

How To: Extract & Send SIPP or SSAS Backup Data

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This information is based on Delta Financial Systems understanding of the current legislation. You should not rely solely on the information provided by Delta Financial Systems but should also form your own opinion as to the practical applications of the current legislation.

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Introduction

On occasion, there may be a requirement for Delta Financial Systems to request a copy of a customer's SIPP~Pro and/or SSAS~Pro data to be sent for investigation within our own environment. Unless the issue relates to data that has just been inputted to the system, a copy of an existing scheduled backup is sufficient.

Note: Generally the only time we require live data is during an upgrade.

Prerequisites

1. Access/Permission to the FileMaker Server Console application (found on the server running FileMaker Server).
2. A file compression utility (Windows has one built in).
3. An account to logon to our File Transfer System (FTS).

Note: A member of Delta will need to send an FTS email in order to upload the backup data.

If you are already aware of the FileMaker Server backup files location then you can start at 'Step 5'.

Instructions

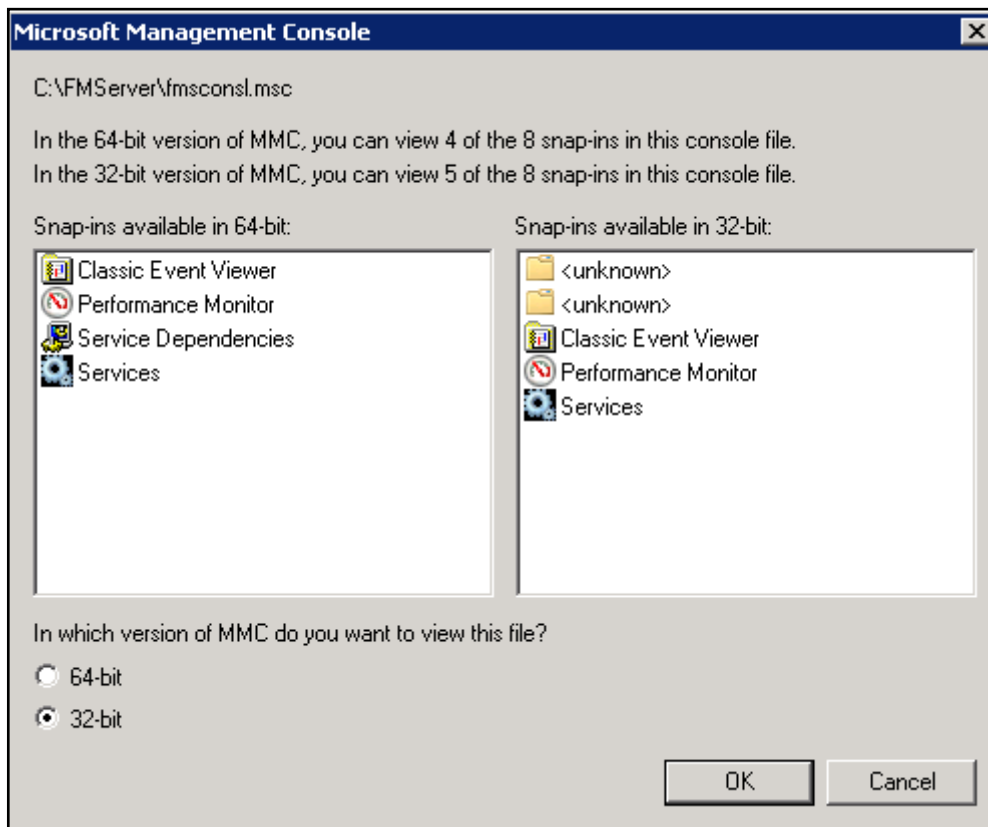
Step 1: Launch FileMaker Server Console

- Click on 'Start > All Programs > FileMaker Server Console'.

Note: Windows Server 2008 & 2012 may display a 'User Access Control' message, if so then click 'Yes' to continue.

Note: Windows Server 2012 R2 is NOT compatible with FileMaker Server console and may crash when attempting to complete 'Step 4'. If you do not already know the location of your FileMaker backups then please contact Delta's Support team for further assistance.

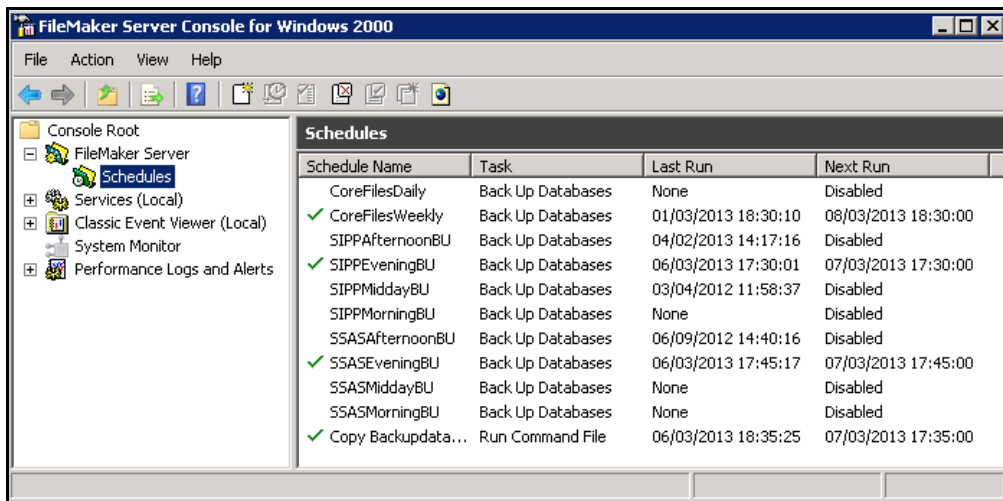
Step 2: MMC Message (optional)



- Make sure that the '32-bit' radio button is selected, click 'OK'.

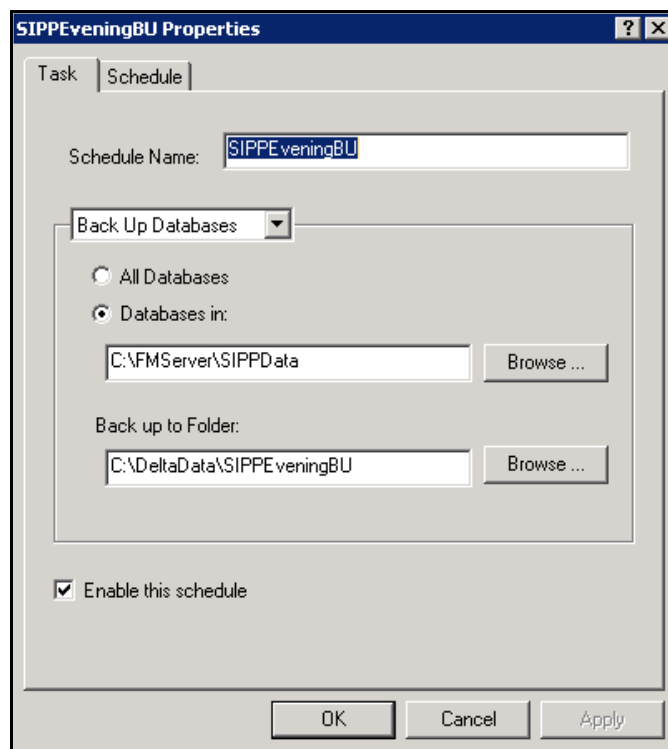
Step 3: Schedules

- Under 'Console Root' expand 'FileMaker Server > Schedules'.



Step 4: Backup Files Location

- To discover the location of the backup files, right click a schedule name for SIPP~Pro or SSAS~Pro and select 'Properties' from the drop down menu.

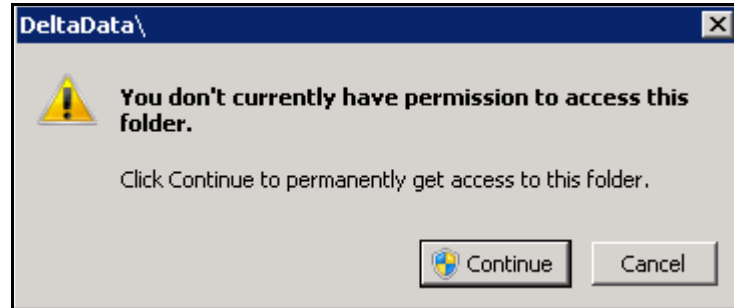


- Record the path 'Back up to Folder'.

Step 5: File Compression

- Navigate to the folder location of the backup data.

Note: You may be challenged for permission to the folder. Click '**Continue**' to proceed.



- Select all files within the backup folder and create a compressed file containing all of these files.

Note: By default, Microsoft include a basic compression utility however you may want to use other third party applications e.g. 'WinZip', '7-Zip', 'WinRAR' etc.

Step 6: Sending the files

The **ONLY** way to send these files to Delta is through our File Transfer System (FTS). If you have not received an activation email for the FTS system prior to this process then please contact the Delta Support Team on 08456 800142.

Use the link in the email or login via '<http://www.sipponline.co.uk/fts>' and upload the file to the upload area on the site. An FTS user guide can also be supplied where necessary.