

Generating SPM Support Pack and Database Backup

SUPPORT NOTE SN-3002 | August 2015

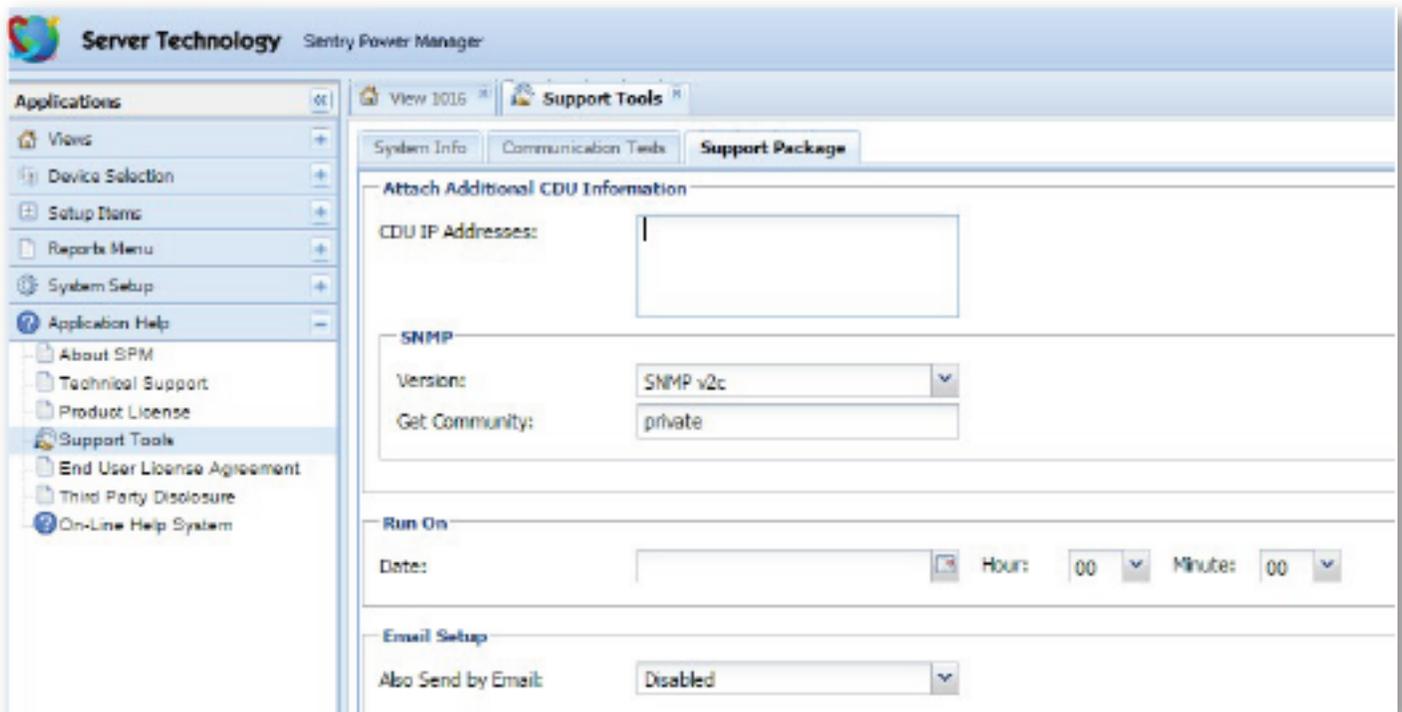
Overview

This Note provides instructions for generating Support Packs and Database Backups for v5.4x and v6.x SPM systems.

SPM: Version 5.4x

A. Support Pack:

1. Go to Application Help->Support Tools->Support Package

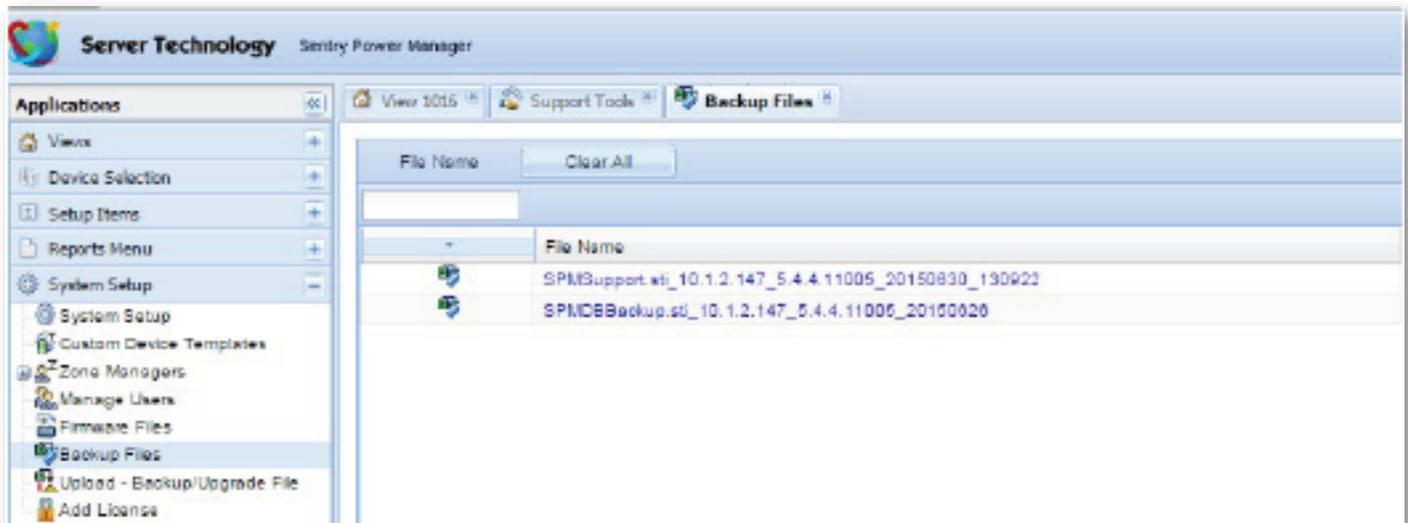


2. From the lower-right-hand corner, select 'Run Now'



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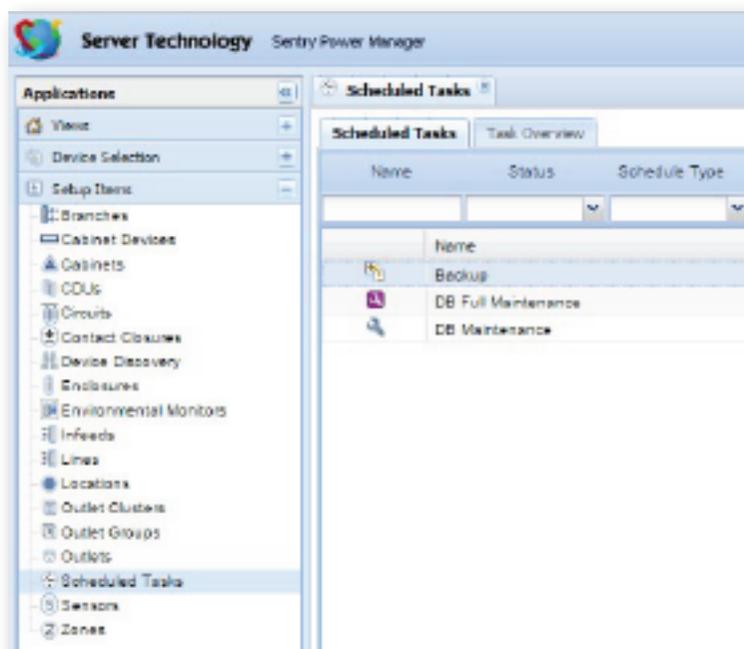
3. Go to System Setup -> Backup Files



4. You will see the newly generated Support Package here – Download the file by selecting the download button  and place it in an appropriate file folder.

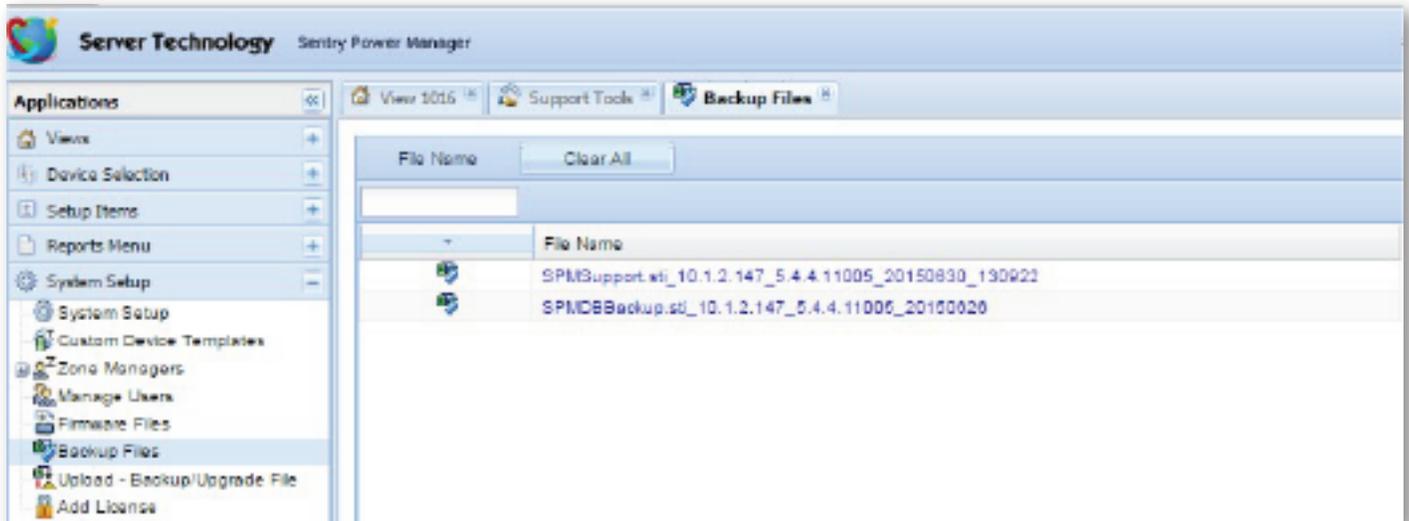
B. Database Backup:

1. Go to Setup Items -> Scheduled Tasks



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2. Highlight the record titled 'Backup' and using the  button, Run Scheduled Task Now
3. Go to System Setup -> Backup Files

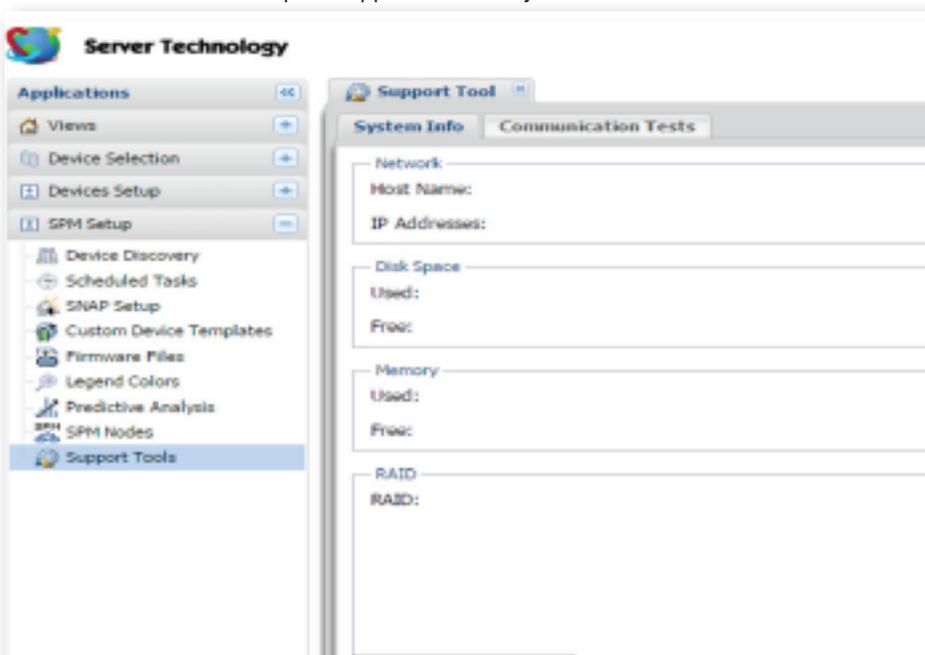


4. You will see the newly generated Backup Database here – Download the file by selecting the download button  and place it in an appropriate file folder.

SPM: Version 6.x

A. Support Pack:

1. Go to SPM Setup -> Support Tools -> System Information

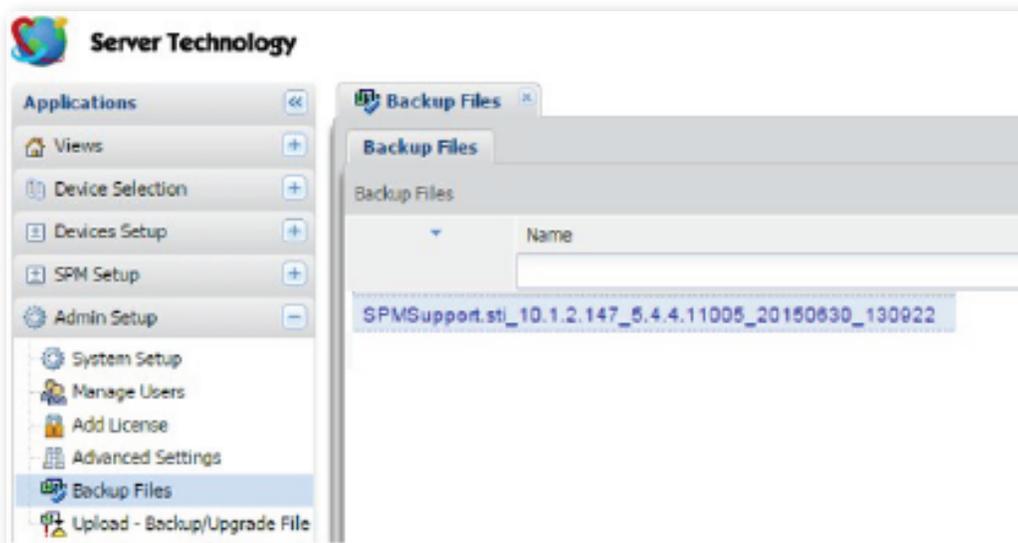


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2. From the lower-right-hand corner, select the 'Generate Support Pack' button



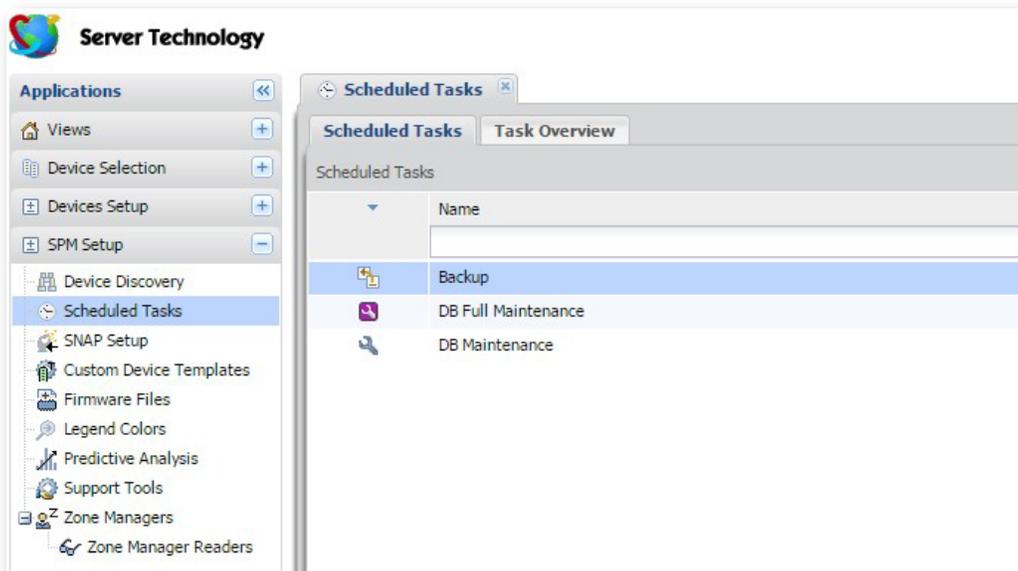
3. Go to the Admin Setup -> Backup Files



4. You will see the newly generated Support Package here – Download the file by selecting the download button  and place it in an appropriate file folder.

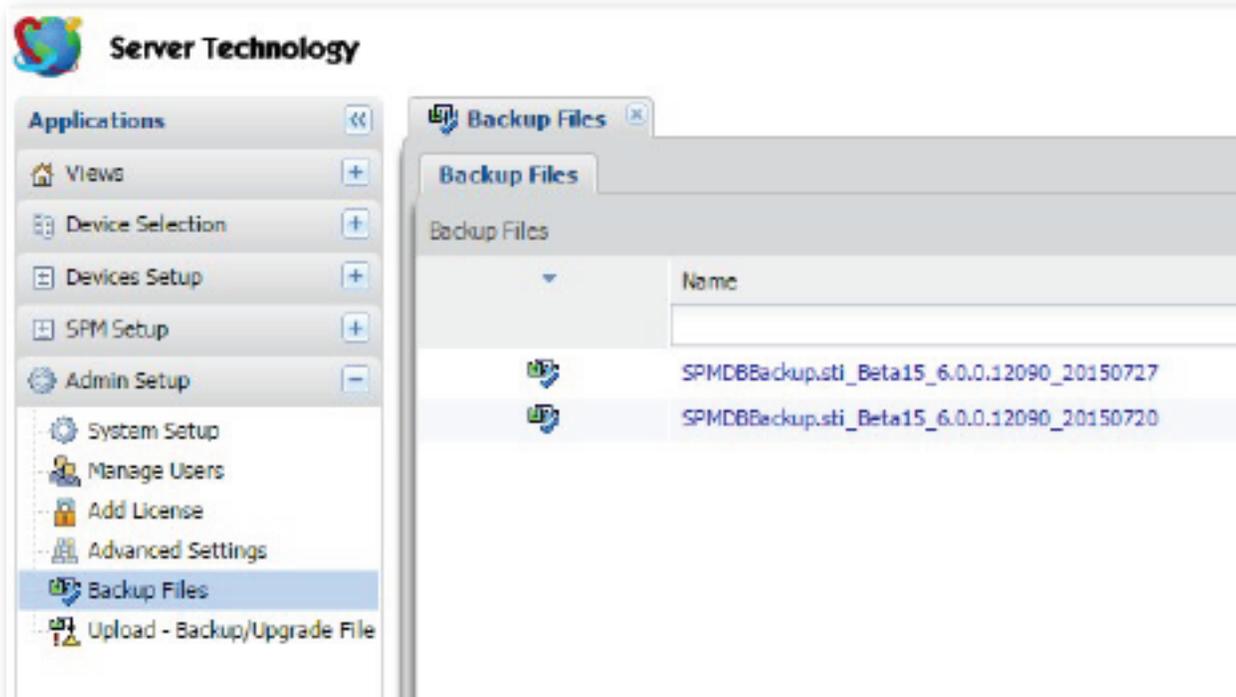
B. Database Backup:

1. Go to SPM Setup -> Scheduled Tasks



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2. Highlight the record titled 'Backup' and using the  button, Run Scheduled Task Now
3. Go to Admin Setup -> Backup Files



4. You will see the newly generated Backup Database here – Download the file by selecting the download button  and place it in an appropriate file folder.

Contact Server Technology Technical Support at 1-800-835-1515 or support@servertech.com for additional assistance.



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