

## Pulse Pro Hub – Database Restore

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The Pulse Hub operates using data that is stored in a local database service. This database service runs on the SBC and maintains all device and system settings used by the Hub for normal operation. Since this data is vital for operation, the database is regularly backed up (every 7 days) to an on-board microSD card storage device. These database dumps can be used to restore a Hub to its previous operating conditions (if a user inadvertently changes system settings), or transfer system settings to a new device (if hardware requires replacement). Instructions on the restore process can be found below: .

- Step 1.** Disconnect power and Ethernet from the Hub which will be receiving the database restore.
- Step 2.** Ensure that you have a compatible database file (.sql) from which to restore the database from.

**Important!** – In order to restore a database successfully, the restore file (database snapshot) must have been generated by a Hub which was using the same software version as the Hub which it is being restored on.

**Note!** – If restoring a database from a Series 1 Hub to another Series 1 Hub, the SD card can simply be swapped to the new device. Any automated database backups performed by the old device will be viewable on the new device upon reboot.  
If you are manually providing the database file, you need to ensure it is named properly, the format: “MM\_DD\_YYYY\_HH\_MM\_Pulse.sql”. The file can either be placed into a folder named “Database\_Backups” on the SD card (Series 1 Hub only), and inserted into the device receiving the restore; or the file can be uploaded manually through the Pulse Web Interface (Series 1 & 2 Hubs).

- Step 3.** Power-up the Hub which will be receiving the database restore.
- Step 4.** After approximately 60 seconds, connect a PC to the Wi-Fi hotspot that is hosted by the device. (SSID will be in the format “Pulse HUB XXXX”)
- Step 5.** Once the Hub has fully booted (green status light becomes solid), open a web browser and navigate to the Pulse login page (<http://10.0.0.1>)
- Step 6.** Log into the Hub and open **Settings > Application Settings > Time Settings**. Ensure that the correct time is displayed and click Save.

**Step 7.** Open **Settings > Application Settings > Maintenance**. Click **Restore Database**. In the pop-up window, select the restore point from which you would like to load.

**Note** – If you are uploading the file manually (as required with Series 2 Hubs), click the button labeled 'Upload File' and select the desired database (.sql) file from your PC.

**Step 8.** Wait for the restore process to complete. (Series 1 Hubs Only – During restore, status lights will change to a singular flashing green light. It will remain this way until the process is complete. Typically this takes about 10 minutes.)

**Note** (Series 1 Hubs only) – If the Hub lights return to normal, but the PC is no longer connected to the Hub's hotspot, you can try re-connecting to the hotspot. If you are unable to connect to the hotspot, you will need to reboot the Hub and then reconnect to the hotspot after approximately 60 seconds. Then wait for the hub to fully boot again.

**Step 9.** Log back into the Hub and confirm that the restore was successful.

**Step 10.** If the restore was completed on the same device (hardware) that originally generated the restored database, please skip to **Step 13**. If not, continue on to **Step 11**.

**Step 11.** Open the **Settings > Application Settings > Maintenance** menu. Click the **Reset Product Registration** button.

**Step 12.** Click **Register** in the yellow bar displayed at the top of the Pulse Homepage. Follow the standard procedure to register the device (if not already registered). Then paste the provided Activation Key in the window and select **OK**.

**Step 13.** Open **Settings > Application Settings > Network Settings**. Ensure the Hub Network Connection settings are correct. You must click **Save**.

**Step 14.** Once complete with the above steps, you can return the Hub to normal operation by removing power and re-connecting any Ethernet cables.

**Step 15.** Finally, power-up the Hub and confirm that the system is operational.

**Note** – Make sure to confirm that the device time is correct after reboot.