

# How to load a backup onto our FTP site

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When requested by Jiwa Support for a backup of a database these are the steps to follow

## Create the backup

Create a BACPAC file for cloud / Azure hosted databases or very large databases (see instructions here [BACPAC Backup\(.bacpac\)](#))

Otherwise, create a manual .bak backup (see instructions here [Backup\(.bak\)](#))

## Upload the backup

Steps to upload the database onto our FTP site:

1. Install a FTP Client onto your computer if you haven't done yet.  
NOTE: We recommend FileZilla which is free available from the web on:  
<https://filezilla-project.org/download.php>
2. Load up the FTP client and enter the following credentials into the login section:  
Server: **ftp://ftp.jiwa.com.au**  
Username: **uploads**  
Password: **uploads**

### Write-Only permission

The credentials used to upload files have write-only permission. Your data is secure and cannot be viewed, downloaded or deleted by anyone other than Jiwa staff.

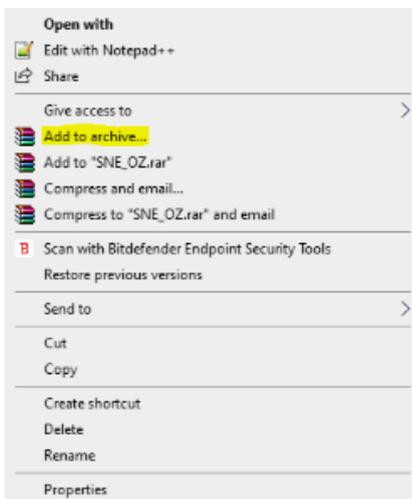
3. Browse to the backup file you have created and then upload it
4. Wait until the backup is fully uploaded
5. Update your Jiwa Helpdesk case to inform us that the uploaded file is available for us to download. We'll then remove it from the FTP site

## Troubleshooting

### Break it down

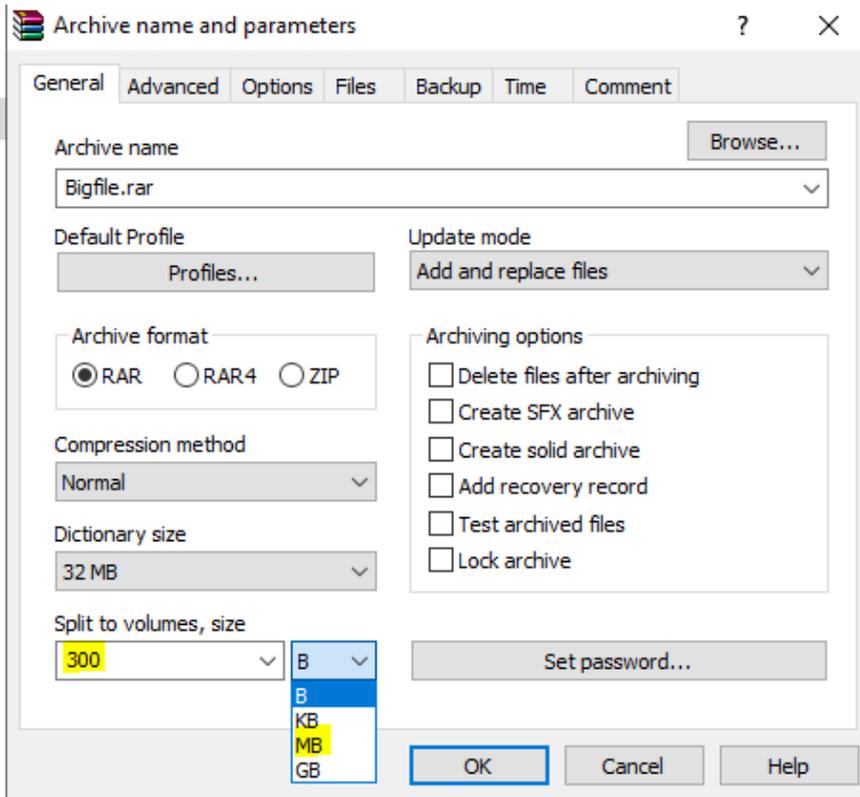
If your file is greater than 1GB, please break it up into smaller components for upload

1. Right-click on your .bak file and select Add to archive



2. In the General tab of winrar, type in 300 in the 'Split to volumes, size' box

3. Select MB from the dropdown, then click OK

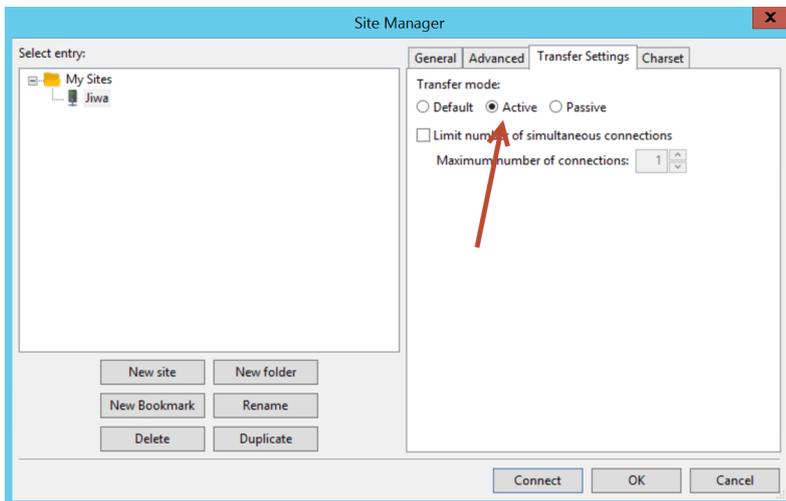


## Set up Filezilla

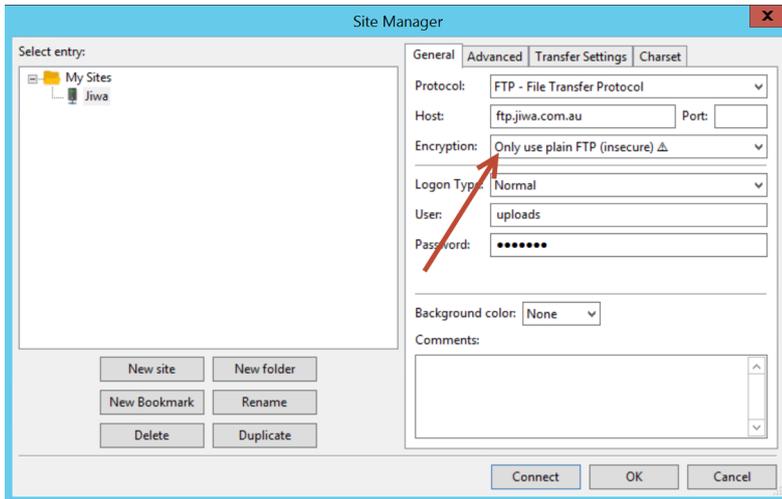
If you are having trouble connecting to our FTP site via Filezilla, try these connection options:

Using Site Manager (top left icon on menu bar):

- on the Transfer Settings tab, set Transfer mode to Active



- on the General tab, set the Encryption to Only use plain FTP



- How to load a backup onto our FTP site
- Adding leading zeroes to batch numbers so they display in order
- SQL Transaction Log growing exponentially
- Installing or un-installing Jiwa or a service release of Jiwa reports an issue with 'invalid digital signature'
- Automatically loading forms on login