Backing Up and Restoring Databases

Before you back up your databases, close all of your FedEx Express® and FedEx Ground® shipments. You do not have to close your shipments before you restore your databases.

Closing Shipments

To request to close shipments manually for FedEx Express and FedEx Ground, follow these steps:

1. Click the **Close** tab.

2. Click the **1-Request Close** tab.

3. In the Select system(s) section, select the appropriate System number if the one displayed is not the system you want to close. If you have more than one system and want to close all systems, select **All Systems**.

4. If FedEx Express is the only option in the Select shipments to close section, skip to step 5. If you have both FedEx Express and FedEx Ground options, select to close all shipments at the same time or to close FedEx Express or FedEx Ground only.

5. Click **End your shipping day**. You receive a separate message for FedEx Express and FedEx Ground when the close is finished for each system.

   *Note: To check the close status, click **FedEx Express close status history** or **FedEx Ground close status history** at the bottom of the screen.*

Backing Up Databases

It is important to maintain current backup files of your databases.

- Perform regular backups (e.g., weekly, monthly) based on your business needs.
- Always back up an existing FedEx Ship Manager® database before and after you import information into the database.
- Back up databases after you enter several changes.

Follow these steps to back up databases:

1. Select **File Maintenance** from the Databases menu.

2. Select **Backup** from the secondary menu. The File Maintenance – Backup screen displays.

3. To back up one or more databases, click **Backup selected databases** and select each database to back up.

4. To back up all of your databases, click **Backup All** or **Select All**.

5. Click **Browse** to select the location where you want to back up the database(s). You can save to your hard drive or an external drive, such as a CD or a USB drive. (This feature is only available for versions 2308 and higher.)

6. If you are using formatted disks (high density), FedEx Ship Manager tells you how many disks you need and prompts you when to enter each one. (This feature is available for all versions.)

   Note: If you are currently on a version older than 2308 (e.g., 2286), you cannot save to your hard drive or an external drive, such as a CD or a USB drive. Insert a formatted disk (high density) into the appropriate drive. FedEx Ship Manager tells you how many disks you need and prompts you when to enter each one.

7. To proceed with the backup procedure, click **OK**.

Restoring Databases

By keeping backups of your databases, you can restore a database from a hard or floppy drive if a database is damaged or lost on your FedEx Ship Manager® system.

Follow these steps to restore databases:

1. Select **File Maintenance** from the Databases menu.

2. Select **Restore** from the secondary menu. The File Maintenance – Restore screen displays.

3. To restore one or more databases, click **Restore selected databases** and select each database to restore.

4. To restore all of your databases, click **Restore All** or **Select All**.

5. Select **Replace** or **Append**.
   - **Replace** – Data on the drive replaces all of the data in your current FedEx Ship Manager database. All data in your current database is removed.
   - **Append** – Data on the drive is added to your current FedEx Ship Manager database. None of the data in your current database is removed.

6. Click **Browse** to select the **Restore from** location.

7. Click **OK** and follow the restore instructions on your screen.

If you have any questions about closing shipments, backing up databases, or restoring, please call the FedEx Ship Manager Technical Support Center at 1.877.339.2774.