TS0151 – Resolving connectivity issues caused by database full of logs

DOCUMENT CREATED: 2016/6/21
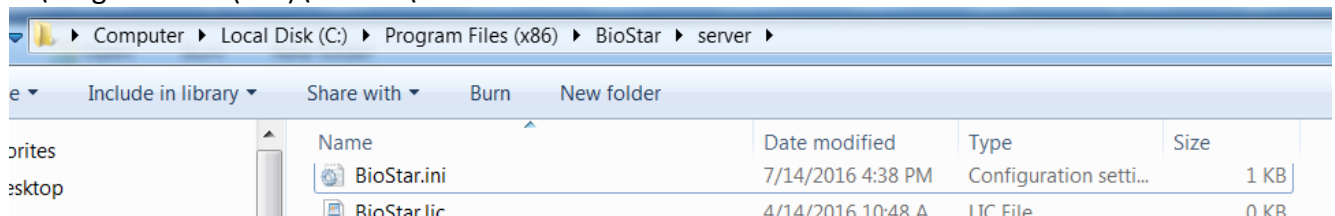
APPLIES TO: BioStar 1.6 and beyond

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
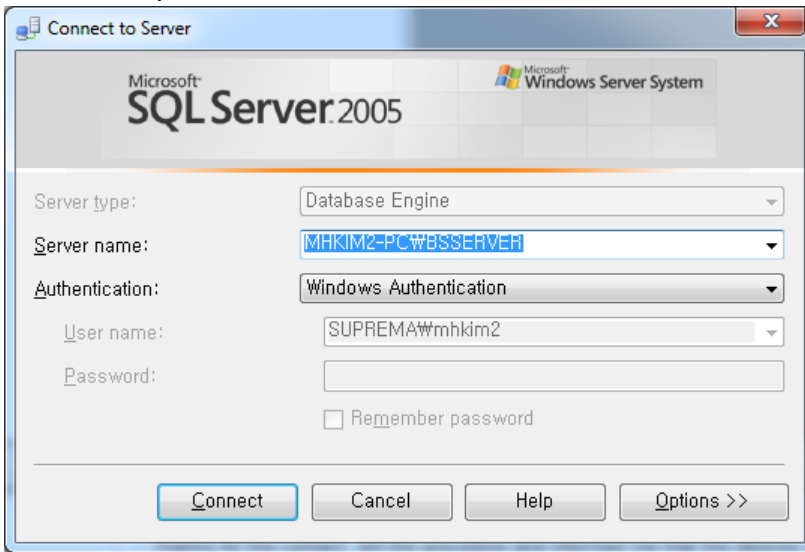
Procedure for (ONLY) BioStar 1.9 and after

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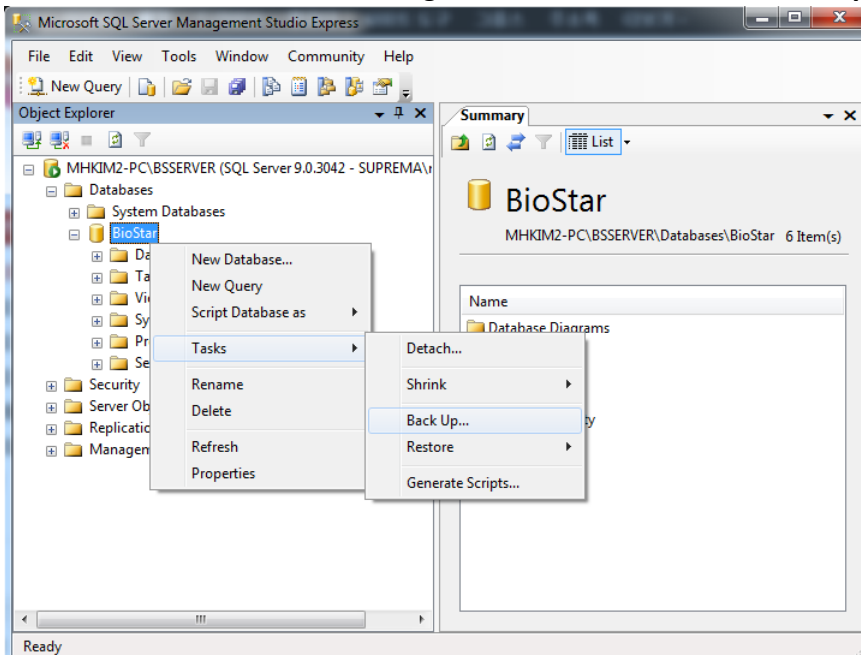- C:\Program Files (x86)\BioStar\server

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.
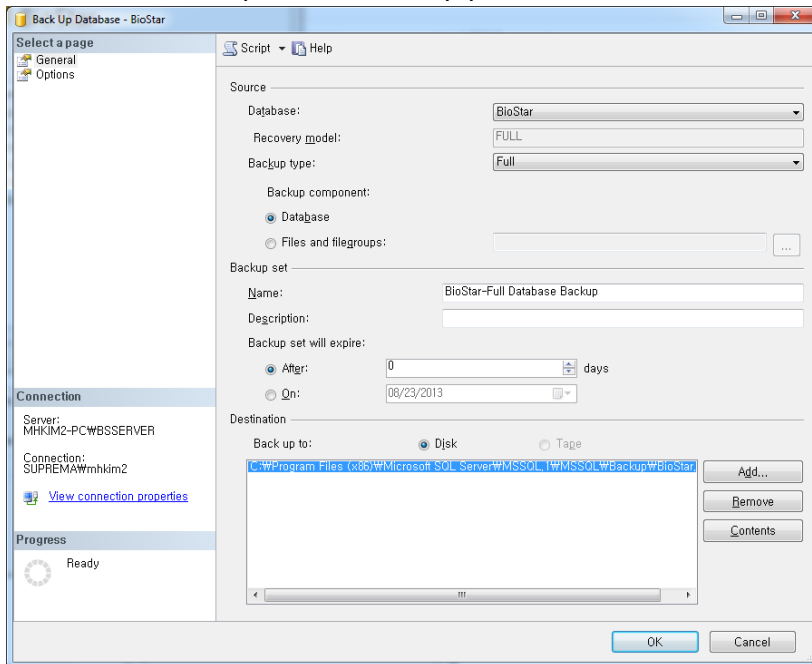
Back Up the Database

1. Connect to your database server.

2. Find the **BioStar** database and right-click it. Choose **Task** > **Back up...**
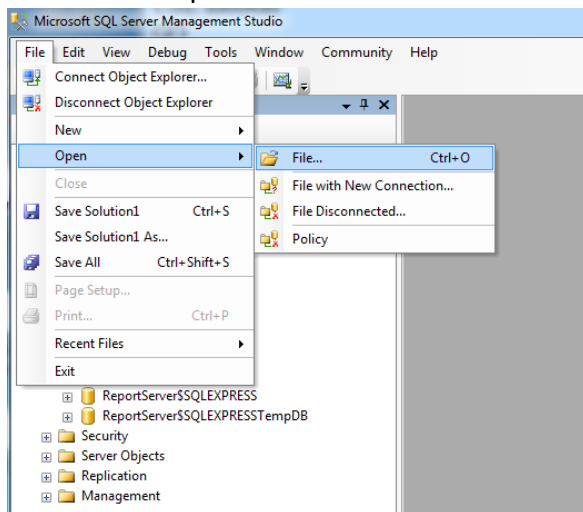
3. 3. Click **OK** to complete the backup process.

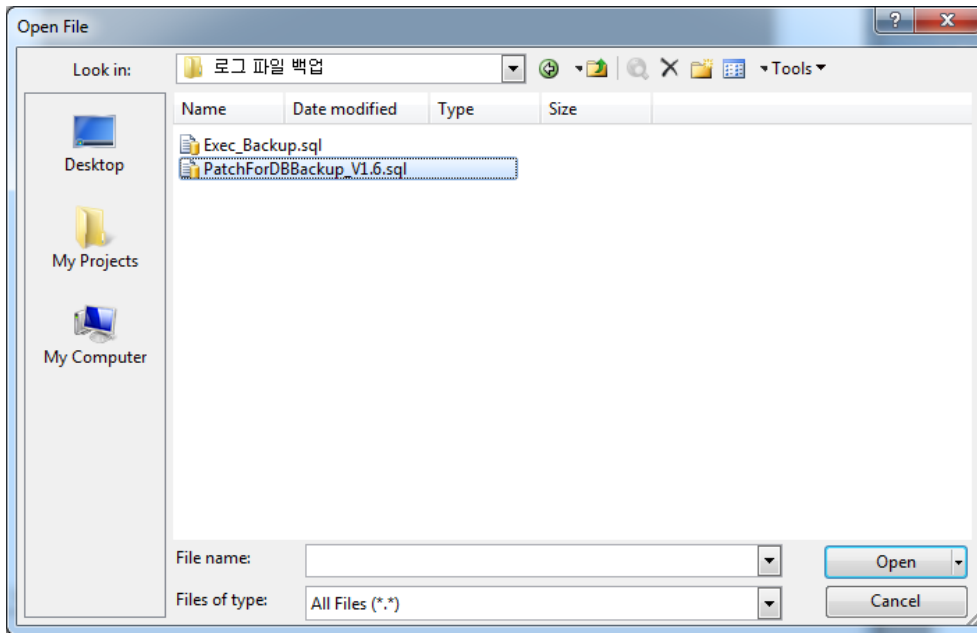
Run the Query

1. Download the query from the link below
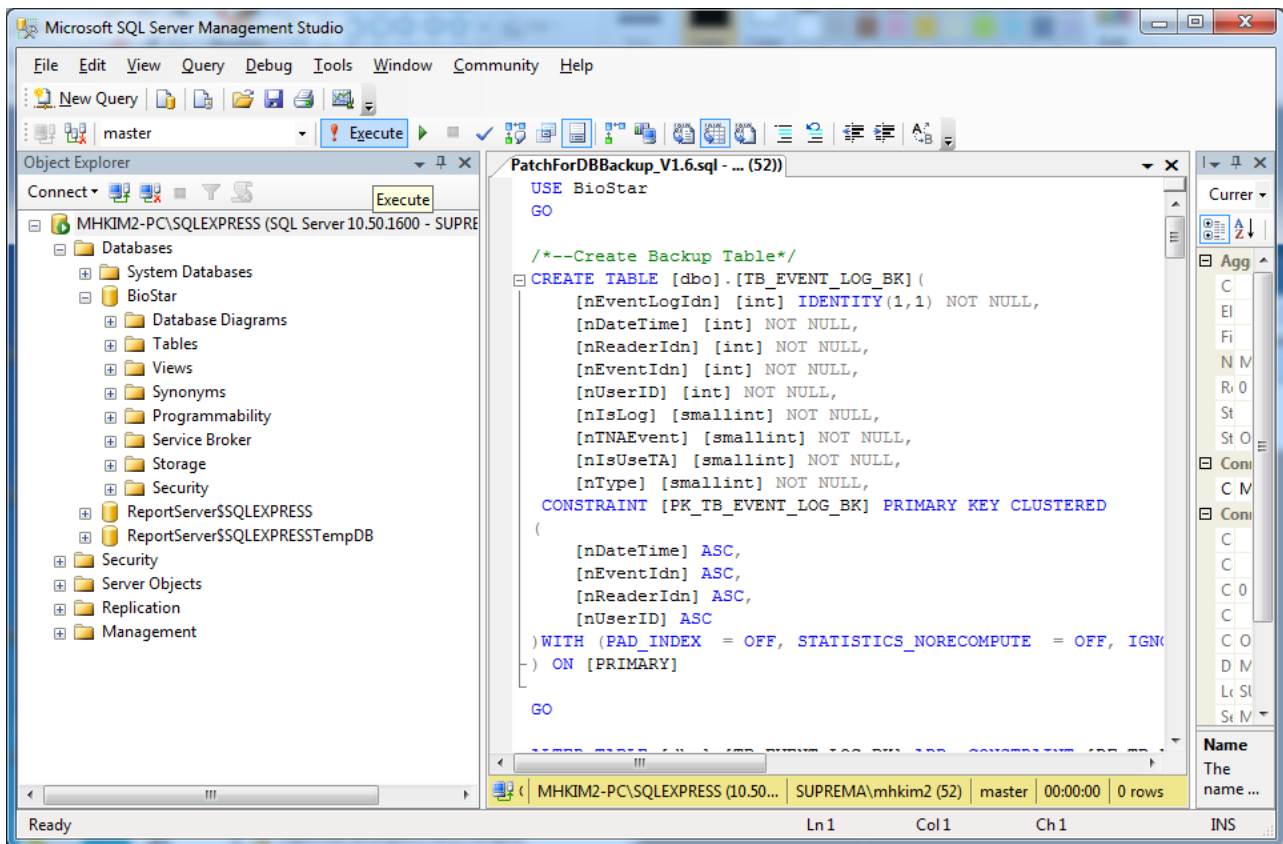
Link

2. Run SQL Management Studio
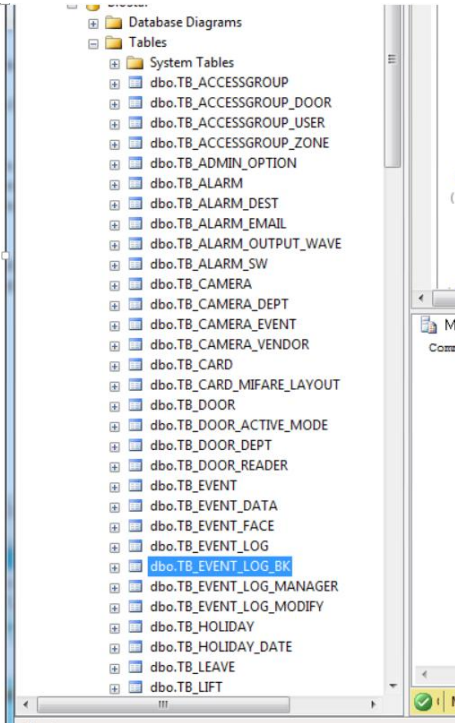
3. Select File > Open > File
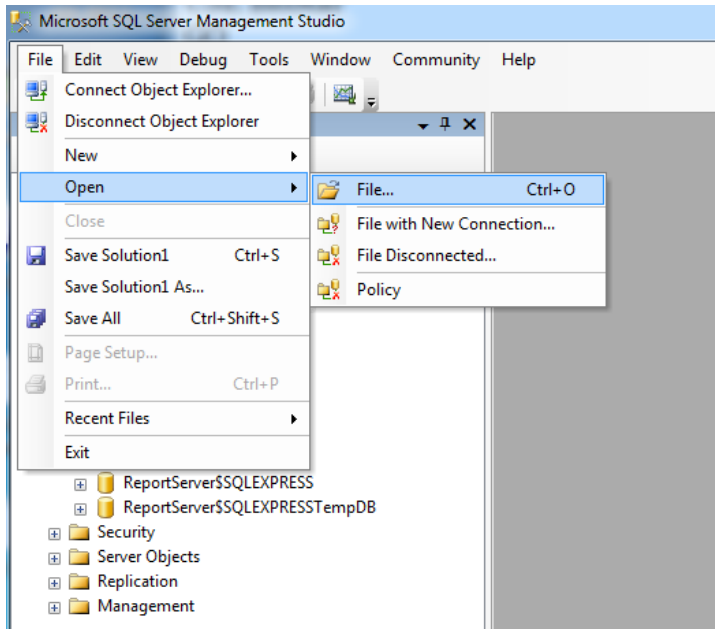
4. Select PatchForDBBackup_V1.6.sql
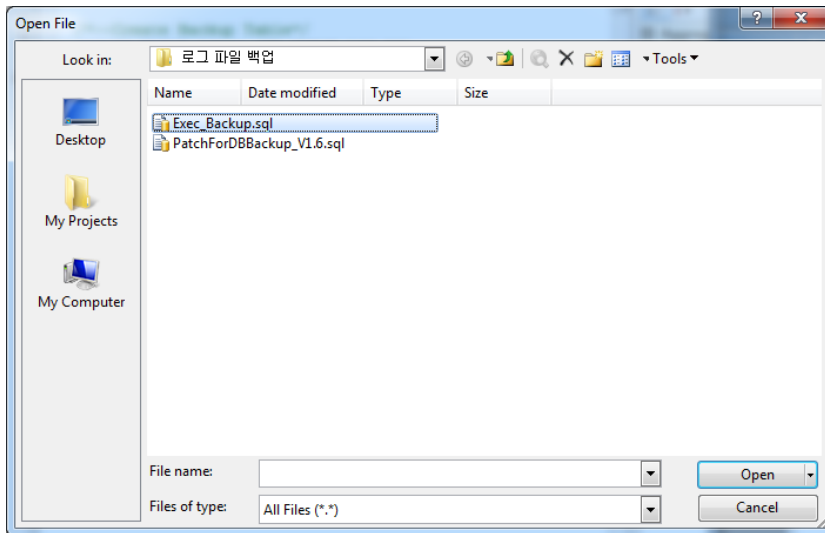

5. Click Execute

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).
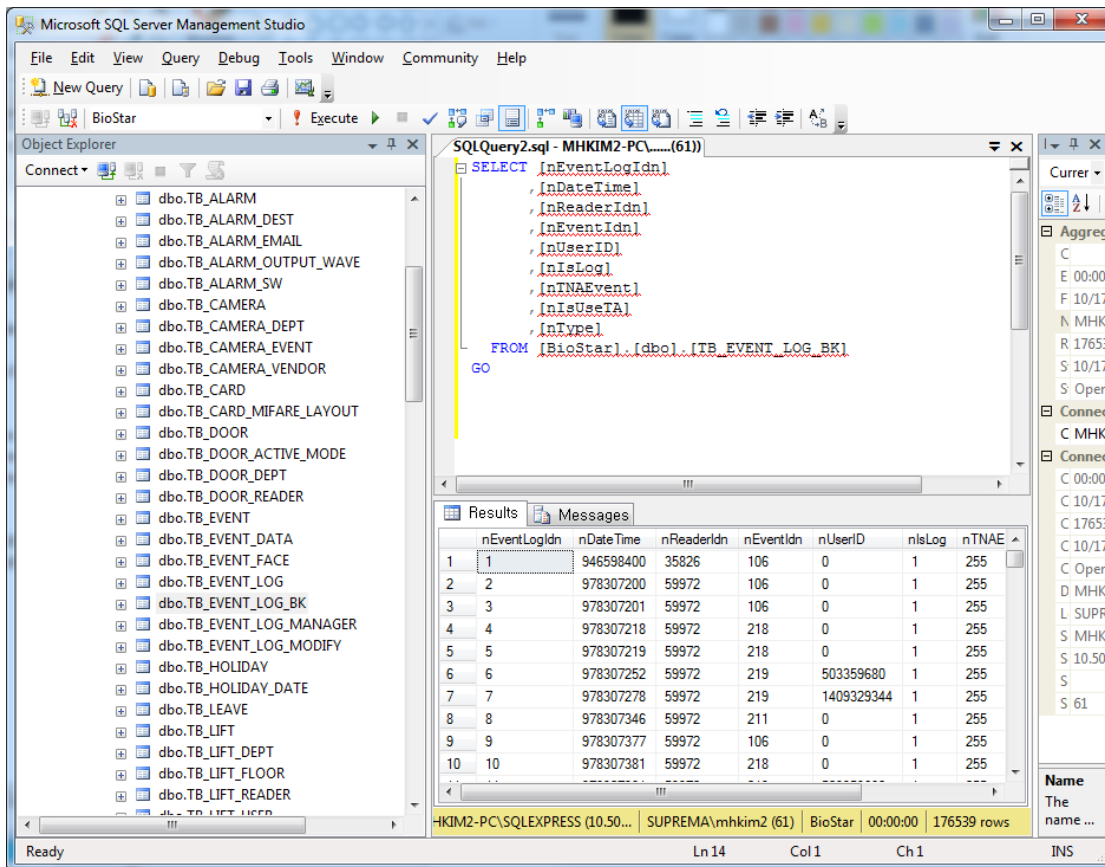

7. Select File > Open > File
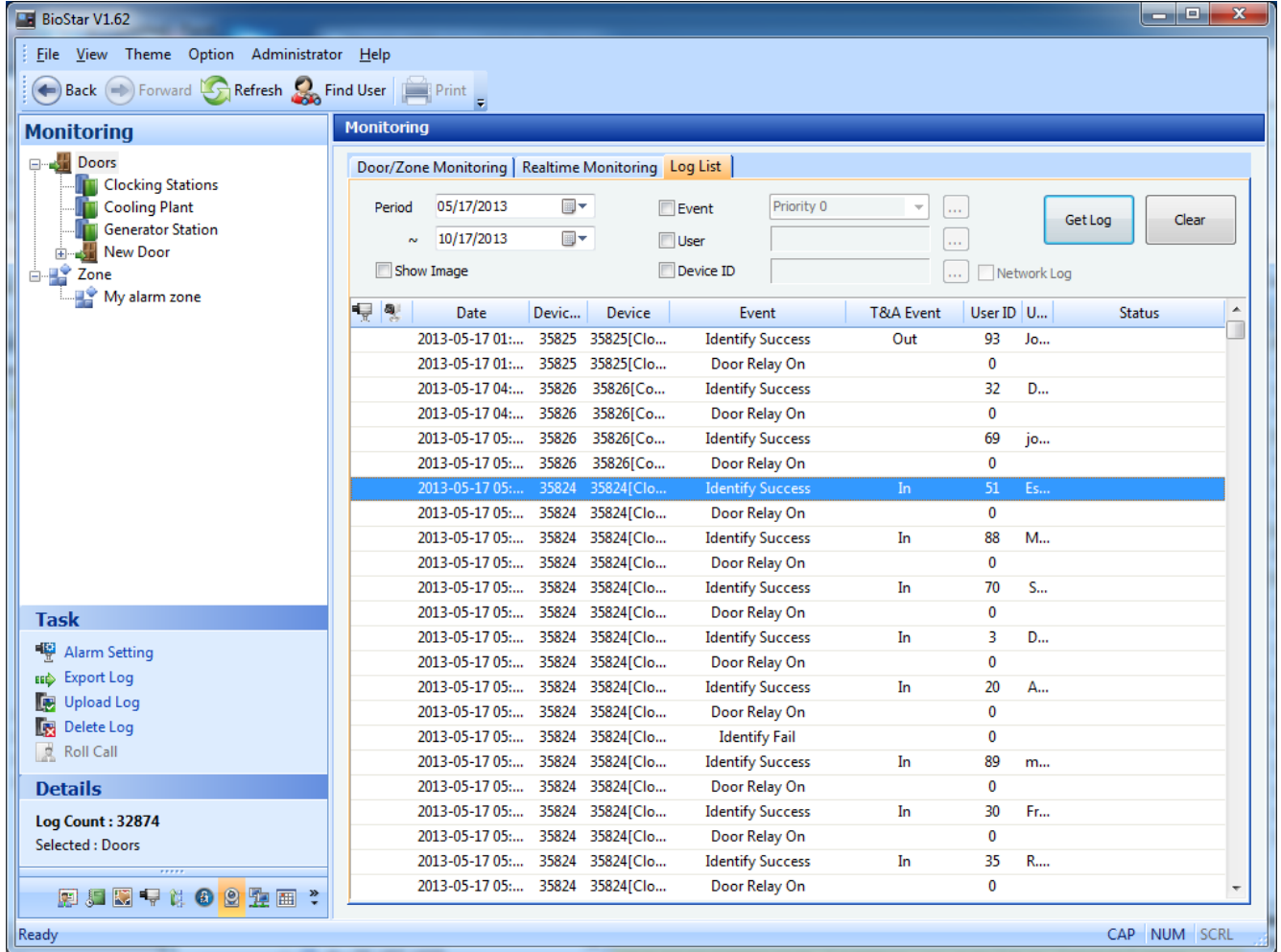
8. Select Exec_Backup.sql

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.

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.

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.