# I have restored a backup of my Batch (QBatch) Database and the Custom Batch Data Collection Service will not start.

Exaquantum/Batch has a mechanism which will attempt to recover data it has lost whilst it has been shut down. In the case of CBDC this means that when Exaquantum restarts it will check the Exaquantum Database and read data for each of the trigger tags from the last time the trigger fired to the start-up time to see if it has missed any. If it has then it will gather all the data configured in that trigger from Exaquantum.

If the Exaquantum/Batch QBatch database is restored but the underlying Exaquantum Databases has been recreated from scratch or is different from the original then this will fail. If this is the case then the CBDC server service will also fail to start.

There are actually two separate issues which could affect this situation.

1. The underlying Exaquantum Database would need to be configured with exactly the same tags as there were on the original system otherwise the required data could not be acquired. In particular CBDC stores the full path names for tags used and therefore you must ensure that these are the same as they were before.
2. The last time each trigger fired is stored in the database in a field called LastTriggerFiredTime in the CustomBDCDataSet table for each trigger configured. This will of course be set to the time that the triggers last fired on the original system which may be before the time the current system was created. This value needs to be reset.

Assuming that the base Exaquantum system has been re-configured correctly you can use the SQL Server Management Studio (R2.50 or later) or the SQL Server Query Analyzer (R2.40 or earlier) to execute the following SQL statements to reset the trigger fired time for each trigger.

> Use QBatch

> Update CustomBDCDataSet Set Enabled=0, LastTriggerFiredTime=null

> Go

> *Note the above statements will also disable every trigger.*
> *Disabling the triggers will allow you to start the CBDC service and verify that the tag configuration is correct before re-enabling the triggers using the Custom Batch Data Collection tool.*

| Exaquantum /Batch Releases Affected |
|---|
| All |