
Perform Recovery

This section is a reference for the HP IT Executive Scorecard recovery process. The recovery process for your environment may vary according to your business needs and may require customization. Verify that the following processes are consistent with your architecture and environment before you proceed with real data.

When you start the recovery process, you must have complete backups of the relevant databases, configuration files and settings that are readily available. It is possible that you will lose history data.

These following scenarios are independent from the external data sources and entities. Recovering from a scenario means that the component returns to a stable state.

This section includes the following recovery scenarios:

["Recover from XS Components Failure" below](#)

["Recover from Database Server Failure" on page 7](#)

Recover from XS Components Failure

Scenario: The HP IT Executive Scorecard, Data Warehouse, or SAP BusinessObjects Data Services servers have become unusable, for example the hard disk has crashed. The following procedure describes how to recover the XS and DWH servers.

For distributed deployment:

If only the Data Warehouse server has failed, see ["In case of Data Warehouse server failure:" below](#)

If only the Executive Scorecard server has failed, see ["In case of Executive Scorecard server failure:" on page 6](#)

If Data Warehouse and Executive Scorecard have failed, perform the recovery for both. Perform the DWH recovery procedure first.

For single server (typical) deployment:

If the server has failed, you must perform both recovery procedures. Note the relevant instructions for a single server environment.

Note: For details on recovery from a major SAP BusinessObjects Enterprise server failure that was not installed using Executive Scorecard, see the SAP BusinessObjects Enterprise Disaster Recovery documentation.

In case of Data Warehouse server failure:

1. Activate the XS 9.3 installer on the server.
2. When the post-install wizard opens, run the following SQL statements (on the Management Database):

- a. `USE <Mng_Db_Name>`
`delete dbo.SETTINGS_MANAGEMENT`
`where NAME = 'dwh.is.installed'`

Note: For single server (typical) deployment you must run all of the following statements:

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'dwh.is.installed'
```

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'bo.engine.is.installed' or
NAME = 'bo.in.use'
```

```
USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'xs.is.installed'
```

3. On the Staging Database:

```
USE <Staging_Db_Name>
DROP INDEX [JOB_STREAM_STEP_RT_INX01] ON [dwabc].[JOB_STREAM_STEP_RT]
WITH (
ONLINE = OFF )
GO
```

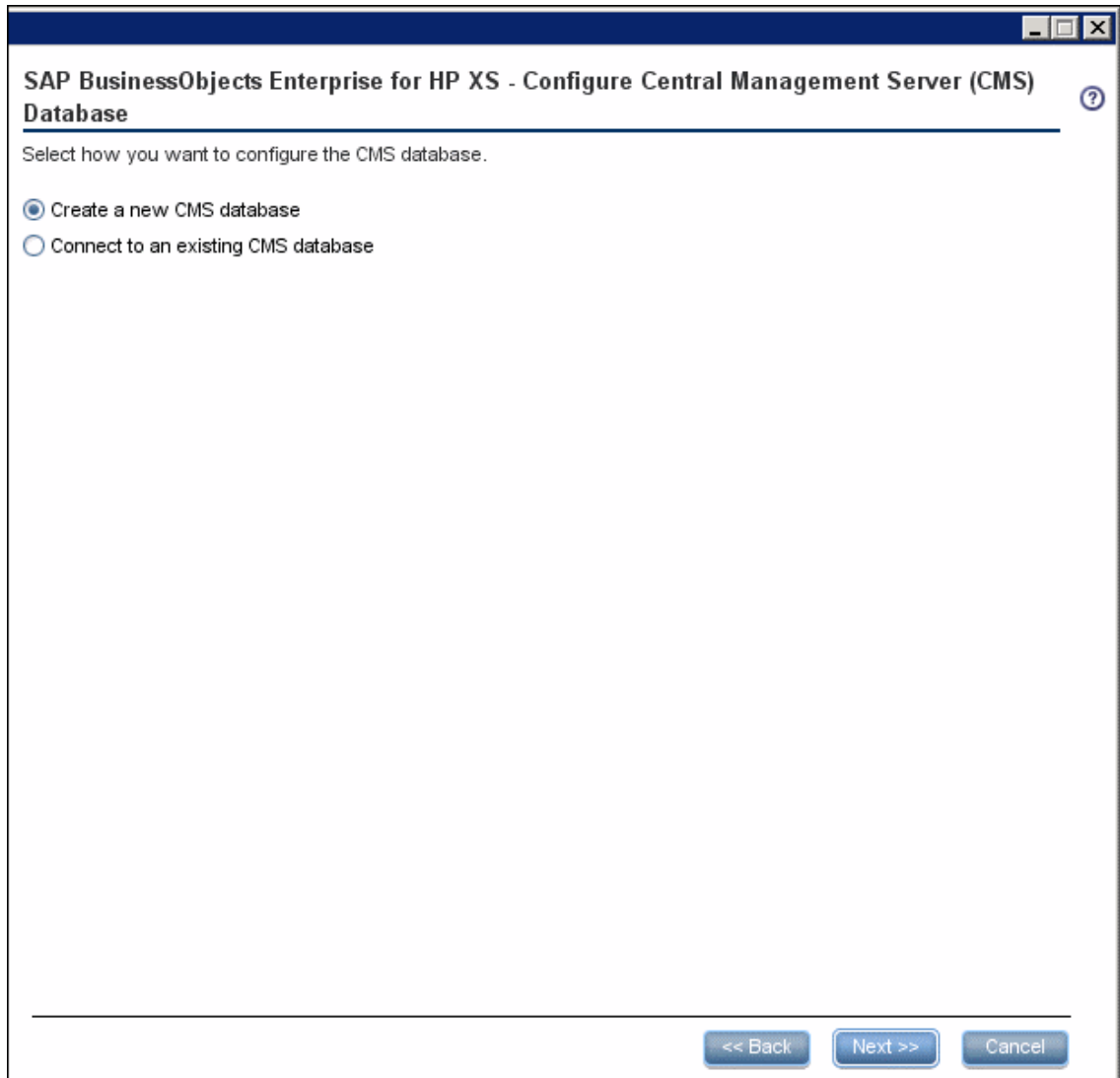
4. Restore the external sources directory contents and the external sources archive directory that were backed up prior to the disaster.
5. Back up: **<agora>\dat\Version.txt** (you will need to restore it later) and override it with a Version.txt file of 9.31 which was saved prior to the disaster.

6. Empty the following script of all of its contents:

<HPXS>\agora\conf\wizard\conf\scripts\database\mssql\dwh_target_views.sql

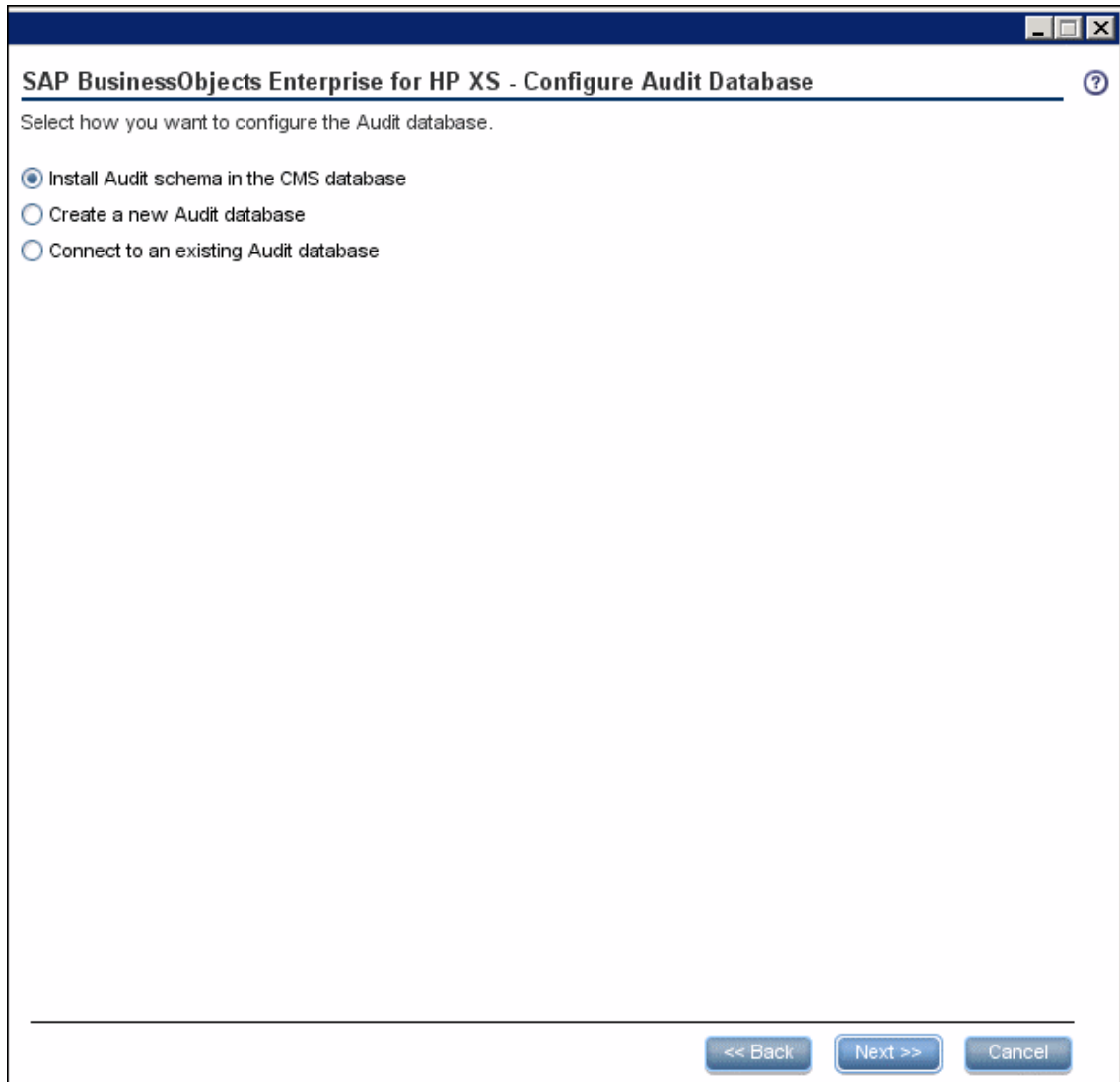
Do not delete the file itself.

7. Continue the post-install process. In the post-install, connect to your existing Management database.
8. In the **SAP BusinessObjects Enterprise Configure Central Management Server (CMS) Database** page, select what you did in the original installation procedure.



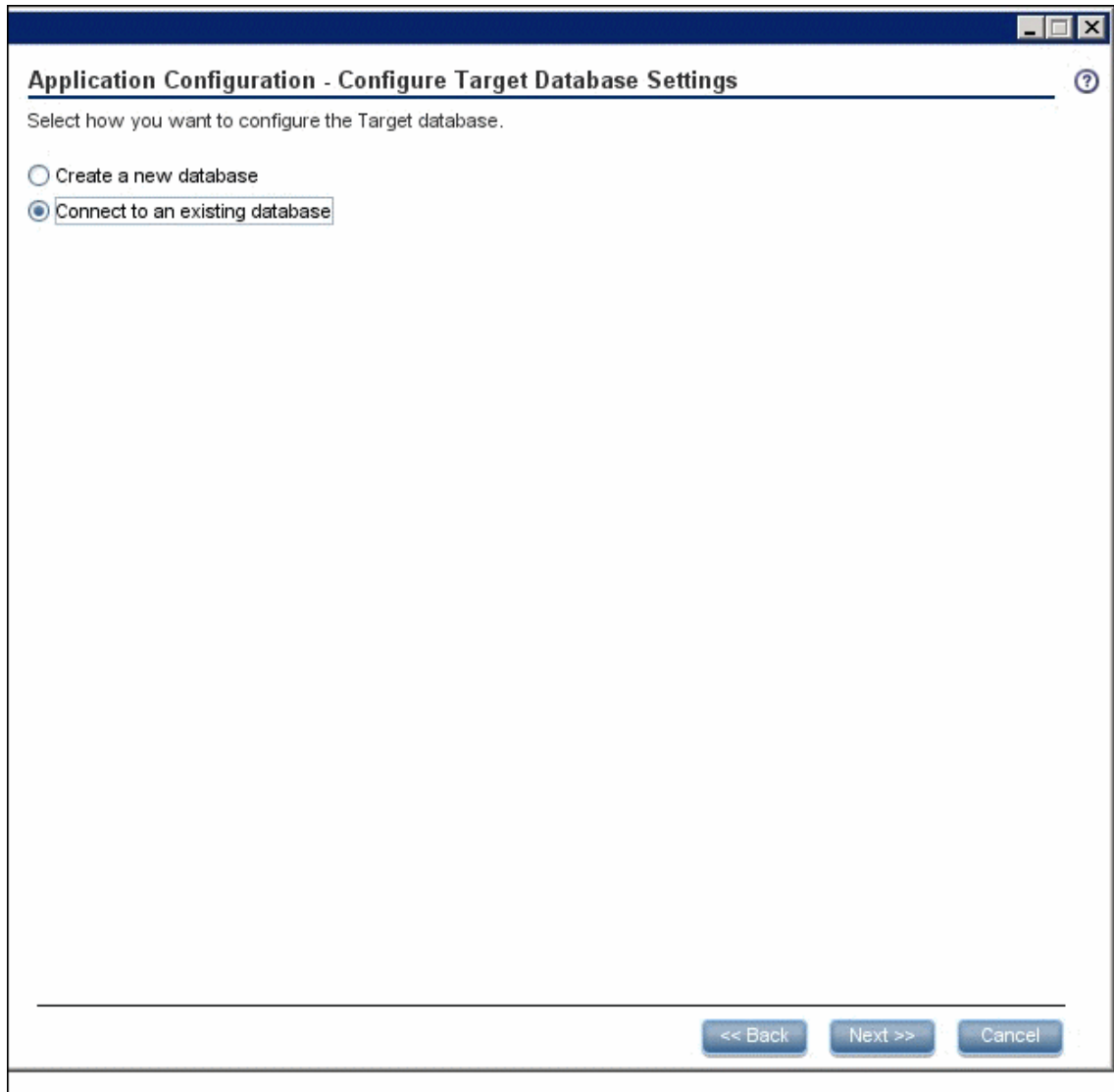
UI Element	Description
Create a new CMS database	Creates a new SAP BusinessObjects Enterprise CMS database.
Connect to an existing CMS database	Connects to an existing SAP BusinessObjects Enterprise CMS database.

9. In the **SAP BusinessObjects Enterprise Configure Audit Database** page, connect to existing CMS database using the original name.



UI Element	Description
Install Audit schema in the CMS database	Installs the Audit database schema as part of the CMS database previously created.
Create a new Audit database	Creates a new Audit database.
Connect to an existing Audit database	Connect to an existing Audit database.

10. In the **Configure Target Database Settings** page, if displayed, select to use the existing target DB.



UI Element	Description
Create a new database	Select to create a new target database.
Connect to an existing database	Select to connect to an existing target database.

11. In the **Define Staging Database Logins** and **Define Target Database Logins** pages, enter your original logins.
12. When the post-install wizard is successfully completed, click **Finish**.
13. Restore the original **Version.txt** file that was saved as a backup into **<agora>\dat**.
14. Activate the XS version 9.31 installer.
15. When the post-install wizard opens, execute the following queries one time:


```
USE <Mng_Db_Name>
UPDATE [Mng_Db_Name].[dbo].[SYS_VER]
```

```
SET [MN] = 30  
GO
```

```
truncate table [dbo].[DB_UPGRADE]
```

```
GO
```

16. Open <agora>\glassfish\glassfish\domains\BTOA. Delete the following folders if they exist: **generated**, **osgi-cache**.
17. Click **Next** to continue the post-install wizard process.
18. Wait for the installation to complete.
19. For each new content pack (SE/IC), that is **NON_ACTIVATED** in the CONTENT_PACK table in the staging DB (because they were activated before the disaster), execute the following command on the DWH server.

```
dw_ds_automation.bat -task Redeploy -cp <Content_Pack_Name>
```

20. Reactivate all of the Content Packs that were activated before the disaster.
21. Run the ETL.

In case of Executive Scorecard server failure:

1. Activate the XS 9.3 installer on the server.
2. When the post-install wizard opens, run the following SQL statements (on the Management Database):
 - a. USE <Mng_Db_Name>
delete dbo.SETTINGS_MANAGEMENT
where NAME = 'xs.is.installed'

Note: For single server (typical) deployment you must run all of the following statements:

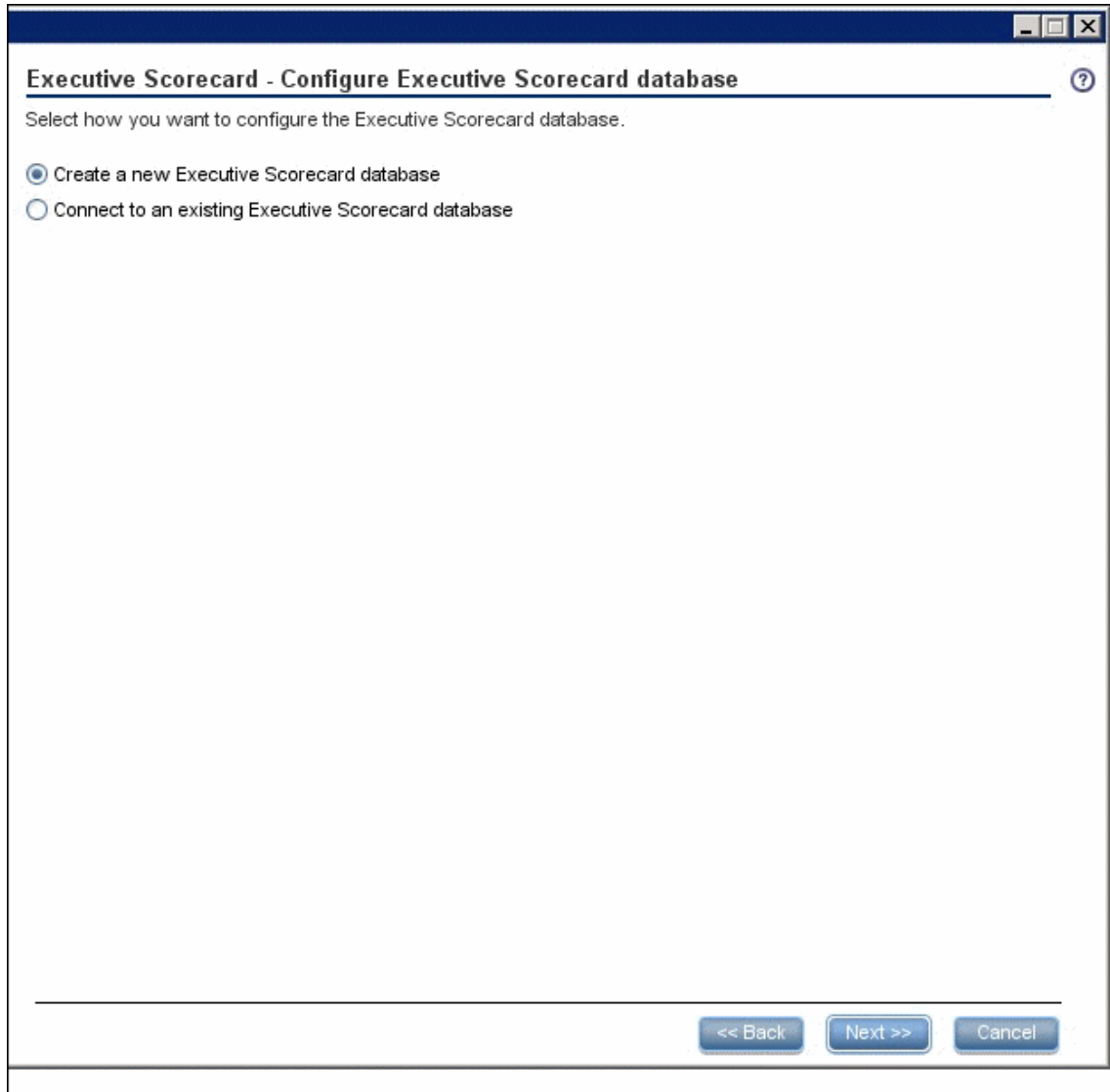
```
USE <Mng_Db_Name>  
delete dbo.SETTINGS_MANAGEMENT  
where NAME = 'dwh.is.installed'
```

```
USE <Mng_Db_Name>  
delete dbo.SETTINGS_MANAGEMENT  
where NAME = 'bo.engine.is.installed' or  
NAME = 'bo.in.use'
```

```
USE <Mng_Db_Name>  
delete dbo.SETTINGS_MANAGEMENT  
where NAME = 'xs.is.installed'
```

3. Back up: <agora>\dat\Version.txt (you will need to restore it later) and override it with a Version.txt file of 9.31 which was saved prior to the disaster.
4. Continue the post-install process. In the post-install, connect to your existing Management database.
5. In the **Configure Executive Scorecard Database** page, select to connect to an existing

database.



UI Element (A-Z)	Description
Create a new Executive Scorecard database	Enables you to create a new Executive Scorecard database.
Connect to an existing Executive Scorecard database	Enables you to connect to an existing Executive Scorecard database.

6. When the post-install is successfully completed, click **Finish**.
7. Restore the original Version.txt file that was saved as a backup into **<agora>\dat**.
8. Activate the XS version 9.31 installer.

Recover from Database Server Failure

In case of a Database server failure:

1. Verify that XS is stopped.
2. Restore the databases from the backup (CMS, MNG, REP, RES, STG, TRG) into the new dbServer.
3. Change the settings as follows.

Note: Passwords, including the admin password, in the new server cannot be changed. You can change after XS is running again.

```

UPDATE [<new_mng_database_name>].[dbo].[SETTINGS_MANAGEMENT]
SET VALUE =
CASE
WHEN NAME = 'new.tenant.db.host.name' THEN '<mng_new_db_server>'
WHEN NAME = 'new.tenant.db.port' THEN '<mng_new_db_port>'
WHEN NAME = 'target.db.server' THEN '<target_new_db_server>'
WHEN NAME = 'target.db.mssql.dbname' THEN '<target_new_db_name>'
WHEN NAME = 'target.db.port' THEN '<target_new_db_port>'
WHEN NAME = 'target.db.admin.username' THEN '<target_new_admin_login_name>'
WHEN NAME = 'bods.db.name' THEN '<bods_new_db_name>'
WHEN NAME = 'bods.db.admin.username' THEN '<bods_new_db_admin_login>'
WHEN NAME = 'bods.db.username' THEN '<bods_new_db_login>'
WHEN NAME = 'bods.db.server' THEN '<bods_new_db_server>'
WHEN NAME = 'bods.db.port' THEN '<bods_db_port>'
WHEN NAME = 'staging.db.mssql.dbname' THEN '<staging_db_name>'
WHEN NAME = 'staging.db.admin.username' THEN '<staging_db_admin_login>'
WHEN NAME = 'staging.db.server' THEN '<staging_db_admin_server>'
WHEN NAME = 'staging.db.port' THEN '<staging_db_port>'
WHEN NAME = 'result.db.host' THEN '<result_db_server>'
WHEN NAME = 'result.db.server' THEN '<result_db_server>'
WHEN NAME = 'result.db.mssql.dbname' THEN '<result_db_name>'
ELSE VALUE
END
    
```

For example:

```

UPDATE [dvm1319_MNG_new].[dbo].[SETTINGS_MANAGEMENT]
SET VALUE =
    
```



```
CASE
WHEN NAME = 'new.tenant.db.host.name' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'new.tenant.db.port' THEN '1433'
WHEN NAME = 'target.db.server' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'target.db.mssql.dbname' THEN 'dvm1319_TRG_new'
WHEN NAME = 'target.db.port' THEN '1433'
WHEN NAME = 'target.db.admin.username' THEN 'sa'
WHEN NAME = 'bods.db.name' THEN 'dvm1319_REP_new'
WHEN NAME = 'bods.db.admin.username' THEN 'sa'
WHEN NAME = 'bods.db.username' THEN 'dvm1319_REP_new'
WHEN NAME = 'staging.db.mssql.dbname' THEN 'dvm1319_STG_new'
WHEN NAME = 'staging.db.admin.username' THEN 'sa'
WHEN NAME = 'staging.db.server' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'staging.db.port' THEN '1433'
WHEN NAME = 'result.db.host' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'result.db.server' THEN 'labm3amdb38.devlab.ad'
WHEN NAME = 'result.db.mssql.dbname' THEN 'dvm1319_RES_new'
ELSE VALUE
END
```

4. Mng DB Details: For each server, in **<agora>\conf\mngdb.properties**, change the values of the following keys:
- central.db.name
 - central.host.name
 - central.user.name
 - central.server
 - central.port
 - mng.db.name
 - mng.host.name
 - mng.user.name
 - mng.server
 - mng.port

- jdbc.url (server, port and DBName)
 - db.username
5. In `<agora>\glassfish\glassfish\domains\BTOA\config\domain.xml` change the properties with the new database details. Search for your old database name in this file, and change it to a new one. In JDBC URL you also should change the port.

Search for:

```
<property name="url"
<property name="databaseName"
```

6. On each server you are performing installation, restart Glassfish (in a distributed environment, it is recommended to order the post-install as follows: BO, DWH, XS).
7. Verify that XS is running, as follows:

- Execute the following URL on the server browser:

http://-

/loca-

lhost:11021/invoke?operation=showServiceInfoAsHTML&objectname=Foundations%3Atype%3DSupervisorM

- If you are prompted for authentication, enter:

Username: admin

Password: admin

- Refresh the execution until the status of XS is STARTED.

9. Recreate the logins and and regenerate logins and users for:

`<HPXS>\agora\DataWarehouse\bin\dw_foundation_setup.bat -taskName initDB`

- a. **For BODS: Run a query on the relevant DB Server (BODS Repository dbServer).**

Note: Keep the same BODS login name (<bods_login_name>) you had before the disaster.

=====

Use master

```
CREATE LOGIN <bods_new_login_name> WITH PASSWORD=N'<the_same_
password>', DEFAULT_DATABASE=<new_bods_database_name>, DEFAULT_
LANGUAGE=[us_english], CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
```

GO

```
use < new_bods_database_name >
```

```
ALTER USER <bods_login_name> WITH LOGIN = <bods_new_login_name>
```

GO

```
ALTER USER <bods_new_login_name> WITH DEFAULT_SCHEMA=[dbo]
```

GO

```
EXEC sp_addrolemember N'db_datareader', N'<new_login_name>'
```

```
GO
EXEC sp_addrolemember N'db_ddladmin', N'<new_login_name>'
GO
EXEC sp_addrolemember N'db_owner', N'<new_login_name>'
GO
```

b. **For XS: Run a query on the relevant DB Server (Target dbServer).**

```
=====
Use master
CREATE LOGIN XS WITH PASSWORD=N'<the_same_password>', DEFAULT_
DATABASE=<new_target_database_name>, DEFAULT_LANGUAGE=[us_english],
CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
GO
use <new_target_database_name>
ALTER USER XS WITH DEFAULT_SCHEMA=XS
GO
EXEC sp_addrolemember N'db_datareader', N'XS'
GO
EXEC sp_addrolemember N'db_ddladmin', N'XS'
GO
EXEC sp_addrolemember N'db_owner', N'XS'
GO
EXEC sp_addrolemember N'DWT_USER_ROLE', N'XS'
GO
ALTER USER XS WITH LOGIN = XS
GO
```

c. **For ITFM: Run a query on the relevant DB Server (Target dbServer).**

```
=====
Use master
CREATE LOGIN itaapp WITH PASSWORD=N'<the_same_password>', DEFAULT_
DATABASE=<new_target_database_name>, DEFAULT_LANGUAGE=[us_english],
CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
GO
use <new_target_database_name>
ALTER USER itaapp WITH DEFAULT_SCHEMA= itaapp
GO
```

```
EXEC sp_addrolemember N'db_datareader', N'itaapp'
GO
EXEC sp_addrolemember N'db_ddladmin', N'itaapp'
GO
EXEC sp_addrolemember N'db_owner', N'itaapp'
GO
EXEC sp_addrolemember N'DWT_USER_ROLE', N'itaapp'
GO
ALTER USER itaapp WITH LOGIN = itaapp
GO
Use master
CREATE LOGIN itafpaqry WITH PASSWORD=N'<the_same_password>', DEFAULT_
DATABASE=<new_target_database_name>, DEFAULT_LANGUAGE=[us_english],
CHECK_EXPIRATION=OFF, CHECK_POLICY=OFF
GO
use <new_target_database_name>
ALTER USER itafpaqry WITH DEFAULT_SCHEMA= itafpaqry
GO
EXEC sp_addrolemember N'db_datareader', N'itafpaqry'
GO
EXEC sp_addrolemember N'db_ddladmin', N'itafpaqry'
GO
EXEC sp_addrolemember N'db_owner', N'itafpaqry'
GO
EXEC sp_addrolemember N'DWT_USER_ROLE', N'itafpaqry'
GO
ALTER USER itafpaqry WITH LOGIN = itafpaqry
GO
```

9. On the DWH server:

■ **BODS Job Server**

- i. On the DWH server, navigate to **Start > SAP BusinessObjects XI 3.2 > Data Services Server Manager**.
- ii. Click **Edit Job Server Config**.
- iii. Double-click the Job Server.

- iv. Delete the associated repository.
- v. Click **OK**.
- vi. Add a new one by entering the following:
 - o Database server name
 - o Database name (BODS Repository database name)
 - o Username (your new Login name)
 - o Password
- vii. Click the Resync button.
- viii. Restart your JobServer from the button at the bottom of the page.

■ **Repository Manager:**

- i. On the DWH server, navigate to **Start > SAP BusinessObjects XI 3.2 > Data Services Management Console**.
- ii. Login to the console. The default is admin/admin, if it has not been changed.
- iii. Select **Administrator**.
- iv. Navigate to **Management > Repositories**.
- v. Remove the existing repository and add a new repository with the new database details. Give the repository the same name as the database name.

■ **BODS Datastores (Glassfish must be running):**

Run the following commands on the DWH server:

- o <HPXS>\agora\DataWarehouse\bin\dw_ds_gen.bat -datastore all -outputdir "<HPXS>\agora\DataWarehouse\tmp\datastores"
- o <HPXS>\agora\DataWarehouse\bin\dw_ds_import.bat -inputdir "<HPXS>\agora\DataWarehouse\tmp\datastores"

10. **On the BOE Server:**

BOE – Update JDBC Connections

- a. Navigate to **Start > BusinessObjects XI 3.1 > BusinessObjects Enterprise > Designer**.
- b. Enter the following parameters:
 - o **System:** localhost:6400
 - o **Username:** administrator
 - o **Password:** <BOE_Password>
 - o **Authentication:** Enterprise
- c. Click **Cancel** in the Welcome page.
- d. Navigate to **Tools > Connections**.
- e. Change all connection details and test the connection for the following: XS_APP_JDBC,

XS_DWH_JDBC, XS_MNG_JDBC, ita_admin, ita_operations

- f. Click **Next**.
 - g. Enter the relevant parameters:
 - o **Connection Pool Mode:** Keep the connection active for
 - o **Pool timeout:** 600
 - o **Array fetch size:** 100
 - o **Array bind size:** 500
 - o **Login timeout:** 500
 - h. Click **Finish**.
11. On the DWH server, run the ETL.