



# FasTrax POS Database Maintenance Guide

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# Overview of Database Maintenance

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After a period of time and depending on your chain size and store traffic, SQL databases can grow to a size which starts to affect computer/system performance.

For this, FasTraxPOS has built in maintenance tools to assist you in trimming down antiquated data. Trimming this data frees up space as well as reduces the possibility of database errors while increasing efficiency.

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**Q: What does this maintenance do?**

**A:** Several options are available to trim the size of the database and optimize all FasTrax software, specifically the POS, to increase speed and efficiency.

This also makes the database less prone to errors from maxed networking or computer resources.

**Q: What does this exactly do to the database?**

**A:** This will permanently delete data based on a date of your choosing going backwards. After completion, it will re-index (defragment) the database and shrink the DB size; freeing space on the computer!

**Q: How often should I perform this maintenance?**

**A:** We suggest at least once every 6 months. These can certainly be ran monthly or weekly if you choose.

Also, ensure no other POS/registers are being operated while this is performed, as it can be an intensive process.

A suggested time frame is after hours.

**Q: On which machine(s) should this be performed?**

**A:** This should only be performed on the machine that houses your database. This is usually register 1/main register.

**Q: How much data should I leave in the database?**

**A:** We suggest no more than a year of sales data to ensure a comfortable DB size.

There is an option to back up your current database - C:\Fastrax\Database - in the case you would require the older data or you mistakenly removed incorrect data, you have the option to restore it.

**Q: How do you get to the database maintenance tool?**

**A:** Simply open Director, click the "Settings" hyperlink in the bottom right corner of the window, and select the "Maintenance" tab.

**Q: Is this something FasTraxPOS Technical Support can assist me with?**

**A:** Absolutely!

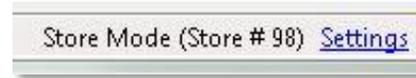
In fact, we would prefer you contact us the first time you attempt to ensure your understanding.

**Q: What order should this be performed?**

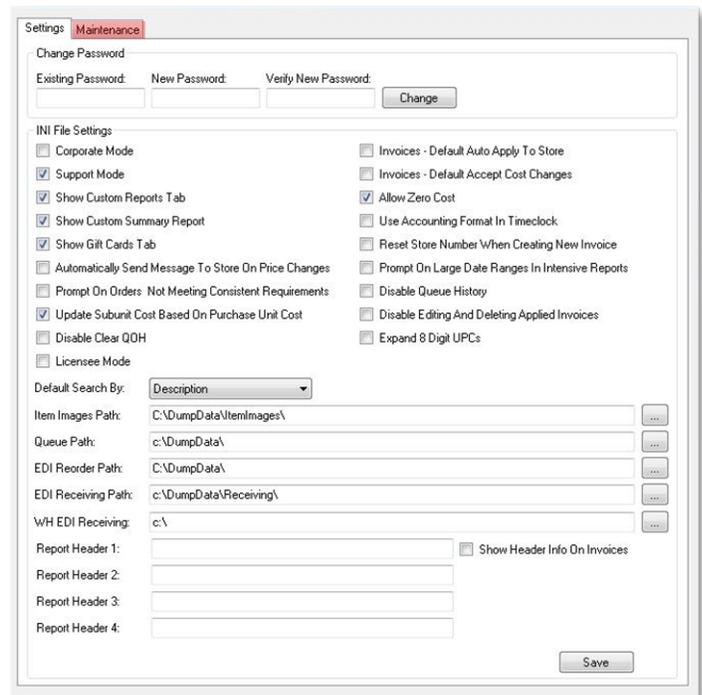
**A:** Follow the steps below for the absolute best results.

# Database Maintenance Guide

1. After logging into FasTrax Director, choose the “Settings” hyperlink located in the bottom-right of the window.

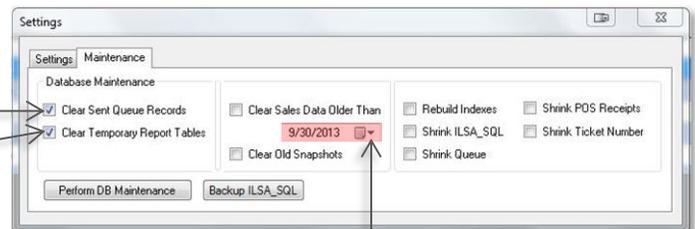


2. This will open the “Settings” interface window.  
Choose the “Maintenance” tab located at the top of the window.



3. This will switch to the “Maintenance” interface.

Notice, by default the “Clear Sent Queue Records” and “Clear Temporary Report Tables” options are check.

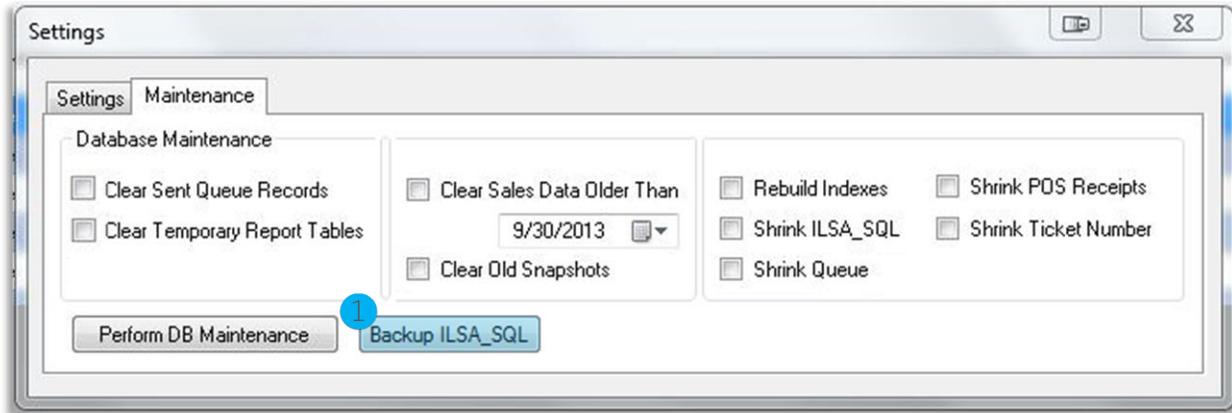


The default date is set to 1 year previous of the current date.

Please ensure before performing “Clear Sales Data” that the intended date is correct.

## Backup ILSA\_SQL Database

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- 1 Before performing any of the following steps for database maintenance, always create a backup of your existing database first.

FasTraxPOS Technical Support can assist you with restoring this backup if problems should occur or incorrect data is accidentally deleted.

Performing a database backup is as simple as choosing the "Backup ILSA\_SQL" button. This may take a few moments, but you will be notified when completed.

## ILSA\_SQL Backup Storage

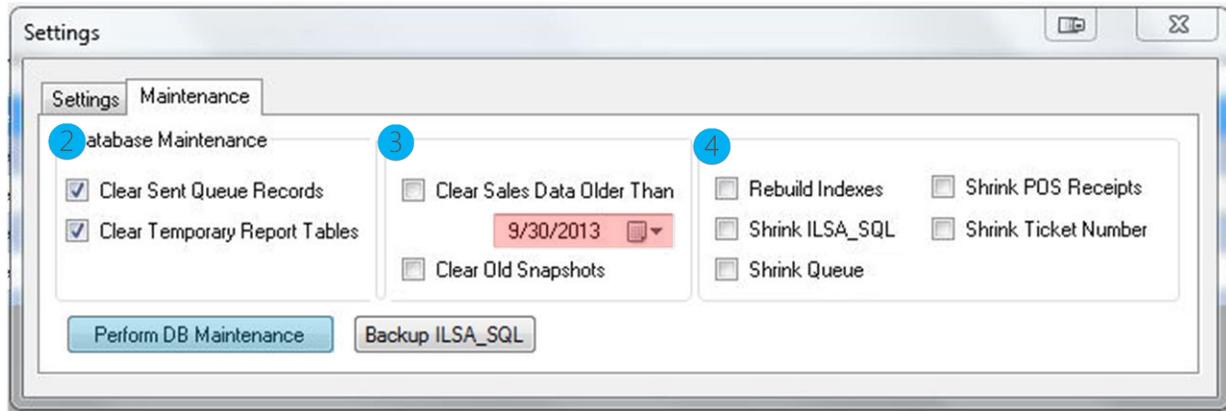
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Backups will be created in C:\FasTrax\Database

Backups can be created as often as necessary; however, realize backups will not "replace" the prior file. After a period of time, older backups may need to be evaluated for removal or deletion if storage becomes an issue.

If possible, created backups should be evaluated for remote storage. Copying and moving to another storage device (external hard drive, flash/thumb storage, cloud utility) not local to the applicable machine can greatly increase the recovery time of your system should you experience total machine/hard drive failure.

# Database Maintenance Steps



## 2 Check only –

*Clear Sent Queue Records* – not available in store mode  
*Clear Temporary Report Tables*

Choose the "Perform DB Maintenance" button.

This can take a few moments - you will be notified when the process is complete.

This step can be performed regularly without having to run step 3.

## 3 Check only –

*Clear Sales Data Older Than*  
**Select the date you wish to clear data from**  
*Clear Old Snapshots*

Choose the "Perform DB Maintenance" button

For your protection, this step requires a password supplied by FasTraxPOS Technical Support

## 4 Check only –

*Rebuild Indexes*  
*Shrink ILSA\_SQL*  
*Shrink Queue* – not available in store mode  
*Shrink POS Receipts* – not available in corporate mode  
*Shrink Ticket Number* – not available in corporate mode

Choose the "Perform DB Maintenance" button.

This can take a few moments – you will be notified when the process is complete.

## Maintenance is now complete!

You may now resume normal business operations.

You may notice options not available. Some of the above options are only available depending on your database type – corporate or store.

Please remember, maintenance plans need to be executed during non-store hours. Depending on regularity and database size, the time needed to complete could be extensive.

## FAQ

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**Q** – *Is there a limit to how many backups I can create?*

**A** – No, database backups can be created as often as you want, just be aware they do not overwrite each other which could result in large amounts of storage being utilized unless backups are managed.

**Q** – *What should I do if/when performing any of these steps my machine doesn't restore to normal?*

**A** – Be patient.

Some of these steps, depending on the amount of data you are cleansing, could take a few moments to complete. Check the log section for feedback on status. If the log is not indicating a completion, please allow the maintenance to continue. If a completion is signified, but you are unable to interact with your system, please contact FasTraxPOS Technical Support for assistance.

**Q** – *Can I perform this on both my corporate and store(s) databases?*

**A** – Yes, keep in mind that when you perform this at a store, it is only that specific store's data being trimmed. When you perform this on a corporate database, **all stores** information is being affected. Some options are only available depending on your database type. Always remember to perform backups before deleting data.

**Q** – *What should I do if I made a backup and noticed that I deleted the wrong information?*

**A** – Contact FasTraxPOS Technical Support.

If you made a backup, they can assist with restoring this and setting you back to a state prior to data changes.

**Q** – *What should I do if I **did not** make a backup and noticed that I deleted the wrong information?*

**A** – Contact FasTraxPOS Technical Support.

Your data is redundant, there is a possibility technical support can utilize data from corporate to rebuild your DB.

For assistance with this configuration, please contact Technical Support at [Support@FasTraxPOS.com](mailto:Support@FasTraxPOS.com)