

## MySQL Automatic Backups

You can automatically backup the Inception MySQL database using a combination of a backup script and a scheduled task.

### Backup Script

The MySQL backup script provided with Inception contains the commands to backup the Inception MySQL database. Before you can run the provided MySQL backup script, you need to configure the script for your Inception Server.

To configure the MySQL backup script for your Inception Server

1. Log in to the Inception Server computer as Inception.
2. Open the C:\Program Files\Ross Video\Inception\utilities\database\MySQL\backup folder.
3. Use a text editor to edit the BackupMySQL.bat file.

4. Locate the following text:

```
SET MYSQL_PASSWORD=password
```

5. Change `password` to the password set for you MySQL root user.

The Inception Server uses `password` as the password to connect to the MySQL database. Ross Video recommends using a strong password. If you set a new password for the MySQL root account, record the password in a safe location.

6. Locate the following text:

```
SET BACKUP_DIRECTORY=C:\Backups
```

7. Change C:\Backups to the location to save the MySQL backup file.

Ross Video recommends saving MySQL backup files to a location that is external to your Inception Server.

8. Save the BackupMySQL.bat file.

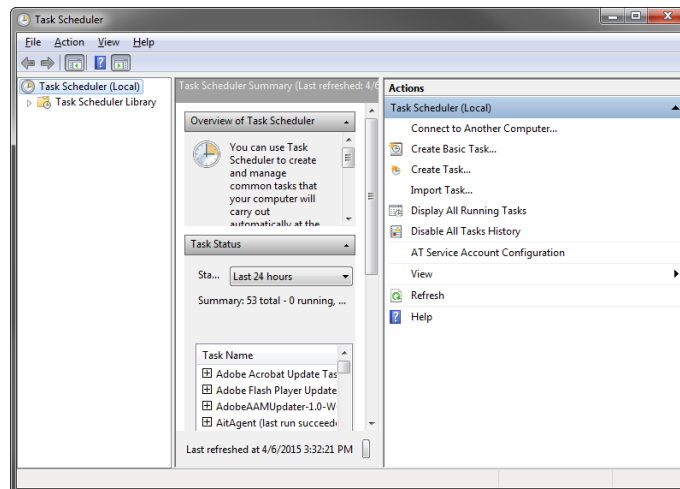
### Scheduled Task

The scheduled task sets the time and frequency to run the MySQL database backup script on your Inception Server.

To create a scheduled task to run the MySQL database backup script

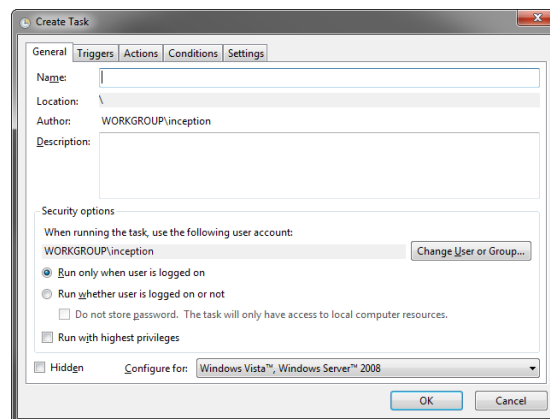
1. From the Windows Desktop, use the Start menu to select All Programs > Accessories > System Tools > Task Scheduler.

The Task Scheduler window opens.



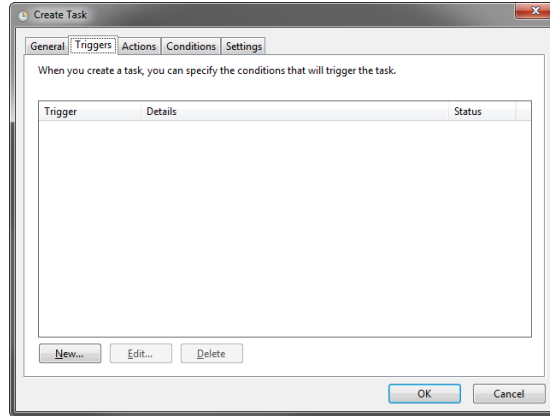
2. Use the Action menu to select Create Task.

The Create Task dialog box opens.

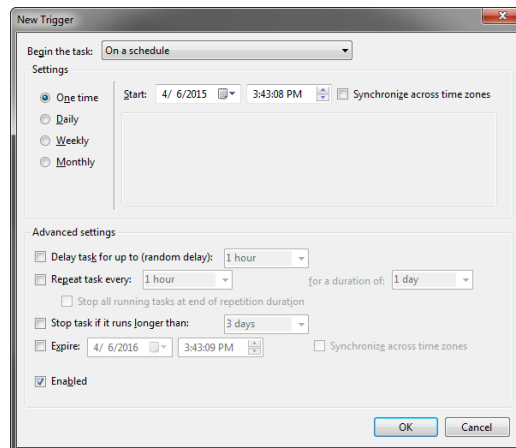


3. In the Name box, enter Inception Backup.
4. In the Security options section, select the Run whether user is logged on or not option.

5. Click the Triggers tab.  
The Triggers tab opens.



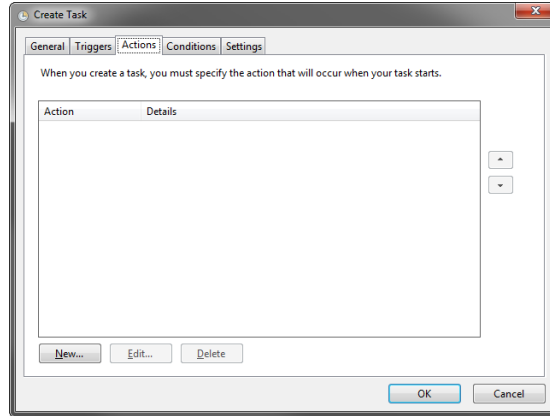
6. Click New.  
The New Triggers dialog box opens.



7. In the Settings section, select the Daily option.
8. Use the Start boxes to set the date and time for the first automatic backup of the Inception MySQL database.
9. In the Recur every box, enter the number of days for the recurrence interval.
10. Click OK.  
The New Trigger dialog box closes.

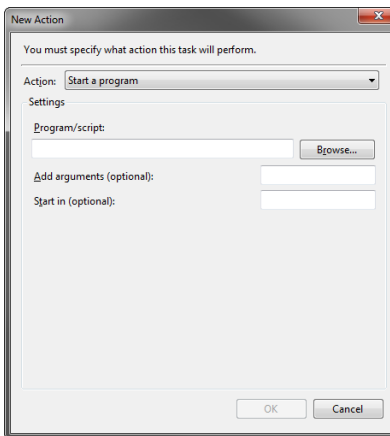
11. In the Create Task window, click the Actions tab.

The Actions tab opens.



12. Click New.

The New Action dialog box opens.



13. Use the Action list to select Start a program.

14. In the Program/script box, enter the following command:

```
C:\Windows\System32\cmd.exe
```

15. In the Add arguments (optional) box, enter the follow argument:

```
/c "C:\Program Files\Ross  
Video\Inception\utilities\database\MySQL\backup\BackupMySQL.bat"
```

16. Click OK.

The New Action dialog box closes.

17. In the Create Task window, click OK to create the Inception Backup task.

18. If you want to confirm that the Inception Backup task is running, do the following:
  - a. In the Task Scheduler tree view, select the Task Scheduler Library node.
  - b. In the table to the right, locate the Inception Backup task.
  - c. Right-click the Inception Backup task and select Run from the shortcut menu.
19. In the Task Scheduler window, use the File menu to select Exit.

The Task Scheduler window closes.

## Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

### North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 833-859-0499

### EMEA

Our EMEA center is located in Buckinghamshire, England, United Kingdom and is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

International toll free: +800 3540 3545

### Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

### Online

E-mail: [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

Website: use the link <https://support.rossvideo.com/> to open a support request.

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