



Configuration Management System (CMS)

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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 Server, PostgreSQL Server).

3. Back up the whole **C:\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:\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 Micro Focus 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.

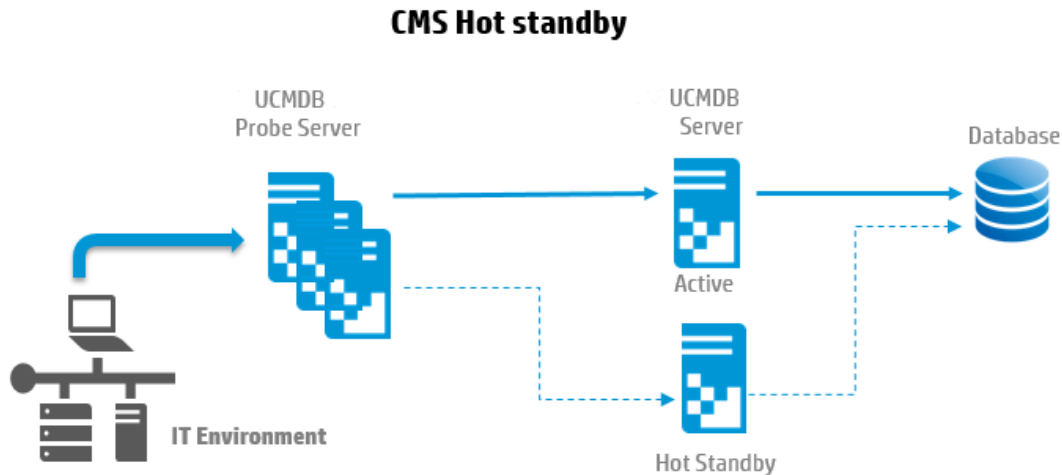
Although, when restoring the Configuration Manager server, you will not need all of these files, we recommend keeping a full system backup of the Configuration Manager installation folder because of various customizations you may have in your system.

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

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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