

Message Referring to Database Image When Logging Into Agvance

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Q. One or more users receive the following message when logging into Agvance: 'Your last scheduled database image was created at xx:xx AM/PM on mm/dd/yyyy. This could indicate that your most recent data backup is not current. It is important to check on any system issue that might have kept your image from being created at xx:xx AM/PM.'

A. There are a couple of scenarios that can cause this message to appear when certain users log in. The only users who receive this message are those set up to do so at *Hub / Setup / Users* on the *General Restrictions* tab. The option must be checked to *Check Database Image while Logging in*. Following are reasons these users will see this warning message and what can be done about it.

1. The version of SQL Server has been upgraded to SQL Express 2005. The free version of SQL Server 2000, called MSDE, included a component called Server Agent. This component allowed scheduled database images to be made. In the free version of SQL Server 2005, called the Express version, Microsoft dropped the Server Agent. Users who run Agvance on this version of SQL cannot make scheduled database images unless they purchase a replacement to the Server Agent. Please see the 'Vale Software Express Agent' document for a detailed explanation of this situation and SSI's solution.
2. Agvance images are being made according to the schedule but are not being copied from the *AgvImage* folder into the *LastImage* folder. This will cause the message to appear. To determine if this situation is happening, view the 'Checking Customer Setup and Backup System' document. Once you have established that this is the case, click the link inside the new screen for the steps to resolve the issue.