How to Back Up the GoldMine® Database Files

IMPORTANT! – If you are running multiple applications on your SQL Server, make sure that everyone knows that you are performing the backup and that SQL Server will be temporarily unavailable while this occurs.

Use the following steps to backup your GoldMine database files prior to making major changes to GoldMine (e.g., installing Breaking Away updates, performing a merge/purge, importing data, etc.).

You will need to log on to your server with administrative rights to perform the backup.

1. Click on the START menu and choose CONTROL PANEL.
2. Double-click on ADMINISTRATIVE TOOLS and then double-click on SERVICES. The Services window will open.
3. Scroll down the list and click on “SQL Server (GOLDMINE)” (if it exists, otherwise “SQL Server (MSSQLSERVER)” ) to select it.

![Services window screenshot]

4. Click on the blue hyperlink that says “Stop the service”. The Service Control process monitor will display while the service is stopped.
5. Minimize the Services window.
6. Navigate to where your GoldMine data files are stored. The default location will be C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data. If the GoldMine.mdf and GoldMine_log.ldf files are not located there, then look in the V:\Data folder or perform a file search to locate them.
7. Select both files by using the CTRL-click method. Right-click on one of the highlighted files and choose COPY.
8. Create a folder on the server’s desktop by right-clicking on it and choosing NEW ➔ FOLDER. Name the folder “GoldMine Backup”.
9. Open the new folder, right-click in the white space, and choose PASTE.
10. When the files have completed copying, close the backup folder.
11. Maximize the Services window and, with the “SQL Server (GOLDMINE)” (if it exists, otherwise “SQL Server (MSSQLSERVER)” ) service selected, click on the hyperlink that...
says “Start service”. The Service Control Process monitor will display while the service is started.

12. Scroll down the list and locate the “SQL Server Agent (GOLDMINE)” (if it exists otherwise “SQL Server Agent (MSSQLSERVER)”) service. Select it and click the hyperlink that says “Start service”. The Service Control Process monitor will display while the service is started.

13. Close the Services window.

What GoldMine Files to Include in Your Backup System

Make sure that your backup system includes backing up the GoldMine database and application files. This should be done daily to provide you with the necessary files to recover from in the event of data loss (e.g., hardware or software failure, disaster recovery, user error, etc.)

The following files and folders should be included in your daily server backup:

- The GoldMine.mdf and GoldMine_log.ldf files. The default location will be C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data. If the GoldMine.mdf and GoldMine_log.ldf files are not located there, then look in the V:\Data folder or perform a file search to locate them.
- All files and folders in the V:\GoldMine folder.
- If you are storing any documents that pertain to your GoldMine contacts (e.g., linked documents), then they should be included as well.