



Universal CMDB

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Backup and Recovery Guide

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Overview

This document provides information on how to perform backup and recovery for the UCMDB Server, Data Flow Probes, and Configuration Manager.

Backup

This section describes:

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How to back up UCMDB

1. Stop all UCMDB Server of the server you need to back up:

Note: If, after performing the backup, you plan to install the restored probe on a machine different to the original machine and you are using agent-based discovery, you must configure the host name of the restored probe as a secondary call home address before you start the back-up procedure.

- Stop the **UCMDB_Server** service.
- Stop the **UCMDB_Server Integration** service.

2. Back up the database and configuration files

Back up the UCMDB Database schema (SQL Server/Oracle/PostgreSQL).

3. Back up the whole **C:\hp\UCMDB\UCMDBServer** folder.

Although, when restoring the UCMDB Server, you will not need all of these files, we recommend keeping a full system backup of the UCMDB Server installation folder because of various customizations you may have in your system.

4. On the server that you backed up, start all UCMDB Server and probe services:

- Start the **UCMDB_Server** service.
- Start the **UCMDB_Server Integration** service.

How to back up the Data Flow Probe

1. Stop all probe services of the server you need to back up:

Note: If, after performing the backup, you plan to install the restored probe on a machine different to the original machine and you are using agent-based discovery, you must configure the host name of the restored probe as a secondary call home address before you start the back-up procedure.

- Stop the **UCMDB Probe** service.
 - Stop the **UCMDB_Probe_DB** service.
2. Back up the whole **C:\hp\UCMDB\DataFlowProbe** folder.

Although, when restoring the Data Flow Probe, you will not need all of these files, we recommend keeping a full system backup of the Data Flow Probe installation folder because of various customizations you may have in your system.

3. On the server that you backed up, start all probe services:
 - Start the **UCMDB Probe** service.
 - Start the **UCMDB_Probe_DB** service.

How to back up Configuration Manager

1. Stop the **Configuration Manager** service.
2. Back up the database.

Back up the Configuration Manager database (MS SQL Server/Oracle)

3. Back up the entire **<CM install dir>\CM_10.1.0.0** folder.

Although, when restoring the Configuration Manager server, you will not need all of these files, we recommend keeping a full system backup of the Configuration Manager installation folder because of various customizations you may have in your system.

4. Start the **Configuration Manager** service.

Recovery

This section describes:

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How to restore UCMDB

Note: The following procedure assumes that there is a backup version of the UCMDB Server. For more information, see ["How to back up UCMDB" on page 5](#).

1. Restore the UCMDB Server database using the archive created when backing up the database.
2. Install the UCMDB Server on the recovery environment.

Note: Make sure that you are installing the same version of the UCMDB server that you previously backed up.

Even if the backed up environment was updated to latest cumulative patch (CUP), install just the main release version. The CUP will be installed after the server is first started up on the recovery environment.

- o When you go through the installation procedure, you will be prompted to run the Server Configuration wizard. Run the wizard and select to connect UCMDB to an existing database. Enter the connection details of the database you restored above.
 - o After installation, start the UCMDB Server.
3. If the backed up environment contained patches, or if UCMDB CUPs were installed, install the patches or CUPS on the recovery environment according to the directions provided with the patches or CUPs.
 4. Stop the UCMDB Server.
 5. Restore the original configuration files on the restored UCMDB Server.
 - a. In the backed-up UCMDB Server file system:
 - Locate the **UCMDBServer\conf** folder, and copy the entire contents of this folder, except for **cmdb.conf** to the same folder on the recovery environment.

Note: All of the content of this folder is overwritten with the original content, except for **cmdb.conf** which contains the connection details to the restored database.

- Locate the **UCMDBServer\bin** folder, and copy the entire content of this folder to the same folder on the recovery environment.
 - b. Start the UCMDB Server.
6. Restore the original configuration files on the restored UCMDB Integration Service.
 - a. In the backed-up UCMDB Server file system:
 - Locate the **UCMDBServer\integrations\conf** folder, and copy the entire contents of this folder to the same folder on the recovery environment.
 - Locate the **UCMDBServer\integrations\bin** folder, and copy the entire contents of this folder to the same folder on the recovery environment.
 - b. Start the UCMDB Server integration service.

How to restore the Data Flow Probe

Note: The following procedure assumes that there is a backup version of the probes. For more information, see "[How to back up the Data Flow Probe](#)" on page 6.

1. Install the Data Flow Probes on the recovery environment and then to the UCMDB Server in the recovery environment.

Note: Make sure you are installing the same release version as the probe that you backed up earlier.

If the backed-up environment was updated to the latest CUP, install only the main release version. The CUP will be installed when the server is first started up on the recovery environment.

If you installed the Probe on a machine different to the original machine, do the following:

- a. Make sure that the machine on which you are restoring the probe is in the same subnet as the original machine so that it can bring you the same discovery results.
- b. When installing the probe, make sure that the probe ID is exactly the same as the original ID from the backed up environment.
- c. In UCMDB, export the ranges of the original probe to a CSV file.
- d. Delete the original probe from the list of Data Flow Probes.

- e. Start the newly installed probe in the recovery environment. The new probe has the same name as the original probe.
 - f. Import the ranges from CSV file.
 - g. Start the Data Flow Probe.
2. Stop the Data Flow Probes.
 3. Restore the original configuration files on the restored Data Flow Probe.
 - a. In the backed up Data Flow Probe file system:
 - Locate the **DataFlowProbe\conf** folder, and copy the entire content of this folder **except for the DataFlowProbe file** to the same folder on the recovery environment.

Note: All of the content of this folder is overwritten with the original content, except for the **DataFlowProbe** file which contains the connection details to the restored UCMDB Server.

If you had special customizations in your original environment, add them here but keep the connection details to the restored UCMDB server.
 - Locate the **DataFlowProbe\bin** folder, and copy the entire content of this folder to the same folder on the recovery environment.
 - b. Start the Data Flow Probe.

How to restore the Configuration Manager server

Note: The following procedure assumes that there is a backed up version of the Configuration Manager server. For more information, see ["How to back up Configuration Manager" on page 6](#).

1. Restore the Configuration Manager server database using the archive created when backing up the database.
2. Install the Configuration Manager server in the recovery environment.

Note: Make sure that you are installing the same version of the Configuration Manager server that you previously backed up.

Even if the backed up environment was updated to latest cumulative patch (CUP), install just the main release version. The CUP will be installed after the server is first started up on the recovery environment.

- During the installation procedure, you will be prompted to connect to an existing database. Enter the connection details of the database you restored above.
 - After installation, start the Configuration Manager server.
3. If the backed up environment contained patches, or if Configuration Manager CUPs were installed, install the patches or CUPS on the recovery environment according to the directions provided with the patches or CUPs.
 4. Stop the Configuration Manager server
 5. Restore the original configuration files on the recovered Configuration Manager server.

In the backed up Configuration Manager server file system, locate the **CM_10.1.0.0\conf** folder, and copy the entire content of this folder **except for the database properties file** to the same folder on the restored environment.

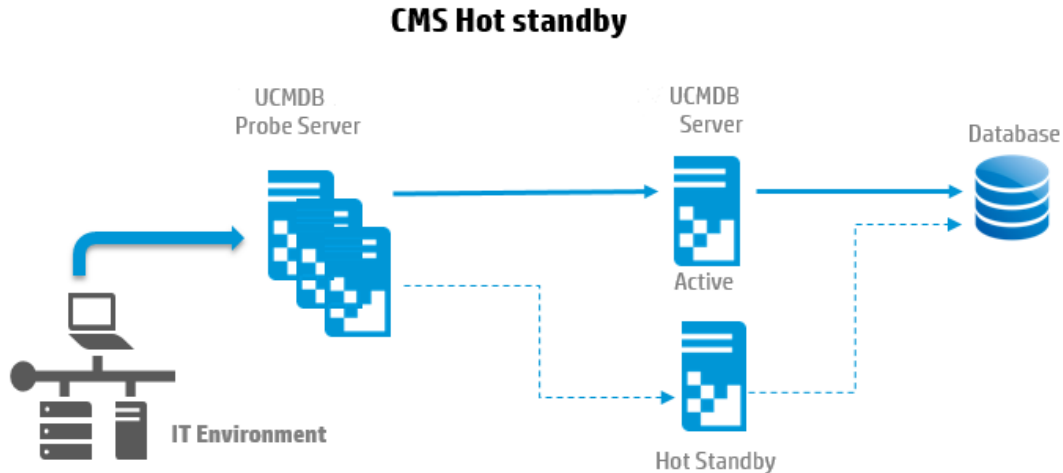
Note: All of the content of this folder is overwritten with the original content, except **database properties** which contains the connection details to the restored database.

6. Start the Configuration Manager server.

Disaster Recovery

The hot-standby configuration gives you passive recovery on a disaster. It is extremely critical for the database to have the best recovery method. The UCMDB just needs to connect to the database.

Note: The version of the hot-standby server should be exactly the same as the Application server version (or CUP version).



Disaster Recovery Process

For UCMDB version 10.01 and later, you can install a new production-like UCMDB instance of the same version and connect to the production database by using the connection wizard. Then you can set up your disaster recovery strategy for the databases.

For UCMDB version 10.00 and earlier, follow the process below:

1. Execute the SQL statements:

```
Update CUSTOMER_REGISTRATION set CLUSTER_ID=null; truncate table CLUSTER_SERVER; truncate table SERVER; truncate table CLUSTERS.
```

2. Connect the hot-standby server to Database by using the connection wizard.
3. Re-connect all the probes to the hot-standby server.

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