

Backing Up Your Checkmate Data

Backing up your Checkmate data on a daily basis is crucial to preserving your business information, should you ever experience a disaster (e.g. a fire, flood, or computer issue). Backing up your data is your only “insurance policy” against losing all of your data in an unfortunate disaster. This guide will show you how to back up your data and part images.

Required: You must have backup media. This can be a thumb drive or DVD-RW (rewritable disc). At minimum, you will need 2 of your chosen backup media. (Because thumb drives and DVD-RWs are rewriteable, you can rotate them each day.)

It is important to understand that your nightly inventory upload to Car-Part.com does not serve as a Checkmate backup. Your data upload to Car-Part.com includes only *some* information from your Checkmate system. It does not include crucial information such as sales history, customer information, or archives. In some cases, it may be possible to restore some data from this upload, but this is not guaranteed, not recommended, and not comprehensive.

Step 1: Back up Checkmate Data

Performing a daily Checkmate backup can be the key in restoring your business after a disaster occurs. Follow the instructions below to protect your data and inventory information.

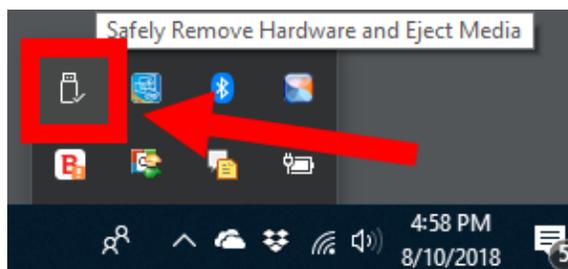
Note: Telnet (TCM) users do not need to perform Checkmate data backups, but TCM users *do* still need to back up images as described later in this document, under **Step 2: Back Up Part Images**.

Automatic Daily Backups

Your Checkmate server is set up to automatically back up your data each day. This will create a copy of your data on your backup media (thumb drive or DVD-RW).

Automatic backups happen without prompting, but following these steps ensures the safety of your backup:

1. After the automatic backup is complete, physically remove the backup media (thumb drive or DVD-RW) from the computer. **If you do not physically remove your backup media from your computer, it could become infected if your computer becomes infected.**
 - **Note:** If you are using a thumb drive, the safest way to remove it from your computer is to click the external media icon in your Windows **System Tray**. Then, click **Eject Drive** to eject the thumb drive. You will be alerted when it is safe to remove your drive.

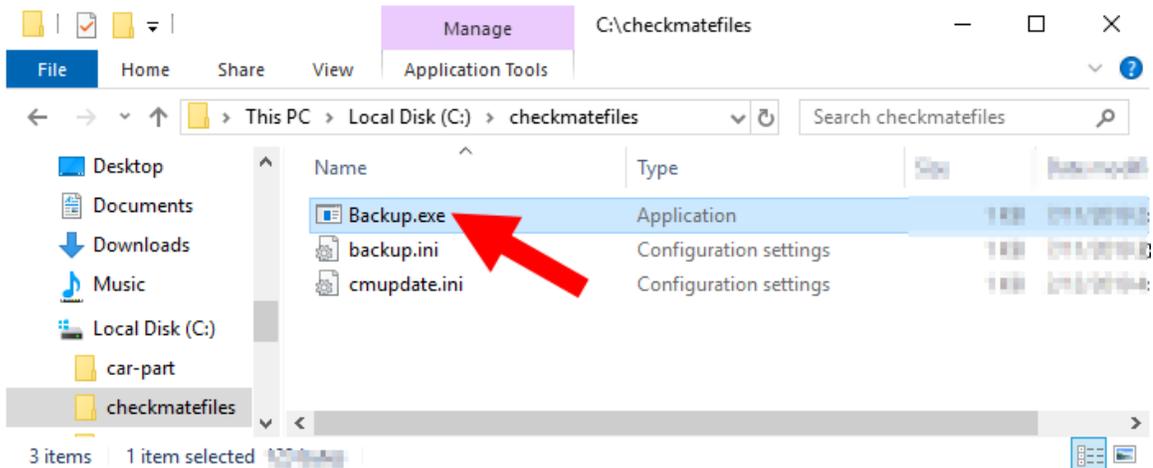


2. For safekeeping, keep the backup off-site (e.g., in your glovebox, or at your home).
3. Insert a new backup media so that it's ready for the next automatic daily backup.

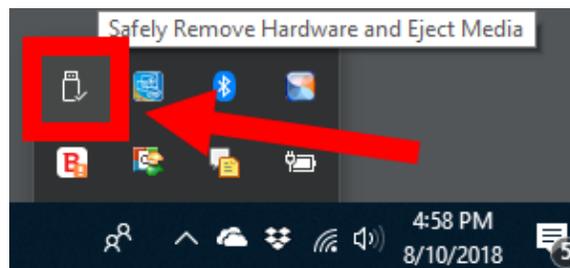
Manual Backup

If you wish, you can perform a manual backup at any time. To do this, follow these steps:

1. On the Checkmate server, ensure that your backup media is inserted into your computer.
2. In Windows Explorer, navigate to **C:/checkmatefiles**
3. Double-click on **Backup.exe**
 - **Note:** Depending on your settings, you may see this file listed simply as **Backup** with the file **Type** labeled as **Application**.
 - Take caution *not* to open the similarly-named backup.ini file. If you accidentally open this file, simply close it without making any changes.



4. A pop-up window will show your backup progress. A full backup typically takes up to 30 minutes to complete.
5. After the backup is complete, physically remove the backup media (thumb drive or DVD-RW) from the computer. **If you do not physically remove your backup media from your computer, it could become infected if your computer becomes infected.**
 - **Note:** If you are using a thumb drive, the safest way to remove it from your computer is to click the external media icon in your Windows **System Tray**. Then, click **Eject Drive** to eject the thumb drive. You will be alerted when it is safe to remove your drive.



6. For safekeeping, keep the backup off-site (e.g., in your glovebox, or at your home).
7. Insert a new backup media so that it's ready for the next automatic daily backup.

How to Confirm that a Backup was Successful

You can confirm that your backup (manual or automatic) was successful. Follow these steps:

1. Open Checkmate Retro.
2. Go to **6,3** (Internet Checkmate) or **S6, 4** (Checkmate Classic) to view the **Nightrunner Statistics** page.
3. The **Last Backup** line will either tell you the date of your last backup or will display a message indicating that the backup was *not* successful.
 - If the backup failed, the most common reason is faulty backup media (thumb drive or DVD-RW). Discard that backup media and replace it.
4. Return to Checkmate Sales Pro to continue your day's work.

Step 2: Back Up Part Images

Your part images must be backed up separately from your Checkmate data.

How often you back up your part images depends in large part on how many part images you take. Anything that is not backed up may be lost. Most recyclers back up their images on a daily or weekly basis.

Because part image files are often very large and numerous, most recyclers find that a thumb drive or a DVD-RW is not large enough to meet their needs. Most recyclers will require an external hard drive to complete a part image backup.

To back up your part images, follow these steps:

1. Plug your external hard drive into the computer where the part images are stored.
2. Locate the folder on your computer where your part images are saved. Using Windows Explorer, copy this folder (right-click and select **Copy**), then navigate to your external hard drive.
3. Paste the copy onto your external hard drive (right-click and select **Paste**).
4. When the backup has been successfully pasted, you may delete any previous part image backups.
5. Take the external hard drive off-site for safekeeping.

Getting Help

For more information about this product, including access to online training videos and documentation, visit Products.Car-Part.com for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–6:00 PM Eastern Time.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.



2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

Published by

Car-Part.com

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Ft. Wright, KY 41017

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This edition obsoletes all previous editions.