CHAPTER 12

Performing Backup and Restore

Prime Collaboration allows you to make a back up of your data and restore it. However, you must manually run backup and restore commands by logging in to the system as an admin user (CLI user).

Provisioning Database Backup and Restore

There are two backup and restore scenarios; select the set of procedures that matches your scenario:

- Backup and restore on a single machine, with the same installation or a new installation. For this scenario, see Backing Up the Single-Machine Provisioning Database, page 12-1 and Restoring the Single-Machine Provisioning Database, page 12-2.
- Backup and restore for a distributed database scenario, for the same installation, a new installation with the same IP address, or a new installation with a new IP address. For this scenario, see Backing Up Provisioning for a Distributed Database, page 12-3 and Restoring Provisioning for a Distributed Database, page 12-4.

Note When backing up files, you should place the files on a different file server. Also, you should burn the backup data onto a CD.

Backing Up the Single-Machine Provisioning Database

This procedure requires that you have administrator level access to the Provisioning database (the PostgreSQL database).

Step 1 Stop Apache, JBoss and NICE Services by using the following commands:

```
ps -aef | grep startcupm
ps -aef | grep nice
kill -9 <startcupm process id>
kill -9 <nice process id>
```

Step 2 Go to the directory:

/opt/postgres/9.0/bin.

Step 3 Run the following command:

```
./pg_dumpall -o -Upmadmin > /<backup_directory_name>/<backup_file_name>
```

where,

- pmadmin—postgres user id
- *backup_directory_name*—Name of the directory where you want to place the backup file
- *backup_file_name*—Backup will be created with this file name.

Step 4 Backup the following files:

In a backup folder, make copies of the following files and directories:

- /opt/cupm/sep/dfc.properties
- /opt/cupm/sep/ipt.properties
- /opt/cupm/sep/dfc.keystore
- /opt/cupm/jboss/server/cupm/conf/login-config.xml
- /opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml

Step 5 To restart Apache, JBoss and NICE Services:

a. Go to /opt/cupm folder.

b. Execute **./cupm-app-service.sh start**

Restoring the Single-Machine Provisioning Database

If you are restoring to a new installation, have the system with the new installation up and running before beginning this procedure.

This procedure requires that you have administrator level access to the Provisioning database (the PostgreSQL database).

Before You Begin

If you are restoring the database on a new system, you must verifying that the following ports are not being used by another application:

- dfc.jboss.port=46008
- dfc.postgres.port=5432
- dfc.nice.rmi.registry.internal.port=46001
- dfc.webport=80

If a port is being used by another application, you must change the port number to a vacant port. These settings are defined in the /opt/cupm/sep/dfc.properties file. (If you accepted the default location during installation, the installation directory is /opt/cupm.)

Step 1 Stop Apache, JBoss and NICE Services, by using the following command:

```
ps -aef | grep startcupm
ps -aef | grep nice
kill -9 <startcupm process-id>
kill -9 <nice process-id>
```

To check whether the nice process is still holding on the postgres connection, enter the following command: **ps -aef**
Look for the process: /opt/cupm/jvm/bin/java -server -classpath /opt/cupm/sep/lib/dom.jar:/opt/cupm/sep/lib/jaxbapi.jar:/opt/cupm/sep/lib/jaxb-impl.jar

If the process is running then enter the following command:

kill -9 <Process-Id found earlier>

Step 2 If you are restoring to the same installation, then proceed to the next step,if you are restoring to a new installation, paste the backed-up file into /mnt folder

Step 3 Go to the directory:

cd /opt/postgres/9.0/bin

Step 4 Run the following command:

./CUPM-restore.sh <username> <password> **/mnt/<*backup_file_name*>**

Where *username* is the username of the PostgreSQL administrator. The default administrator username is pmadmin.

Where *password* is the password provided for globaladmin.

Step 5 If you are restoring to the same installation, proceed to the next step. If you are restoring to a new installation, copy back the following backed-up files:

- /opt/cupm/sep/dfc.properties
- /opt/cupm/sep/ipt.properties
- /opt/cupm/sep/dfc.keystore
- /opt/cupm/jboss/server/cupm/conf/login-config.xml
- /opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml

Step 6 To restart Apache, JBoss and NICE Services:

a. Go to /opt/cupm folder.

b. Execute **./cupm-app-service.sh start.**

Backing Up Provisioning for a Distributed Database

This procedure requires that you have administrator level access to the Provisioning database (the PostgreSQL database).

Step 1 In the application server, stop Apache, JBoss and NICE Services by using the following commands:

```
ps -aef | grep startcupm
ps -aef | grep nice
kill -9 <startcupm process id>
kill -9 <nice process id>
```

Step 2 In the database server, go to the directory:

cd /opt/postgres/9.0/bin.

Step 3 Run the following command:

```
./pg_dumpall -o -Upmadmin > /<backup_directory_name>/<backup_file_name>
```

where,

- pmadmin—postgres user id
- *backup_directory_name*—Name of the directory where you want to place the backup file
- *backup_file_name*—Backup will be created with this file name.

Step 4 In the application server, backup the following files:

In a backup folder, make copies of the following files and directories:

- /opt/cupm/sep/dfc.properties
- /opt/cupm/sep/ipt.properties
- /opt/cupm/sep/dfc.keystore
- /opt/cupm/jboss/server/cupm/conf/login-config.xml
- /opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml

Step 5 To restart Apache, JBoss and NICE Services:

a. Go to /opt/cupm folder.

b. Execute **./cupm-app-service.sh start.**

Restoring Provisioning for a Distributed Database

If you are restoring to a new installation, either with the same or a new IP address, have the system with the new installation up and running before beginning this procedure.

This procedure requires that you have administrator level access to the Provisioning database (the PostgreSQL database).

Note If you are restoring the database on a new system, you must verifying that the following ports are not being used by another application:

- dfc.jboss.port=46008
- dfc.postgres.port=5432
- dfc.nice.rmi.registry.internal.port=46001
- dfc.webport=80

If a port is being used by another application, you must change the port number to a vacant port. These settings are defined in the /sep/dfc.properties file. (If you accepted the default location during installation, the installation directory is /opt/cupm.)

Also, you will need to change the system name in one of the following settings:

- dfc.postgres.host=<*system name*> (If the database is on one system.)
- dfc.postgres.hostlist=<*system names*> (If the database is on multiple systems.)

Restoring Database in the database server

Step 1 In the application server, stop Apache, JBoss and NICE Provisioning Services, by using the following command:

```
ps -aef | grep startcupm
ps -aef | grep nice
kill -9 <startcupm process id>
kill -9 <nice process id>
To check whether the nice process is still holding on the postgres connection, enter the
following command: ps -aef
```

Look for the process: /opt/cupm/jvm/bin/java -server -classpath /opt/cupm/sep/lib/dom.jar:/opt/cupm/sep/lib/jaxbapi.jar:/opt/cupm/sep/lib/jaxb-impl.jar

If the process is running then enter the following command:

```
kill -9 <Process-Id found earlier>
```

Step 2 If you are restoring to the same installation, then proceed to the next step,if you are restoring to a new installation, paste the backed-up file into /mnt folder

Step 3 Go to the directory:

cd /opt/postgres/9.0/bin

Step 4 Run the following command:

```
./CUPM-restore.sh <username> <password> /mnt/<backup_file_name>
```

Where

username is the username of the PostgreSQL administrator. The default administrator username is pmadmin.

password is the password provided for globaladmin.

Step 5 If you are restoring to the same installation, proceed to the next step. If you are restoring to a new installation, copy back the following backed-up files:

- /opt/cupm/sep/dfc.properties
- /opt/cupm/sep/ipt.properties
- /opt/cupm/sep/dfc.keystore
- /opt/cupm/jboss/server/cupm/conf/login-config.xml
- /opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml

Step 6 To restart Apache, JBoss and NICE Services:

a. Go to /opt/cupm folder.

b. Execute **./cupm-app-service.sh start.**

Restoring Database in the application server

Step 1 If you are restoring to the same installation, proceed to the next step. If you are restoring to a new installation, copy back the following backed-up files:

- /opt/cupm/sep/dfc.properties
- /opt/cupm/sep/ipt.properties
- /opt/cupm/sep/dfc.keystore

- /opt/cupm/jboss/server/cupm/conf/login-config.xml
- /opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml

Step 2 Update the IP address of the database server (postgres host) in opt/cupm/sep/dfc.properties

Step 3 Update the IP address of database server (postgres host) in opt/cupm/jboss/server/cupm/deploy/dfc-ds.xml

Step 4 To restart Apache, JBoss and NICE Services:

a. Go to /opt/cupm folder.

b. Execute **./cupm-app-service.sh** start.