

## Unable to restore an archive from old backup device

KB-0047-22

Document Summary	
<b>Article Type</b>	Product Fault and Resolution
<b>Products Affected</b>	Exaquantum/PIMS
<b>Versions Affected</b>	R3.30
<b>Function Affected</b>	Archiving
<b>Available Resolution</b>	A fix is included in R3.40
<b>Audience</b>	Administrators
<b>Summary</b>	Exaquantum archives created in R3.02 or older releases cannot be restored in R3.30 using the archiving tool.
<b>Review Date</b>	Document to be reviewed before November 2024

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# Chapter 1 Introduction

Exaquantum archives created in R3.02 or older releases cannot be restored in R3.30 using the archiving tool.

This document provides the necessary steps for restoring Exaquantum R3.02 or older archives on an R3.30 system.

Please note that archives backups created in SQL 2005 (Exaquantum R2.40) or earlier cannot be used. Please refer to “IM36J04A15-11E Exaquantum R3.30 Upgrade and Support” guide for more information.

## 1.1 Audience

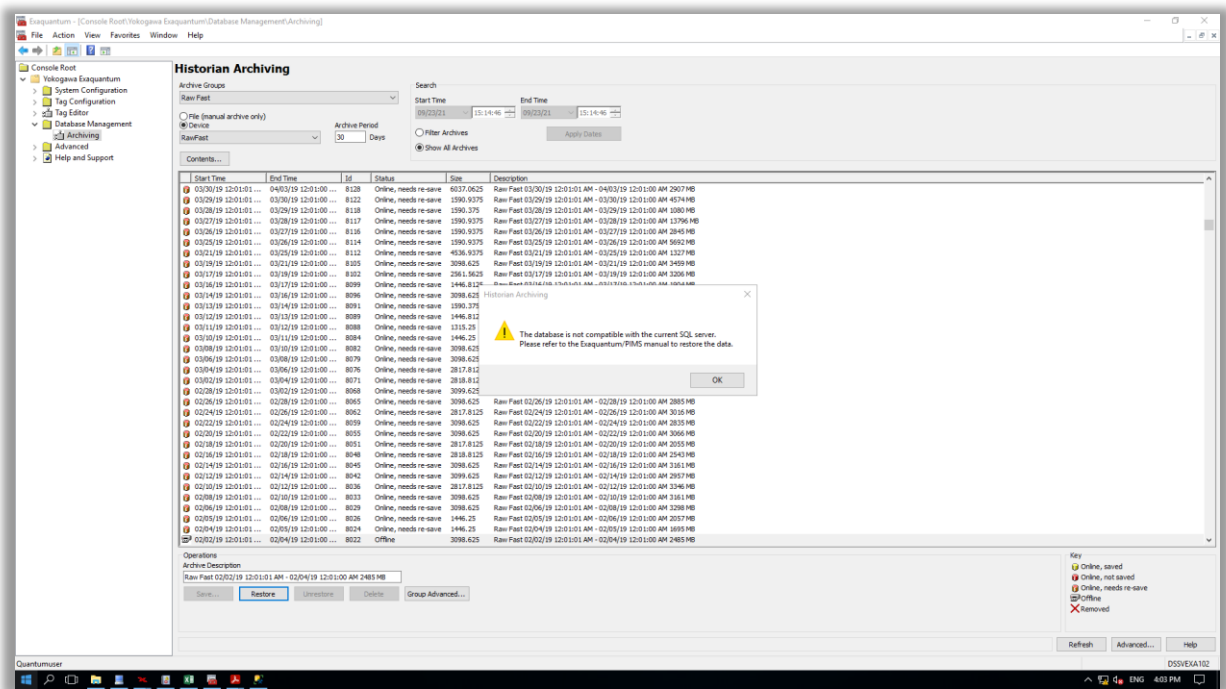
This guide is intended for administrators.

# Chapter 2 The issue

## 2.1 Issue Description

On an Exaquantum R3.30 system it is not possible to restore archives created on an R3.02 system or earlier using the archiving tool.

The archiving tool errors with: "The database is not compatible with the current SQL Server. Please refer to the Exaquantum/PIMS manual to restore the data."



The following error (Event ID: 62165 Category: QArchive) is also logged in the application event log:

Cannot close Historian database connection. Q:\Exaquantum\QHistory\QArchive\Archive.cpp Line 3703 : Cannot close Historian database connection. : Archive Online operation failed. : R3.30 : 2021/09/23 08:03:20.204

## 2.2 Cause

The archive database's compatibility level fails a validation check against the compatibility level of the master database.

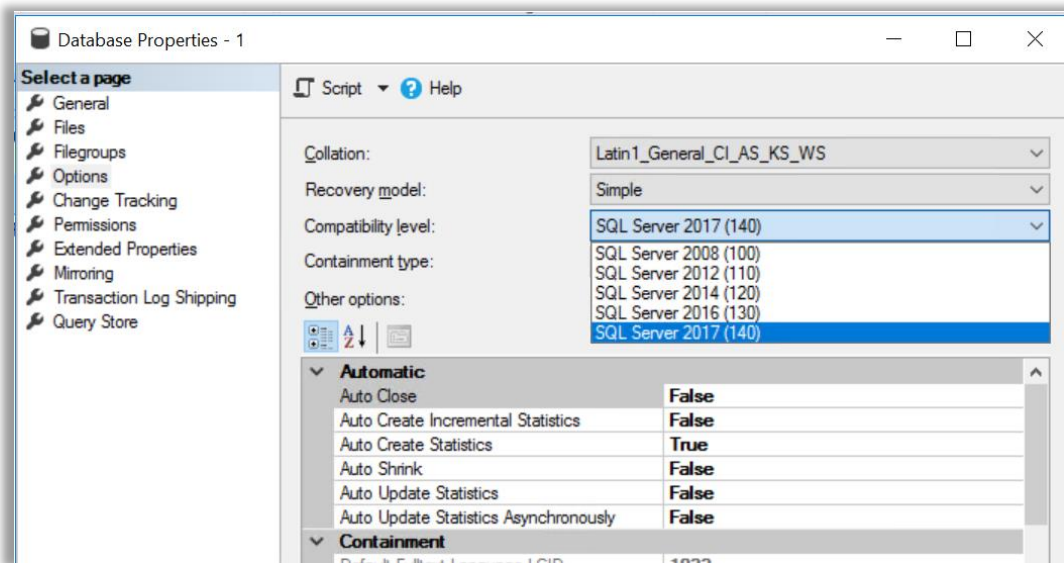
# Chapter 3 Resolution

The issue has been addressed in R3.40 and a workaround can be used in R3.30.

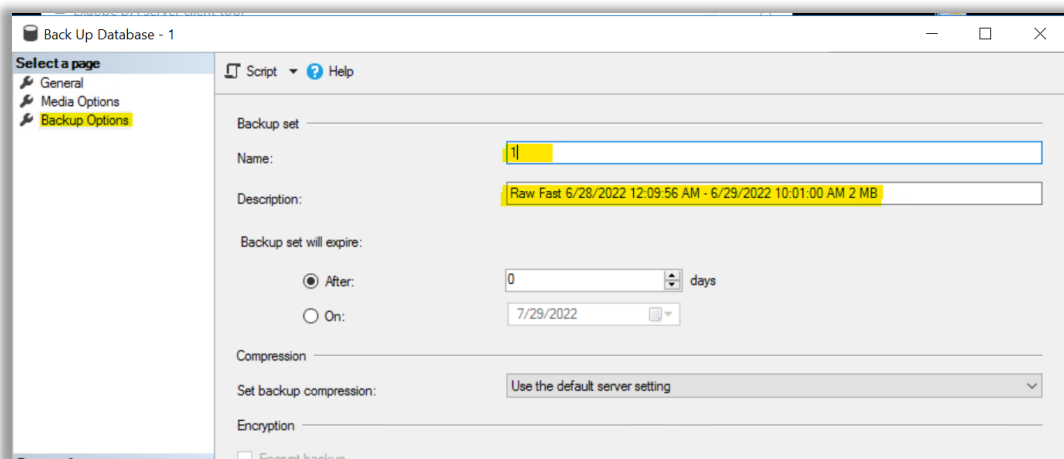
## 3.1 Workaround

In SQL Server Management Studio:

1. Restore the archive database from the backup.
2. Change the database compatibility level of the archive database to 140 from the list in Database Properties->Options->Compatibility Level



3. Create a new backup device to store the archive(s).
4. Right mouse click on the archive database and select "Tasks->"Back Up..."
5. In the "General" page of the Backup dialog Set the "Destination" to the new backup device.
6. Click on the "Backup Options" page of the Backup dialog and set the "Name" and "Description" to Archive number and Archive Description, as they appear in the Exaquantum Archiving Tool.



7. Backup the database to the new backup device by pressing the “OK” button in the Backup dialog.
8. Delete the archive database from the SQL Server.

In Exaquantum Archiving Tool (Administration Tools):

1. Select the Archiving Group the archive in question belongs to.
2. Select the new backup device used to back up the archive.
3. Select the archive from the list (it should be marked as offline) and press the “Restore” button to bring it back online.

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## Chapter 4 Further Reading

For more information on handling archives backups created in SQL 2005 (Exaquantum R2.40) or earlier please refer to the following document.

- “IM36J04A15-11E Exaquantum R3.30 Upgrade and Support”, available from the affiliate section of [www.ymx.yokogawa.com/support](http://www.ymx.yokogawa.com/support)

More support is available at [www.ymx.yokogawa.com/support](http://www.ymx.yokogawa.com/support) or from [support.ymx@yokogawa.com](mailto:support.ymx@yokogawa.com) email address.



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## Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

- **Summary of Changes**

This is Issue 3.0 of the document related to Product Library version 3.0.

- **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change
Various	Formatting only
Front page	Review Date updated
Page 6	Email address updated