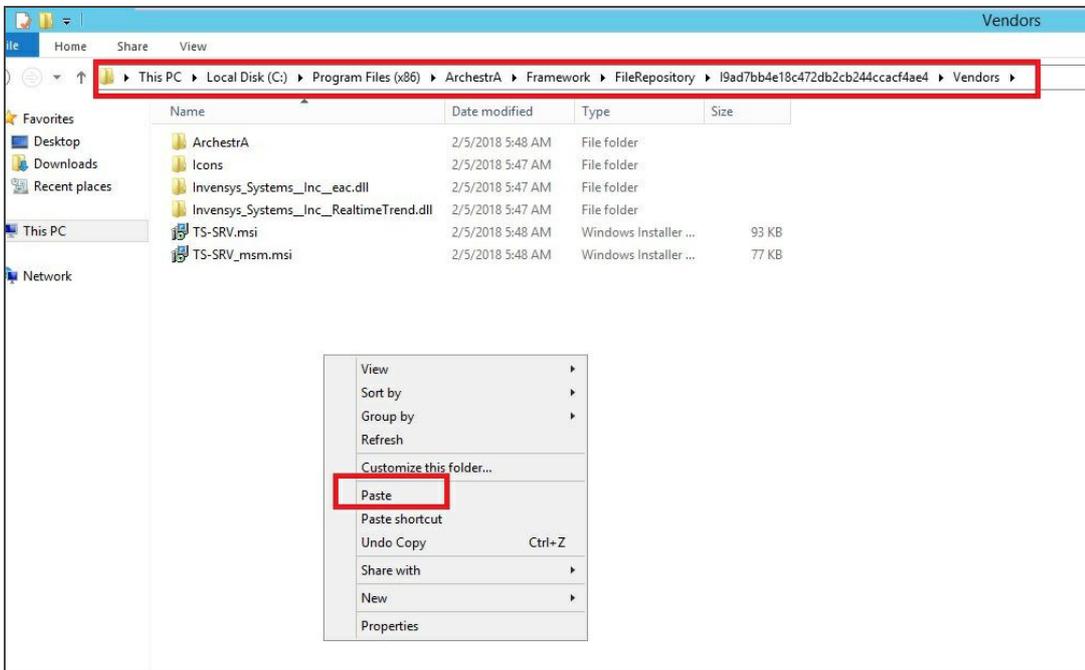
Figure 18: Paste the copied folders from Step 12.

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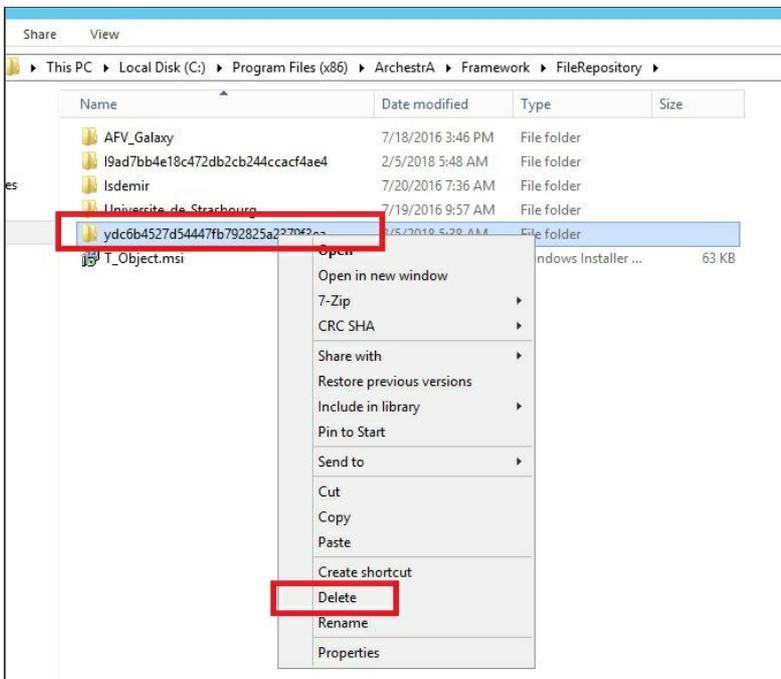

Figure 19: Delete the File Repository folder corresponding to the original **InTouch** Application.

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.
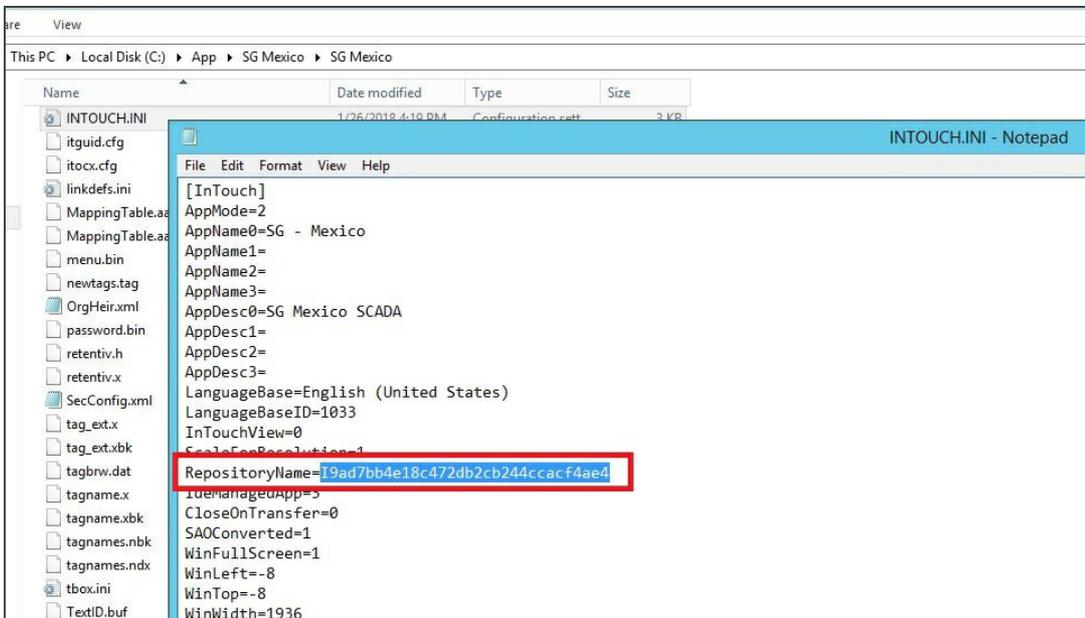
Figure 20: The InTouch.ini file.

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.

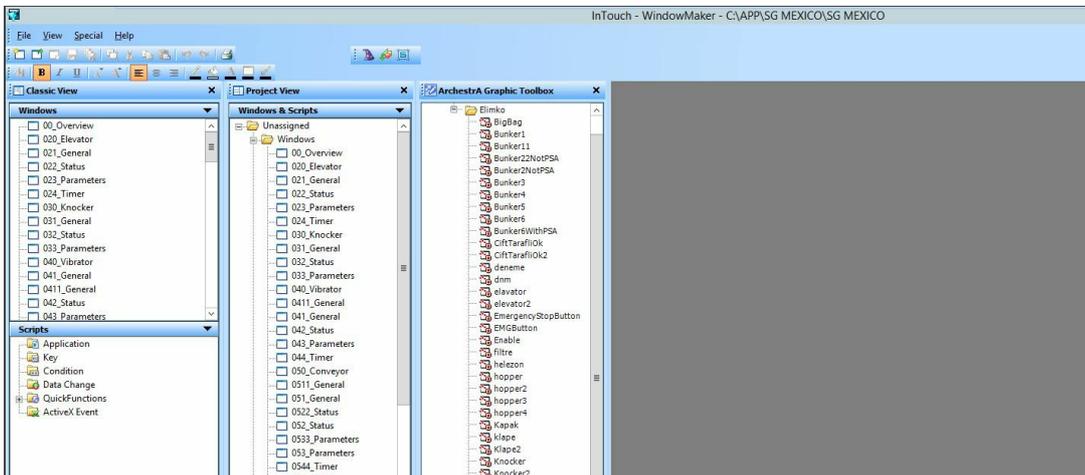17. Open the application in **InTouch** WindowMaker and all ArchestrA graphics exist. Refer to Figure 22.

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.
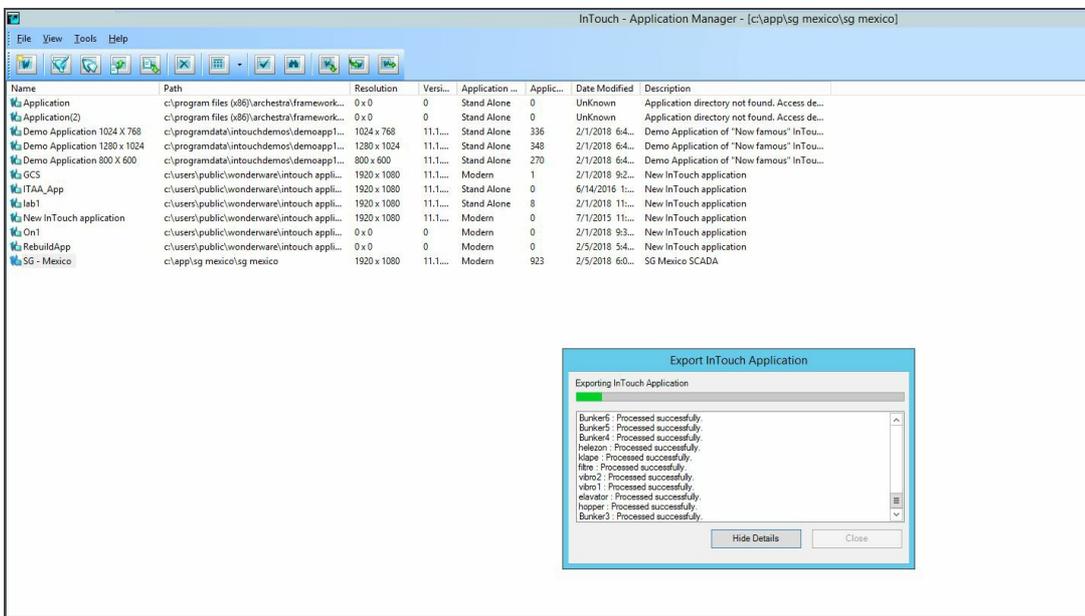
Figure 23: Application exports.