Feature Focus Guide: Backup and Restore

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

Contents

About Backup and Restore	4
Configuring an ATO backup	5
Configuring ATO to create an automatic backup	5
Configuring a batch file to create an automatic backup	6
Stopping the Radiant Takeout and Delivery service	7
Creating a manual backup	8
Using SQL Management Studio Express to restore a backup	12
Upgrading the ATO database	17
Restarting Radiant Takeout service	18

NCR V:YIX

© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions

Copyright and Trademark Information

The products described in this document are proprietary works of NCR Voyix.

NCR Voyix is a registered trademark of NCR Voyix.

Aloha is a registered trademark of NCR Voyix.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

All other trademarks are the property of their respective owners.

It is the policy of NCR Voyix to improve products as technology, components, software, and firmware become available. NCR Voyix, therefore, reserves the right to change specifications without prior notice.

Not all features, functions and operations described herein are available in all parts of the world. In some instances, photographs are of equipment prototypes; therefore, before using this document, consult with your NCR Voyix representative or NCR Voyix office for the most current information.

© 2024 NCR Voyix Atlanta Georgia USA www.ncrvoyix.com All Rights Reserved



© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions

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.

B 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.

Takeout Settings: 1 Takeout Setting	15	-
eout Order Modes Customer Information Deposits	Tenders Printing Options Order Scheduling Barcode Scanne	rs Panel Options Delivery
والمستجر والمستجرين والمحمط فالمروح والمروا والمحافظ والمحاط والمحافظ والمحافظ والمحافظ والمحافظ والمحافظ	and a start and a start and a start of the star	المصيحات المرجد الأكر ورام
A	ان بر م ^{ور} در بر مرد می	· · · · · · · · · · · · · · · · · · ·
مریک میں	10 - 1 - 10 - ²⁰⁰ - 20 - 10 - 10 - 10 - 10 - 10 - 10 - 10	an a
Auto database backup Enable auto database backup	אר ער די אי	د ور دري – دري پرکون ورو ^{ن و}
Auto database backup Enable auto database backup Backup scheduled time	کار مار دوره می از در به این و روی روانی می و میش منافع میشی می و میگر V 03:00:00	
Auto database backup Enable auto database backup Backup scheduled time Backup days to keep	ی (- ۲ مورد می می می این و بینی دهمیر بی میس - میمر میرون 03:00:00 100	ير يورو دري – دخو ي خانون دري » در يورو دري

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.

B 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.



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



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.

June Connect to Server	X
SQL Serve	Windows Server System
Server type: <u>S</u> erver name:	Database Engine
<u>Authentication:</u>	Windows Authentication
∐ser name: Password:	ATODQS1\ITG
<u>C</u> onnect	Cancel Help Options >>

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.

Nicrosoft SQL Server Management Studio Express	N 6 🖸
Ele Edit View Iools Window Community Help	
😫 New Query 🕞 😂 🚽 🥵 🔯 隆 😫 🛫 🖕	
Object Explorer 🚽 🗸 🗸	Summary ×
왕 왕 = 의 7	
ATODQS1\SQLEXPRESS (SQL Server 9.0.4053 - ATODQS1\ITG) Distribution	
Guadados Englishing System Databases	ATODQST/SQLEXPRESS (SQL Server 9.0.4053
AlohaToGo EC	ATODQS1\SQLEXPRESS 5 Item(s)
🗷 🦢 Security	
Server Objects Beniration	Name
R 🛄 Management	Security
	Server Objects
	Application
	- ·
Ready	

Figure 4 SQL Database Expanded

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

File Dat Vew Tols Window Comunity Help New Query I i i i i i i i i i i i i i i i i i i	🍢 Microsoft SQL Server Management Studio Express		
Check Explore Check Explore Conce	File Edit View Tools Window Community Help		
Construction C	😫 New Query 🕞 🚘 🖃 🐉 🚱 🕘 陸 🎊 🚍		
Construction C	Object Explorer 🚽 🗸 🕹	Summary	• X
Adobatisce A	왕왕 = 요 7	🔁 🖻 🦨 🍸 🏢 List 🔹	
Refresh Refresh Generates Scripts	ATOPOSISUEJEVERES SQL Sarver 9.0.4053 - ATOPOSISIT(s) DOBABASE DOBABAS	AlohaToGo AtoogalisqueDressIpotabares(AkhaTogo Narre a stables b Yers b Yorg mandatry c Socurity	6 Item(s)

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.

📑 Back Up Database - Aloh	aToGo			
Select a page	📓 Script 🔹 🚺 Help			
(≝ ^{ar} Options	Source Detabase: Recovery model Backup type: Backup component. © Database © Files and filegroup Backup set Name. Degoription: Backup set will expre: © After:	0	AbhaToGo SMPLE Ful roGo Ful Database Back	P
Connection	0 <u>0</u> m	4/19/2010	~	
Server: A10D0S1\SQLEXPRESS Connection: A10D0S1\VTG Wew connection properties Progress Progress	Destination — Back up to: CNRootdreVAldhsDetive	⊙ Djøk ny\BackupVAloha		Add Bemove Contents
			C	OK Cancel

Figure 6 SQL Database Destination

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

🔋 Select Backup Destination 🛛 🛛 🗙
Select the file or backup device for the backup destination. You can create backup devices for frequently used files.
Destinations on disk
⊙ File name:
\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup\
O Backup device:
×
OK Cancel

Figure 7 SQL Database Backup Destination

Type the correct backup destination and click OK.
 -OR-



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

🔋 Locate Database	Files - ATODQS1\SQLEXPRESS
Select the file:	
Bootdry	~
😟 🧰 Aloha	-
😑 🧰 AlohaDe	livery
😑 🧰 Bacl	kup
- 🗋 /	AlohaToGo_2010_03_9.bak
- 🗋 /	AlohaToGo_2010_04_8.bak
😟 🧰 Base	eline_Database
😟 🧰 bin	
🕀 🧰 Calle	ridLogs
🕀 🧰 Clier	itBin
🖭 🛄 Lust	omerDatabase
🖽 🛄 data	
🖻 🛄 Data	Idase
B B Hou	señ counti Indates
🕀 🦢 Invo	ices
🕀 🧰 Map	Data
😟 🧰 Offin	neData
😟 🧰 Offlir	neDataBackup
🕀 🤖 Offlir	neError
😟 🦢 OldE	in
😟 🧰 📵 OldE	Jata
🕀 🧰 Sam	pleData
😟 🧰 Sam	pleData_118
🕀 🧰 Supj	port
L i 🕀 🦳 i Ind	ates
Selected path:	C:\Bootdrv\AlohaDelivery\Backup
Files of type:	Backup Files(".bak;".tm)
File <u>n</u> ame:	AlohaToGo_2010_04_19.bak
	OK Cancel

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.

B 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:

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

🗐 Connect to Server		
SQL Serve	er.2005	Windows Server System
Server type: Server name: Authentication: User name: Password:	Database Engine ATODQS1\SQLE Windows Authent ATODQS1\ITG Remember p	Image: Non-State State St
Connect	Cancel	Help Options >>

Figure 10 SQL Database Connect

- 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.

Microsoft SQL Server Management	Studio Express		
File Edit View Tools Window Com	munity Help		
🔔 New Query 📑 📴 🛃 🐉 🔅	3 降 🦉 🐨 🖕		
bject Explorer		× Summary	•
왕 왕 = 김 🍸		🔁 🖻 🦨 🍸 🏢 List 👻	
Construction of the second secon	0.4053 - ATODQS1(ITG)	AlohaToGo Atoogsi Douberes/AlohaToGo Todosi Douberes/AlohaToGo Utales Service Duby United Strongene Control Control Co	6 Dem

Figure 11 SQL Database Restore



© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions

- 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.

	间 Restore Database - AlohaTo	Go		- 0 • X.	
	Select a page	🔄 Script 🔻 🌇 Help			
	Options	Destination for restore			
		Select or type the name	of a new or existing database for your restore ope	eration.	
		To database:	AlohaToGo	-	
		To a point in time:	Most recent possible		
		Source for restore			
		Specify the source and	location of backup sets to restore.		
		From database:	AlohaToGo	-	
From device		From device:			ellipsis button
	l	Select the backup sets	to restore:		
		Restore Name	Component Type Server		
	Connection				
	Server: WUSCR185078-VF8\SQLEXPRE				
	Connection: CORP\cr185078				
	View connection properties				
	Progress				
	Ready				
	. d b .	< III		۲	
			01	K Cancel	

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.

Specify the backup media	and its location for your restore ope	ration.	
Backup media:	File	•	
Backup location:			Add butte
		Add	
		Remove	
		Contents	
	<u>о</u> к	Cancel Help	

Figure 13 Add File



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

📋 Locate Backup File - V	WUSCR185078-VF8\SQLEXPRESS	- • • ×				
Salast the file:						
Aloha Tak	Aloha lakeout					
	onalogo_2013_10_28.bak					
	ona10G0_2013_12_10.bak	=				
	ona10G0_2014_01_02.bak					
	ahaTaGa_2014_01_03.bak					
	ahaTaGa_2014_01_06.bak					
	ahaTaGa_2014_01_07.bak					
	abaTaGa_2014_01_02.bak					
	ohaToGo_2014_01_10.bak					
	ohaToGo_2014_01_13.bak					
	ohaToGo_2014_01_14.bak					
- T A	ohaToGo 2014 01 15 bak					
T A	ohaToGo 2014 01 17 bak					
- D A	ohaToGo 2014 01 18.bak					
- D A	ohaToGo 2014 01 19.bak					
- D A	ohaToGo 2014 01 20.bak					
- D A	ohaToGo 2014 01 22.bak					
	ohaToGo 2014 01 24.bak					
- D A	ohaToGo 2014 01 26.bak					
🗍 AI	ohaToGo 2014 01 27.bak					
🗋 AI	ohaToGo_2014_01_28.bak					
🗋 AI	ohaToGo_2014_01_29.bak					
🗋 AI	ohaToGo_2014_01_30.bak					
- 🗋 Al	ohaToGo_2014_02_01.bak					
📖 🖬 🖓 🖬 🖬 🖬		Ψ.				
Selected path:	C:\Bootdrv\Aloha Takeout\Backup					
Files of type:	Backup Files(*.bak;*.tm)	•				
File name:	AlohaToGo_2013_10_28.bak					
	ОК	Cancel				

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.

🔤 Takeout Database Tool			-	•	×	
File Tools						
Select an ope	ration to perform on the Takeout database	:				
Create	Create a new Takeout database on the local SQL Server instance.					
Attach	Attach to existing Takeout database files in the default location.					
Upgrade	Upgrade the Takeout database on the local SQL Server instance.					
Reset	Reset the Takeout database. This will erase all data in the database!					
Repair Repair encryption issues on the Takeout database.						
Encrypt Encrypt PII data on the Takeout database.						
-	1					
Status: Ready	Standard DE SQLite DB V	Ver.: 118 Training DB Ver.: 118 U er.: 1 SQLite Training Ver.: 1 S	Jpgrade \ QLite Up	/ersion: grade:	118 1	

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.



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

