

LDMS™

Computer Support

LDMS User Support
Phone: 716-834-0900 x7311
Email: ldmshelp@fstrf.org
www.ldms.org

LDMS Training Team
Phone: 716-834-0900 x7486
Email: ldms.training@fstrf.org

Backing Up Your LDMS

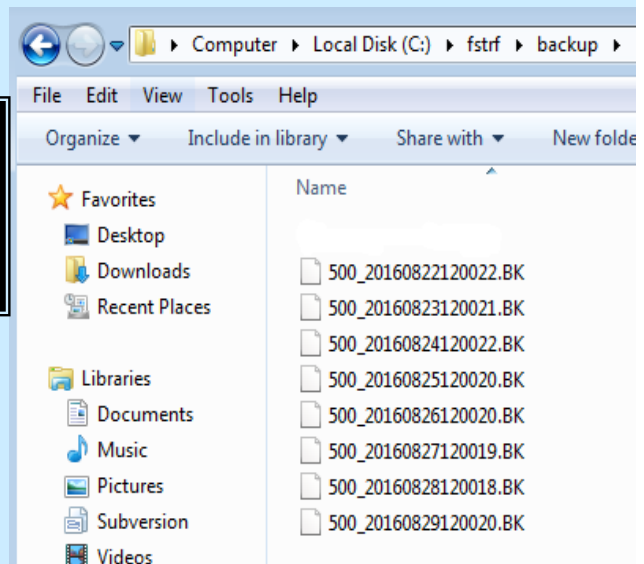
LDMS automatically creates a backup of your database every day at Noon and places it in C:\fstrf\backup, as long as the server is running. If the server is off, the backup will try to run when Oracle is next started.

LDMS backup filename format in C:\fstrf\backup: [LabID]_[year][month][day][time].BK

- The LDMS only keeps its automatic backups files in C:\fstrf\backup for seven days. After that, the oldest backups will be deleted to help conserve hard drive space.
- Copy the latest *.BK file in C:\fstrf\backup to a safe location at least once each week
- Copy the backup to an external location, such as a thumb drive or CD-RW.
- If you do not see a *.BK file or if the LDMS has a warning the backup was not successful, contact LDMS User Support immediately
- Alternate your back ups, never overwrite your only good copy of a backup
- Contact LDMS User Support if files other than *.BK exist in C:\fstrf\backup

Exporting is not the same as performing a backup. Your lab is responsible for moving this file to a secure external source

Note: Contact LDMS User Support to customize the automatic backup time. Backup files may be copied to servers or cloud storage if available at your institution in place of using physical media.



Changing Your Lab's Contact Information

- Visit the Frontier Science Portal: www.frontierscience.org
- Click the **Submit Contact Changes** link found in the **LDMS User Support** section
 - View and request changes to your laboratory's information
 - View and request changes to your laboratory's contacts, such as updating a shipping contact
 - Generate a report that contains your laboratory's information
 - View the status of requests to update your contact information

LDMS User Support (Skip)
[LDMS Documentation and Training](#)
[Submit Contact Changes](#)
[LDMS Newsletter](#)
[Get LDMS Updates](#)
[Contact LDMS User Support](#)

Note: Labs can check for deploy notes (Get LDMS Updates) to verify that changes have been made

Safe Computer Practices

- Download and install all Microsoft Critical Updates
- Install anti-virus and anti-spyware programs and keep signatures up-to-date
- Verify that all critical data is backed up on a regular basis
- Always turn off your computer properly
- Use a UPS (uninterruptible power supply); test UPS regularly
- Avoid installing conflicting software packages (e.g., Norton and McAfee)
- Don't ignore error messages or pop up warnings

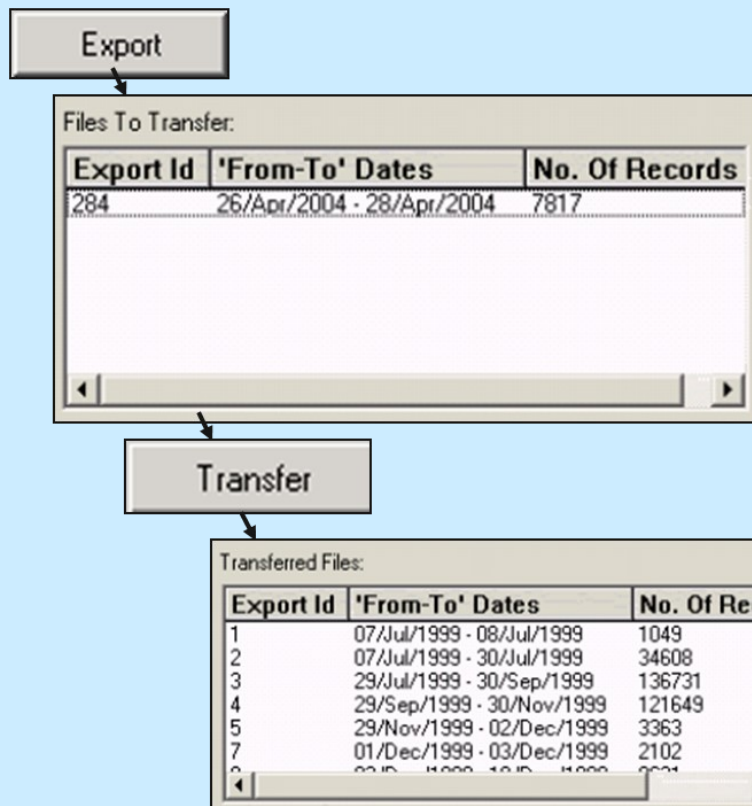
If the LDMS becomes unresponsive or is taking too long, please contact LDMS User Support.

- Closing the LDMS using the CTRL+ALT+DELETE and End Task functions could potentially result in data corruption
- User Support will determine if ending the task for the LDMS is the best course of action or if there is potential for data corruption
- There are troubleshooting tools that User Support can utilize when investigating such issues, so it is not recommended that labs end the task on their LDMS without instruction from User Support

Exporting

Exporting your data transmits new and updated records to Frontier Science. Exporting **does not** backup your LDMS

- The **Export** module is accessed using the LDMS toolbar icon (right) or the Task menu



- At a minimum, export weekly. However, if your lab has a heavy workload, you may need to export more frequently
- Labs that do not export will receive warnings from LDMS user support
- To export click the Exp+Trans button. If you are not connected to the internet, click Export. Once connected to the internet click Transfer.

-OR-

Exp+Trans