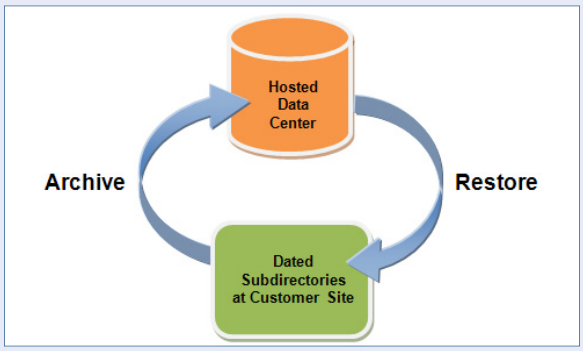
Aloha Restore Process Quick Reference Guide

About Aloha Restore

Aloha Restore is a service that backs up the Aloha POS dated subdirectories to a secure, offsite data center, which Radiant Systems hosts.

Aloha Restore runs at the site, and enables data retrieval through an easy to use utility, in the event a computer must be reimaged, or if data is lost due to an unforeseen system failure or disaster.

There are two main processes used with Aloha Restore: 'Archival' and 'Restore.' With the combination of these two processes, customers can feel at ease knowing they will be able to continue their restaurant operation right where they left off, with up to the previous day's sales and configuration information, if they lose data for any reason.



System and Network Requirements

Customers are required to have PollCheck or Command Center installed prior to activating the Archive service.

Additionally, it is necessary to add the following exceptions to the firewall at the site, to allow archived data transport.

- ☐ https://ssfm.alohaenterprise.com
  Used for data transport
  Port 443 SSL
  IP: 206.123.121.88 or 38.107.252.20
- ☐ http://esinst.alohaenterprise.com
  Used for software version checks and updates
  Port 80
  IP: 206.123.121.90

Installation

Customer interaction is not necessary to install or activate the archive process because the Hosted Solutions Install Team handles the installation completely.

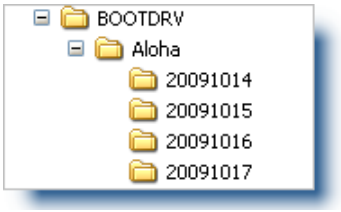
The only piece of information required for installation is the Aloha software key number; however, customers should also provide company name and contact information when requesting activation of service.

The files necessary to run the archive service are installed in the %Iberdir%\FTP and %Iberdir%\LP directories, located at the site.

Archive Process

The Aloha Restore service (HbAloha.dll) runs in the background at the site and searches for any new dated subdirectories, or subdirectories that changed since the last archive. When the service locates a directory that meets one of these conditions, the following process occurs:

1. The entire dated subdirectory is copied to the %Iberdir%\LP\Tmp directory.
2. DelTrack runs against the copied dated subdirectory. If DelTrack cannot execute successfully against the directory, the process fails and the system deletes the copy of the directory.
3. The subdirectory on which DelTrack runs is packed into a .zip file and moved to the %Iberdir%\LP\DSub directory at the site, with a file name of YYYYMMDD.zip. The previous 30 days of zipped directories are maintained in the \DSub folder.



4. The .zip file is transported to the Hosted Solutions data center using SSL, and then stored on a secure server.
5. When a directory is successfully archived, a flag file is placed in the dated subdirectory so the Aloha Restore service knows the file is already archived. The flag file is tied to the Trans.log in the directory in such a way that the service can tell if changes were made since the initial archive so the directory can be re-archived, if necessary.

When the archive service first initializes at a site, it imports every dated subdirectory it finds on the local machine, and then continues to check every five minutes for new or modified directories. Radiant Systems retains up to 400 days of archived dated subdirectories for each site at the data center.

Restore Process

The following conditions must be met to restore data at a site:

- The AlohaRestore.exe application must be used to retrieve the desired dated subdirectories. Use of the application is the only way to retrieve the data.
- The application must be used on a machine that has the same Aloha software key installed as when the directories were originally archived. You cannot restore directories to a machine with no key or a machine that has a different key number.
- Command Center and/or PollCheck must be reinstalled on the server.
- The server must have WAN connectivity.

To restore a directory:

1. Launch **AlohaRestore.exe** on the Aloha BOH file server at the site. The file is located in the %Iberdir%\FTP directory and must be run from this location.

   Note: If AlohaRestore.exe is not present in your %Iberdir%\FTP directory, please contact the Hosted Solutions Support team at support@alohaenterprise.com to have the file installed.

   At this point AlohaRestore.exe validates the Aloha software key at the site and locates the appropriate dated subdirectories at the data center.
2. Select the desired **date(s) of business** you wish to restore.
3. Click **OK**.

The restore process begins. The selected dated subdirectories are copied from the data center to a temporary directory on the local machine where they will be unpacked and moved to the %Iberdir% directory.

You can contact the Aloha Restore support team with questions, issues, enhancement suggestions, and more at: support@alohaenterprise.com.

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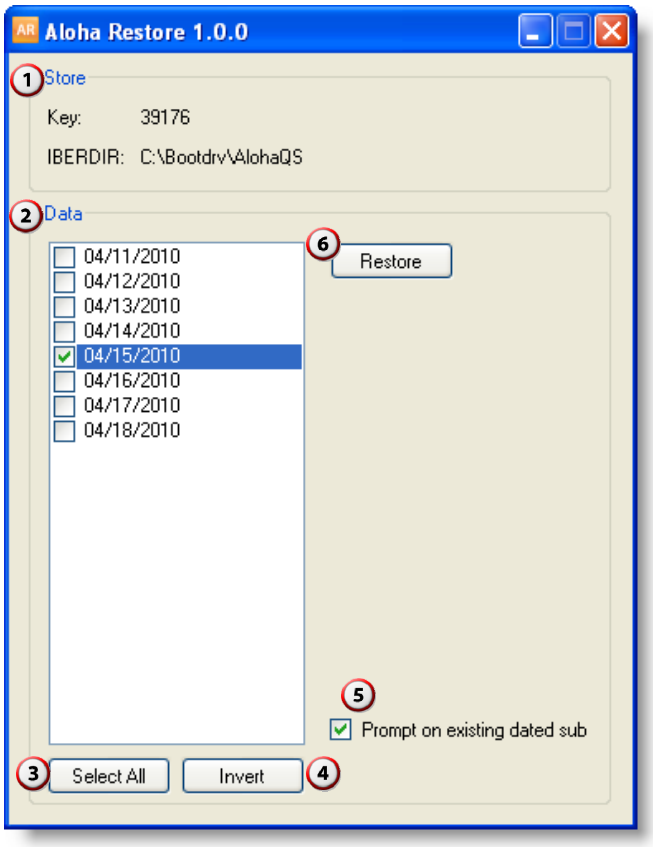
Aloha Restore Application Overview



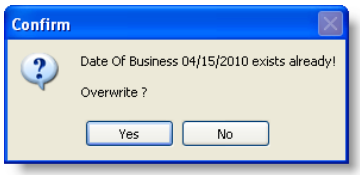
1. **Store** – Indicates the Aloha key number and configured %Iberdir% at the site where Aloha Restore is running.

2. **Data** – Displays the available dated subdirectories. Select the check box next to each dated subdirectory date you want to restore.

3. **Select All** – Selects all available dated subdirectories.

4. **Invert** – Reverses the dated subdirectory selection. Previously selected directories are cleared, and any directory previously cleared is now checked.

5. **Prompt on existing dated sub** – Prompts you to confirm if you want to overwrite an existing dated subdirectory when attempting to restore one that already exists.



6. **Restore** – Initiates the restore process, which copies all selected dated subdirectories to the site. A progress bar appears during the restore process.