Feature Focus Guide:

Backup and Restore

Core Product: Aloha Takeout
Last Updated: June 5, 2024

Contents

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Revision Record

Date	Version #	Description
06/04/2022		Converted document to use new templates.
12/05/2022		Replaced front cover and back page to reflect new NCR branding.
12/07/2023		Updated document to reflect NCR Voyix branding.
02/13/2024		Added the requirement to enable systemadmin privileges when you upgrade ATO with SQL Server 2012 to SQL 2015/2017.

About Backup and Restore

Backup and Restore at a Glance	
Core Product	Aloha® Takeout
Complementary Products	Aloha® Quick Service, Aloha® Table Service,
Separate License Required?	**Takeout** — Aloha Takeout requires a separate license.
	Delivery — The Delivery component of Aloha Takeout requires a separate license from Aloha Delivery/Frequent Buyer (D/FB), which is included as part of the Aloha Takeout license. It is not necessary to actually install D/FB.
	Mapping — A separate license is also required for the mapping module, if you elect to install it.
Other References	Aloha Takeout Reference Guide, Aloha Takeout Implementation Guide

Your data is one of the most valuable assets to your business. Computers fail for a variety of reasons and having a backup of your data to restore is invaluable. The Aloha® Takeout backup enables you to save a copy of the Aloha Takeout SQL Express database in the event of a computer failure.

This document guides you through the various options to back up your Aloha Takeout SQL Express database. With Aloha Takeout v13.1, you can configure the system to automatically back up your database. In prior versions, you can input a batch file to automatically create a backup of your database. At any time, you can manually create a backup. Additionally, this guide describes how to restore a backup file.

Recommendations:

- Schedule a daily backup of the Aloha Takeout database. Schedule the backup to occur each day five minutes prior to the Aloha Takeout End of Day (EOD).
- Save the backup somewhere other than the local drive, such as network storage, jump drive, or CD-ROM.

Configuring an ATO backup

Aloha Takeout provides you with two automatic backup options and one manual. Aloha Takeout v13.1 allows you to define a daily automatic backup of your database without creating any additional batch files or commands. In versions prior to Aloha Takeout v13.1, you can create a batch file to automatically back up your database using Windows Scheduler or Aloha Winhook. At any point and with any version of Aloha Takeout, you can manually back up your database.

Configuring ATO to create an automatic backup

With Aloha Takeout v13.1, the system enables you to schedule an automatic backup of your database without the need for additional batch files. In addition to defining the place to store your backup and the time for the backup to occur, you can set the number of days for which you want the system to keep a backup data file.

> **Note**
>
> For the automatic backup feature to work, the Windows user configured to start the Aloha Takeout backup service must have access to the Aloha Takeout SQL database.

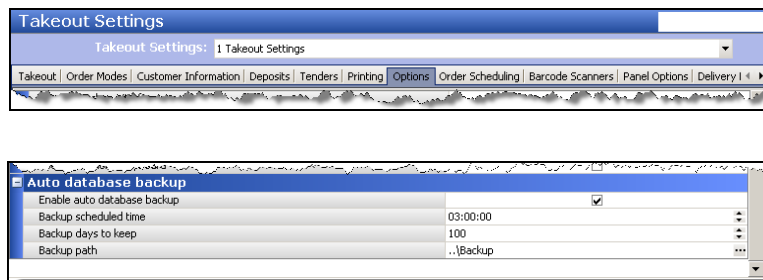1. Select **Maintenance > Takeout Configuration > Takeout Settings > Options** tab**.**

Figure 1 Takeout Settings > Options >Auto database backup

2. Under the 'Auto database backup' group bar, select **Enable auto database backup.**
3. Enter a **time** for the scheduled backup to occur.
4. Enter the **number of days** you want the system to retain backups.

> **Note**
>
> A purge utility deletes any backup files older than the number of days you specify. The system uses the full name to determine the age of the backup.

5. Click the **ellipsis (...) button** to navigate to and select your **backup path**.
6. Click **Save**.

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Configuring a batch file to create an automatic backup

In versions prior to Aloha Takeout v13.1, you can create a batch file to automatically run your backup. Include the command line below in a batch file that you can run using Windows Scheduler (http://support.microsoft.com/kb/308569) or Aloha Winhook (RKSID#5998).

Defining parameters for the command line in the batch file

/purge:<Days> Removes any backups older than the defined number of <Days>.

/backup:{true|false} Determines whether or not to run the backup. If false, the backup will not run.

/database:<DatabaseName> Specifies a different database name to back up. Leaving the parameter out of the command line backs up the AlohaToGo database. Use this switch to back up the training database (or any other SQL database).

/server:<ServerName> Specifies the name of the file server. It is the same as <database name> that is used in the original command line. This setting is redundant but allows you to visually see what the setting is by the command being used.

/directory:<DirectoryName> Sets the directory where you want to save the backup. This is already done in the batch file.

Formatting the command line

<path>\TakeoutBackUp /purge:<# days to store> /backup:True /database:<database name> /server:<sqlexpress instance> /directory:<backup path>

Examples of the command line

[No Purge] - D:\Bootdrv\Aloha Takeout\Bin\TakeOutBackup" /server:localhost\sqlexpress /directory: "D:\Bootdrv\Aloha Takeout\Backup

[Purge past 30 days] - D:\Bootdrv\Aloha Takeout\Bin\TakeOutBackup" /purge:30 /backup:true /database:AlohaToGo /server:localhost\sqlexpress /directory:"D:\Bootdrv\Aloha Takeout\Backup

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Stopping the Radiant Takeout and Delivery service

Before creating a manual backup, you must first stop the Radiant Takeout and Delivery service.

To stop the Radiant Takeout and Delivery service:

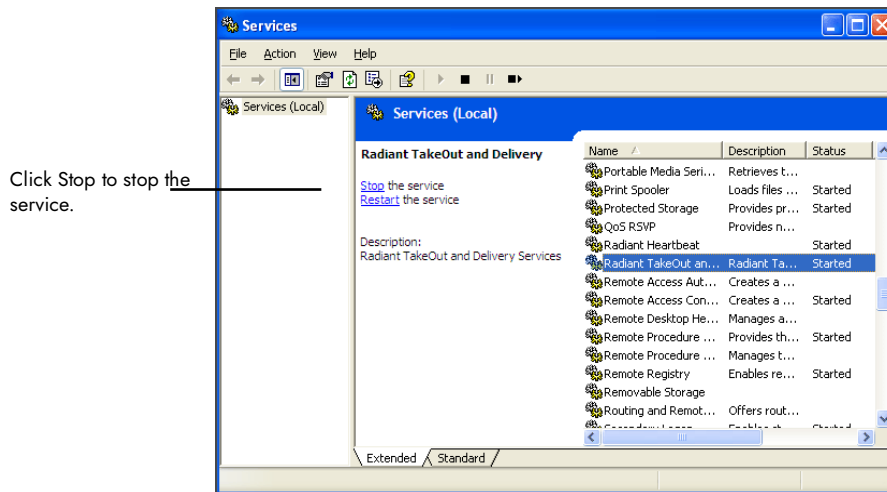1. In the Windows operating system, select **Control Panel > Administrative Tools > Services**.

Figure 2 Services

2. Select **Radiant Takeout and Delivery** and click **Stop**.

Creating a manual backup

You have the option to manually create a backup of your Aloha Takeout SQL database at any time using SQL Management Studio Express.To create a manual backup with SQL Management Studio Express:

1. Select **Start > Programs > SQL Management Studio Express**. The Connect to Server screen appears.

Figure 3 SQL Database Connect

2. Confirm your Aloha Takeout server is listed as the server name and click **Connect** to connect to your Aloha Takeout database. The Microsoft SQL Server Management Studio Express screen
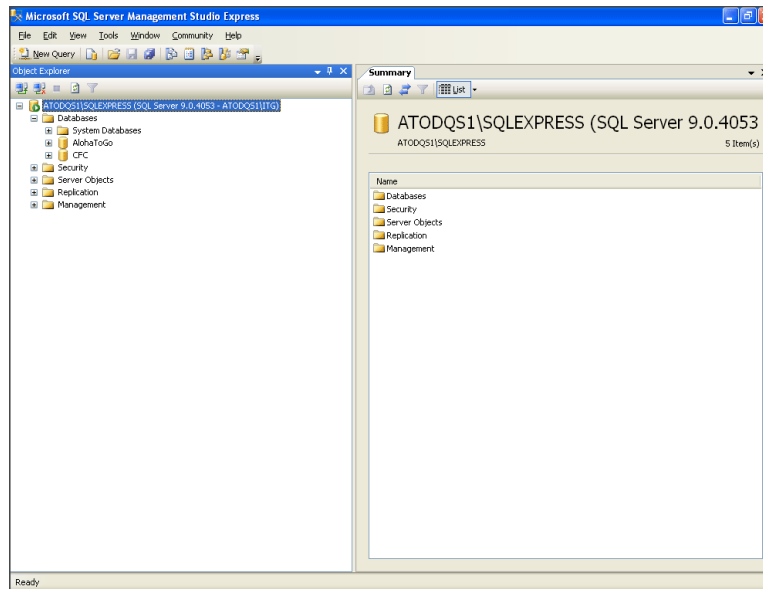
appears.

Figure 4 SQL Database Expanded

3. Expand **Databases** on the left side of the screen to display the AlohaToGo database.
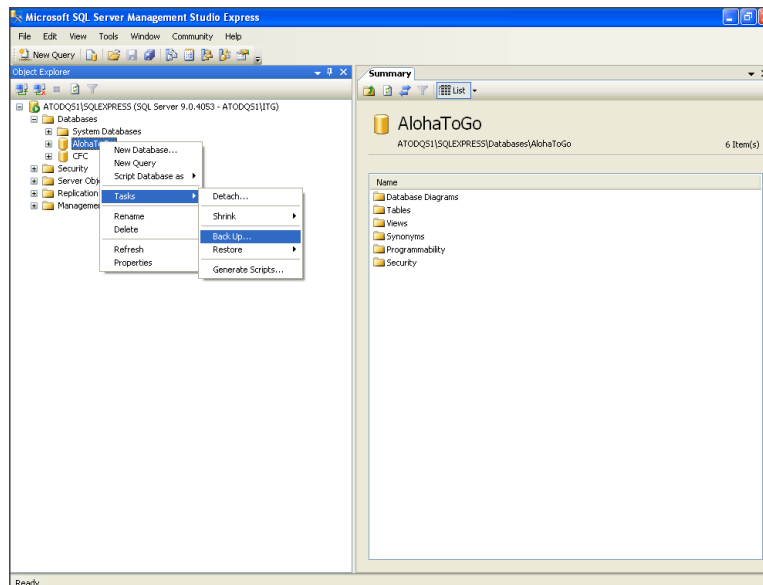
Figure 5 SQL Database Options

4. Right-click the **AlohaToGo database**, and select **Tasks** from the drop-down menu that appears.

5. Select **Backup**. The Back Up Database - AlohaToGo screen appears.
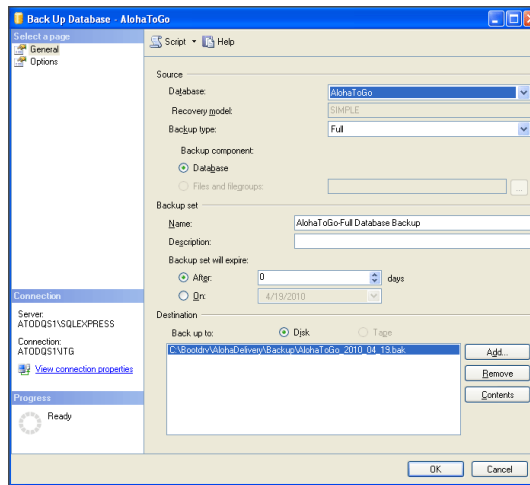

Figure 6 SQL Database Destination

6. If more than one file is listed in 'Destination,' use **Remove** to remove any additional files.

7. If the destination location is correct, click **OK**. The system initiates the backup process and a confirmation message appears when the backup completes.

    -OR-

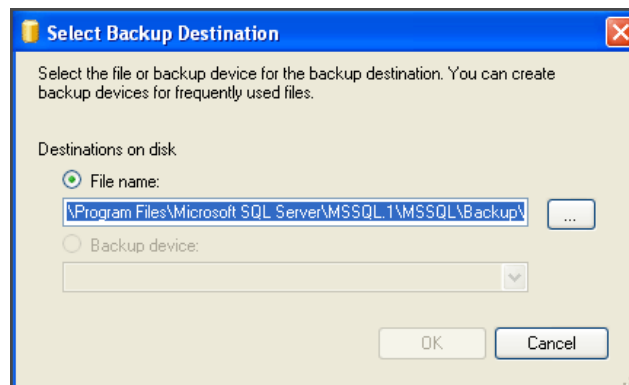   If the destination is not correct, click **Add**. The Select Backup Destination screen appears.

Figure 7 SQL Database Backup Destination

8. Type the correct **backup destination** and click **OK**.

    -OR-

Use the **ellipsis (...)** button to navigate to the backup destination.
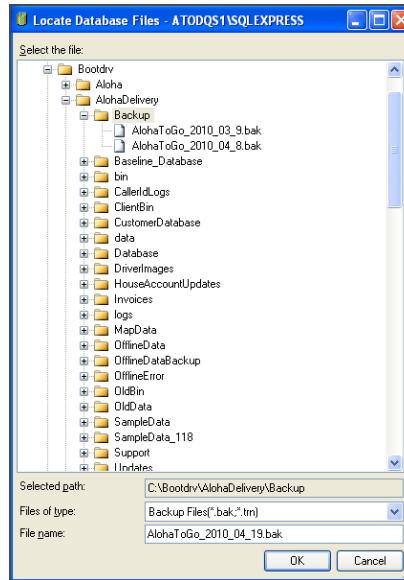

Figure 8 SQL Database Backup File Name

9. Type a **file name** for the backup file.

10. Click **OK**.

11. Click **OK**. When the backup finishes, a confirmation message appears.

12. Exit **SQL Server Studio Express**.'

Using SQL Management Studio Express to restore a backup

You can perform a manual restore of the Aloha Takeout database using SQL Management Studio Express.

- You should only restore the Aloha Takeout database at EOD. This is typically done when replacing the file server and restoring Aloha Back of House (BOH) functionality.

- Depending on when the Aloha Takeout database was backed up, you may want to force the EOD using the Takeout Console to remove any active transactions that were in the database when the database was backed up.

> **Note**
>
> You must be logged in to the BOH as the administrator of the computer.

To stop the Radiant Takeout services:

1. In the Windows operating system, select **Control Panel > Administrative Tools > Services.**
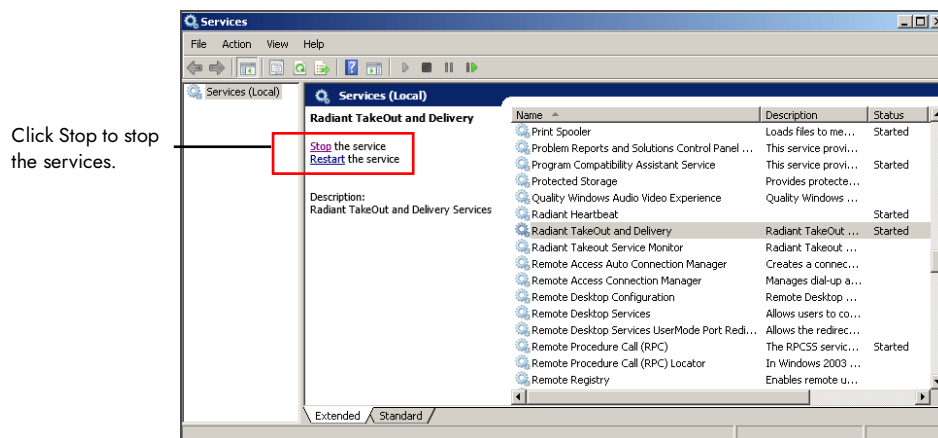

Figure 9 Services Stop

2. Select **Radiant Takeout and Delivery** and click **Stop.**
3. Select **Radiant Takeout Service Monitor** and click **Stop.**

To restore a backup with SQL Management Studio Express:

1. Select **Start > Programs > SQL Management Studio Express**. The Connect to Server screen appears.
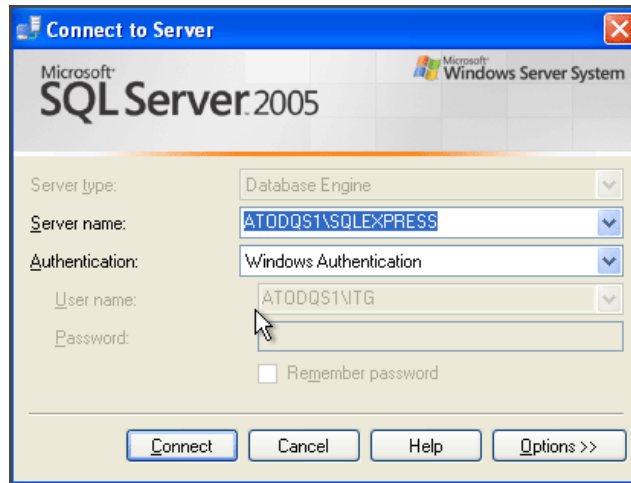

Figure 10 SQL Database Connect

2. Confirm your Aloha Takeout server is listed as the **server name** and click **Connect** to connect to your Aloha Takeout database. The Microsoft SQL Server Management Studio Express screen appears.

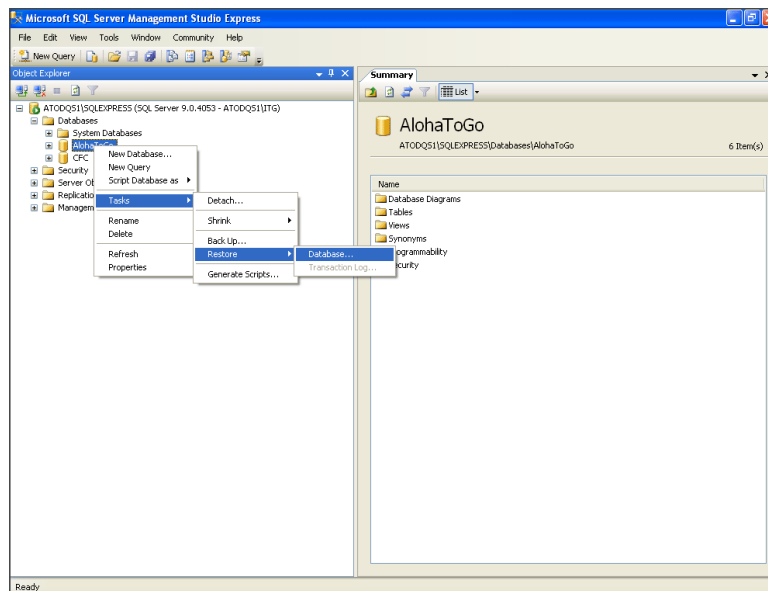3. Expand **Databases** on the left side of the screen to display the AlohaToGo database.

Figure 11 SQL Database Restore

4. Right-click the **AlohaToGo database** and select **Tasks** from the drop-down menu that appears.

5. Select **Restore**.

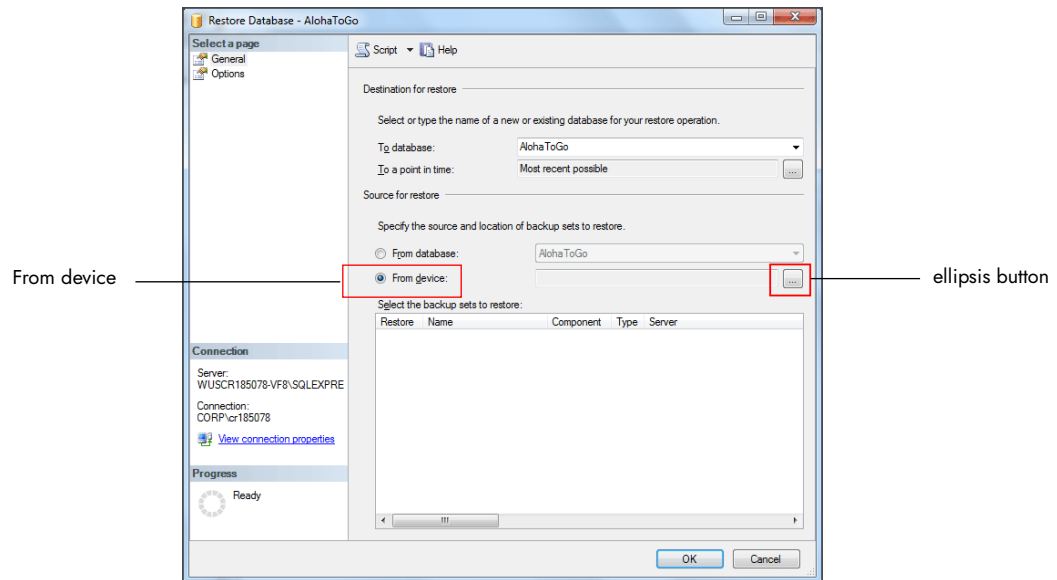6. Select **Database**. The Restore Database - AlohaToGo screen appears.

Figure 12 Restore From Device

7. Select **From device**.

8. Click the **ellipsis** (...) **button** to navigate to the backup file. The Specify Backup screen appears.
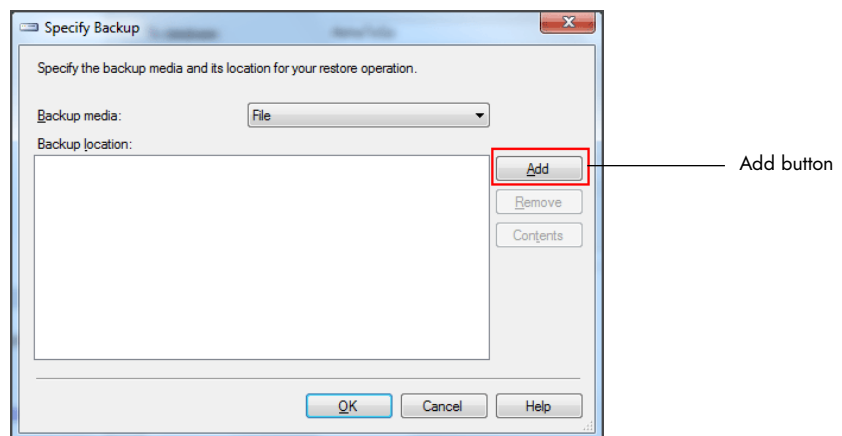

Figure 13 Add File

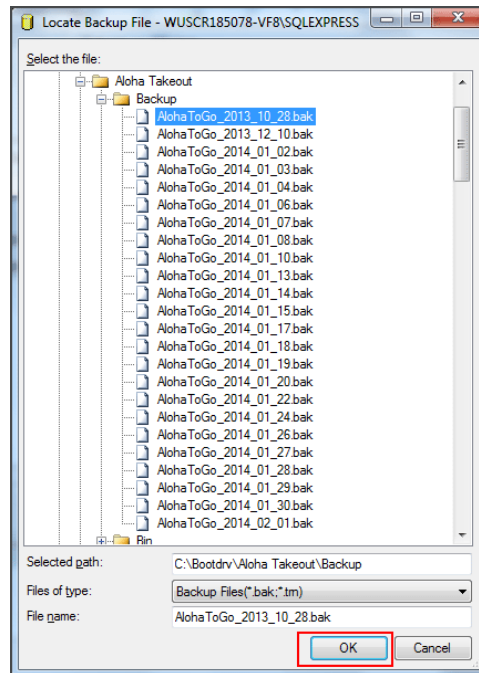9. Click **Add**. The Locate Backup File screen appears.

Figure 14 Backup File Selection

10. Select the **backup file** and click **OK**. The Specify Backup Screen appears.

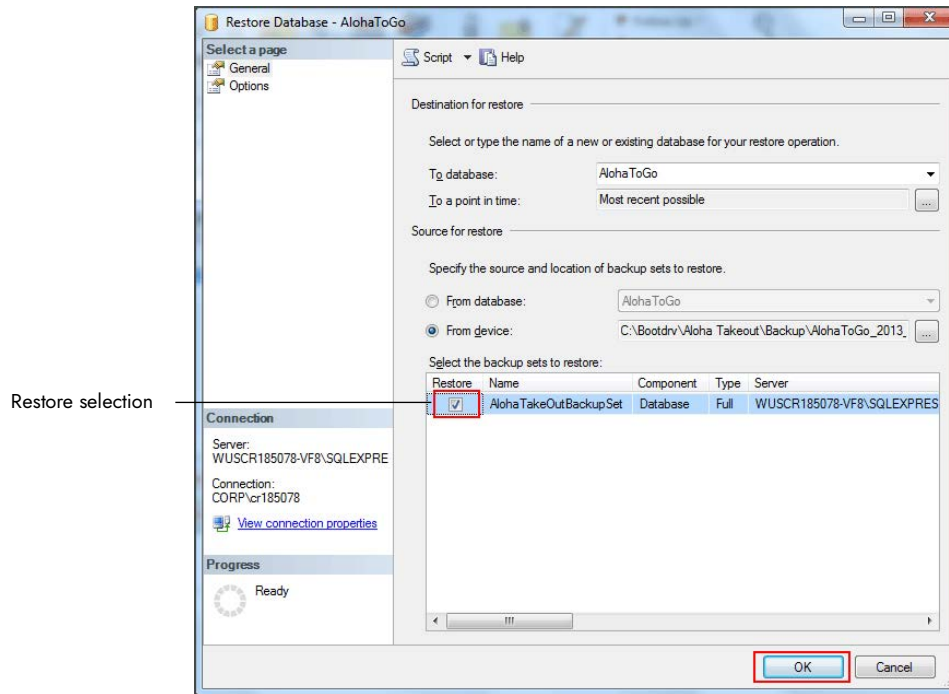11. Click **OK**. The Restore Database screen appears.

Figure 15 Restore Database Selection

12. Select **Restore** next to the backup file and click **OK**. A confirmation message appears when the restore completes.

13. Exit **SQL Server Management Studio Express**.

Upgrading the ATO database

When you back up and restore an ATO database, it is not usually the same ATO version. When you are not restoring the database to the exact same ATO version, the software will not work without upgrading the database. Launch the Takeout Database Tool and verify the databases all show green and the versions match up, continue to the next section to restart the service. If some are showing red or mismatched versions, run the Upgrade function to perform a sync up.

When you upgrade ATO with SQL Server 2012 to SQL Sever 2016/2019, make sure to enable sysadmin privileges. To enable sysadmin privileges, navigate to Object Explorer > Security > Logins > Server Roles, and select 'Enable Sysadmin.' For a fresh install, privileges are automatically enabled.

To upgrade the ATO database:

1. Navigate to **Aloha Takeout Folder\Bin**.
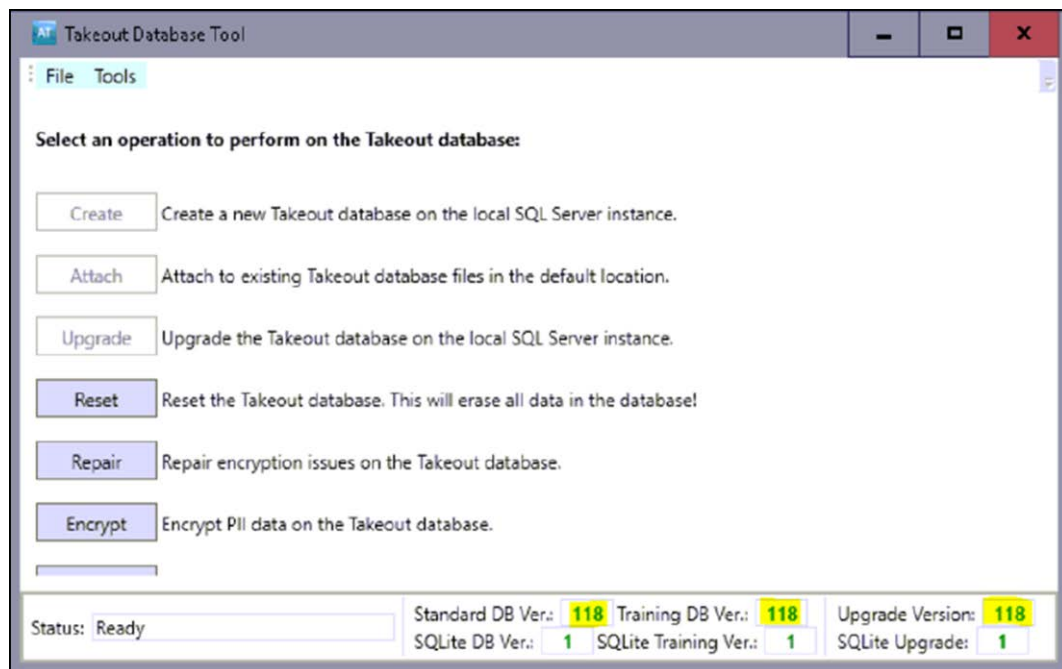2. Click **TakeoutDatabaseTool.exe** to launch the Takeout Database Tool.

Figure 16 Takeout Database Tool

3. Select **Upgrade**. Depending on how big the database is, this could take several minutes (roughly around 20-30).
4. Continue with the **next procedure** to restart the Radiant Takeout Service.

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Restarting Radiant Takeout service

1. In the Windows operating system, select **Control Panel > Administrative Tools > Services**.
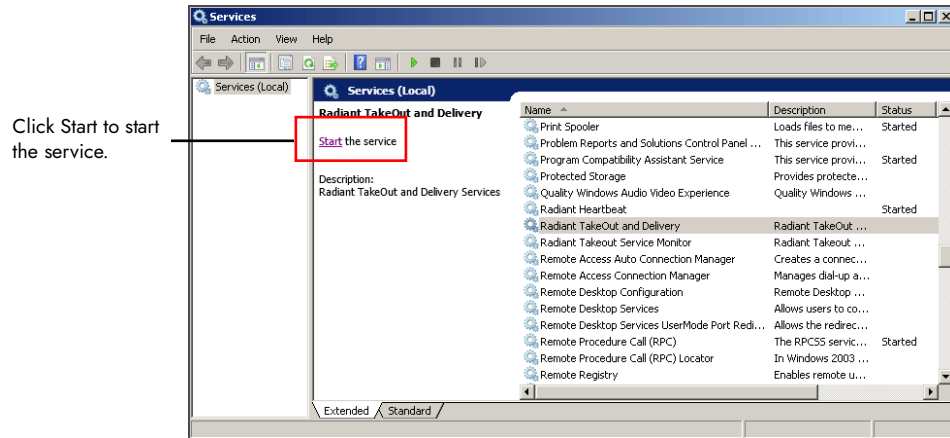

Figure 17 Radiant Services Restart

2. Select **Radiant Takeout and Delivery** and click **Start**.

3. Select **Radiant Takeout Service Monitor** and click **Start**.

> **Note**
>
> In ATO v12.1, you must restart ATO on the FOH terminals, as well. You can accomplish this by refreshing data through CFC or Aloha Manager. In ATO v13.1, the FOH terminals reconnect to the service when you restart it, automatically re-sync, and then restart.

Backup and Restore, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Documentation.HSR@NCRVoyix.com