

# Backing Up & Restoring JDOffice Data

## Backing Up JDOffice Data

Below are the recommendations for backing up your JDOffice data. These instructions will help minimize the potential for loss of data. In order to efficiently back up your JDOffice data we recommend using either a Zip or a CDR/RW drive. If you do not have access to one of these options, you will need to use some other mass storage device that is different from your hard drive.

If your data has been backed up in accordance with the recommendations below, our AMS GreenStar Customer Care Center support team will more likely be able to restore most all of your data.

1. To back up your data, use the JDBackup & Restore program located under:  
Start Menu ->Programs ->GreenStar -> JDBackup
  - **Single client versions** of JDOffice, has the option to backup all JDOffice data or setup data only. In the Operation Type box, select the down arrow to choose all data or setup data only.
  - **Multi-client versions** of JDOffice, has the option to backup one client's data or all clients' data. In the client(s) box, select the down arrow to choose the client or all clients.
2. Click on the 3 dots to the right of the Backup command line.
3. This will open a browse feature that will allow you to choose where you want to save your backup file.
  - When using Zip or a CDR/RW drive, it is recommended to save this backup file (.jdb) to your desktop, and then copy the file to your storage device.
4. Choose your desired destination and click OK.

**NOTE:** The filename will be the year, month, day, time and data backed up (All Data, Setup Data Only, All Clients, or Client's name)

**Example:** 2004\_04\_12\_10h\_37m\_AllData.jdb

5. Click Backup.
6. When the progress indicator is finished a JDBackup window will appear stating, "The backup operation was completed successfully."
7. Click OK

## Restoring your JDOffice Data

1. To **Restore your JDOffice Data** open the JDBackup program located under the:  
Start Menu ->Programs ->GreenStar -> JDBackup
2. Once you have the JDBackup & Restore program open, use the Restore section.
  - You have the option to backup the current data before you restore other data. If you choose not to backup before restoring, uncheck the box in front of “Perform a backup of...”. If the box is left checked, it will create a backup before you restore. This backup up is stored at C:\GreenStar\JDOffice.
3. Click on the 3 dots to the right of the Restore command line.
4. This will open a browse feature that will allow you to locate your backup file.
5. Once you have found the backup file, click on it and click open.
6. Click Restore.
7. A JDBackup & Restore window will appear stating, “Are you sure you want to replace all your JDOffice data with the data in this file? This operation has the potential to destroy important data.”
8. Click Yes.
9. When the progress indicator is finished a JDBackup & Restore window will appear stating, “The restore operation was completed successfully.”
10. Click OK