

# Carbonite

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Questions? Call us at (855) 272-7638 and ask for the I.T. Team, or email [itsupport@bsasoftware.com](mailto:itsupport@bsasoftware.com).

BS&A Software is currently incompatible with the Carbonite SQL Server Backup software program, due to the difficulty Carbonite has with backups made by sources other than the Carbonite software.

BS&A Software expects that end users will (through the course of normal business operations) make backups of their databases. Because most users do not have rights to their enterprise-level backups, these in-process backups can – and usually are – done through the application itself. BS&A takes special care that any backups made from within our software execute in a way so as to not interfere with nightly enterprise backups. Backups made from BS&A Software applications are copy-only backups. Microsoft states that:

*"A copy-only backup is a SQL Server backup that is independent of the sequence of conventional SQL Server backups. Usually, taking a backup changes the database and affects how later backups are restored. However, occasionally, it is useful to take a backup for a special purpose without affecting the overall backup and restore procedures for the database. Copy-only backups serve this purpose."* <https://msdn.microsoft.com/en-us/library/ms191495.aspx>

However, the Carbonite website states they do not support backups from multiple sources. They also state that backups from multiple sources are the most common reason for database backup failure with Carbonite SQL Server Backup.

<https://support.carbonite.com/articles/Server-Windows-Databases-and-Multiple-Backup-Applications>

BS&A Software recommends that users make copy-only backups of application databases before making large changes to databases (e.g., importing a large payment file), or running processes (e.g., journalizing and posting receipts, or running a billing cycle). These copy-only backups are highly recommended and serve as a fail-safe; should something unexpected occur, they can be used to roll-back the affected database.

Application backups can also be made to share information with other workstations that are not on the network (e.g., sending property data to the county).

At the time this document was written, *full* backups from the Carbonite SQL Server backup program work properly. However, if your backup job is configured with differential and/or incremental backups, the Carbonite backup job will fail when a user makes an in-process backup from within a BS&A Software application.

Many backup software programs support copy-only backups alongside their respective backup jobs. For a list of backup programs BS&A Software recommends and other important backup information, please refer to this whitepaper: [Backing Up BS&A Software.NET Databases](#)