

This document describes how to use the SupplyLogic Backup program. The backup program is used to back up the SupplyLogic database on the Server. For those that have purchased a license, your database will also be backed up to CDR's cloud server. The cloud server provides a bit more security having the backups stored locally as well as offsite.

How to License

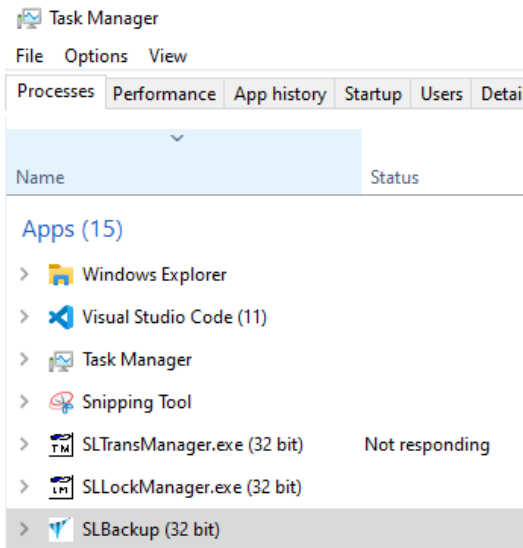
- Send a request to Support@CDRSoftware.com and ask for a SL Backup quote.
- Once you receive the quote, sign, and return to the support team.
- There is a two-hour setup fee and then you will be billed quarterly.
 - Setup- 2 hours at \$179
 - Quarterly Fee- \$57

Open a Browser and Review the Online Instructions

- Open a browser and navigate to: <https://sl.cdrsupport.net>.
- From the menu, click Backup.

How to Know if SL Backup Running

- The SupplyLogic Backup program should always be running on the server.
- Open the Task Manager by type "Task Manager" in the search bar.
- Verify that SLBackup is listed.

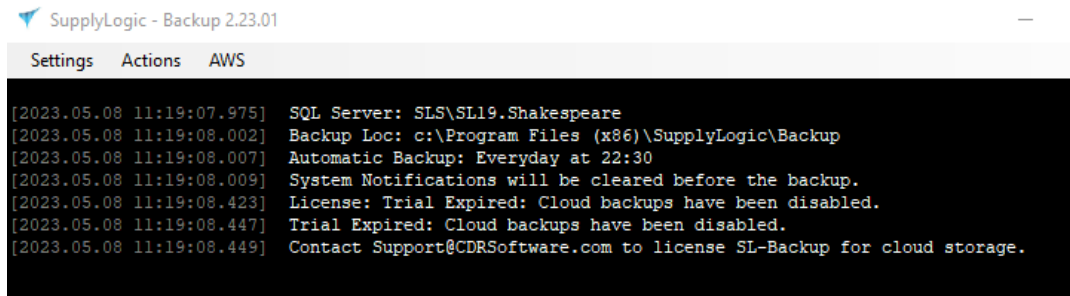


How to Open the SL Backup Screen

- Click the Up button, next to the time in the bottom, right corner of the Windows screen, if you hover over it, it will display "Show hidden icons".



- Find the SL Backup icon (CDR Logo) and Shift+Click it to open.
- Here you can see the Version, Backup Folder, SQL Server Instance and Licensing information.
- NOTE: for support, please include this information in the support email.
- Click the X to close the screen, it won't close it, it will be hidden from the view.



The screenshot shows the SupplyLogic Backup application window titled "SupplyLogic - Backup 2.23.01". It has three tabs: "Settings", "Actions", and "AWS". A log window is open, displaying the following text:

```
[2023.05.08 11:19:07.975] SQL Server: SLS\SL19.Shakespeare  
[2023.05.08 11:19:08.002] Backup Loc: c:\Program Files (x86)\SupplyLogic\Backup  
[2023.05.08 11:19:08.007] Automatic Backup: Everyday at 22:30  
[2023.05.08 11:19:08.009] System Notifications will be cleared before the backup.  
[2023.05.08 11:19:08.423] License: Trial Expired: Cloud backups have been disabled.  
[2023.05.08 11:19:08.447] Trial Expired: Cloud backups have been disabled.  
[2023.05.08 11:19:08.449] Contact Support@CDRSoftware.com to license SL-Backup for cloud storage.
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How to View the Local Backup Files

- Open File Explorer, and navigate to the "c:\Program Files (x86)\SupplyLogic\Backup" folder.
- Verify that the backup file in that folder has the previous date.
- You can also look in the "c:\Program Files (x86)\SupplyLogic\History" folder for all previous backups.

SupplyLogic Support

Please contact the support team at Support@CDRSoftware.com for help. Also include the exact error you are getting and any relevant screenshots. Online Training can also be purchased at CDR's standard rate. It's a simple process, we send you a quote with a 5-hour minimum. Once you sign and return to us, someone will reach out to schedule training. You only pay for the hours you use and the contract expires at the end of the year.