

Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Why is my Restore not Running?

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Restore not Running



Note: If the backup runs successfully, but the restore process fails, you may have an issue with your setup

To determine whether this is the case or not:

- Check that the backup scheduler is set to restore with the appropriate username (SYSDBA) and password (contact Office Practicum Support for the password).



Note: If the stored username is OPUSER, you may not have full permissions to run the restore. Change it to SYSDBA to have full permissions.

This may also be a problem if the firebird program was installed separately from the workstation install. In this case the password is set to a common password. To fix this issue, call Office Practicum for them to log into IBExpert and make the necessary fix to correct the user login password.

- Check that Firebird is running, by following these steps:
 1. Click your Windows **Start** button
 2. Navigate to **Control Panel > Administrative Tools > Services**
 3. Scroll down until you see Firebird Server and Firebird Guardian.
 4. Ensure their Status is set to **STARTED**.
 5. If you do not see Firebird in the Services list, install it. Contact Office Practicum Support for assistance.
 6. Try to run a backup and restore session through the scheduler.

