Data Storage and Restore Data

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Archive All Data, Data Storage, and Restore Data are being phased out. If you need assistance or have any questions, please contact Support.

Full database backups should be completed every night as per the StrataMax System Requirements. The data storage process does not replace a full system back up. Further information can be located in our *System Requirements - Database Engine and Backups*article.

Data Storage

Important

Data can only be restored after analysis by the StrataMax Support Team and generally only on the same date that the Data Storage was captured. Alternative options may be provided.

Restore Data

If a restore of data is required, please contact the StrataMax Support team on *support@stratamax.com.au*. We realise that often this may be a time critical requirement, but this is to ensure the integrity of your data, and stability and functionality of StrataMax. A complete restore of an individual building can impact a lot of areas such as the ***Bank Reconciliation***, ***Invoice Hub***, ***DocMax***, ***Portal***, and other areas, often causing further issues. When logging your support case with our Support Team, please ensure:

- When you are working on a building and complete a data storage, ensure that the building is

locked and remains locked if you need to log a case; this ensures no changes are made while we investigate.

- Detail the exact reasoning for the expected use for the data restore.

In some instances, the support team may provide you with an alternative solution as a restore is not recommended in most cases.