



# Fast Database Copy

## User Guide

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### **Important Notice**

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# Fast Database Copy Features

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TaiRox's Fast Database Copy copies Sage 300 databases directly, without going through DBDUMP and DBLOAD procedures.

You can run Fast Database Copy interactively on one or more Sage 300 databases, or you can run it as a Windows Scheduled task, allowing you to back up your databases regularly or transfer them daily to a different server for data extraction, reporting, or for update testing.

- You can run Fast Database Copy from any computer that has access to the database servers. You do not have to run the program in a Sage 300 installation.
- As a Windows Scheduled Task

Fast Database Copy is designed to be run every night as a Windows Scheduled Task on multiple Sage 300 databases.

Note that Fast Database Copy copies data from a source Sage 300 database to a legitimate target Sage 300 database. You must create the target Sage 300 databases before running Fast Database Copy.

To create a Sage 300 target database:

- Create a new database in MS SQL Server. Use the same collating sequence as the source database, and specify a different database name.
- Use the Sage 300 Database Setup to identify the new Sage 300 database. If you are copying to the same installation of Sage 300, you must use a different database ID. For example, you might have source database SAMLTD and target database TSTLTD, RPTLTD, or BAKLTD.

You do not need to activate applications in the target databases. Fast Database Copy will copy all tables from the source databases to the target databases each time you run the program.

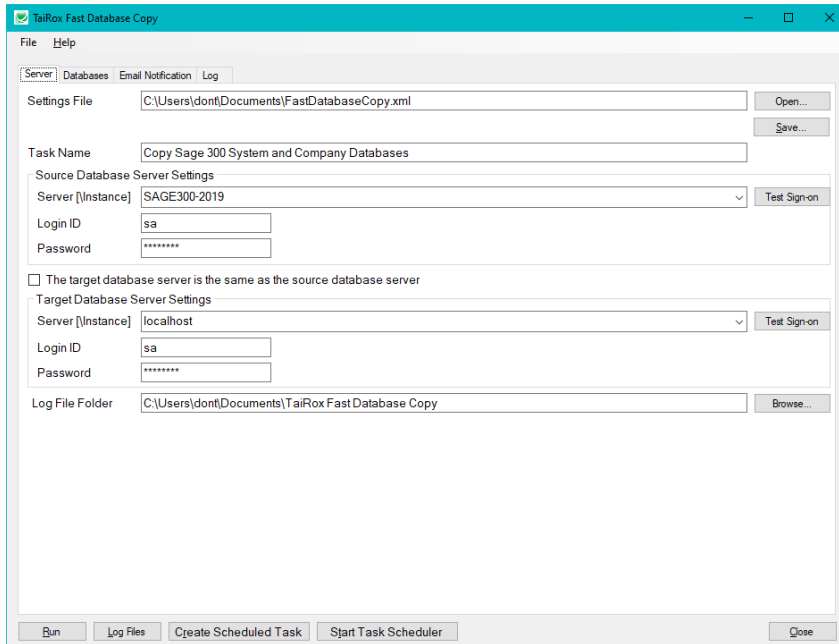
## Interactive or Scheduled Operation

*This document describes how to run Fast Database Copy interactively and how to set up and run the Fast Database Copy program as a Windows Scheduled Task.*

- See [Create Scheduled Task](#) for instructions on setting up a Windows Scheduled Task. Also see [Troubleshooting Scheduled Task Issues](#).
- See [Fast Database Copy FAQ](#) for other issues when running the program.

# Setting Up Fast Database Copy

Launch Fast Database Copy from **Start Menu > All Programs > TaiRox Software > Fast Database Copy**.



You must connect to the Sage 300 databases to run Fast Database Copy, but Sage 300 does not need to be installed on the computer running the program.

## Server Tab

**Settings File:** All of the settings documented in this manual are saved in an XML file (passwords are encrypted). This lets you run Fast Database Copy as a Windows Scheduled Task – with the XML file passed as a parameter to the Fast Database Copy exe program.

- Use the **Save** button to save the XML settings file.  
You must return to the Server tab and click the Save button after you enter / change settings on each of the Fast Database Copy tabs.
- Use the **Open** button to open an existing XML settings file.

**Task Name:** The name is used for notification emails and to help document the log files.

**Source Database Server Settings:** Enter the name of the SQL Server instance where the Sage 300 databases you are copying are stored. You will need to know a SQL Server login name and password – typically the same one that you used in Database Setup.

Click the Test Sign-on button to check access.

☐ **Target database server is the same as the source database server:** Select this checkbox if you are copying to a different database on the same server. Deselect if you are copying to a different database server.

**Be Careful If You Are Copying to the Same Database Server and/or Same Sage 300 Environment.** You must create new company databases with different database IDs to avoid copying over the source databases.

If you are copying the company database to the same Sage 300 environment, your target company database will use the same vault and store database as the source database (if you are using Sage 300 2023 PU3 or higher).

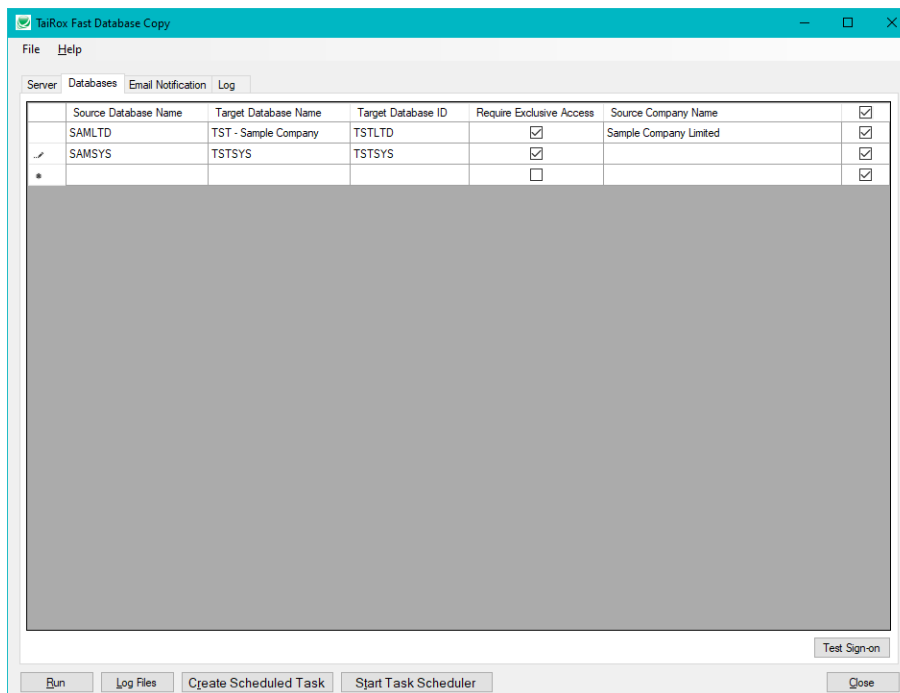
**Target Database Server Settings:** Enter the name of the SQL Server instance where you are copying the Sage 300 databases. Enter a SQL Server login name and password.

Click the Test Sign-on button to check access.

**Log File Folder:** This is the location where Fast Database Copy will place its log files. Make sure that the Windows user running Fast Database Copy has write access to this directory.

## Databases Tab

Specify the databases that you want to copy on the Databases tab. The source databases must be on the Source Database Server that you specified on the Server page, and the target databases must exist on the Target Database Server.



### Target Databases:

Note that target databases must be registered by Database Setup as Sage 300 databases.

- Create a new database in MS SQL Server. Use the same collating sequence as the source database, and specify a different database name.
- Use Sage 300 Database Setup to identify the new Sage 300 database.

- Specify the Target Database ID. If this column is blank, the program will default to the Source Database ID.

**Remember:**

- If you are using the same SQL Server, you must create new company databases with different database IDs to avoid copying over the source databases.
- Your target company database will use the same vault and store database as the source database if you are copying within the same Sage 300 environment.

Add the source and target database names and IDs for each Sage 300 database that you want to copy.

**Require Exclusive checkbox:**

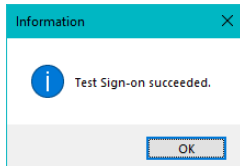
- When checked, the copy will not proceed unless it gets exclusive database access.
- If unchecked, Fast Database Copy will try to get exclusive access, but will proceed if it can't.

**Database Selection checkbox:** Note that the last column on the grid lets you select the database for copying. This allows you to add information for copying a number of databases, then specify which ones you want to copy when running the program interactively.

Server							Databases		Email Notification		Log	
	Source Database Name	Target Database Name	Target Database ID	Require Exclusive Access	Source Company Name							
	SAMLTD	TST - Sample Company	TSTLTD	<input checked="" type="checkbox"/>	Sample Company Limited							<input checked="" type="checkbox"/>
	SAMSYS	TSTSYS	TSTSYS	<input checked="" type="checkbox"/>								<input checked="" type="checkbox"/>
*				<input type="checkbox"/>								<input checked="" type="checkbox"/>

- Click the top checkbox in the last column to select or de-select all databases.

When you click the Test Sign-on button at the bottom of the screen, the program will display a message for successful sign-on to all databases, and it will provide the Company names for the source databases. (The Company Name will not appear for system databases because they don't have company names.)



Remember to save the settings in the XML file (on the Server tab) before running Fast Database Copy.

## Email Notification Tab

Email notifications can be turned on or off. You can use any SMTP server accessible from the server with credentials as you would set them up in an email client such as Outlook.

The settings shown below use notifications@tairox.com, a Gmail account for sending out notifications. (Note that this is **not** a publicly available email account.)

**Select the Email Notification checkbox** to enter your email server and account ID settings, and click the Send Test Email button to check that your settings work.

You will need proper credentials that work from the computer running Fast Database Copy.

**Mail Server (SMTP):** Enter the name of the outgoing message server for notification emails.

**Port Number (SMTP):** Enter the SMTP port number.

**Enable SSL:** Check this box to have the email communication SSL encrypted.

See the “Use SSL” note under “Send Test Email,” below.

**Account Name:** Enter the account user name for sending emails.

**Password:** Enter the password for the user account.

**Mail To:** You can include any number of email addresses, separated by commas or semi-colons.

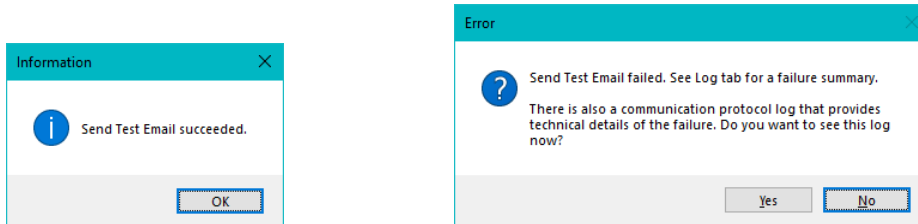
**Mail From:** Provide the default From Email address that you want to use for emails created by Fast Database Copy. (You can't always separate the From Email from the Username email.)

**Subject:** Use any subject line you want.

The codes %Task, %DateTime and %Status will be replaced respectively by the Task Name on the Server Tab, the Date and Time that the job completes and the Status of the job (SUCCESS or FAILURE). For compatibility reasons %Job will be treated the same as %Task.

The Reset Email Settings button will remove the settings shown here so you can enter new ones.

**Send Test Email:** Click this button to test email settings. One of the following dialogs can appear depending on whether the test was successful. If the test fails, check the log file by clicking the Yes button in the error message.



**Note regarding “Enable SSL” if unsupported by the SMTP server**

If you select the “Enable SSL” checkbox, the program will first try to send a test email securely. If it does not succeed, it will try to send a test email insecurely. The program will display an error message if the secure test fails, but the insecure test is successful.

If this message appears, it means that:

- Your SMTP server does not support current email communication styles on the port provided. (The "Enable SSL" checkbox has different meanings for different email sending mechanisms, particularly older ones.)
- You should uncheck “Enable SSL” to send emails without SSL protection.

Remember to save the settings in the XML file (on the Server tab) before running Fast Database Copy.

## Log Tab

Once you have saved your settings on the Server tab, you can run Fast Database Copy interactively by Clicking the Run button at the bottom of the form. The Log window will report the progress of the job.

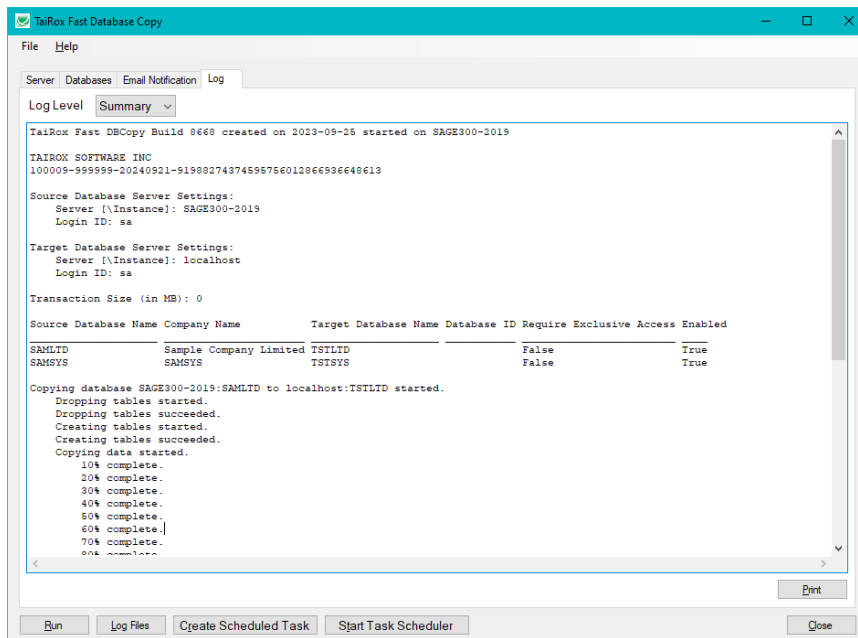
Select the Log level (Summary or Detail) before you run Fast Database Copy to display the level of detail that you want to display on screen.

**Note:** Only use the Detail logging if you are having issues and want to debug. Detail logging generally includes far more detail than you want.

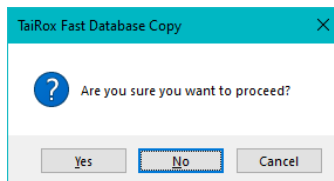
Once the job is complete, you can click the Log Files button to see the log file directory. If email notification has been turned on, the Fast Database Copy log will be emailed as an attachment.

To see the current Fast Database Copy log, click the Log Files button to view the log files folder, and then open the most recent log file.





A warning message will appear when you click the Run button. Click the Yes button to proceed.



## Log File for Fast Database Copy

Click the Log Files button to view the log files folder, and then open the most recent log file.

# Create Scheduled Task

Fast Database Copy will create a basic task with that can be managed with the Task Scheduler. The task will have the Task Name on the Fast Database Copy Server tab.

We provide this feature to ensure that the Task Scheduler's Action tab will be populated with the path to the Fast Database Copy program and also populated with the current XML path and name. These are the most common errors made by Sage 300 consultants not familiar with the Task Scheduler.

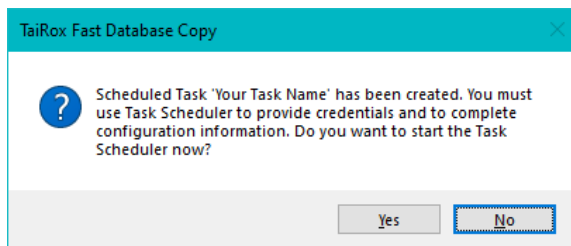
**Important Notes:** You **MUST** edit the task created by Fast Database Copy in the Windows Task Scheduler to provide credentials for the task; otherwise, it will not run. Other important options also need to be set up properly.

Consult Task Scheduler documentation for important details beyond the scope of this document.

## Using the Create Scheduled Task Button

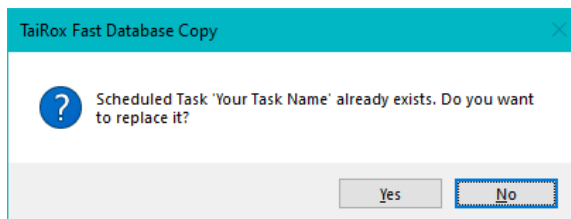
Fill in the fields for Fast Database Copy and run it manually before creating the scheduled task to ensure that the XML file is properly set up.

- **Click the Create Scheduled Task button to create the task.** The following message will appear:



- Click Yes to start the Windows Task Scheduler.

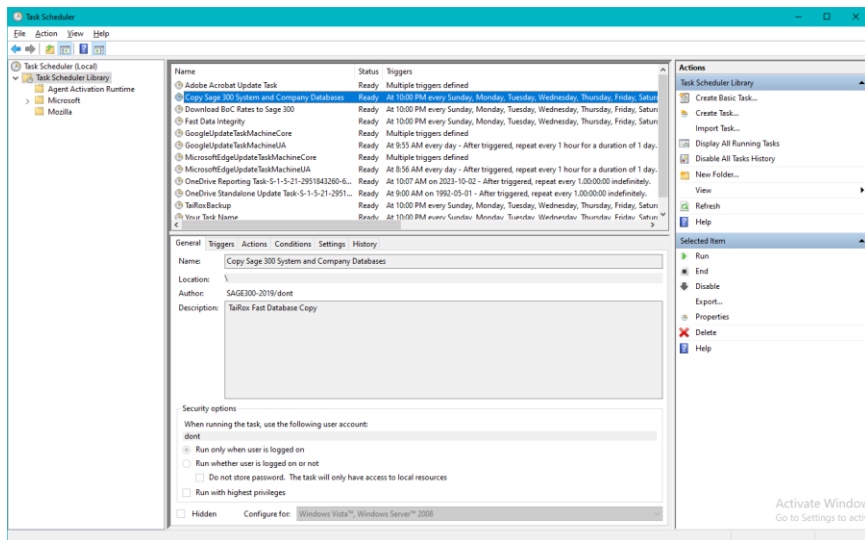
If a task with the same name already exists, the program will warn you that the task exists.



**Note:** Replacing the task means not retaining any existing task settings:

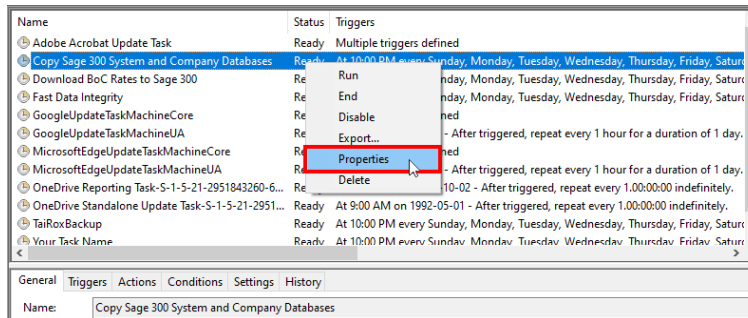
- **Click the Start Task Scheduler button to open the Task Scheduler window.**

The Task Scheduler varies in appearance from one version of Windows to another.



- Click the “Task Scheduler Library” folder in the left panel, and then select the task you just created in the middle panel.
  - Right-click the task entry and select **Properties** to edit the task settings.

**You MUST edit the properties to add the task user account password.** When you save the properties, the program will ask you to provide the password for the task user.



If the task does not run properly after set up, the problem is usually that some authentication has failed.

### Some hints:

- The scheduler requires a user and password. Create Scheduled Task created the task with a task user, but it did not add the task user’s password.
- You must edit the task properties to specify the password (when you click Save).
- You can also change the task user when you edit the task properties.
- An experienced Windows IT person should be able to solve any problems.
- Your error has occurred before – do an internet search specifying the error message.

# Troubleshooting Scheduled Task Issues

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## Check the following settings for the scheduled windows task:

- If the path to the XML file has blanks and there are no quotes (") around the path+file name.
  - That the user account for the task has logged onto the machine running the task and has a user profile.
  - That you selected "Run whether user is logged on or not".
  - That other task settings – e.g. run with highest privileges – have been properly set up.
- Note:** Make sure that your user account can run Fast Database Copy interactively and can run a scheduled task. Even if using an Admin account, you may have to change Active Directory security settings to run the Fast Database Copy scheduled task with your account.
- Whether another task for FastDatabaseCopy.exe – created during testing – is already running. (Delete with Task Manager.)

## Diagnosing Issues with Scheduled Tasks

If you are setting up as a Windows Scheduled Task, a good strategy is to set up a task and run it on a small test database first – such as SAMLTD. If that works, then set up your production database.

- Set up Fast Database Copy for the small test database (e.g. SAMLTD).
- ***Make sure that Fast Database Copy works interactively before you set up the scheduled task.***
- Create a task using the Create Scheduled Task button in Fast Database Copy to make sure that the paths are correct for the program and for the settings XML file. Incorrect path names are often the issue for tasks.
- Run the task from the Task Scheduler and see if it runs properly. This will prove that you have correct file names (with quotes if blanks are in paths).
- Set up the task to run in 5 minutes, then exit the Task Scheduler and log off. Check to see what happened in 6 minutes.
- Look at the Fast Database Copy logs.
- Check the history of the task in the Task Scheduler. If tasks are still running, delete them.

Now set up the real databases and schedule tasks to run overnight. Come back and check the next day.

- If the notification emails didn't arrive, you'll have to see where they are being blocked.

## Example of Settings and Permissions Required to Run a Batch File from a Scheduled Task

See [Fix Scheduled Task -- from Help Desk Geek](#) for an example of the permissions and settings to check to fix a scheduled task that runs a batch file (\*.bat). If you can't run a batch file with your account, you cannot run Fast Database Copy.

# Fast Database Copy FAQ

Read the user guide carefully in addition to reviewing this FAQ. The user guide provides specific guidelines for configuring Fast Database Copy.

## Installation and Upgrade Issues

**Q: Where can I get release notes for Fast Database Copy, and what will they tell me?**

*A: Click the [Release Notes](#) link in the upper left-hand corner of the Fast Database Copy product page on the TaiRox web site.*

*Among other things, the Release Notes will tell you about recent fixes and provide program compatibility information. For example:*

## Email Notification Issues

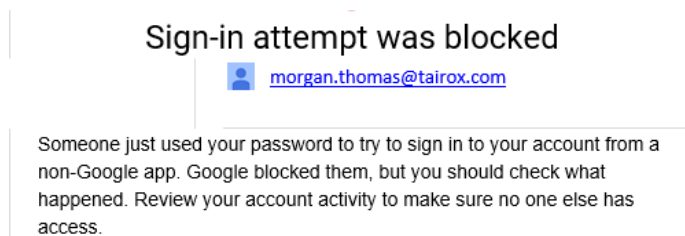
### **Note regarding “Enable SSL” if unsupported by the SMTP server**

If you select the “Enable SSL” checkbox, the program will first try to send a test email securely. If it does not succeed, it will try to send a test email insecurely. The program will display an error message if the secure test fails, but the insecure test is successful.

If this message appears, it means that:

- Your SMTP server does not support current email communication styles on the port provided. (The “Enable SSL” checkbox has different meanings for different email sending mechanisms, particularly older ones.)
- You should uncheck “Enable SSL” to send emails without SSL protection.

**Q: Why did Gmail reject my login credentials from Fast Database Copy.**



*A: The server login was rejected because it didn’t come from a “Google” application.*

If you are using a Gmail server for email notifications, your server administrator can change the access restrictions to let Sox Backup send notifications. Refer to Google support for details.

See Google support – for example,  
<https://support.google.com/cloudidentity/answer/6260879?hl=en>

**Q: What port number should I use for the SMTP server?**

*A: A “typical” setting would be port 465 with SSL enabled. See the note, above, regarding “Enable SSL”.*

The default SMTP server ports are as follows:

Default Ports:	Server:	Port:
SMTP Server (Outgoing Messages)	Non-Encrypted	25 (or 587)
	Secure (TLS)	587
	Secure (SSL)	465

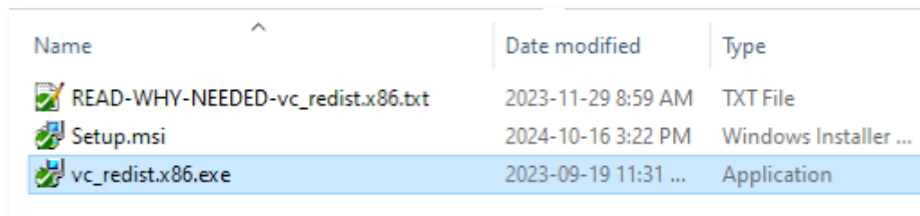
Ports 465 and 587 are intended for email client to email server communication – sending out email using SMTP protocol.

Port 25 is generally used for communication between mail servers.

**Q: My email server settings are correct, but Fast Database Copy fails to send emails. What is the problem?**

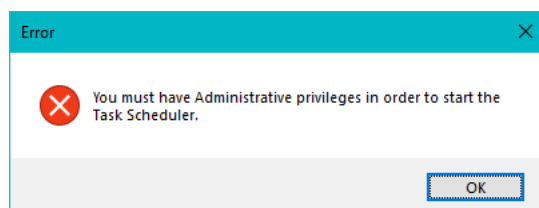
*A: If Fast Database Copy fails to send emails, you may need to install the C/C++ runtime that is shipped with the installation files -- vc\_redist\_2013\_x86.exe.*

*As noted in the readme file “READ-WHY-NEEDED-vc\_redist\_2013\_x86.txt”, the C/C++ runtime required by Fast Database Copy may not be present on newer versions of Windows.*



Name	Date modified	Type
READ-WHY-NEEDED-vc_redist.x86.txt	2023-11-29 8:59 AM	TXT File
Setup.msi	2024-10-16 3:22 PM	Windows Installer ...
vc_redist.x86.exe	2023-09-19 11:31 ...	Application

## Scheduled Task Issues

**Q: I’m running Windows 10. I get this message when I click “Start Task Scheduler”, and a similar message when I try to create a scheduled task. I am an administrator on the server, and I can start the Task Scheduler from the Windows Search field. What’s wrong?**

*A: Try running Fast Database Copy as an administrator. Go to Program Files (x86), right-click FastDatabaseCopy.exe, and select Run As Administrator.*

**Q Why does Fast Database Copy hang when run as a scheduled task?**

A: Check [Troubleshooting Scheduled Task Issues](#) in this guide.

When the program is executed, it uses a command-line parameter (an XML file name) to provide all configuration information for running.

If the XML filename parameter is missing from the command-line, the program starts and waits for you to provide further input – however, the Fast Database Copy screen is hidden. If you open the Task Manager, you can see and end the task.

If the parameter is there but invalid, the program will generate an error and close (if running from the Task Scheduler).

**Q: Why did the scheduled task for Fast Database Copy suddenly stop working?**

A: Check the errors logged for the Windows task and try to run Fast Database Copy interactively to confirm that it still works. For example, one common reason for a sudden failure is that the license has expired.

Also check [Troubleshooting Scheduled Task Issues](#) in this guide.

**Q: FAIL: System Error. Exception occurred at Fast Database Copy. Error='The requested security protocol is not supported.'. Please ensure to install all the latest Windows Updates to enhance your computer's security and performance.**

A: This error message originates from the .NET framework. You can Google the message to see suggestions from other users.

Check the versions of .NET Frameworks on your system and check that TLS 1.2 protocol is enabled on your server.

Note that although Fast Database Copy uses .NET Framework 4, you also require .NET Framework 4.5 be installed if you are using some of the newer security protocols (TLS 1.2 specifically). Many websites now require that TLS 1.2 or later be used in order to communicate with them.

Install all Windows updates for your platform. For example, Googling shows that early versions of Windows Server 2012 SR2 and Windows 8 had TLS1.2 issues with other applications, typical support / update article:

<https://support.microsoft.com/en-ca/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>

**Q: I changed several settings in Fast Database Copy, then resaved the XML file under a new name. The name is correct in the UI, but the task continues to run as it did before the changes. What's going on?**

A: The scheduled task is still using the previous XML file. You have to edit the scheduled task in the Task Scheduler and specify a new file name on the Actions tab for the task properties.