# TS0151 – Resolving connectivity issues caused by database full of logs

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APPLIES TO: BioStar 1.6 and beyond

Once more than 10 million logs are gathered, devices may start to have connectivity issues because the BioStar database has too many logs. In this case you can follow the procedure below to back up all the logs in the (TB\_EVENT\_LOG) to a separate (TB\_EVENT\_LOG\_BK) to resolve the issue.

# Caution:

- Image logs will not be migrated
- Please make a backup of the database before starting the procedure
- Please note that in BioStar versions starting 1.9, this feature is automatic if you add the BioStar.ini file as shown below

# Procedure for (ONLY) BioStar 1.9 and after

- 1. <u>Download</u> the ini file
- 2. Paste the file to
- C:\Program Files (x86)\BioStar\server

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After 1 day, your oversized logs will be automatically moved to another BK file and this procedure will run automatically in the future as well.

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This document should be used only for guidance and does not guarantee resolve the issue. Contact us for further information at support@supremainc.com

# Back Up the Database

1. Connect to your database server.

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2. Find the BioStar database and right-click it. Choose Task > Back up...

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#### 3. 3. Click OK to complete the backup process.

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# Run the Query

1. Download the query from the link below

#### <u>Link</u>

- 2. Run SQL Management Studio
- 3. Select File > Open > File



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## 4. Select PatchForDBBackup\_V1.6.sql

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## 5. Click Execute

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6. If the query ran successfully, you will see that the TB\_EVENT\_LOG\_BK has been created when you expand BioStar in the object explorer (+ button).



## 7. Select File > Open > File



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## 8. Select Exec\_Backup.sql

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- 9. Click Execute to run the query
- 10. If the query ran successfully, you can check the data of the TB\_EVENT\_LOG table to see logs up to 30 days back.

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11. After migrating the logs, please check if log related operations are working properly in BioStar. Even when the logs have been moved to TB\_EVENT\_LOG\_BK, you can still check logs older than 30 days in the BioStar Client.

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12. Please run Exec\_Backup.sql every time you need to migrate the logs (if you're not on versions 1.9 and beyond). Please backup the entire database before proceeding with the operation.

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