



Offline Document Restore

Updated 3/2/16

Purpose:

Guidance for Mentors on how to restore Assessment data that appears to potentially be lost when Certified Assessors check in Assessment documents from Offline to Online mode.

Identify and Confirm

The first step is to identify what happened. The steps in this document should only be used if a Certified Assessor experiences possible loss of data when checking in their assessment documents from Offline to Online mode.

Before attempting to restore documents, please confirm the following with the Certified Assessor:

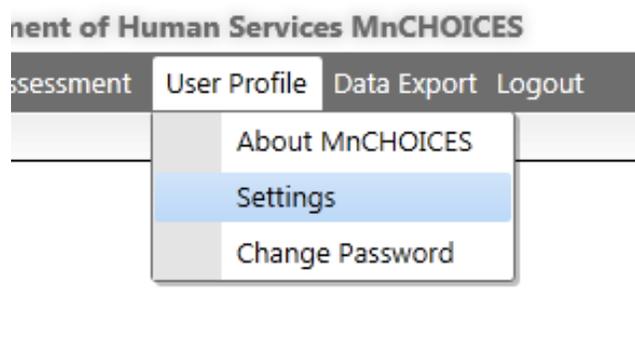
- Data saved in Offline mode does not appear to have been checked in when back in online mode.
- Did not receive “Changes saved to server” when going from offline to online mode.
- Did not continue working on documents. If user continued working on documents in online mode after there was an issue with checking in their documents from offline mode, attempting a restore of offline data could overwrite existing online data!
- User moved from offline to online on the laptop computer that was used in the field.

Steps to Restore Data

Note: **DO NOT** Go back to **offline mode** while data is still missing. If you do this, you will **overwrite** your offline files and will not be able to restore.

1. Log in to MnCHOICES in Online Mode. Enter MnCHOICES either through the URL or SSIS.
2. Confirm data has not been saved to server.
 - a. Go to the Assessment Queue
 - b. View the most recent assessment

3. If data still appears to be missing, select Settings from the User Profile menu.



4. Select the Backups tab and click on View Backups

Edit My User Profile Options

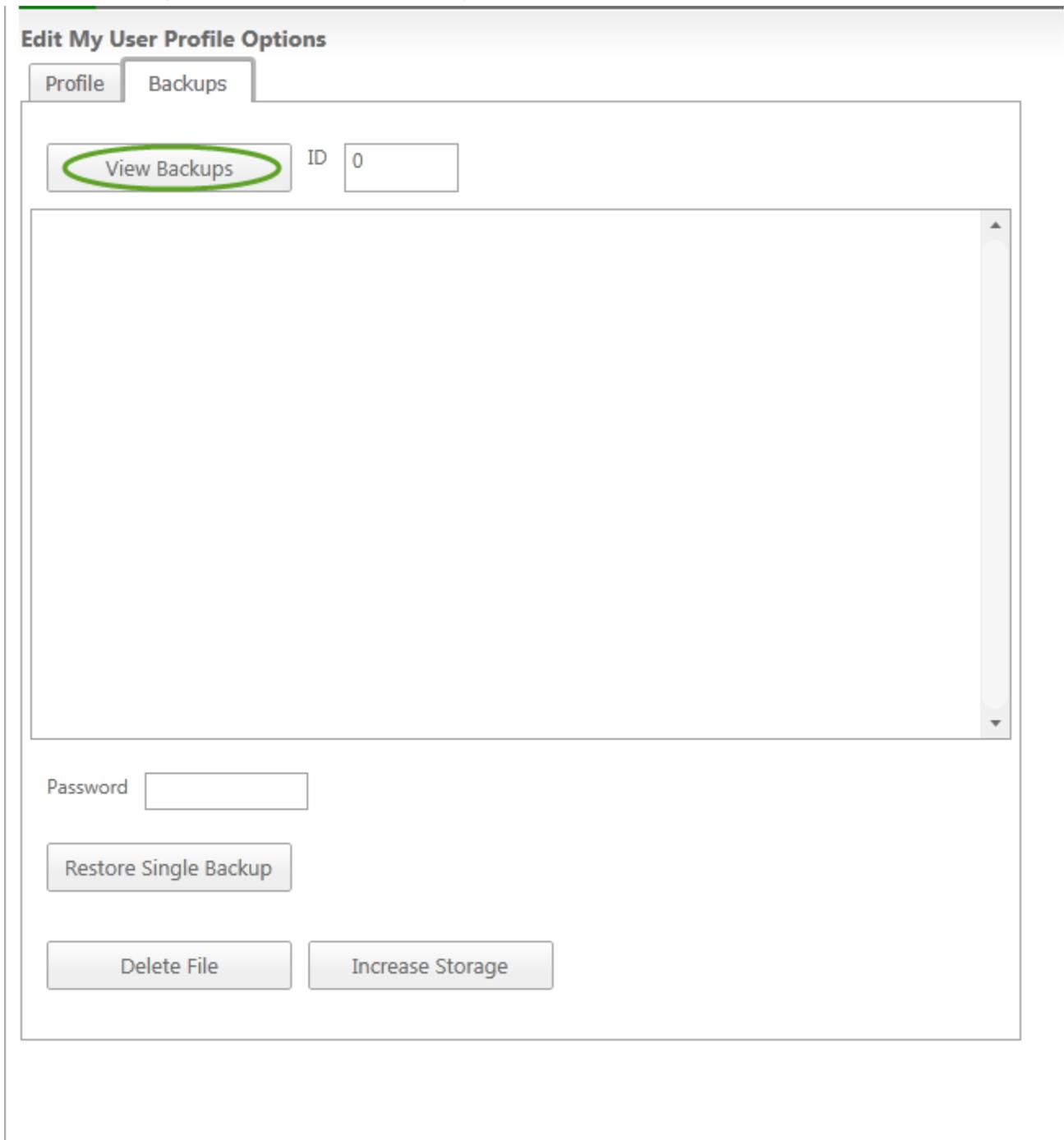
Profile Backups

View Backups ID 0

Password

Restore Single Backup

Delete File Increase Storage



5. A list of files will populate in the window.



Edit My User Profile Options

Profile

Backups

View Backups

ID

0

12245_20160224100042.bin

12245_Backup.bin

Cells.bin

CHOICE.bin

Columns.bin

county.xml

DEC_TYPE_VERSION.bin

DOC_STATUS.bin

DOC_SUBTYPE.bin

DOC_TYPE_DOMAIN_XREF.bin

DOC_TYPE_VERSION.bin

execMnChoices1_0.jar

MC_USER.bin

Password

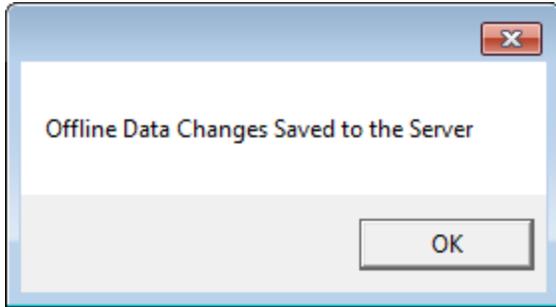
Restore Single Backup

Delete File

Increase Storage

6. Select the desired .bin file.
 - a. The .bin files will begin with your assessment ID number, followed by an underscore, then a 14 digit date.
 - b. If you don't know which file to restore, choose the file closest in time **after** the completion of the assessment in the field.
 - c. If you do not have any files with an underscore and a date, restore the file that is just the assessment ID followed by .bin (ex: 110001.bin) or the id, an underscore and backup (ex: 11001_backup.bin)
 - d. The numbers after the underscore represent a date and time in military time: YYYYMMDDTTTTTT

- e. If you worked in and are missing data from more than one assessment, you must restore these files **individually**. Only restore one file before continuing to Step 7. Once that assessment is restored, go back to Step 4 and work on the next assessment.
7. Enter the password. (The first time you attempt an offline document restore, you should have Help Desk staff on the phone to walk you through the process. At that time, the Help Desk staff will give you the password.)
8. Click Restore Single Backup
9. You will receive a message, letting you know the file has been restored. **Please wait for this message!**



10. Return to your assessment queue and view the assessment to confirm data is now saved.
11. If the data has not been save, return to Step 3 and perform the process selecting a different file to restore.
12. Once the data has been restored, check to make sure that all assessments are in online mode. If assessments are still in offline mode, contact the Help Desk to have them toggled back to online mode.
13. Your assessments might still be "grayed out" or uneditable. If this is the case, send **one** Assessment ID number to the Help Desk and ask for a "toggle".