# **HP Service Health Reporter**

Software Version: 9.40 Windows® and Linux operating systems

# Disaster Recovery Guide

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# Chapter I: Disaster Recovery

Disaster recovery planning helps to minimize the business disruption if 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 the following processes:

- Setting up redundant hardware and software at a disaster recovery location that is remote to the primary, operational location.
- Providing for one-way replication of application data to the disaster recovery location.

## Planning Disaster Recovery of SHR

Disaster recovery of SHR includes planning for taking regular back up of SHR databases, and creating a backup of 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.

**Note:** While planning for database backup, for the backup storage space, you must have twice the storage space of the database size that you calculated using the *Licensing and Sizing Calculator*.

For sizing calculation, refer *Licensing and Sizing Calculator* from https://hpln.hp.com/group/service-health-reporter.

SHR provides the following database backup options:

- **Full Backup:** A full backup enables you to take a complete back up of the following SHR databases (including the database files and transaction logs):
  - Sybase IQ
  - SAP BusinessObjects (SQL Anywhere)
  - Management database tables (PostgreSQL)

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

Incremental Backup: An incremental backup enables you to take a back up of the transaction logs. It
takes a back up of the files that have been modified or added since the last full backup.

Tip: It is recommended to take a full backup every week and an incremental backup daily.

#### **Important Considerations**

- You must schedule the full backup and the incremental backup tasks to run at regular intervals.
- Retain the SHR media and note down the details of the hardware of the system where SHR is currently installed. The same system configurations must be used for your disaster recovery setup.
- In the event of a database failure, you can recover the SHR database from the backup location. The
  backup system and the primary system must be identical with same hardware specifications,
  operating systems, SHR version, file path, topology, post installation configurations and deployed
  content packs.
- If you have changed any of the configuration files (Example: CAC), performance tuning in the primary setup then perform all those changes for the disaster recovery setup.

**Caution:** SHR must have a static IP address. You must set up the SHR Disaster Recovery environment (remote or local) with the same IP address and host name similar to the primary SHR server to restore the permanent license. No additional license is required for restoring SHR.

# Chapter II: Backing up SHR Database

It is recommended that you take regular back up of the Sybase IQ database, the SAP BusinessObjects database, and the SAP BusinessObjects file store before you begin using SHR in production.

**Note:** In a Custom Installation scenario, perform the following back up steps on the systems where you have installed the SHR components.

# Creating a backup of SHR on Windows

## For Sybase IQ Database

**Tip:** To back up the Sybase IQ database in a custom installation scenario, you must provide the path or location of the remote Sybase IQ database server.

#### Task 1: Edit the Backup Scripts

SHR provides two backup scripts for full and incremental backup, respectively. Before you begin the backup, edit these scripts to fit the requirements. 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, create a folder (for example, E:\HP-SHR\Backup) where you want to save the backup files.

**Note:** Do not use an escape sequence (/n, /r) in the path where you want to save the backup files. Example: C:/new, C:/readonly.

```
dsi_pmdb_backup 'FULL',NULL,'READWRITE_FILES_
ONLY',NULL,NULL,NULL,NULL,NULL,'D','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,'D','BACKUP'
```

**Note:** For an SHR installation with a remote database, location\_for\_backup denotes a valid path on the SybaseIQ database server.

3. Run the following from the %PMDB HOME%\DR\ folder:

- Execute FullBackup Script.bat for full backup.
- Execute\_IncrSncFullBackup\_Script.bat for incremental backup.

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

The scripts generate the following log files:

- Full backup %PMDB\_HOME%\tmp\Execute\_IQ\_backup\_full.out
- Incremental backup %PMDB\_HOME%\tmp\Execute\_backup\_incr\_since\_full.out

#### Task 2: Edit the Copy Backup Script

SHR provides a Copy Backup script that takes a back up of the previous full backup file in the specified location.

To edit the copy backup script, open the %PMDB\_HOME%\DR\Copy\_Backup.bat script with a text editor, and then 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
```

For an SHR installation with a remote database, you must run this script on the system where the Sybase IQ database is installed.

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

Use the Windows Task Scheduler to schedule and run backup scripts. It is recommended to take a full backup once a week and an incremental backup once a day.

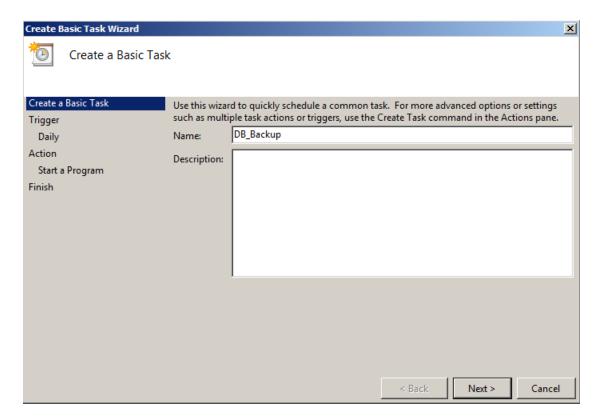
**Note:** If Sybase IQ is installed on a remote system, do not schedule this task on the SHR system. Ensure to schedule the backup activity on the system where the Sybase IQ database is installed.

## Schedule to Run the Copy Backup Script

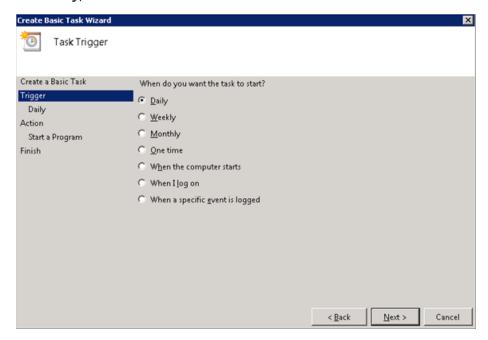
The Copy Backup script creates a copy of the full backup database files in the specified location to avoid overwriting an existing full backup. You must schedule to run the Copy Backup script every time before you run the full backup script.

On Windows 2008

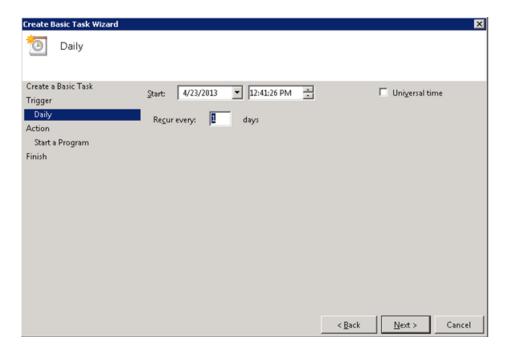
- Go to Start > Program > Administrative Tools > Task Scheduler. The Task Scheduler window appears.
- 2. In the Task Scheduler window, right-click **Create Basic Task**. The Create Basic Task wizard appears. Type a name for the task, and then click **Next**.



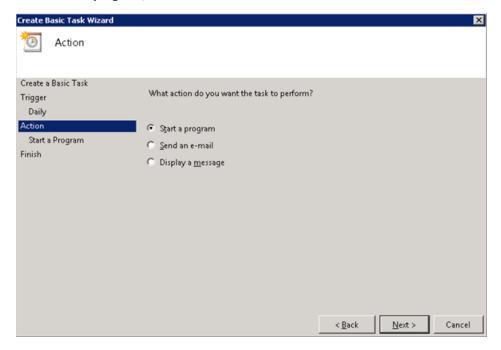
3. Select **Daily**, and then click **Next**.



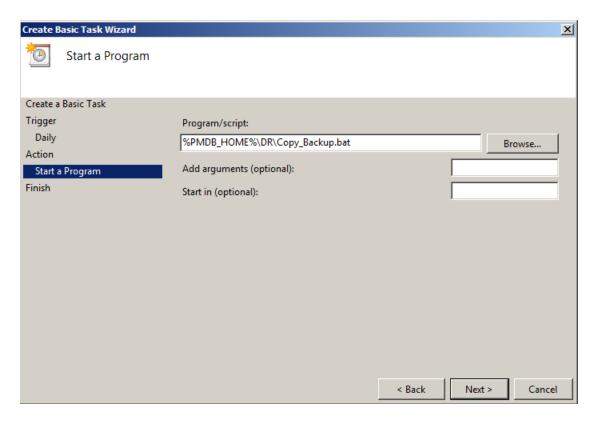
4. Select the start time, type 1 in the **Recur every** text box, and then click **Next**.



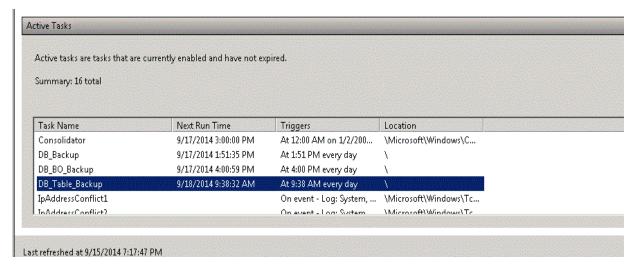
5. Select **Start a program**, and then click **Next**.



6. Browse to %PMDB\_HOME%\DR, select Copy\_Backup.bat, and then click Next.



7. Click Finish. You can check the task created in the Active Tasks of the Task Scheduler window.



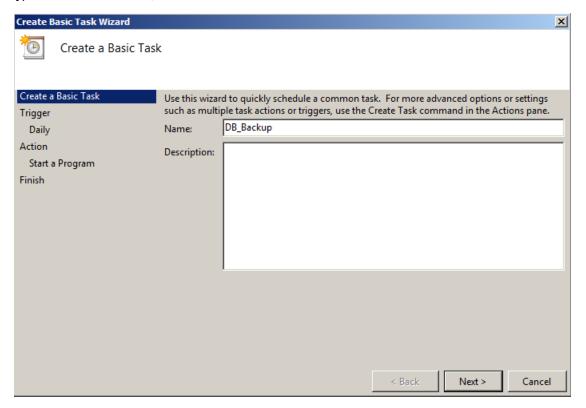
## Schedule to Run the Full Backup Script

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

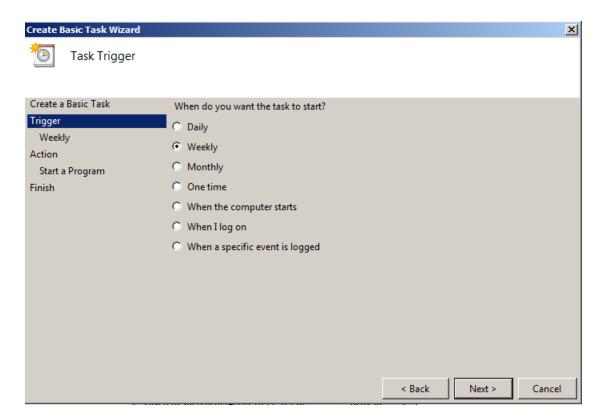
#### On Windows 2008

- Go to Start > Program > Administrative Tools > Task Scheduler. The Task Scheduler window appears.
- 2. In the Task Scheduler window, right-click Create Basic Task. The Create Basic Task wizard appears.

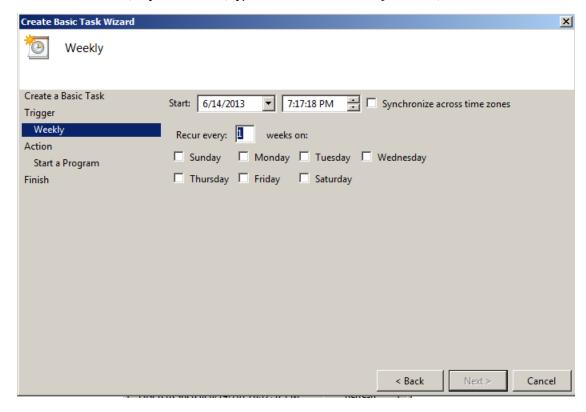
Type a name for the task, and then click Next.



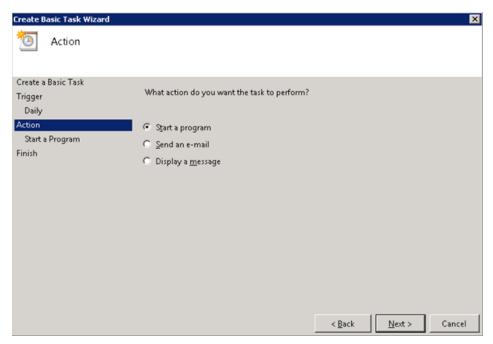
3. Select Weekly, and then click Next.



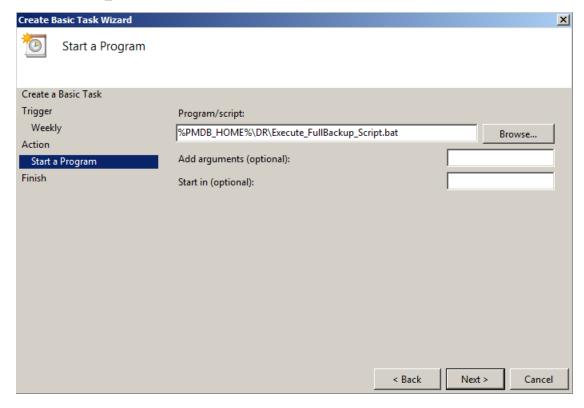
4. Select the start time, day of the week, type one in the Recur every text box, and then click Next.



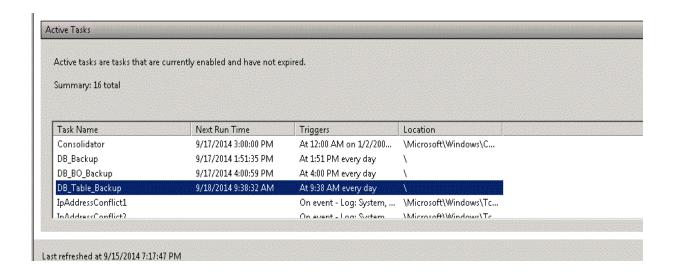
5. Select Start a program, and then click Next.



6. Browse to %PMDB\_HOME%\DR, select Execute\_FullBackup\_Script.bat, and then click Next.



7. Click Finish. You can check the task created in the Active Tasks of the Task Scheduler window.

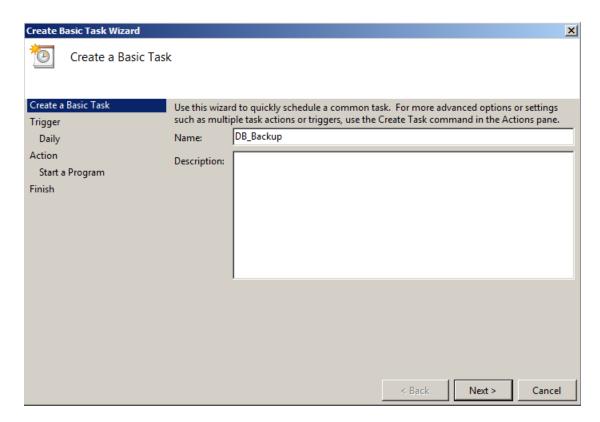


### Schedule to Run the Incremental Backup Script

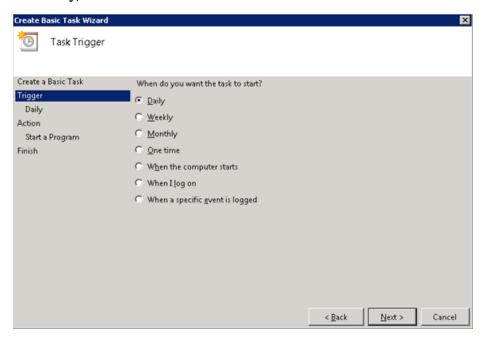
You must schedule to run the Incremental Backup script once a day.

#### On Windows 2008

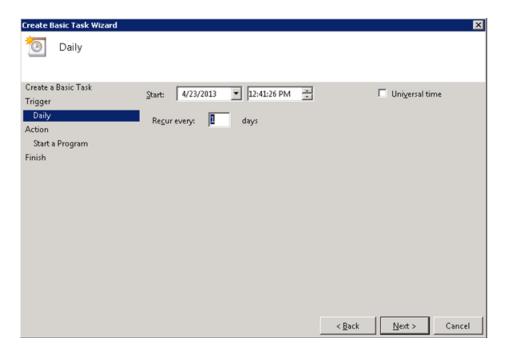
- Go to Start > Program > Administrative Tools > Task Scheduler. The Task Scheduler window appears.
- 2. In the Task Scheduler window, right-click **Create Basic Task**. The Create Basic Task wizard appears. Type a name for the task, and then click **Next**.



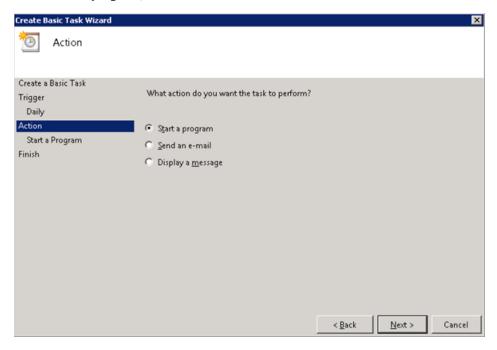
3. Select **Daily**, and then click **Next**.



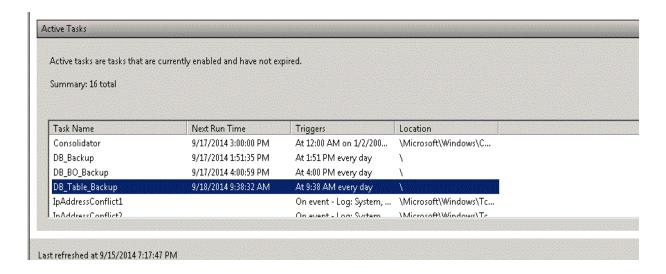
4. Select the start time, type 1 in the **Recur every** text box, and then click **Next**.



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



- 6. Browse to %PMDB HOME%\DR, select Execute\_IncSncFullBackup\_Script.bat, and then click Next.
- 7. Click Finish. You can check the task created in the Active Tasks of the Task Scheduler window.



# For SAP BusinessObjects Database, File Store and Configuration files

The %PMDB\_HOME%\DR\Execute\_BO\_FullBackup.bat script helps you take a backup of the SAP BusinessObjects database and file store. The same script will automatically take the back up of the License, Configuration, CAC, and Custom files.

1. Browse to the %PMDB\_HOME%\DR folder.

**Note:** If you have changed the SAP BusinessObjects database password, edit/replace pmdb\_admin default password with the new password in the Execute\_BO\_FullBackup.bat file.

#### 2. Run the following command:

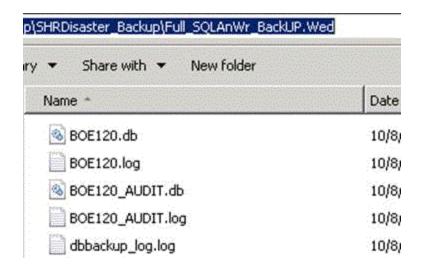
Execute BO FullBackup.bat <br/>
sackup\_path> <SAP\_BusinessObjects\_InstalledDrive>.

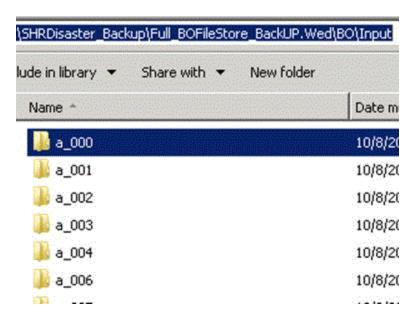
<backup\_path> is the location where you want to store the backup files and data.

<SAP\_BusinessObjects\_InstalledDrive> is the drive where SAP BusinessObjects is installed.

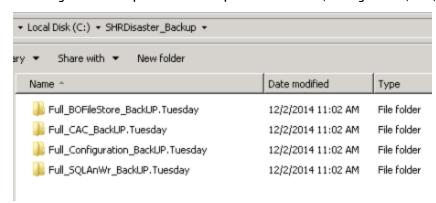
For Example: %PMDB\_HOME%\DR> Execute\_BO\_FullBackup.bat C:\BO\_backup C:\.

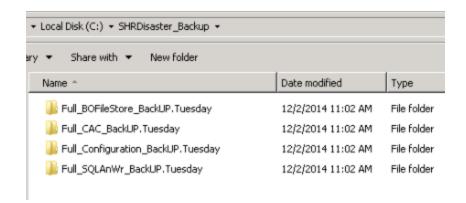
Following are the examples of the back up files of BusinessObjects database and File Store:





Following is the example of the backup files for License, Configuration, CAC, and Custom files:





#### The script generates the following log files:

 BO\_Backup\_log.log-located at <bo\_backup\_path>\SHRDisaster\_Backup\Full\_BOFileStore\_ BackUP.<day of back up taken>

Example: <bo\_backup\_path>\SHRDisaster\_Backup\Full\_BOFileStore\_BackUP.Wednesday

 dbbackup\_log.log - located at <bo\_backup\_path>\SHRDisaster\_Backup\Full\_SQLAnWr\_ BackUP.<day of back up taken>

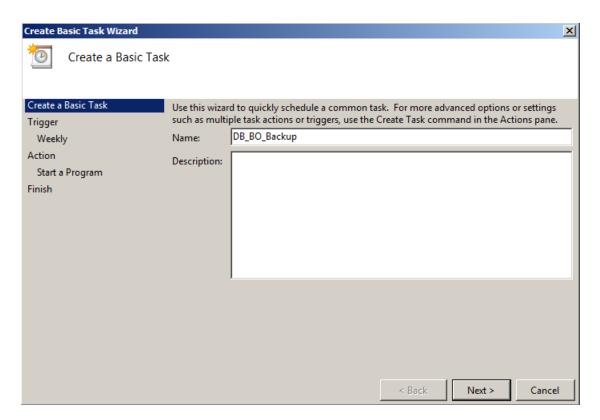
Example: <bo backup path>\SHRDisaster Backup\Full SQLAnWr BackUP.Wednesday

- Config\_backup\_log.log Log files for License and Configuration files located at <bo\_backup\_path>\SHRDisaster\_Backup\Full\_Configuration\_BackUP.
   Example: <bo\_backup\_path>\SHRDisaster\_Backup\Full\_Configuration\_BackUP.Tuesday
- customgroup\_backup\_log.log Log files for all Custom group XML files located at <bo\_backup\_path>\SHRDisaster\_Backup\Full\_Configuration\_BackUP.
   Example: <bo backup path>\SHRDisaster Backup\Full Configuration BackUP.Tuesday
- CAC\_backup\_log.log Log files for CAC files located at <bo\_backup\_path>\SHRDisaster\_ Backup\Full\_CAC\_BackUP.<day of back up taken>

Example: <bo backup path>\SHRDisaster Backup\Full CAC BackUP.Tuesday

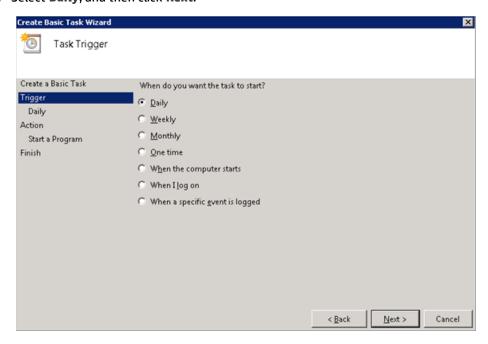
#### To schedule the backup, follow these steps:

- On Windows 2008: Go to Start > Program > Administrative Tools > Task Scheduler. The Task Scheduler window appears.
  - On Windows 2012: Go to **Start** and type **Task Scheduler** in **Search**. Double-click on the Task Scheduler to open it.
- On Windows 2008: In the Task Scheduler window, right-click Create Basic Task. The Create Basic Task wizard appears. Type a name for the task, and then click Next.

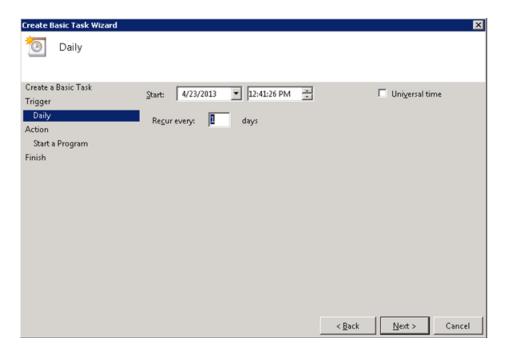


On Windows 2012: In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard appears. Type a name for the task, and then click **Next**.

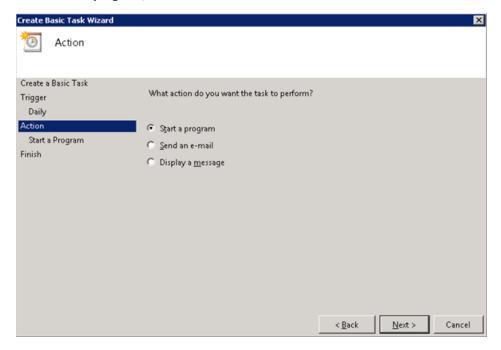
3. Select Daily, and then click Next.



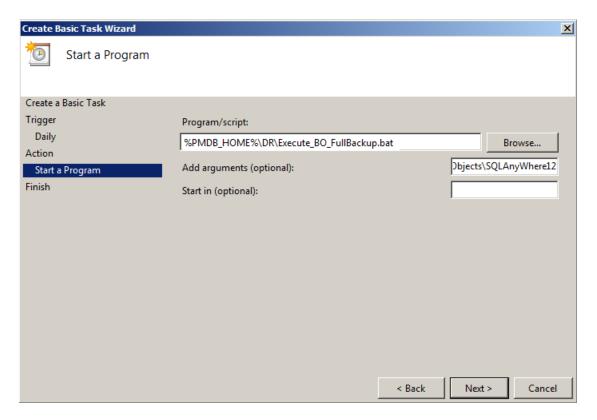
4. Select the start time, type 1 in the **Recur every** text box, and then click **Next**.



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



6. Browse to %PMDB\_HOME%\DR, select Execute\_B0\_FullBackup.bat, and then click Next.



7. In the Add arguments field, type the following details:

<backup\_path> <SAP\_BusinessObjects\_InstalledDrive>

Note: Include a space between two items.

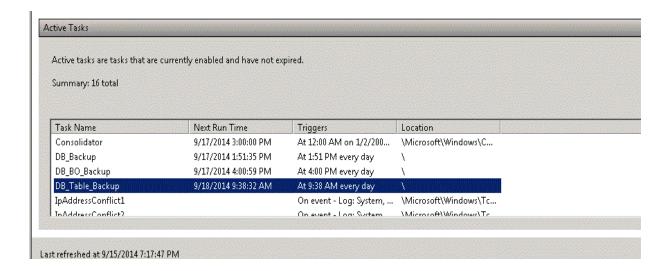
#### In this instance:

- <backup\_path> is the location where you want to store the backup files and data.
- <SAP\_BusinessObjects\_InstalledDrive> is the drive where SAP BusinessObjects is installed. By
  default, this is the C:\ drive. If a different drive was selected for SAP BusinessObjects during
  SHR installation, enter that drive.

Example: C:\BO\_backup C:\

**Note:** If you want to backup the files to a custom folder, you must create it earlier.

8. Click Finish. You can check the task created in the Active Tasks of the Task Scheduler window.



## For Management Database Table

#### Task 1: Edit the Backup Scripts

SHR provides the %PMDB\_HOME%\scripts\MgmtDB\Postgres\backup\_aggregate\_control.sql and %PMDB\_HOME%\DR\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\MgmtDB\Postgres **folder**.
- 2. Open backup\_aggregate\_control.sql with a text editor.
- 3. Go to the following line:

\copy dwabc.AGGREGATE\_CONTROL TO 'E:\\bo\_backup\\backup\_AGGREGATE\_CONTROL.dat'

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

**Tip:** While specifying the directory path, type \\ instead of \.

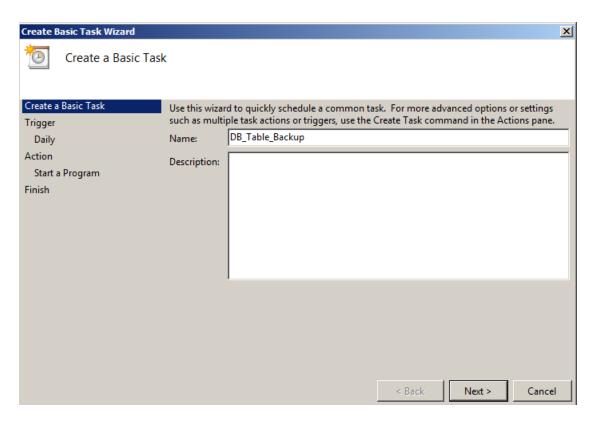
- 5. Save the file.
- 6. Run DB\_tables\_backup.bat from the location %PMDB\_HOME%\DR.

You can verify the database backup in backup.AGGREGATE CONTROL.dat.

#### Task 2: Schedule to Run the Backup Script

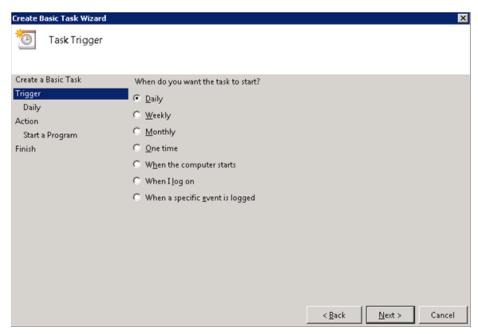
You must schedule to run the backup script once a day.

- On Windows 2008: Go to Start > Program > Administrative Tools > Task Scheduler. The Task Scheduler window appears.
  - On Windows 2012: Go to **Start** and type **Task Scheduler** in **Search**. Double-click on the Task Scheduler to open it.
- 2. On Windows 2008: In the Task Scheduler window, right-click Create Basic Task. The Create Basic Task wizard appears. Type a name for the task, and then click Next.

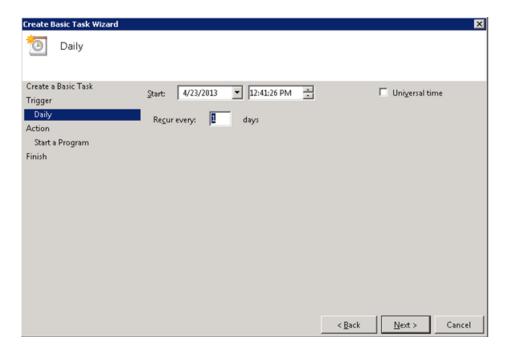


On Windows 2012: In the Task Scheduler window, click **Create Basic Task**. The Create Basic Task wizard appears. Type a name for the task, and then click **Next**.

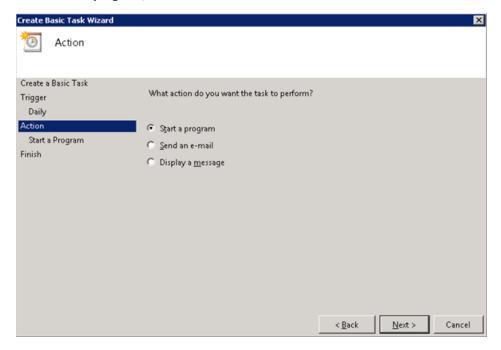
3. Select Daily, and then click Next.



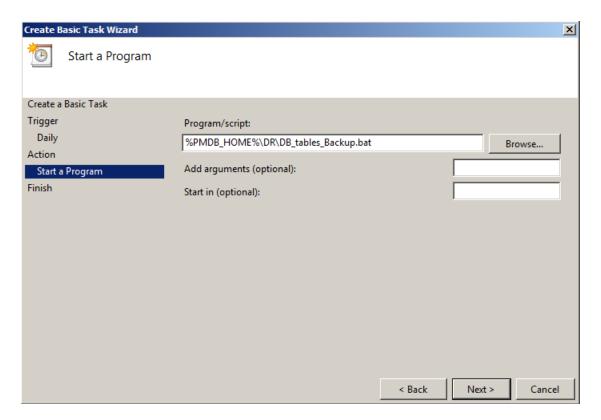
4. Select the start time, type 1 in the Recur every field, and then click Next.



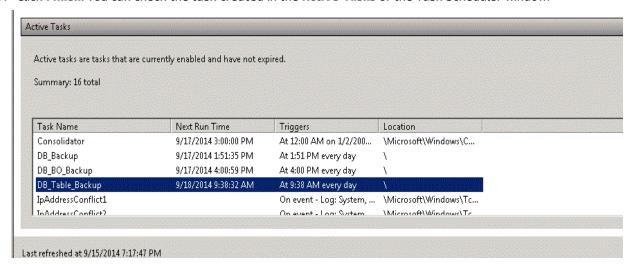
5. Select **Start a program**, and then click **Next**.



6. Browse to %PMDB\_HOME%\DR, select **DB\_tables\_Backup.bat**, and then click **Next**.



7. Click Finish. You can check the task created in the Active Tasks of the Task Scheduler window.



# Creating a backup of SHR on Linux

# For Sybase IQ Database

**Tip:** You must provide the path or location of the remote Sybase IQ database.

Task 1: Edit the Backup Scripts

SHR provides two backup scripts for full and incremental backup, respectively. Before you begin the backup, edit these scripts to fit the requirements.

These scripts are available in the \$PMDB\_HOME/scripts/Sybase directory.

These scripts are:

- For Full Backup: IQ\_backup\_full.sql
- For Incremental Backup: IQ\_backup\_incr\_since\_full.sql

To edit the scripts, follow these steps:

- 1. Browse to the \$PMDB\_HOME/scripts/Sybase directory.
- 2. Open IQ\_backup\_full.sql with a text editor application.
- 3. In the last parameter within the .sql script, create a directory where you want to save the backup files. That is, replace BACKUP with the actual location.

#### For example:

Default String	After Modifying
dsi_pmdb_backup	dsi_pmdb_backup
'FULL',NULL,'READWRITE_FILES_ ONLY',NULL,NULL,NULL,NULL,'D','BACKU	'FULL',NULL,'READWRITE_FILES_ ONLY',NULL,NULL,NULL,NULL,' D'.
r e	'/backup'

4. Similarly, in the incremental backup script (IQ\_backup\_incr\_since\_full.sql), replace the location for backup string with the actual backup location.

#### For example:

Default String	After Modifying
dsi_pmdb_backup	dsi_pmdb_backup
'INCREMENTAL_SINCE_ FULL',NULL,'READWRITE_FILES_ ONLY',NULL,NULL,NULL,NULL,'D','B ACKUP'	'INCREMENTAL_SINCE_ FULL',NULL,'READWRITE_FILES_ ONLY',NULL,NULL,NULL,NULL,NULL,'D','/b ackup'

**Tip:** For a remote Sybase IQ setup, the value of BACKUP parameter must be the path of the remote database server.

Run the .sql scripts using the following Shell scripts:

- Execute FullBackup Script.sh (Full Back up)
- Execute\_IncSncFullBackup\_Script.sh (Incremental Back up)

These Shell scripts are available in the \$PMDB HOME/DR directory.

After running these scripts, a database backup is created with file name suffixed with day of the Week at the specified location.

#### For Example:

Full backup

```
Full.tuesday.1 Full.tuesday.2
Incr backup
Incr sncfull.tuesday.1
```

The scripts generate the following log files:

- Full Backup \$PMDB HOME/tmp/Execute IQ backup full.out
- Incremental Backup \$PMDB\_HOME/tmp/Execute\_backup\_incr\_since\_full.out

Task 2: Edit the Copy Scripts

SHR provides a script for copying database files backup into a specific directory.

To edit the copy script, type the location where the backup of the database file exists and the location where you want to copy the copied files before starting the full backup procedure. You must run this script on the system where the Sybase IQ database is installed.

```
cp "location of existing full backup file" "copy to location"> $PMDB_HOME/tmp/Copy_
Backup.txt 2>&1
```

Replace location of existing full backup file and copy to location with actual location details.

#### An example of the script:

```
cp "/disk1/HP-SHR/Backup/Full*" "/disk1/HP-SHR/Backup/Old/" > $PMDB_HOME/tmp/Copy_
Backup.txt 2>&1
```

#### Task 3: Schedule the Backup

To take regular back up of the database, you must schedule to run the backup scripts by using the Linux CronJobs scheduler. It is recommended that you take a full back up once a week and an incremental back up once a day.

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

Follow these steps to set up a cronjob scheduler on Linux:

1. To edit your crontab file, type the following command at the Linux Terminal:

```
crontab -e
```

2. Schedule to run the copy backup script every day:

Type the following line in the crontab file.

```
0 15 * * * /opt/HP/BSM/PMDB/DR/Copy Backup.sh
```

In the above example, the copy backup script is run every day at 15:00 Hours.

3. Schedule to run the full backup script once a week:

Type the following line in the crontab file.

```
0 15 * * 1 /opt/HP/BSM/PMDB/DR/Execute FullBackup Script.sh
```

In the above example, the full backup script is run on the first day of the week at 15:00 Hours.

4. Schedule to run the incremental backup script every day:

Type the following line in the crontab file.

0 15 \* \* \* /opt/HP/BSM/PMDB/DR/Execute\_IncSncFullBackup\_Script.sh In the above example, the incremental backup script is run every day at 15:00 Hours.

5. After adding the entries, save the crontab file.

All the log files for crontab are in the location /var/mail.

# For SAP BusinessObjects Database, File Store and Configuration files

The \$PMDB\_HOME/DR/Execute\_BO\_FullBackup.sh script helps you take a back up of the SAP BusinessObjects database and file store. The same script will automatically take the back up of the License, Configuration, CAC, and Custom files.

1. Browse to the \$PMDB HOME/DR folder.

**Note:** If you have changed the SAP BusinessObjects database password, edit/replace pmdb\_admin default password with the new password in the Execute BO FullBackup.sh file.

2. Run Execute\_BO\_FullBackup.sh<br/>backup\_path>.

For Example: \$PMDB\_HOME/DR> Execute\_BO\_FullBackup.sh/bo\_backup.

Following are the examples for backup of BusinessObjects database and File Store:

Following is the example of the backup files for License, Configuration, CAC, and Custom files:

```
Full BOFileStore BackUP.Tuesday Full CAC BackUP.Tuesday Full Configuration BackUP.Tuesday Full SQLAnWr BackUP.Tuesday
```

The script generates the following log files:

 BO\_Backup\_log.log-located at <bo\_backup\_path>/SHRDisaster\_Backup/Full\_BOFileStore\_ BackUP.<day of back up taken>

Example: <bo\_backup\_path>/SHRDisaster\_Backup/Full\_BOFileStore\_BackUP.Wednesday

 dbbackup\_log.log-loctaed at <bo\_backup\_path>/SHRDisaster\_Backup/Full\_SQLAnWr\_ BackUP.<day of back up taken>

Example: <bo backup path>/SHRDisaster Backup/Full SQLAnWr BackUP.Wednesday

- Config\_backup\_log.log Log files for License and Configuration files located at <bo\_backup\_path>/SHRDisaster\_Backup/Full\_Configuration\_BackUP.<day of back up taken>
   Example: <bo backup path>/SHRDisaster Backup/Full Configuration BackUP.Tuesday
- customgroup\_backup\_log.log Log files for all Custom group XML files located at <bo\_backup\_path>/SHRDisaster\_Backup/Full\_Configuration\_BackUP.<day of back up taken>
   Example: <bo backup path>/SHRDisaster Backup/Full Configuration BackUP.Tuesday
- CAC\_Backup\_log.log Log files for CAC files located at <bo\_backup\_path>/SHRDisaster\_ Backup/Full\_CAC\_BackUP.<day of back up taken>

Example: <bo\_backup\_path>/SHRDisaster\_Backup/Full\_CAC\_BackUP.Tuesday

To schedule the back up, follow these steps:

- 1. Log on to the SHR system as root.
- 2. To edit your crontab file, type the following command at the command prompt: crontab -e
- 3. Add a line to the crontab file to invoke the /opt/HP/BSM/PMDB/DR/Execute\_BO\_FullBackup.sh script once every week.

#### Example:

0 15 \* \* 1 /opt/HP/BSM/PMDB/DR/Execute\_BO\_FullBackup.sh /root/SHR\_Backup In the above example, the /opt/HP/BSM/PMDB/DR/Execute\_BO\_FullBackup.sh script is invoked on the first day of the week at 15:00 hours and the data file backup is stored at /root/SHR\_Backup.

4. Save the crontab file.

All the log files for crontab are in the location /var/mail.

## For Management Database Tables

The DB\_Tables\_Backup.sh script enables you to back up the management database tables. Before you schedule to run the script, you must modify the backup\_aggregate\_control.sql script, which is used by DB\_Tables\_Backup.sh.

#### Task 1: Edit the backup\_aggregate\_control.sql Script

- Open the backup\_aggregate\_control.sql script from the \$PMDB\_ HOME/scripts/MgmtDB/Postgres directory with a text editor.
- 2. Locate the following line:

\copy dwabc.AGGREGATE\_CONTROL TO '/opt//bo\_backup//backup\_AGGREGATE\_
CONTROL.dat'

3. Replace /opt//bo\_backup with the directory where you want to back up the data.

**Tip:** Type // instead of /, while specifying the directory path.

- 4. Save the file.
- 5. Run DB tables backup.sh from the location \$PMDB HOME/DR

You can verify the database backup in backup.AGGREGATE CONTROL.dat.

Task 2: Schedule to Run DB\_Tables\_Backup.sh the Script

- 1. Log on to the SHR system as root.
- 2. To edit your crontab file, type the following command at the command prompt:

crontab -e

a. Add a line to the crontab file to invoke the <code>/opt/HP/BSM/PMDB/DR/DB\_tables\_backup.sh</code> script once every day.

#### Example:

0 15 \* \* \* /opt/HP/BSM/PMDB/DR/DB\_tables\_backup.sh

In the above example, the <code>/opt/HP/BSM/PMDB/DR/DB\_tables\_backup.sh</code> script is invoked on the at 15:00 hours everyday.

3. Save the crontab file.

All the log files for crontab are in the location /var/mail.

# Chapter III: Restoring SHR

Before restoring the backup of data, licenses, and configuration files, you must install SHR on the system using the media. After the installation is complete, you must transfer all backup data into a local directory of the system.

**Note:** In a Custom Installation scenario, perform the following restore steps on the systems where you have installed the SHR components.

## Restoring SHR on Windows

## For Sybase IQ Database

Perform the following steps for restore the Sybase IQ database:

- 1. Stop the HP\_PMDB\_Platform\_Sybase service by following these steps:
  - a. Click **Start** > **Run**.The Run dialog box appears.
  - b. Type services.msc in the Open field, and then press ENTER. The Services window appears.
  - c. On the right pane, right-click the **HP\_PMDB\_Platform\_Sybase** service, and then click **Stop**.
  - d. From the Windows Task Manager, select the Processes tab, look for iqsrv15.exe, right-click it and select End Process.
- 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 @%PMDB_HOME%\config\pmdbConfig.cfg
```

Type the command in a single line.

- 4. To connect to Sybase IQ server, follow these steps:
  - a. On the SHR system, click **Start > Run**. The Run dialog box appears.
  - Type dbisql in the Open field and press ENTER. The Connect dialog box on Interactive SQL program appears.
  - c. Type the following:
    - o In the User ID field, type dba
    - In the Password field, type sql
    - In Action select Connect to a running database on this computer from the drop down.
    - In the Server Name field, type the name of the server where the SHR SybaseIQ database is installed.

**Tip:** The server name can be found in pmdbConfig.cfg file. Open the file. The server name is the text succeeding -n.

- 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 (location where database files were present) FROM (location where the backup file is saved>

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

- Press F9 or Execute all SQL Statement(s) to execute the sql statement.
- Check if the database files are restored to the previous database file location.

For Example: pmdb\_user\_main01.iq, pmdb.db, pmdb.iq, pmdb.iqtmp.

Tip: If you notice the following error while restoring the Sybase database, ignore the error and continue with the restore process.

"Unable to start specified database: Illegal character in database alias."

- Perform the following steps to stop the SybaseIQ server:
  - $\circ$  Go to Notifications in the Task bar and search for the Sybase IQ icon  $\overline{m{m}}$  .



- Right-click on the icon and select Shut down <server name>.
- Click Yes.
- From the Services window, select HP\_PMDB\_Platform\_Sybase service and click Start.
- 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 (location where database files were present>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'

- Press F9 or Execute all SQL Statement(s) to execute the sql statement.
- Check if the database files are restored to the previous database file location.

For Example: pmdb user main01.iq, pmdb.db, pmdb.iq, pmdb.iqtmp.

- Perform the following steps to stop the SybaseIQ server:
  - $\circ$  Go to Notifications in the Task bar and search for the Sybase IQ icon  $\widehat{m{m}}$  .



- Right-click on the icon and select Shut down <server name>.
- Click Yes.
- From the Services window, select HP\_PMDB\_Platform\_Sybase service and click Start.

## For SAP BusinessObjects Database, File Store and Configuration files

To restore the SAP BusinessObjects database, File Store and Configuration files, follow these steps:

- 1. Log on to the SHR system and open SAP BusinessObjects Central Configuration Manager.
- 2. Stop the Server Intelligence Agent and BusinessObjects web server.
- 3. From the Services window, click the BOE120SQLAW service and click Stop.
- 4. Rename the existing file store folder. The default location of the file store is C:\Program Files (x86)\Business Objects\BusinessObjects Enterprise 12.0\FileStore.

You can rename it to FileStore\_old.

5. Run the restore script from the location %pmdb\_home%\DR:

Execute\_BO\_FullRestore.bat <BO Full Backup FileStore Path> <BO Full Backup SQL AnWr Backup file path> <BO Drive>

#### In this instance:

• Execute\_BO\_FullRestore.bat is located in %pmdb home%\DR.

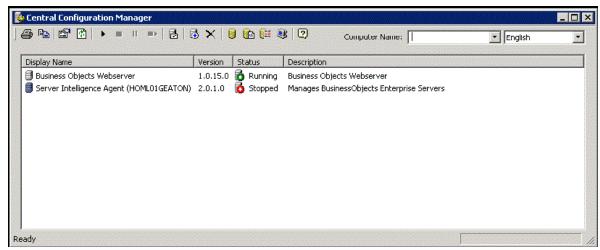
```
For Example: E:\HP-SHR\PMDB\DR>Execute_BO_FullRestore.bat "E:\BO_
backup\SHRDisaster_Backup\Full_BOFileStore_BackUP.Friday" "E:\BO_
backup\SHRDisaster_Backup\Full_SQLAnWr_BackUP.Friday" E:
```

The same script will restore the back up of the License, Configuration, CAC, and Custom files.

Following are the log files located at %pmdb home%\log:

- SQLAnWr Restore.log
- BO Restore.log
- Config\_Restore.log Log files for License, Configuration files and Custom XML files.
- CAC Restore.log Log for CAC files.
- 6. Delete the original SAP BusinessObjects server:
  - a. Go to the SQL Anywhere home directory. The default location is <SAP\_BusinessObjects\_Install\_ *Drive*>\Program Files (x86)\Business Objects\SQLAnyWhere12\bin.
  - b. Double-click the dbisqlc file. The Connect to SQL Anywhere window appears.
  - c. In the Connect to SQL Anywhere window, type the following details:

- User ID: Type the hostname of the SHR system (not FQDN)
- Password: Type <password> (pmdb\_admin is the default password if you have not changed the SAP BusinessObjects database password).
- Select Start and connect to the running database on this computer from the drop down.
- Select the Database file location by clicking Browse button. The default database file location is C:\Program Files (x86)\Business
   Objects\SQLAnyWhere12\bin\BOE120.db.
- Leave the Database Name field blank.
- Server name: BOE120SQLAW\_<SHR\_hostname>
- Select Stop database after last disconnect.
   Do not change any other settings.
- Click **OK**. The SQL Anywhere console opens.
- d. In the command pane, type the following query: delete from cms\_infoobjects6 where parentid=16 or parentid=59;
- e. Click Execute. You will get a message that displays the number of records deleted.
- f. Close the Connect to SQL Anywhere window.
- 7. Create a new Server Intelligent Agent:
  - a. On Windows 2008: From the Start menu, click Programs > BusinessObjects XI 3.1 >
     BusinessObjects Enterprise > Central Configuration Manager. The Central Configuration Manager window appears.
    - On Windows 2012: Go to Start and type Central Configuration Manager in Search. Double-click on the Central Configuration Manager to open it.
  - 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>\BusinessObjects Enterprise 12.0\win32\_x86.

The default SAP BusinessObjects installation directory is C:\Program Files (x86) \Business Objects\BusinessObjects Enterprise 12.0.

d. Delete all files that start with \_boe.

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

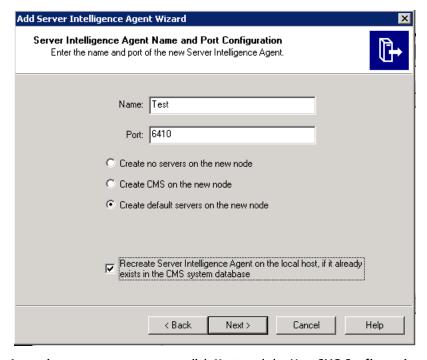
sc delete BOE120SIA<name>

In this instance, <name> is the name of the Sever Intelligence Agent that you noted down earlier.

The following message appears in the command line console:

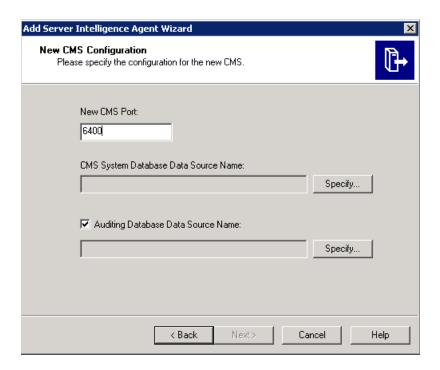
[SC] DeleteService SUCCESS

- Click Refresh in the Central Configuration Manager window and verify if the Server Intelligence Agent is deleted.
- g. From the Services window, click the BOE120SQLAW service and click Start.
- In the Central Configuration Manager window, right-click and stop BusinessObjects Webserver if it is in running state.
- i. Click **Add Server Intelligent Agent** ( ). The Add Server Intelligence Agent wizard appears.
- j. In the Add Server Intelligence Agent wizard, Type a name for the Server Intelligence Agent, type 6410 for port, select the Create Default Servers option, select the Recreate Server Intelligence Agent on check box, and then click Next. The New CMS Configuration page appears.



A warning may appear, you can click Next and the New CMS Configuration page is displayed.

k. In the New CMS Configuration page, type 6400 in New CMS Port text box.



- In the CMS System Database Data Source Name, click Specify. The Select Database Driver dialog box appears.
- m. In the Select Database Driver dialog box, select **SQL Anywhere (ODBC)**, and then click **OK**. The Select Data Source window appears.
- In the Select Data Source window, go to Machine Data Source, select BOE120, and then click
   OK.
- o. In the Connect to SQL Anywhere window, type the host name of the SHR system as the user ID, type the SQL Anywhere database password (pmdb\_admin is the default password if you have not changed the SAP BusinessObjects database password), and then click OK. Do not change any other settings. Do not select Encrypt Password.
- p. Enable auditing.
  - Under the Auditing Database Data Source.. check box, click Specify. The Create Database Driver dialog box appears.
  - In the Create Database Driver dialog box, select SQL Anywhere (ODBC), and then click OK.
     The Select Data Source window appears.
  - In the Select Data Source window, go to Machine Data Source, select BOE120\_Audit, and then click OK.
  - In the Connect to SQL Anywhere window, type the host name of the SHR system as the user ID, type the SQL Anywhere database password (pmdb\_admin is the default password if you have not changed the SAP BusinessObjects database password), and then click OK. Do not change any other settings. Do not select Encrypt Password.
- q. Click Next.

**Note:** Ensure that for the Administrator (default user) the password must be same as the primary setup.

- r. Click Next.
- s. Click Finish. A new Server Intelligence Agent is created.
  - Example: If the Server Intelligence Agent is created with the name *test* the display name will be *Server Intelligence Agent (test)*.
- t. Double-click Server Intelligence Agent, in the **Server Intelligence Agent (test) Properties** window select **Dependency**.
- Click Add, the Add Dependency window appears, select BOE120SQLAW from the list and click Add, then click OK.
- v. Start the Server Intelligence Agent and the BusinessObjects Webserver.
- 8. After starting the services perform the following steps:
  - a. Launch Central Management Console (CMC).
  - b. Log in to CMC with administrator account.
  - c. Click on Servers.
  - d. Double-click on InputFileRepository server.
  - e. In Context menu click on Properties.
  - f. Type the path in Temporary Directory. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjects Enterprise12.0\FileStore\Input\temp)
  - g. Type the path in File Store Directory. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjects Enterprise12.0\FileStore\BO\Input).
  - h. Click on Save & Close.
  - i. Restart the InputFileRepository server.
  - j. Perform the following steps for **OutputFileRepository** server.
    - i. Double-click on **OutputFileRepository** server.
    - ii. In Context menu click on Properties.
    - iii. Type the path in Temporary Directory. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjects Enterprise12.0\FileStore\Output\temp).
    - iv. Type the path in File Store Directory. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjectsEnterprise12.0\FileStore\BO\Output).
    - v. Click on Save & Close.
    - vi. Restart the OutputFileRepository server.

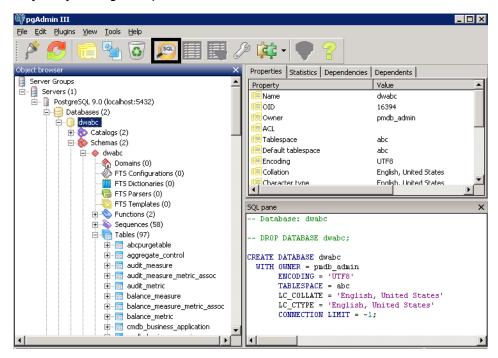
### For Management Database Table

To restore the Management database table, follow these steps:

- 1. Log on to the SHR system.
- 2. On Windows 2008: From the Start menu, go to Programs > PostgreSQL 9.0 > pgAdmin III.

On Windows 2012: Go to **Start** and type **pgAdmin III** in **Search**. Double-click on the pgAdmin III to open it.

3. Connect to the database by providing the password PMDB92\_admin@hp. 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

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 backup of management database table.

For Example: COPY dwabc.aggregate\_control from 'E://bo\_backup//backup\_AGGREGATE\_ CONTROL.dat'

## Restoring SHR on Linux

## For Sybase IQ Database

**Note:** Ensure sufficient space is available in the disk before performing the restore.

To restore the Sybase database, follow these steps:

- 1. Stop the HP\_PMDB\_Platform\_Sybase service:
  - cd /etc/init.d
  - service HP PMDB Platform Sybase stop

2. Run this command: ps -ef|grep iqsrv15

Note the process ID displayed by the command output.

- 3. Run this command by entering the process ID in <pid>: kill -9 <pid>:
- 4. Search for all files with extensions .db, .log and .iq from the database file location and move those files to any other location on the system. Those files are recreated by the restore process.
- 5. Start the SybaseIQ server. At the command prompt, run the following command:

```
start iq @/opt/HP/BSM/PMDB/config/pmdbConfig.cfg
```

Type the command in a single line.

6. Connect to SybaseIQ server:

```
dbisql -nogui -c "uid=dba;pwd=sql;dbn=utility_db;eng=<server_
name>;commlinks=tcpip(host=<host_name>;port=21424)"
```

#### Example:

dbisql -nogui -c "uid=dba;pwd=sql;dbn=utility\_db;eng=abc;commlinks=tcpip
(host=abc.com;port=21424).

7. Restore the Full Backup on the same path/drive:

On the SQL Statements box, type the following sql statement:

RESTORE DATABASE <location where database files were present> FROM <location where the backup file is saved>

#### For example:

```
RESTORE DATABASE '/root/SHR_Sybase/pmdb.db' FROM '/root/HPSHR/backup/Full.Sunday'
```

**Tip:** If you notice the following error while restoring the Sybase database, ignore the error and continue with the restore process.

"Unable to start specified database: Illegal character in database alias."

8. Run the following command to restore the database on a different path/drive

RESTORE DATABASE <location where database files were present> from <location where the backup file is saved>

```
RENAME IQ SYSTEM MAIN TO <path to pmdb.iq>
```

RENAME IQ SYSTEM TEMP TO <path to pmdb.iqtmp>

RENAME pmdb user main TO <path to pmdb user main01.iq>

Make sure the path to pmdb.db exists.

Run all the above commands together.

9. 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.

To restore the Incremental Backup on the same path/drive in the SQL Statements box, type the following sql statement:

RESTORE DATABASE<location where database files were present>FROM<location where the incremental backup file is saved>

RENAME IQ\_SYSTEM\_MAIN TO <path to pmdb.iq>

```
RENAME IQ_SYSTEM_TEMP TO <path to pmdb.iqtmp>
RENAME pmdb user main TO <path to pmdb user main01.iq>
```

- 10. Stop and start the Sybase services:
  - service HP\_PMDB\_Platform\_Sybase stop
  - service HP PMDB Platform Sybase start

# For SAP BusinessObjects Database, File Store and Configuration files

To restore the SAP BusinessObjects database, File Store and Configuration files, follow these steps:

- Copy the backup of SAP BusinessObjects database and file store on a system where SAP BusinessObjects is installed. The backup also includes the back up files of License, Configuration, CAC and Custom files.
- 2. Log on to the system as root.
- 3. Run the following command to stop the web server:
  - sh /opt/HP/BSM/BO/bobje/tomcatshutdown.sh
- 4. Switch to the SAP BusinessObjects administrator by running the following command:
  - su SHRBOADMIN
- 5. Run the following command to stop all Server Intelligence Agent servers:
  - sh /opt/HP/BSM/BO/bobje/stopservers
- 6. Stop the SQL Anywhere service:
  - sh /opt/HP/BSM/BO/bobje/sawstop.sh

While prompted for password, specify the SQL Anywhere database password.

7. Take a backup of all SQL Anywhere Data Base files by running the following command:

cp /opt/HP/BSM/BO/bobje/SQLAW/Bin/\*B0E120\*<backup\_path>

In this instance, <backup\_path> is the directory where you want to back up the existing SQL Anywhere database files.

8. Rename the existing frosutput and frosinput file store folders. The default location of the file store is /opt/HP/BSM/BO/bobje/data.

Also, note down the rights granted to the users for these two folders.

9. Switch to root by running the following command:

su root

 Copy the backup of SAP BusinessObjects database file (that you have taken a back up in "For SAP BusinessObjects Database, File Store and Configuration files" on page 30) perform the following:

cd /opt/HP/BSM/BO/bobje/SQLAW/Bin

- cp <bo\_backup\_path>/SHRDisaster\_Backup/Full\_SQLAnWr\_BackUP.Wednesday/\*BOE120\*
  Type y to overwrite the existing files.
- 11. Run the following commands to grant adequate rights to the SAP BusinessObjects and the Filestore user:

```
chown SHRBOADMIN:root *BOE120*
chmod 755 *BOE120*
```

Grant the same rights to the Filestore user which you have noted down in step 8.

12. Ensure that you log in as SHRBOADMIN user and not root.

```
su - SHRBOADMIN
```

13. Start the SQL Anywhere service. Execute the following command to start SQL Anywhere.

```
sh $PMDB HOME/../BO/bobje/sawstartup.sh
```

You will see the following message:

STARTING SQL AnyWhere12 SERVER

SQL Anywhere Start Server In Background Utility Version 12.0.1.3457

14. Create a new Server Intelligence Agent by running the following command:

```
sh /opt/HP/BSM/BO/bobje/serverconfig.sh
```

The SAP BusinessObjects wizard opens in the command line console.

15. Type 1, and then press **Enter**.

```
SAP BusinessObjects

What would you like to do?

1 - Add a Server Intelligence Agent
2 - Delete a Server Intelligence Agent
3 - Modify a Server Intelligence Agent
4 - List all Server Intelligence Agents in the config file

[quit(0)]
```

16. Type 3, and then press **Enter**.

```
SAP BusinessObjects

If it already exists in the CMS system database, do you want to recreate the Server Intelligence Agent on the local host?

Use this option only if this Server Intelligence Agent does not exist on any hosts in the deployment.

[yes(3)/no(2)/back(1)/quit(0)]

[no]3
```

17. Specify a name for the agent (as a best practice, type the hostname of the system as the name of the agent), and then press **Enter**.

```
SAP BusinessObjects

Please enter the name of the new Server Intelligence Agent.

[back(1)/quit(0)]

[SHRLR02]SHRM2]
```

18. Type 6400 as the port number, and then press **Enter**.

19. Type 2 (default server), and then press **Enter**.

```
SAP BusinessObjects

noservers (Create no servers on the new node)
cms (Create CMS on the new node)
defaultservers (Create default servers on the new node)

[noservers(4)/cms(3)/defaultservers(2)/back(1)/quit(0)]
------
[noservers]2
```

20. Type 6400 as the port number, and then press **Enter**.

```
SAP BusinessObjects

Enter the port of the new CMS.

[back(1)/quit(0)]

[default (6400)]
```

21. Type 2 (SQL Anywhere), and then press **Enter**.

```
SAP BusinessObjects

Specify Destination CMS database connection information.

Select the type of database connection from the following:

[Oracle(6)/DB2(5)/Sybase(4)/MySQL(3)/SQL Anywhere(2)/back(1)/quit(0)]

[Oracle]2
```

22. Press **Enter** (the correct server is selected by default).

```
SAP BusinessObjects

Specify Destination CMS database connection information.

Enter the ODBC data source name (DSN) for connecting to your SQL Anywhere database.

[back(1)/quit(0)]

[SHRLR02B0E120]
```

23. Press **Enter** (the correct user name is selected by default).

```
SAP BusinessObjects

Specify Destination CMS database connection information.

Enter the user name for connecting to your SQL Anywhere database.

[back(1)/quit(0)]

[SHR]
```

24. Type a password (note down for future reference), and then press **Enter**.

```
SAP BusinessObjects

Specify Destination CMS database connection information.

Enter the password for connecting to your SQL Anywhere database.

[back(1)/quit(0)]
```

25. Select **Yes**, and then press **Enter**.

```
SAP BusinessObjects

Would you like to enable auditing?

[yes(3)/no(2)/back(1)/quit(0)]

[yes]
```

26. Type 2 (SQL Anywhere), and then press **Enter**.

```
SAP BusinessObjects

Specify auditing database connection information.

Select the type of database connection from the following:

[Oracle(6)/DB2(5)/Sybase(4)/MySQL(3)/SQL Anywhere(2)/back(1)/quit(0)]

[SQL Anywhere]2
```

27. Type the ODBC data source name, and then press **Enter**.

The data source name is of the following format:

<agent\_name>B0E120\_Audit

<agent\_name> is the name that you selected in step 14.

```
SAP BusinessObjects

Specify auditing database connection information.

Enter the ODBC data source name (DSN) for connecting to your SQL Anywhere database.

[back(1)/quit(0)]

[SHRLR02BOE120]SHRLR02BOE120_AUDIT
```

28. Press Enter (the correct user name is selected by default).

```
SAP BusinessObjects

Specify auditing database connection information.

Enter the user name for connecting to your SQL Anywhere database.

[back(1)/quit(0)]
```

29. Type a password (note down for future reference), and then press **Enter**.

```
SAP BusinessObjects

Specify auditing database connection information.

Enter the password for connecting to your SQL Anywhere database.

[back(1)/quit(0)]
```

30. Press **Enter**. The correct user (Administrator) is selected by default.

```
SAP BusinessObjects

Enter the user name to connect to this CMS.

[back(1)/quit(0)]

[Administrator]
```

- 31. Press **Enter** when prompted for password.
- 32. Type 1 (secEnterprise), and then press Enter.

```
SAP BusinessObjects

Choose the number of the type of authentication to use when contacting the CMS

1 - secEnterprise
2 - secLDAP

[back/quit(0)]
```

33. Type yes, and then press Enter.

```
SAP BusinessObjects

The following information will be used to create the new Server Intelligence Agent.

CMS Name: SHRLR02
Server Intelligence Agent Name: PRD_SHR
Server Intelligence Agent Port: 6410
Create Default Servers: yes
CMS Port: 6400
CMS Database: SHRLR02BOE120
Audit Database: SHRLR02BOE120_AUDIT

Do you want to create the Server Intelligence Agent?

[yes(3)/no(2)/back(1)/quit(0)]

[yes]
Adding Server Intelligence Agent...
Please press Enter to continue...
```

Press **Enter** again to continue.

34. Type 4, and then press Enter. You will see the list of all the Server Intelligence Agents.

```
SAP BusinessObjects

What would you like to do?

1 - Add a Server Intelligence Agent
2 - Delete a Server Intelligence Agent
3 - Modify a Server Intelligence Agent
4 - List all Server Intelligence Agents in the config file

[quit(0)]

[4]4
```

- 35. Type 0 to quit, and then press **Enter**. You will see the message "*Thank you for choosing SAP BusinessObjects...*"
- 36. Run the following command to start the newly added agent:
  - sh /opt/HP/BSM/BO/bobje/startservers
- 37. Run the following command:
  - a. cd /opt/HP/BSM/BO/bobje
  - b. ./ccm.sh -updateobjects -cms <SHR\_hostname>:6400.

If you have a password for CCM, then run the following command:

./ccm.sh -updateobjects -cms SHR\_hostname>:6400 -username Administrator -password <administratorpassword>

```
Creating session manager...
Logging onto CMS...
Creating infostore...
Objects requiring update: 0
Adding objects...
CMS Data Source setup finished.
```

**Note:** You can remove the unused node from the Server List in the Central Management Console (CMC). Refer the section Additional Reference for the steps.

## For Management Database Table

To restore the Management database table, follow these steps:

- 1. Run the following commands to launch PgAdminIII:
  - a. cd \$PMDB\_HOME/../Postgres/bin
  - b. ./psql -U pmdb\_admin -d dwabc -p 21425
- 2. Connect to the database by providing the same password which was configured during post installation.
- 3. Launch the sql query analyzer
- 4. Run the following query to restore the database tables:

```
Delete From aggregate_control
```

COPY aggregate\_control from '<backup\_path>/backup\_AGGREGATE\_CONTROL.dat'; In this instance, <backup\_path> is the directory where you placed the backup of management database file.

## Chapter IV: Additional Reference

#### Delete an Unused Node in the CMC

You can remove the unused node from the Server List in the Central Management Console (CMC). If you see an node entry in the CMC when there is no SIA, perform the following steps to delete the node:

#### **For Linux:**

1. Log on to the CMC from the following link:

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

- 2. Click on Servers and then click Nodes.
- 3. Locate the node you want to delete and select it.
- Right-click on the selected node and click **Properties**. The Properties of the selected node is displayed.
- 5. Note down the ID, CUID of the SIA.
- 6. Log off from the CMC.
- 7. Switch to the SAP BusinessObjects administrator by running the following command:

```
su - SHRBOADMIN
```

- 8. Stop all the SAP BusinessObjects services.
- 9. Start the SQL Anywhere command pane from the following location:

```
/opt/HP/BSM/BO/bobje/SQLAW/Bin
```

10. Run the command:

```
./dbisqlc
```

- 11. On the Connect window, type the following:
  - User id: Type the hostname of the SHR system (not FQDN).
  - Password: Type <password> (pmdb\_admin is the default password if you have not changed the SAP BusinessObjects database password).
- 12. In the command pane, type the following query:

```
DELETE FROM CMS_INFOOBJECTS6 where SI_CUID = 'CUID name from step 5' Execute the query and commit the changes.
```

13. Start the SAP BusinessObjects services.

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#### Feedback on Disaster Recovery Guide (Service Health Reporter 9.40)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docfeedback@hp.com.

We appreciate your feedback!