HP Service Health Reporter

for the Windows® operating system

Software Version: 9.20

Disaster Recovery Guide

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Contents

Disaster Recovery

Disaster recovery planning provides for minimizing the business disruption should a significant event affect an entire data center. Possible uses for the disaster recovery configuration include the following:

- Unexpected unavailability of a data center due to natural disaster.

- Anticipated unavailability of a server or data center due to natural events (for example, a forecasted hurricane), facilities maintenance, or data center movement.

Disaster recovery is different from high availability in that with disaster recovery, downtime is expected. Generally, disaster recovery configuration includes both of the following processes:

1 Setting up redundant hardware and software at a disaster recovery location that is remote to the primary, operational location.

2 Providing for one-way replication of application data to the disaster recovery location.

Planning Disaster Recovery of HP Service Health Reporter

Disaster recovery of HP Service Health Reporter (SHR) includes planning for taking regular backups of SHR databases, and backing up key configuration and license files. SHR enables you to back up and recover the Sybase IQ database, the SAP BusinessObjects database, and the SAP BusinessObjects file store to prevent data loss in the event of a disaster. It is recommended that you take regular backup of the Sybase IQ database, the SAP BusinessObjects database, and the SAP BusinessObjects file store before you begin using SHR in production.

SHR provides the following database backup options:

- **Full Backup:** A full backup enables you to take a complete backup of the following SHR databases (including the database files and transaction logs):

  — Sybase IQ

  — SAP BusinessObjects (MySQL)

  — Management database tables (PostgreSQL)

  In addition, you can take a complete backup of the SAP BusinessObjects file store.

  It is recommended to take a full backup every week.

- **Incremental Backup:** An incremental backup enables you to take a backup of the transaction logs. It takes a backup of the files that have been modified or added since the last full backup. It is recommended to take an incremental backup daily.

You must schedule the full backup and the incremental backup tasks to run at regular intervals.

In the event of a database failure, HP Service Health Reporter enables you to recover the database from the backup location.

Additionally, you must retain the SHR 9.20 media and note down the details of the hardware of the system where SHR is currently installed.

Prerequisites

Apply the following hotfixes on the SHR system:

- SHR_92_HF_001
- SHR_92_HF_007

To obtain these hotfixes, contact HP Support.

Backing Up SHR

Backing Up the Sybase IQ Database

Task 1: Edit the Backup Scripts

HP Service Health Reporter provides two backup scripts, one each for full backup and incremental backup respectively, that you must edit to fit your requirements before you begin the backup process. These scripts are available in the `%PMDB_HOME%\scripts\Sybase` folder. The scripts are:

- For Full Backup: `%PMDB_HOME%\scripts\Sybase\IQ_backup_full.sql`
- For Incremental Backup:
  `%PMDB_HOME%\scripts\Sybase\IQ_backup_incr_since_full.sql`

To edit the scripts, follow these steps:

1 Browse to the `%PMDB_HOME%\scripts\Sybase` folder.

2 Open `IQ_backup_full.sql` with the Notepad application.

   In the last parameter within the .sql script, enter the location where you want to save the backup files. For example, for the following .sql script, you can enter `E:\HP-SHR\Backup` as the location for backup.

   ```
   dsi_pmdb_backup
   'FULL',NULL,'READWRITE_FILES_ONLY',NULL,NULL,NULL,NULL,NULL,'D','location_for_backup'
   ```

   Similarly, for the incremental backup, enter the location for backup as follows:

   ```
   dsi_pmdb_backup
   'INCREMENTAL_SINCE_FULL',NULL,'READWRITE_FILES_ONLY',NULL,NULL,NULL,NULL,NULL,'D','location_for_backup'
   ```

   ▶ For an SHR installation with a remote database, **location_for_backup** denotes a valid path on the SybaseIQ database server.

The scripts are run through two batch files `Execute_FullBackup_Script.bat` and `Execute_IncrSncFullBackup_Script.bat` for full backup and incremental backup respectively. These batch files are available in `%PMDB_HOME%\scripts\`.

After the scripts are run, a database backup is created with file name suffixed with day of the week at the specified location.

Task 2: Edit the Copy Backup Script

HP Service Health Reporter provides a Copy Backup script that takes a backup of the previous full backup file in the specified location.

To edit the copy backup script, enter the location of the existing full backup file and the location where you want to save the copied files before starting the full backup procedure.

```
COPY "location of existing full backup file" "copy to location">
%PMDB_HOME%\tmp\Copy_Backup.txt 2>&1 /Y /V
```

An example of the script is as follows:

```
COPY "E:\HP-SHR\Backup\Full*" "E:\HP-SHR\Backup\Old\" >
%PMDB_HOME%\tmp\Copy_Backup.txt 2>&1 /Y /V
```

Task 3: Schedule the Backup

To take regular backup of the database, you must schedule to run the backup scripts by using the Windows Task Scheduler. It is recommended to run a full backup once a week and an incremental backup once a day.

Schedule to Run the Copy Backup Script

The Copy Backup script creates a copy of the full backup database files in the specified location to avoid overwriting an existing full backup. You must schedule to run the Copy Backup script every time before you run the full backup script.
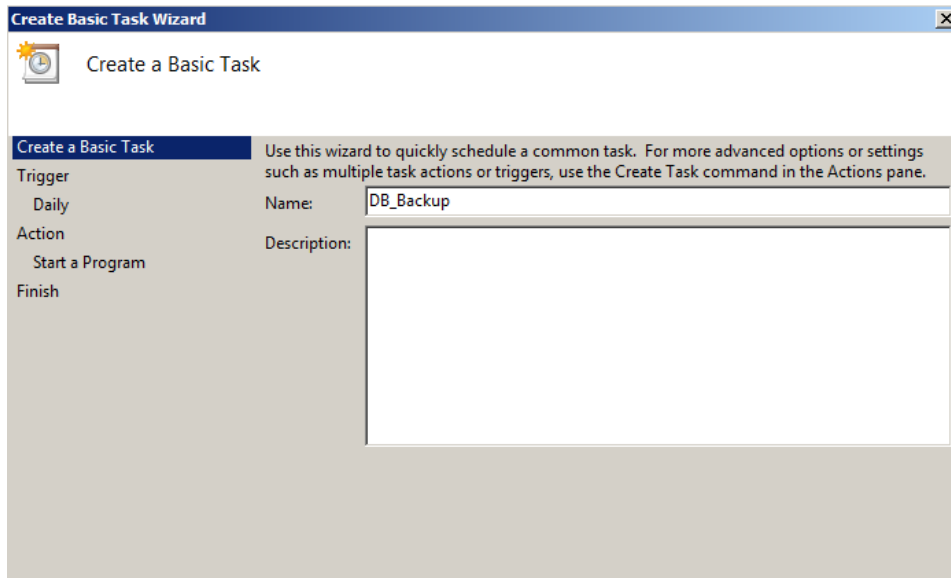
On Windows 2003

1   Go to **Start-> Settings -> Control Panel -> Scheduled Tasks.**

2   Double-click **Add Scheduled Task**. The Scheduled Task wizard opens.

3   Click **Next.**

4   Browse to `%PMDB_HOME%\scripts`, and then select `CopyBackup.bat.`

5   Click **Next**.

6   Type a name for the task and click **Weekly** under **Perform this task**. This defines the frequency at which the task will be performed.

7   Click **Next**.

8   Select the time and day you want the task to begin:

   a   Set the start time.

   b   Do not change the default value of 1 for the frequency of weeks.

   c   Select the day of the week. It is recommended to schedule this task on a day when the workload is less. You can select multiple days if you want to take a full backup more than once a week.
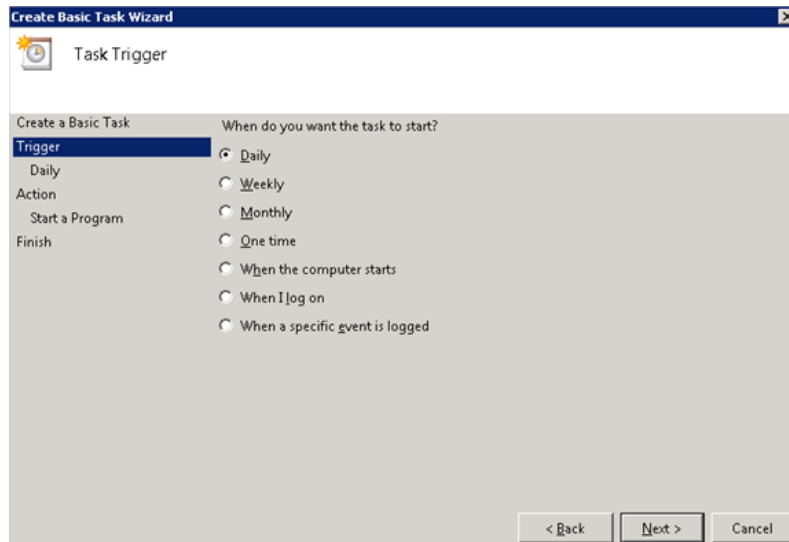
9   Click **Next**.

10 Enter the user name and password to set the account information.
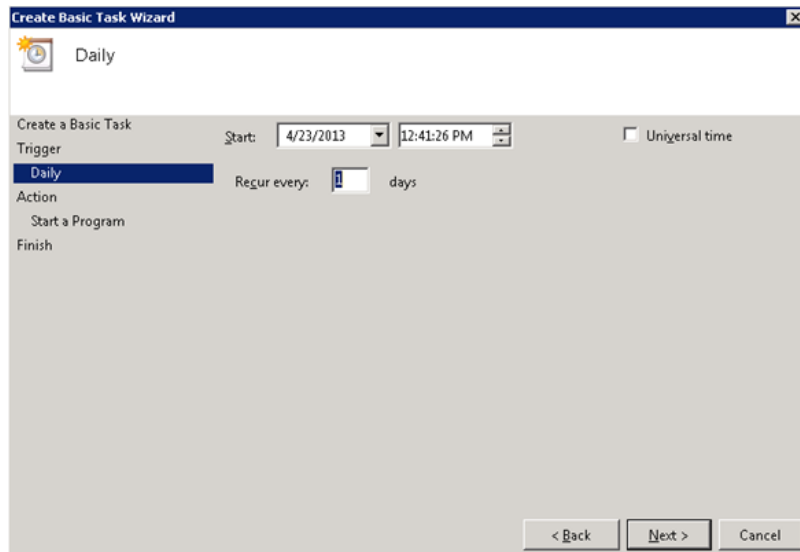
11 Click **Finish**.

On Windows 2008

1 Go to **Start-> Control Panel -> System and Security -> Administrative Tools -> Schedule Tasks**. The Task Scheduler window opens.

2 In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard opens.
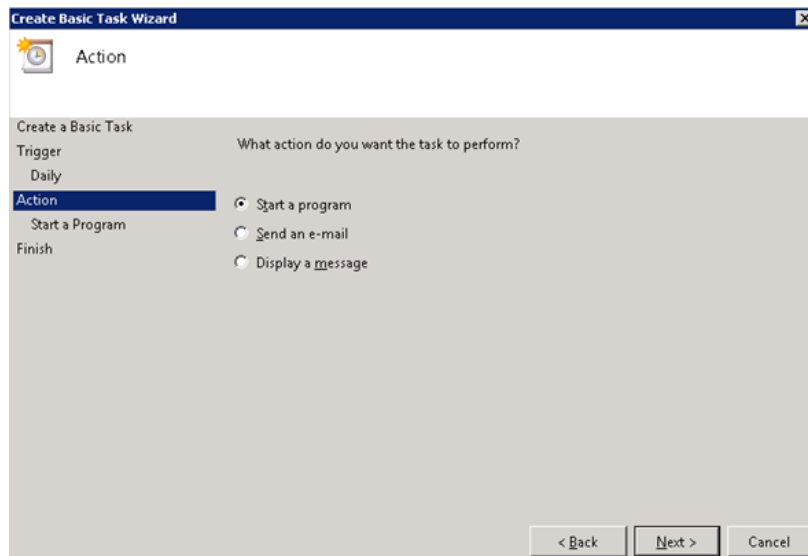

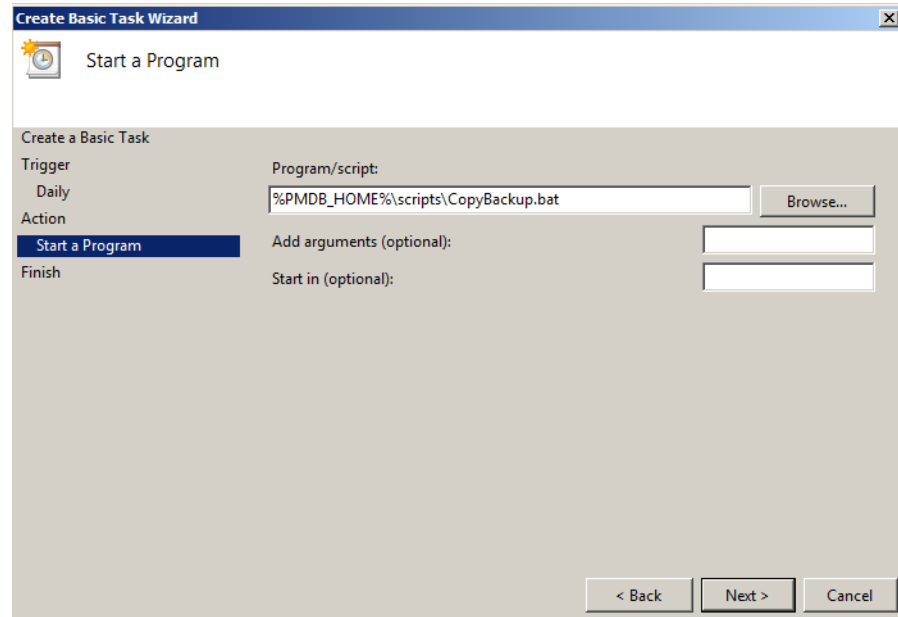**3** Type a name for the task, and then click **Next.**

4   Select Daily, and then click **Next**.

5   Select the start time, type one in the Recur every field, and then click **Next**.

6   Select **Start a program**, and then click **Next**.

7   Browse to `%PMDB_HOME%\scripts`, select `CopyBackup.bat`, and then click **Next**.

8   Click **Finish**.

Schedule to Run the Full Backup Script

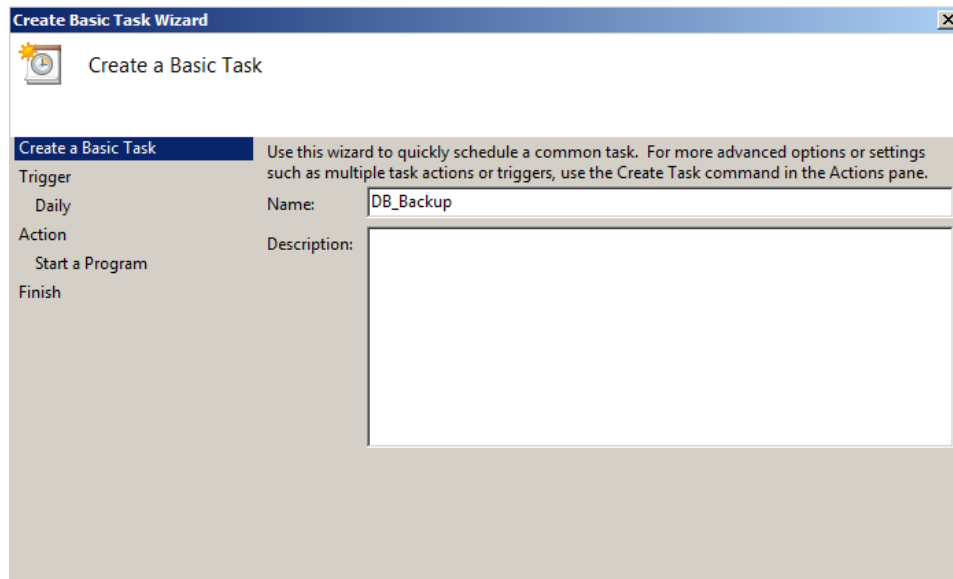You must schedule to run the Full Backup script **after** the Copy Backup script.

On Windows 2003

1   Go to **Start-> Settings -> Control Panel -> Scheduled Tasks.**

2   Double-click **Add Scheduled Task**. The Scheduled Task wizard opens.

3   Click **Next.**

4   Browse to `%PMDB_HOME%\scripts` and then select
     `Execute_FullBackup_Script.bat`. Click **Next**.

5   Type a name for the task and click **Weekly** under **Perform this task**. This defines the
     frequency at which the task will be performed. Click **Next**.

6   Select the time and day you want the task to begin:

     a   Set the start time.

     b   Do not change the default value of 1 for the frequency of weeks.

     c   Select the day of the week. It is recommended to schedule this task on a day when the
          workload is less. You can select multiple days if you want to take a Full Backup more
          than once a week.

7   Click **Next**.

8   Enter the user name and password to set the account information.

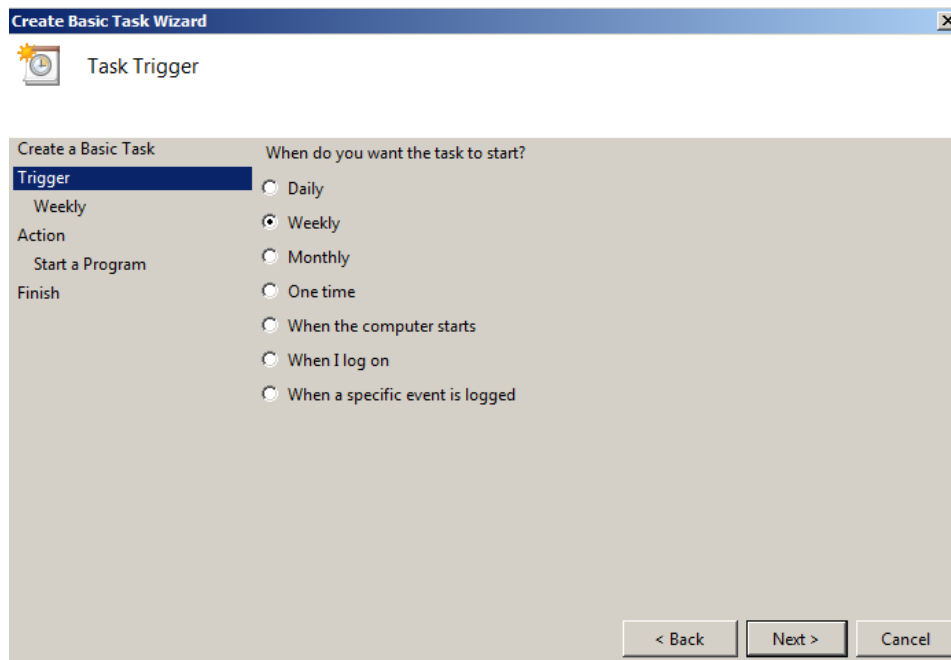9   Click **Finish**.

On Windows 2008

1   Go to **Start-> Control Panel -> System and Security -> Administrative Tools -> Schedule Tasks**.
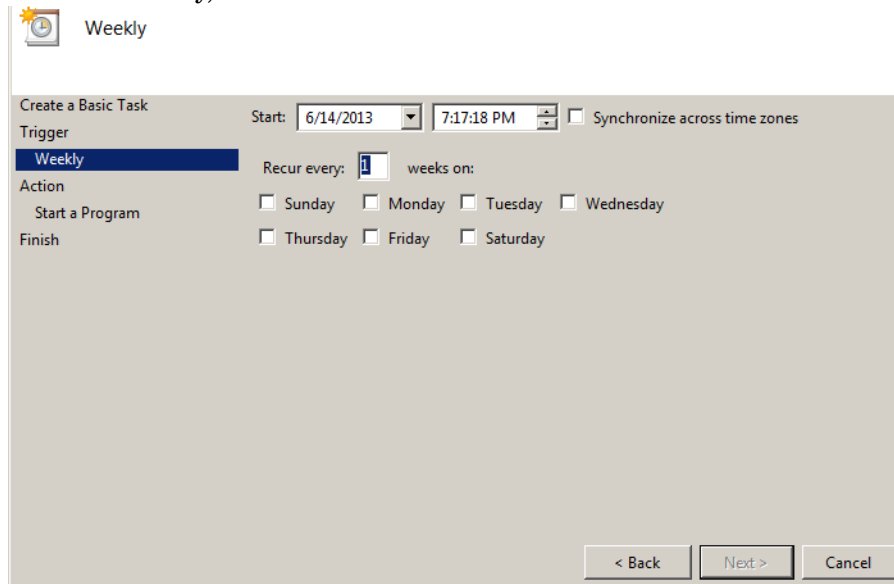   The Task Scheduler window opens.

2   In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard opens.
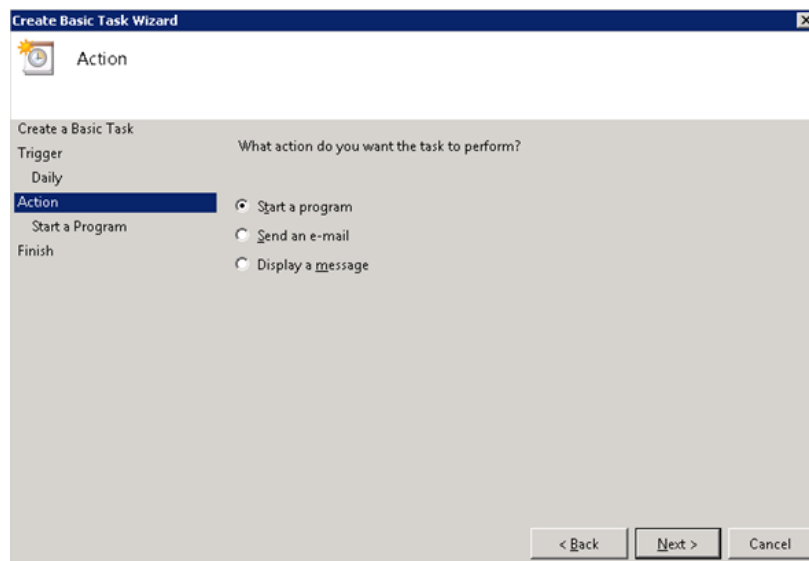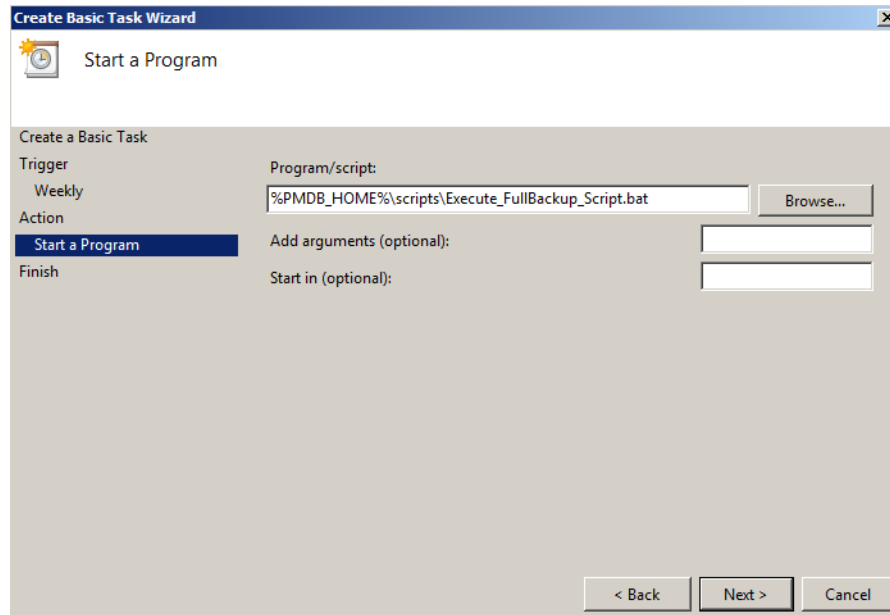

3   Type a name for the task, and then click **Next.**

4　Select Weekly, and then click **Next**.

5　Select the start time, day of the week, type one in the Recur every field, and then click **Next**.

6   Select **Start a program**, and then click **Next**.

7   Browse to `%PMDB_HOME%\scripts`, select `Execute_FullBackup_Script.bat`, and then click **Next**.

8   Click **Finish**.

Schedule to Run the Incremental Backup Script

You must schedule to run the Incremental Backup script once a day.

On Windows 2003

1   Go to **Start-> Settings -> Control Panel -> Scheduled Tasks.**

2   Double-click **Add Scheduled Task**. The Scheduled Task wizard opens.

3   Click **Next.**

4   Browse to `%PMDB_HOME%\scripts`, and then select `Execute_IncSncFullBackup_Script.bat.` Click **Next**.

5   Type a name for the task and click **Daily** under **Perform this task**. This defines the frequency at which the task will be performed. Click **Next**.

6   Select the time and day you want the task to begin:

    a   Set the start time.

    b   Do not change the default value of **Daily** under **Perform this task**.

    c   Set the start date.

7   Click **Next**.

8   Enter the user name and password to set the account information.
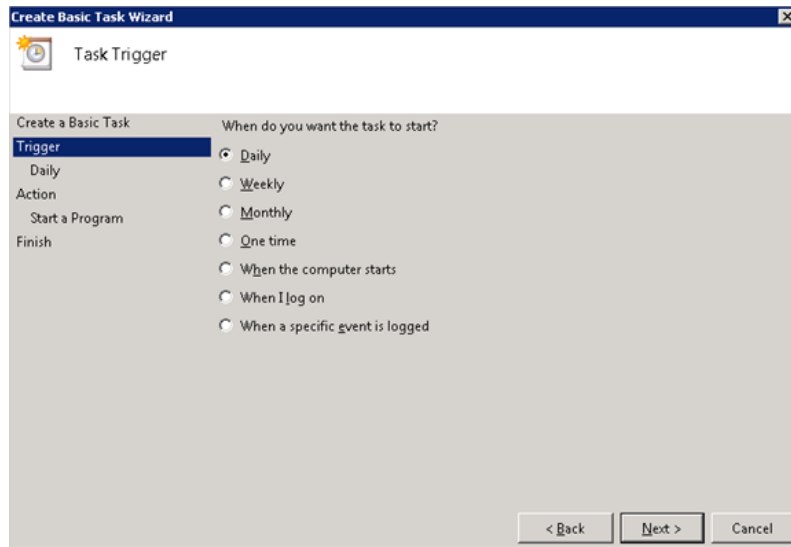
9   Click **Finish**.

On Windows 2008

1   Go to **Start-> Control Panel -> System and Security -> Administrative Tools -> Schedule Tasks**. The Task Scheduler window opens.

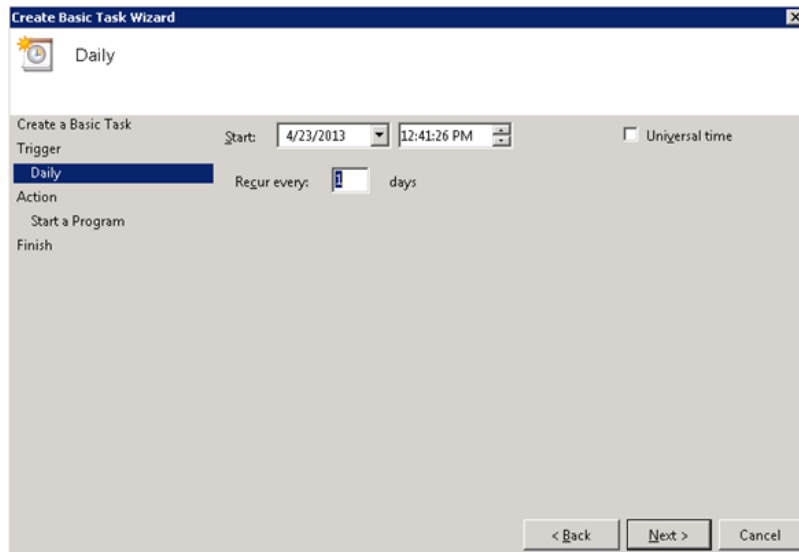2   In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard opens.
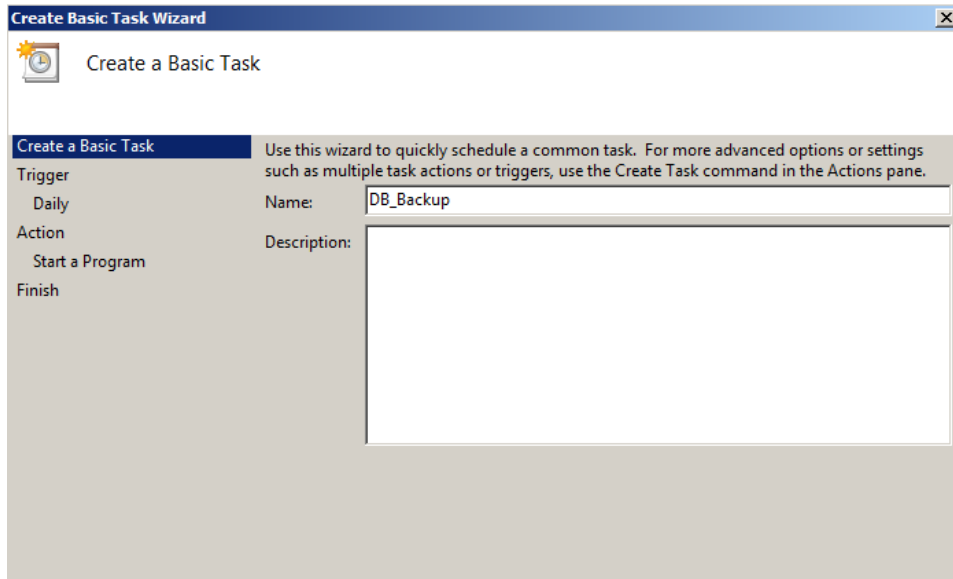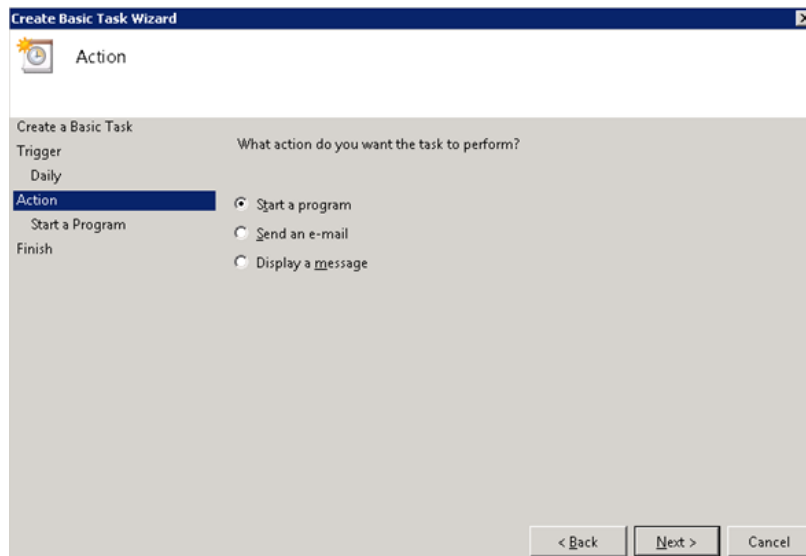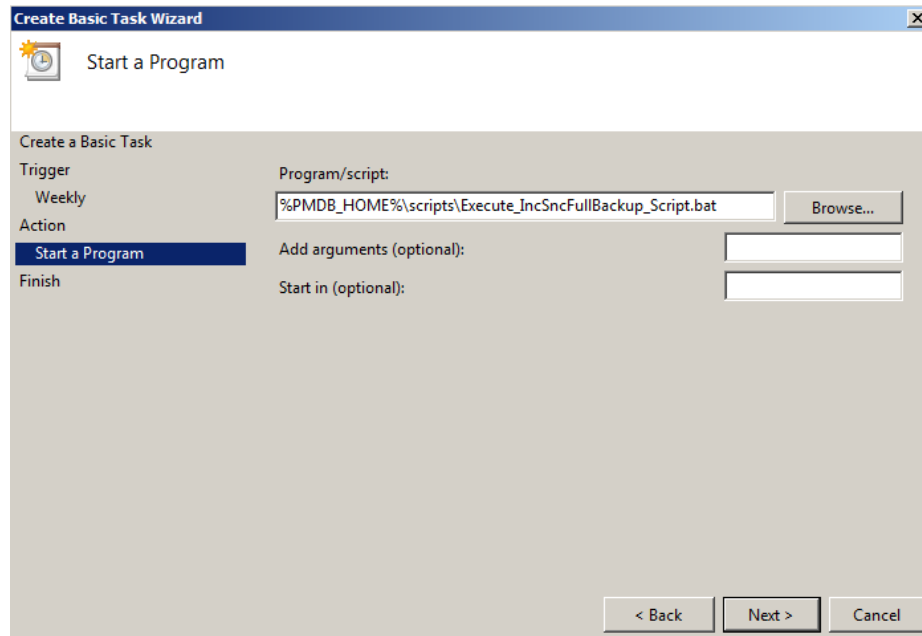

3   Type a name for the task, and then click **Next.**

4   Select Daily, and then click **Next**.

5   Select the start time, type one in the Recur every field, and then click **Next**.

6 Select **Start a program**, and then click **Next**.

7 Browse to `%PMDB_HOME%\scripts`, select `Execute_IncSncFullBackup_Script.bat`, and then click **Next**.

8 Click **Finish**.

Backing Up the SAP BusinessObjects Database and File Store

The `%PMDB_HOME%\scripts\full_backup.bat` script helps you take a backup of the SAP BusinessObjects database and file store. To schedule the backup, follow these steps:

On Windows 2003

1 Go to **Start-> Settings -> Control Panel -> Scheduled Tasks.**

2 Double-click **Add Scheduled Task**. The Scheduled Task wizard opens.

3 Click **Next.**

4 Browse to `%PMDB_HOME%\scripts`, and then select `full_backup.bat.`

5 Click **Next**.

6 Type a name for the task and click **Daily** under **Perform this task**. This defines the frequency at which the task will be performed.

7 Click **Next**.

8 Select the time and day you want the task to begin:

a Set the start time.

b Do not change the default value of **Daily** under **Perform this task.**

c Set the start date.

9 Click **Next**.

10 Enter the user name and password to set the account information.

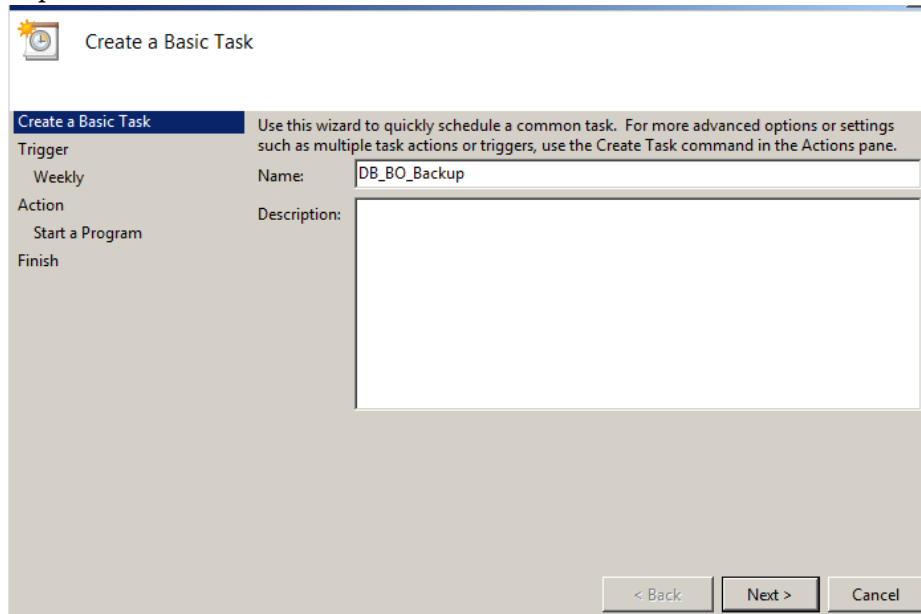11 Select the Open advanced properties... check box.

12 Click **Finish**. The dialog box for advanced properties opens.

13 In the Run field, type the following arguments after `full_backup.bat`:

<backup_path> <SAP_BusinessObjects_db> <SAP_BusinessObjects_filestore>

In this instance:
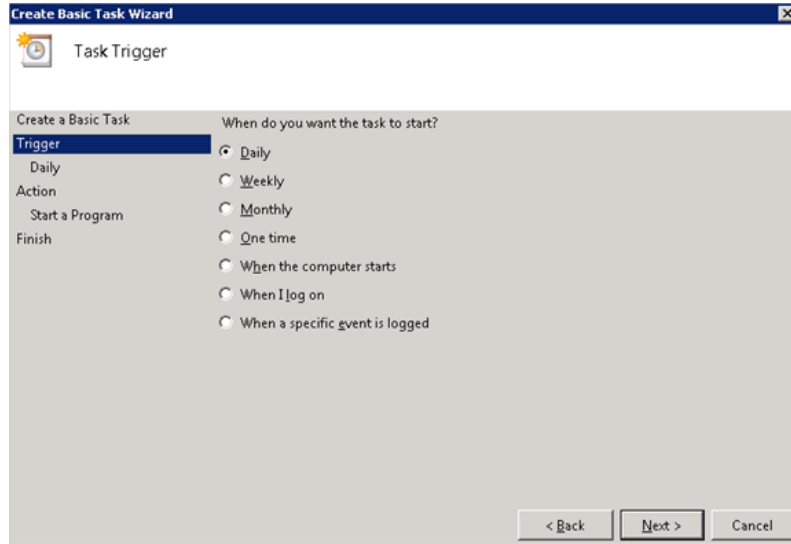
- *<backup_path>* is the location where you want to store the backed-up files and data.

- *<SAP_BusinessObjects_db>* is the directory where the SAP BusinessObjects database is located. By default, this is `C:\Program Files (x86)\Business Objects\MySQL5`.

- *<SAP_BusinessObjects_filestore>* is the directory where the SAP BusinessObjects file store is located. By default, this is `C:\Program Files (x86)\BusinessObjects\BusinessObjects Enterprise 12.0\FileStore`.
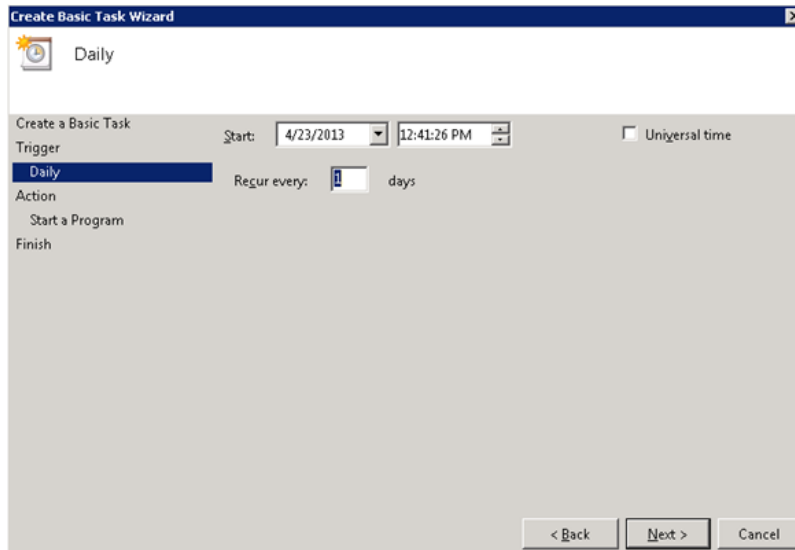
On Windows 2008

1 Go to **Start-> Control Panel -> System and Security -> Administrative Tools -> Schedule Tasks**. The Task Scheduler window opens.

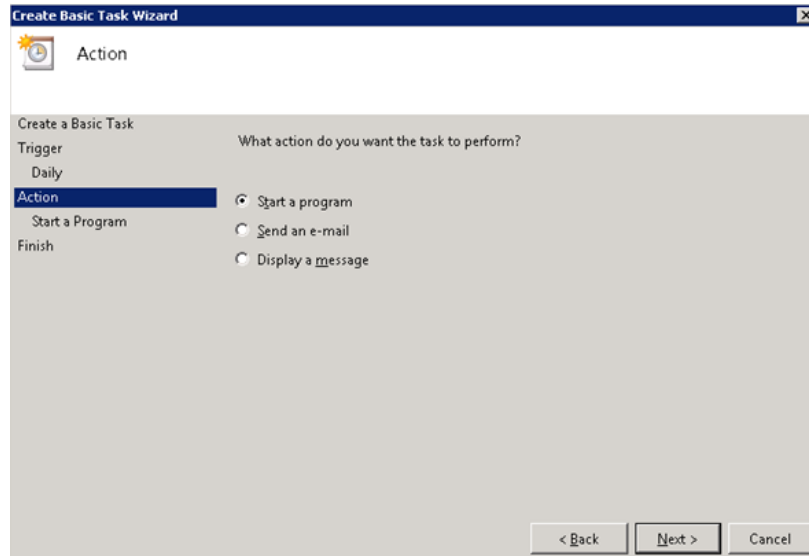2 In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard opens.
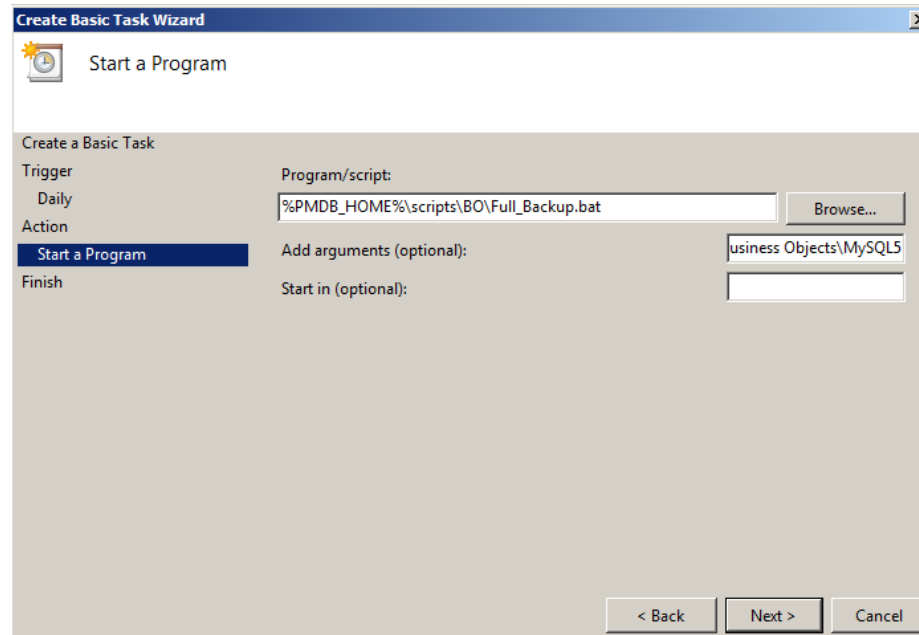
3   Type a name for the task, and then click **Next.**

4   Select Daily, and then click **Next**.

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5   Select the start time, type one in the Recur every field, and then click **Next**.

6   Select **Start a program**, and then click **Next**.

7   Browse to `%PMDB_HOME%\scripts`, select `Full_Backup.bat`, and then click **Next**.

8   In the Add arguments field, type the following details:

<backup_path> <SAP_BusinessObjects_db> <SAP_BusinessObjects_filestore>

🚩   Include a space between two items.

In this instance:

- *<backup_path>* is the location where you want to store the backed-up files and data.
- *<SAP_BusinessObjects_db>* is the directory where the SAP BusinessObjects database is located. By default, this is `C:\Program Files (x86)\Business Objects\MySQL5.`

- *<SAP_BusinessObjects_filestore>* is the directory where the SAP BusinessObjects file store is located. By default, this is `C:\Program Files (x86)\BusinessObjects\BusinessObjects Enterprise 12.0\FileStore`.

9 Click **Finish**.

Backing Up the Management Database Table

Task 1: Edit the Backup Scripts

HP Service Health Reporter provides the `%PMDB_HOME%\scripts\backup_aggregate_control.sql` and `%PMDB_HOME%\scripts\DB_tables_backup.bat` scripts to back up the management database table. You must manually edit the `backup_aggregate_control.sql` script to specify the backup location. To edit the script, follow these steps:

1 Browse to the `%PMDB_HOME%\scripts` folder.

2 Open `backup_aggregate_control.sql` with a text editor.

3 Go to the following line:

```
Copy dwabc.AGGREGATE_CONTROL TO
E'E:\\bo_backup\\backup_AGGREGATE_CONTROL.dat'
```

4 Replace `E:\\bo_backup` with the directory where you want to back up the data.

> While specifying the directory path, type \\ instead of \.

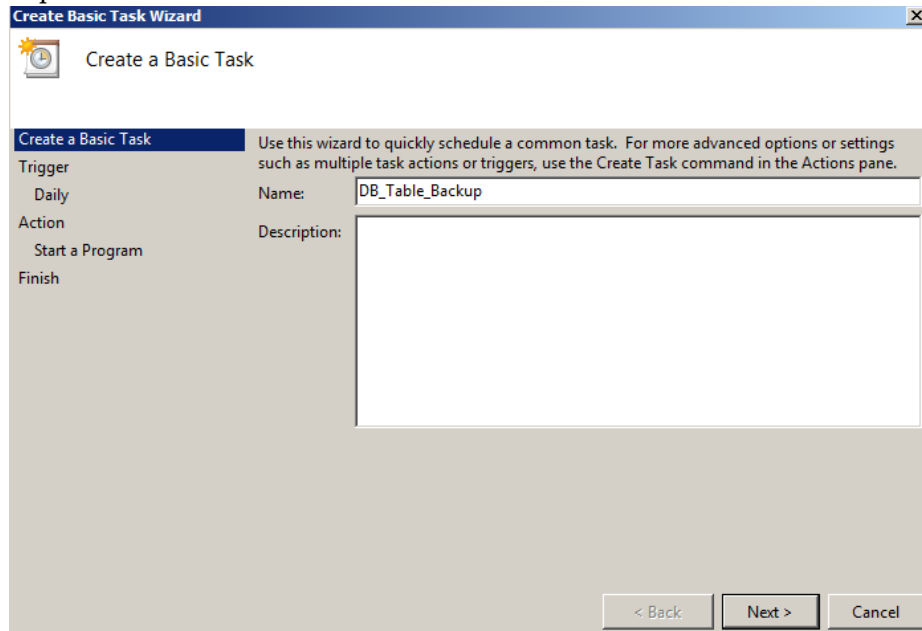5 Save the file.

Task 2: Schedule to Run the Backup Script

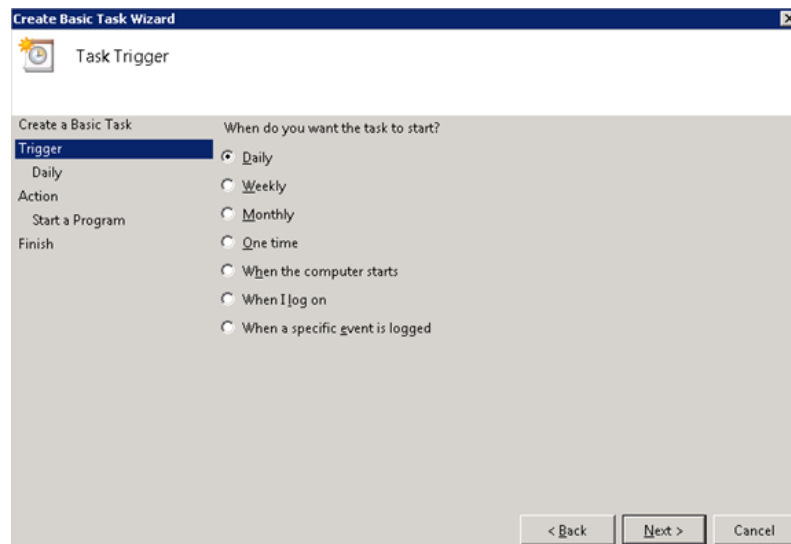You must schedule to run the backup script once a day.

On Windows 2003

1 Go to **Start-> Control Panel -> Scheduled Tasks.**

2 Double-click **Add Scheduled Task**. The Scheduled Task wizard opens.

3 Click **Next.**

4 Browse to `%PMDB_HOME%\scripts`, and then select `DB_tables_backup.bat`.

5 Do not type anything in the Add arguments field.

6 Click **Next**.

7 Type a name for the task and click **Daily** under **Perform this task**. This defines the frequency at which the task will be performed.

8 Click **Next**.

9 Select the time and day you want the task to begin:

a Set the start time.

b Do not change the default value of **Daily** under **Perform this task**.

c Set the start date.

10 Click **Next**.

1   Go to **Start-> Control Panel -> System and Security -> Administrative Tools -> Schedule Tasks**. The Task Scheduler window opens.

2   In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard opens.
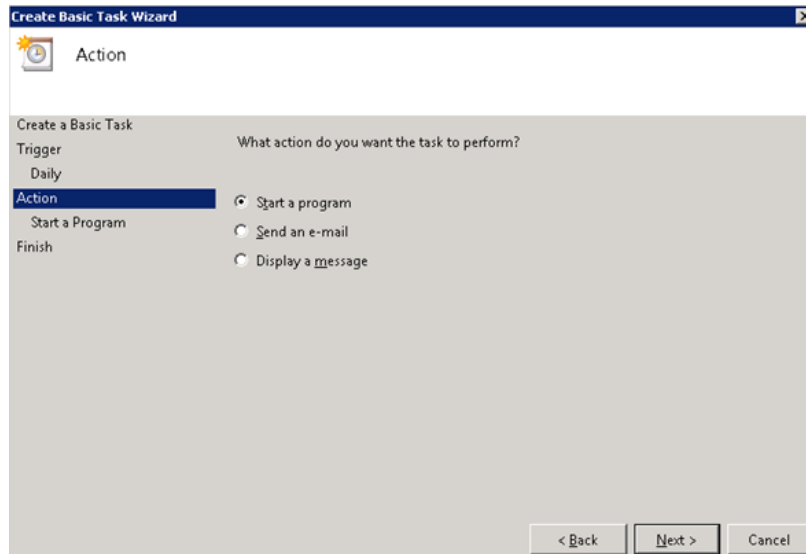

3   Type a name for the task, and then click **Next.**
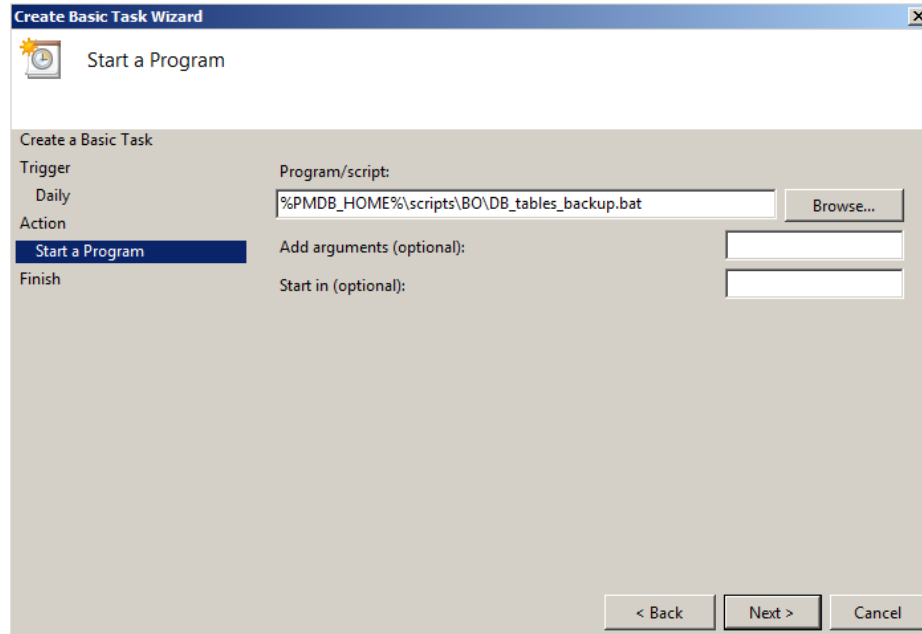
4   Select Daily, and then click **Next**.

5   Select the start time, type one in the Recur every field, and then click **Next**.

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6   Select **Start a program**, and then click **Next**.

7   Browse to `%PMDB_HOME%\scripts`, select `DB_tables_Backup.bat`, and then click **Next**.

Backing Up License Files

Back up the following license files:

- `%PMDB_HOME%\AutoPass\data\LicFile`
- `%PMDB_HOME%/\config\license\BOLic.txt`

Backing Up Configuration Files

Back up the following configuration files:

- `%PMDB_HOME%\data\config.prp`
- `%PMDB_HOME%\config\collection.properties`
- *<SHR Installation_Directory>*\Sybase\IQ-15_4\scripts\pmdbConfig.cfg
- All XML files under `%PMDB_HOME%/data/downtime`

Restoring SHR

Before restoring the backed-up data, licenses, and configuration files, you must install SHR 9.20 on the system with the SHR 9.20 media. After the installation is complete, you must transfer all backed-up data into a local directory on the system, and then apply the hotfixes specified in Prerequisites on page 8.

Restoring the Sybase IQ Database

In the event of a database failure HP Service Health Reporter enables you to restore the database from an existing database backup. Follow these steps:

1 Stop the HP_PMDB_Platform_Sybase service by following these steps:

   a Click **Start** → **Run**. The Run dialog box opens.

   b Type `services.msc` in the **Open** field, and then press **ENTER**. The Services window opens.

   c On the right pane, right-click the **HP_PMDB_Platform_Sybase** service, and then click **Stop**.

2 Search for all files with extensions `.db`, `.log`, and `.iq` from the database file location and move these files to any other location on the system. These files are recreated by the restore process.

3 Start SybaseIQ server. At the command prompt run the following command:

   ```
   start_iq
   @<installation_directory>\Sybase\IQ-15_4\scripts\pmdbConfig.cfg
   ```

   Type the command in a single line.

4 Connect to SybaseIQ server by following these steps:

   a On the HP Service Health Reporter system, click **Start-> Run**. The Run dialog box opens.

   b Type `dbisql` in the Open field and press **ENTER**. The Connect dialog box on Interactive SQL program opens.

   c On the **Identification** tab, type the following:

      – In the User ID field type `dba`

      – In the Password field type `sql`

      – In the Server Name field type the name of the server where the HP Service Health Reporter SybaseIQ database is installed

      – In the Database name field type `utility_db`

   d Click **Connect**. The Interactive SQL window opens.

5 Restore the Full Backup.

   On the SQL Statements box type the following sql statement:

   RESTORE DATABASE *<path of the database>* **FROM** *<location where the backup file is saved>*

   For example: **RESTORE DATABASE** E:\SybaseDB\pmdb.db **FROM** E:\HP-SHR\backup\Full.Sunday

6 Restore the Incremental Backup, if any, after restoring a Full Backup.

   If several incremental backup files are available, select and restore the latest incremental backup. For example, if the database fails on a Thursday and a Full Backup had been taken on the previous Sunday, you must restore the Full Backup files of Sunday followed by the Incremental Backup taken on the previous Wednesday.

   To restore the Incremental Backup on the SQL Statements box type the following sql statement:

> **RESTORE DATABASE** *<path of the database>* **FROM** *<location where the incremental backup file is saved>*

For example: **RESTORE DATABASE** `E:\SybaseDB\pmdb.db` **FROM** `E:\HP-SHR\backup\Incr_sncfull.Wednesday`

Restoring SAP BusinessObjects Database and File Store

To restore the SAP BusinessObjects database and file store, follow these steps:

1   Log on to the SHR system and open SAP BusinessObjects Central Configuration Manager.

2   Stop the Server Intelligence Agent.

3   Rename the existing file store folder. The default location of the file store is `C:\Program Files (x86)\BusinessObjects\BusinessObjects Enterprise 12.0\FileStore`.

   You can rename it to `FileStore_old`.

4   Run the restore script:

   full_restore.bat *<backedup_path>* **"***<mysqldirpath>***"**   **"***<Filestorepath>***"** *<backupfoldername>*

   In this instance:

   - *<backedup_path>* is the directory where you placed the backed-up SAP BusinessObjects database files

   - *<mysqldirpath>* is the SAP BusinessObjects database directory (default: `C:\Program Files (x86)\Business Objects\MySQL5`)

   - *<Filestorepath>* is the SAP BusinessObjects file store directory (default: `C:\ProgramFiles(x86)\Business Objects\BusinessObjects`)

   - *<backupfoldername>* is the folder within where backed-up files are present

5   Delete the original SAP BusinessObjects server:

   a   Run `mysql.exe` located at *<SAP_BusinessObjects_Install_Directory>*`\Business Objects\MySQL5\bin` folder.

   b   Run the following command:

   mysql> use boe120;

   c   Delete the original server by running the following command:

   delete from cms_infoobjects6 where parentid=16 or parentid=59;

6   Create a new Server Intelligent Agent:

   a   From the Start menu, click **Programs > BusinessObjects XI 3.1 > Central Configuration Manager**. The Central Configuration Manager window opens.

   b   In the Central Configuration Manager window, note down the name of the Server Intelligence Agent (displayed within parenthesis).
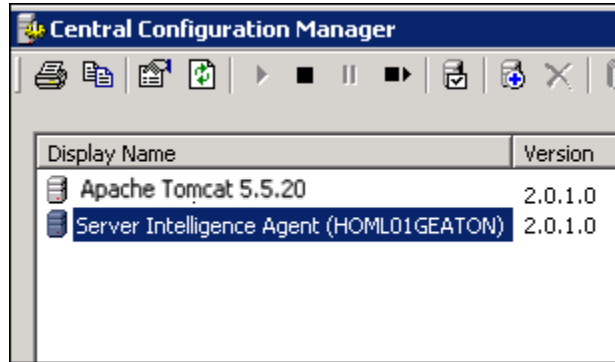
c   Go to *<SAP_BusinessObjects_Install_Directory>*\Business Objects Enterprise
    12.0\win32_x86.

d   Delete all files that start with _boe.

e   Delete the Server Intelligence Agent by running the following command:

    sc delete boe120sia*<name>*

    In this instance, *<name>* is the name of the Sever Intelligence Agent that you noted
    down in step b.

    The following message appears in the command line console:

    [SC] DeleteService SUCCESS

f   In the Central Configuration Manager window, right-click and stop Apache Tomcat,
    and then click **Add Server Intelligent Agent** ( ). The Add Server Intelligence Agent
    wizard opens.

g   In the Add Server Intelligence Agent wizard, click **Next**.
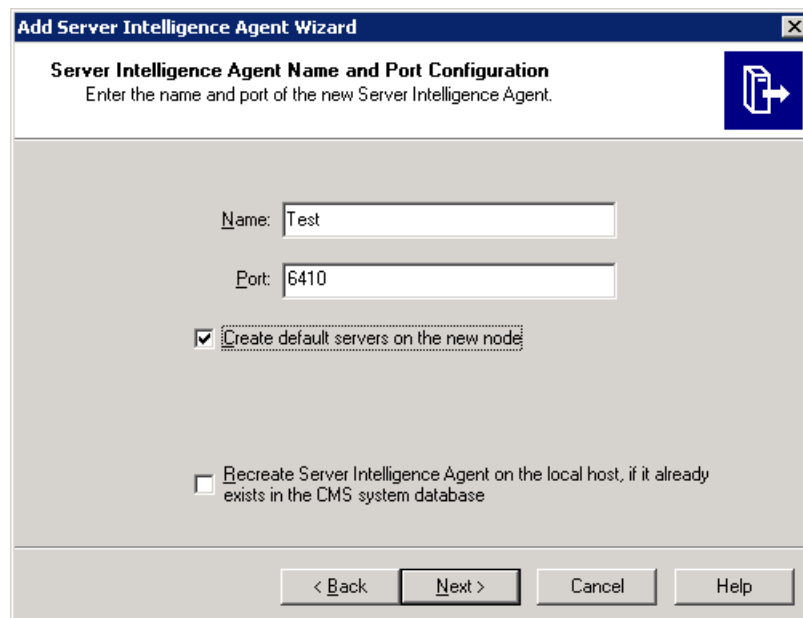
h   Type a name for the Server Intelligence Agent, type 6410 for port, select the Create
    Default Servers... check box, and then click **Next**. The New CMS Configuration page
    opens.

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i   Type 6400 for new CMS port.

j   Under the CMS System Database Data Source Name section, click **Specify**, select MySQL driver, and then click **OK**. The MySQL dialog box opens.

k   Type the password in the Password field, and then click **OK**.

l   Select the Auditing Database Data Source Name check box, and then click **Specify**. The Select Database Driver dialog box opens.

m   Select MySQL driver, type BOE120_AUDIT for the data source name, type the password in the Password field, and then click **OK**.

n   Click **Next**. The CMS Logon page opens.

o   Type Administrator for user name; type the password specified in .

p   Select Enterprise for authentication.

q   Click **Next**.

r   Click **Finish**.

7   Start Apache Tomcat and newly created Server Intelligent Agent in the Central Configuration Manager.

Restoring the Management Database Table

To restore the management database table, follow these steps:

1   Log on to the SHR system.

2   From the Start menu, go to **Programs > PostgreSQL 9.2 > PgAdmin III**.

3   Connect to the database by providing the password (specified in). Launch the sql query analyzer by clicking the sql icon.
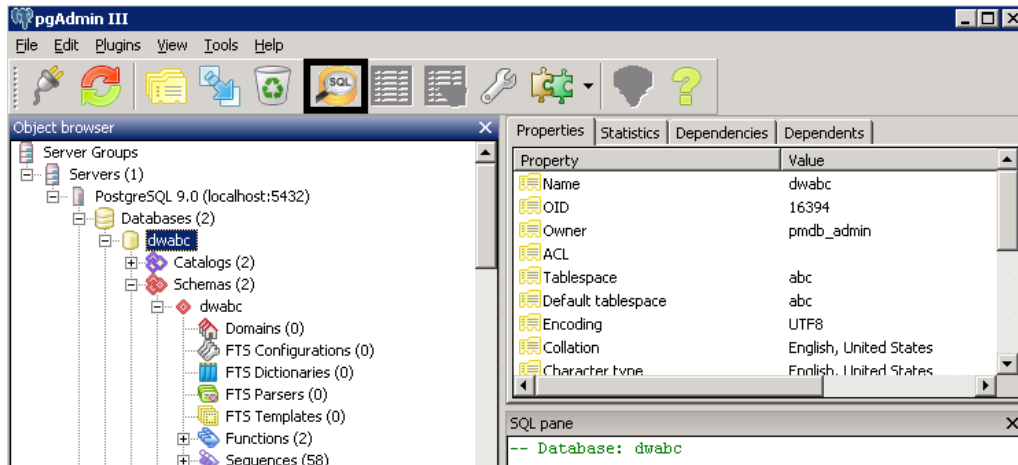
4   Run the following query to restore the database tables:

- **Delete From dwabc.aggregate_control table**

- **COPY dwabc.aggregate_control from '<**_Path of the backupfile_>**\backup_AGGREGATE_CONTROL.dat'**

  In this instance, <_Path of the backupfile_> is the directory where you placed the backed-up management database table.

Restoring Configuration File

Place the configuration files (see Backing Up Configuration Files on page 25) in their original location.

Restoring Licenses

To restore the permanent license of SHR and the SAP BusinessObjects license, follow these steps:

1   Save the LicFile backed-up in Backing Up License Files on page 25

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2   Follow the steps in Managing licenses section in Online Help for Administrators.

3   Log on to the Central Management Console by launching the following URL:

    http://<*SHR_System_FQDN*>:8080/CmcApp

    In this instance, <*SHR_System_FQDN*> is the fully qualified domain name of the SHR system.

    Log on as Administrator.

4   Click **License Keys.**

5   Type the license key in the Add Key field (available in the BOLic.txt file that was backed-up in Backing Up License Files on page 25).

6   Click ▣ **Servers**.

7   Right-click each server, and then click **Enable Server.**

Post-Restore Tasks

1   After restoring the database, you must start the database to access it.

    To start the Sybase IQ database follow these steps:

    a   Click **Start → Run**. The Run dialog box opens.

    b   Type **services.msc** in the **Open** field, and then press **ENTER**. The Services window opens.

    c   On the right pane, right-click the **HP_PMDB_Platform_Sybase** service, and then click **Start**.

2   At the command prompt, type the following command to start the Sybase IQ database:

    start_iq
    @<*Installation_Directory*>\Sybase\IQ-15_4\scripts\pmdbConfig.cfg <*Sybase datafiles location*>**\pmdb.db**

    In this instance, <*Installation_Directory*> is the location where you install HP Service Health Reporter and **<*Sybase datafiles location*>** is the location where Sybase IQ database files are stored**.**

3   Launch dbisql and log on to Sybase.

4   Use the following update script to set DB_HOST and DB_SERVER_NAME in the table IM_DB_DBINFO:

    • **UPDATE IM_DB_DBINFO SET DB_HOST=<*shrsystemname*>,DB_SERVER_NAME=<*dbServerName*>**

    • **COMMIT**

    In this instance, <*shrsystemname*> is the name of the new SHR system and <*dbServerName*> is the name of the server where the Sybase database for the newly installed SHR is hosted.

5   Use the following update script to set hostname, osname, and source in the table IM_PM_OS_INFO:

- **UPDATE IM_PM_OS_INFO SET hostname='**<*shrsystemname* >**',**osname='<*shrsystem osname*>**','**<*source*>**' where hostname='**<*old hostname*>**'**

- **COMMIT**

In this instance, <*shrsystemname*> is the name of the new SHR system and <*shrsystemname*> is the name of operating system on the new SHR system.

<*old hostname*> is the name of the old SHR system.

If the HP Operations agent is installed on the SHR system, type **HP Performance Agent** for <*source*>; otherwise, type **Sun JMX**.

6   Use the following update script to set hostname, osname, and source in the table IM_PM_APPS_INFO:

- **UPDATE IM_PM_APPS_INFO SET hostname='**<*shrsystemname* >**', hostos ='**<*shrsystem osname*>**','**<*hostinfo*> **where hostname='**<*oldhostname*>**'**

- **COMMIT**

7   Restart the following SHR services from the Services window:

- HP_PMDB_Platform_Administrator

- HP_PMDB_Platform_IM

8   Stop the following services:

- HP_PMDB_Platform_Collection

- HP_PMDB_Platform_Timer

9   Configure data sources. For more information, see the *Configuring SHR* section in the *SHR Installation and Configuration Guide*.

10 Start the following services:

- HP_PMDB_Platform_Collection

- HP_PMDB_Platform_Timer