

# HP Device Manager 4.7

## Disaster Recovery Guide



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## Overview

The purpose of this document is to help you recover your HPDM components after they crash. The following HPDM components can be recovered:

- HPDM Server
- Database
- Master Repository

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### Note

This document provides a normal HPDM disaster recovery process, but your HPDM environment might be different. Adapt your strategy accordingly.

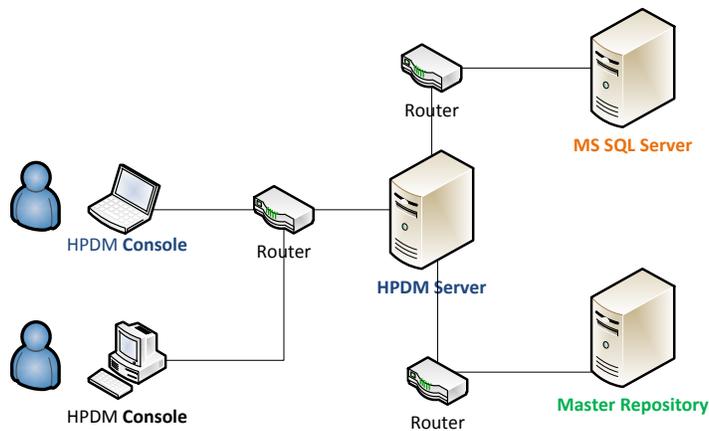
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## General recovery process

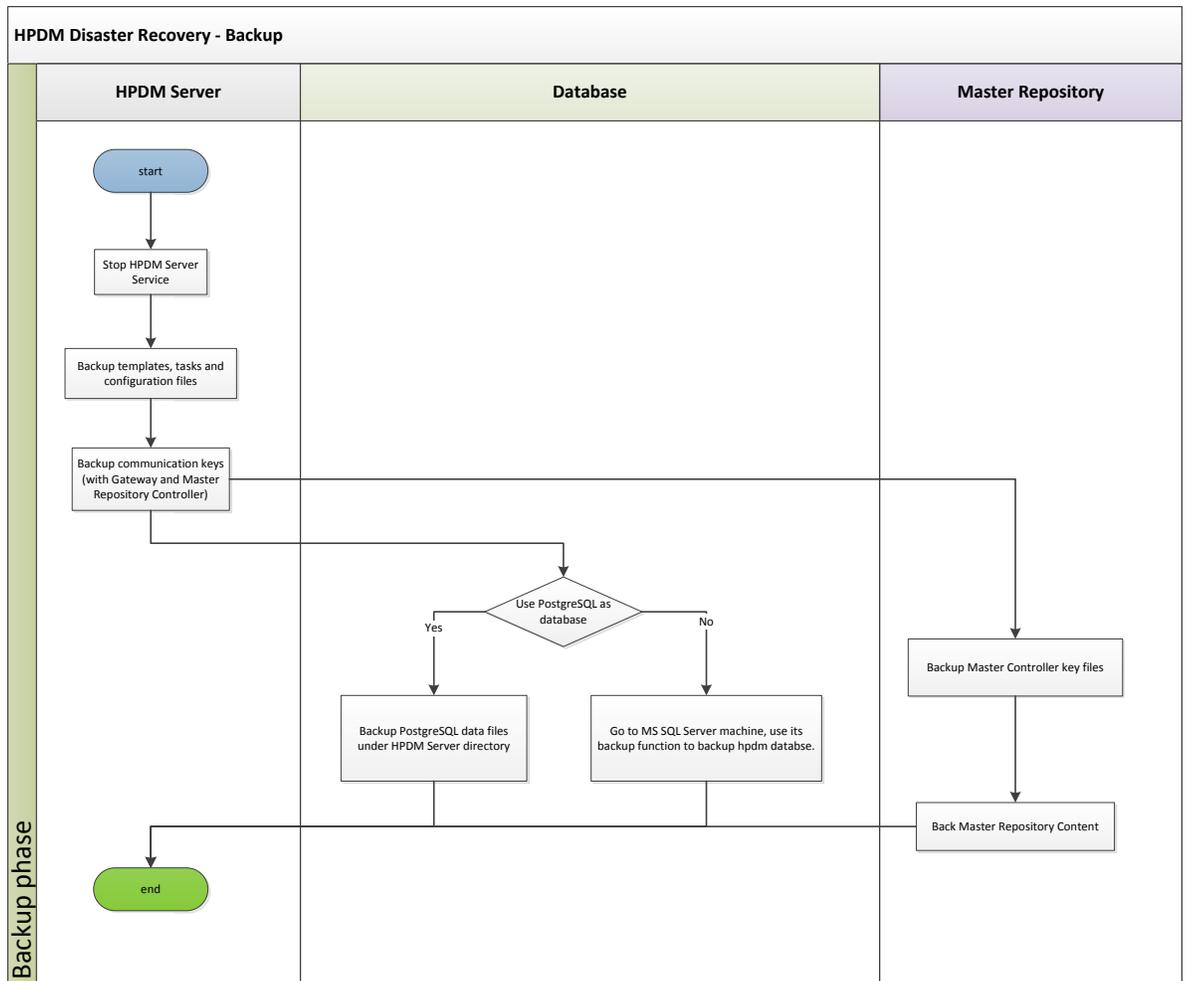
This is an overview of the recovery process. For detailed steps, see the following:

- Recovering the HPDM Server
- Recovering the Master Repository

**Figure 1.** Typical HPDM distribution diagram



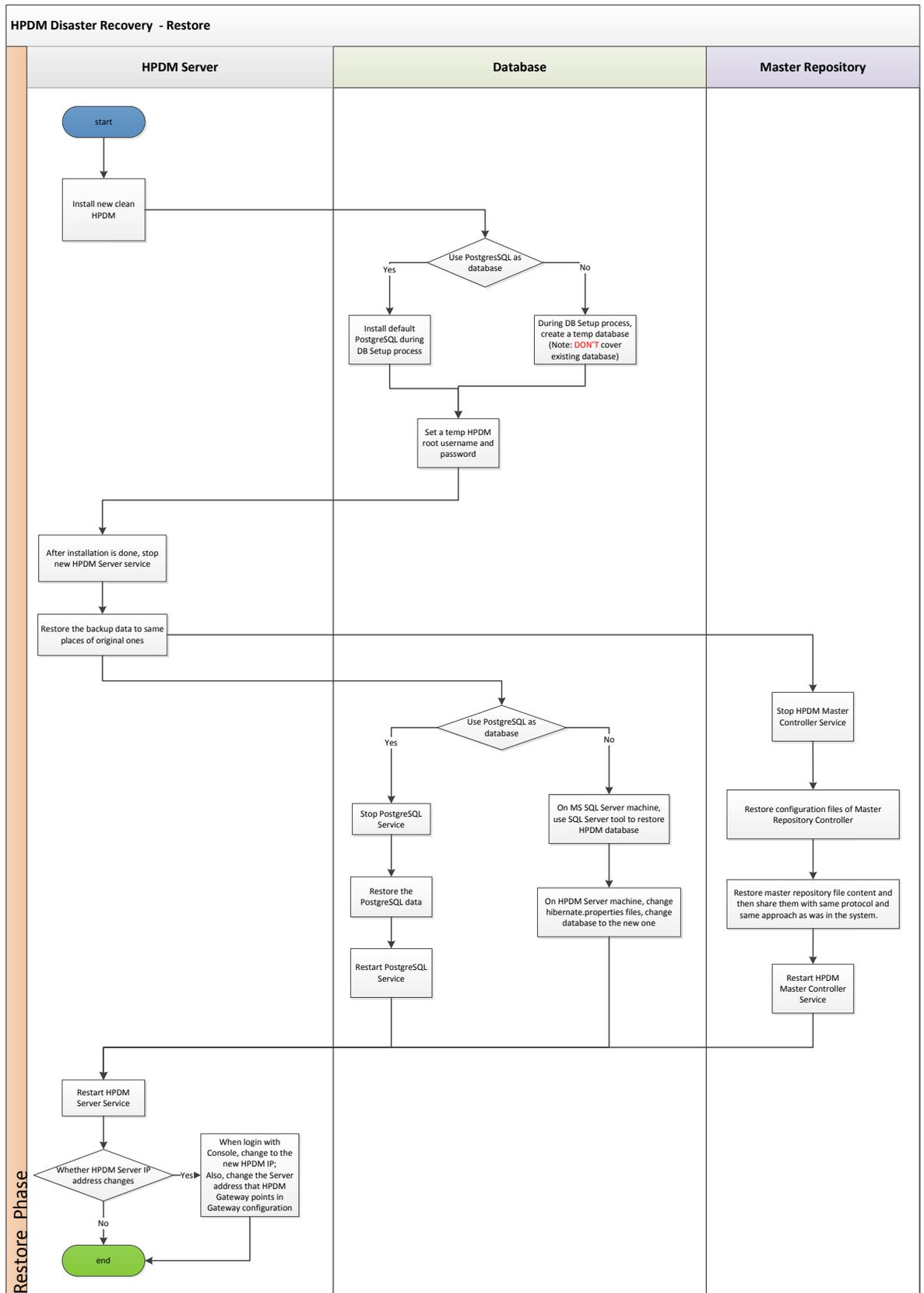
**Figure 2.** General HPDM disaster recovery workflow (backup phase)



**Note**

In case of an unpredictable disaster, backup your HPDM data periodically according to your strategy.

Figure 3. General HPDM disaster recovery workflow (restore phase)



## Recovering the HPDM Server

The HPDM Server content that can be recovered is as follows:

- Templates, tasks, and template plugin-ins
- Configuration files and communication keys
- Database

### Backing up the data

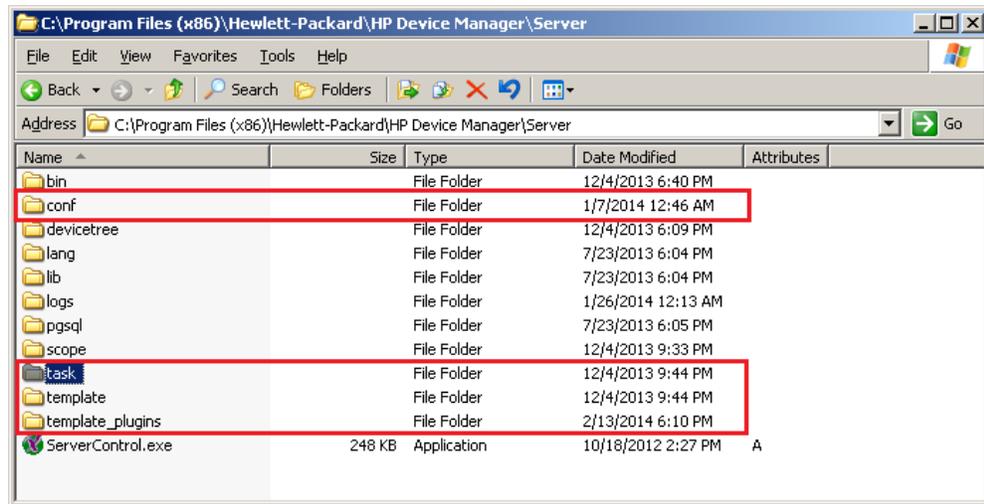
After the HPDM Server crashes, back up your data first.

1. Stop the HPDM Server.

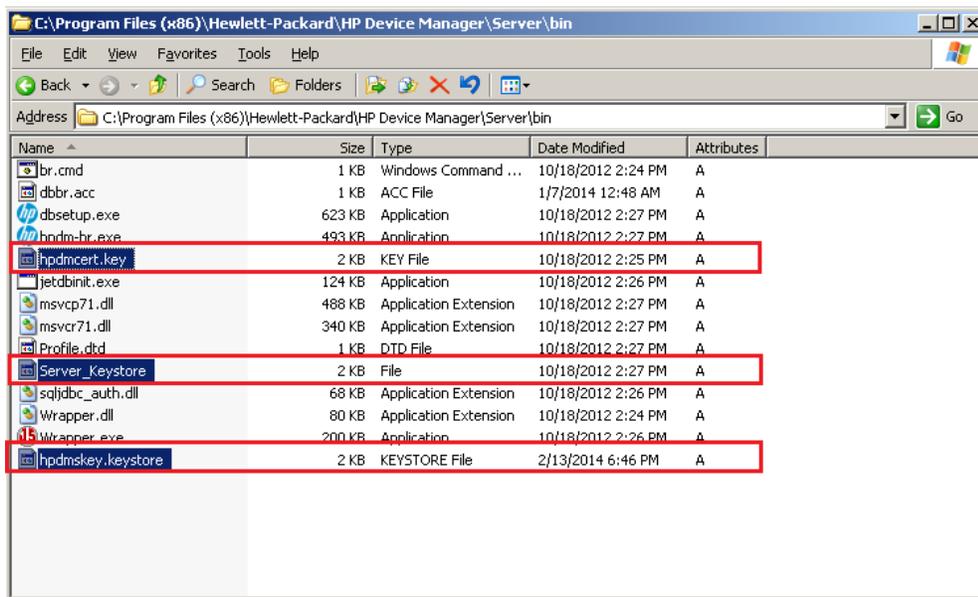


2. On the HPDM Server installation path, go to <HPDM installation path>\HP Device Manager\Server. Then, back up the following directories:

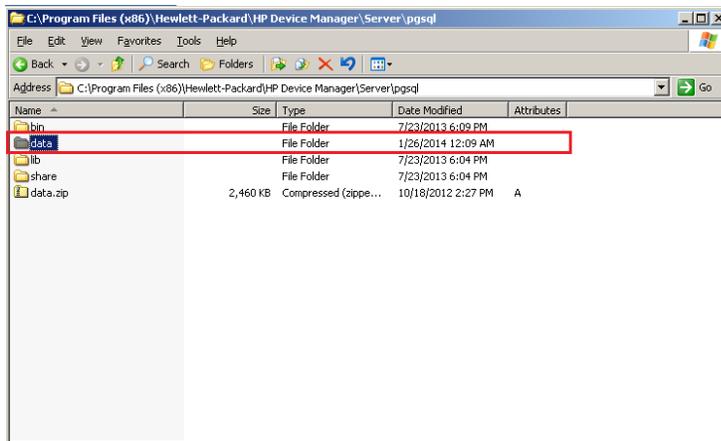
- A. conf
- B. template
- C. task
- D. template\_plugins (if it exists)



3. Go to the directory <HPDM installation path>\HP Device Manager\Server\bin, and then back up the following files:
  - A. hpdmcert.key
  - B. Server\_Keystore
  - C. hpdmskey.keystore



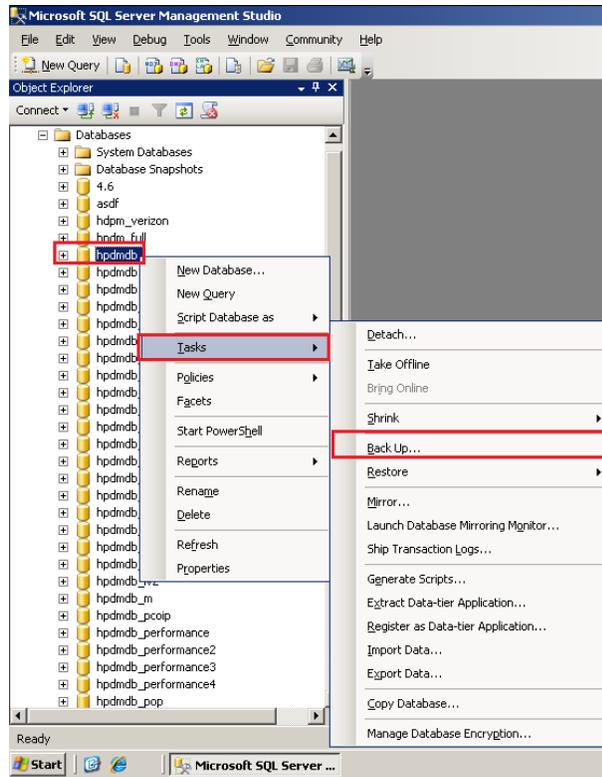
4. To back up the database, do the following, depending on which type of database you use with HPDM:
  - A. If you use PostgreSQL as the HPDM database, you need to back up its data to the HPDM Server installation path.
  - B. Go to the directory <HPDM installation path>\HP Device Manager\Server\pgsql.
  - C. Back up the data folder.



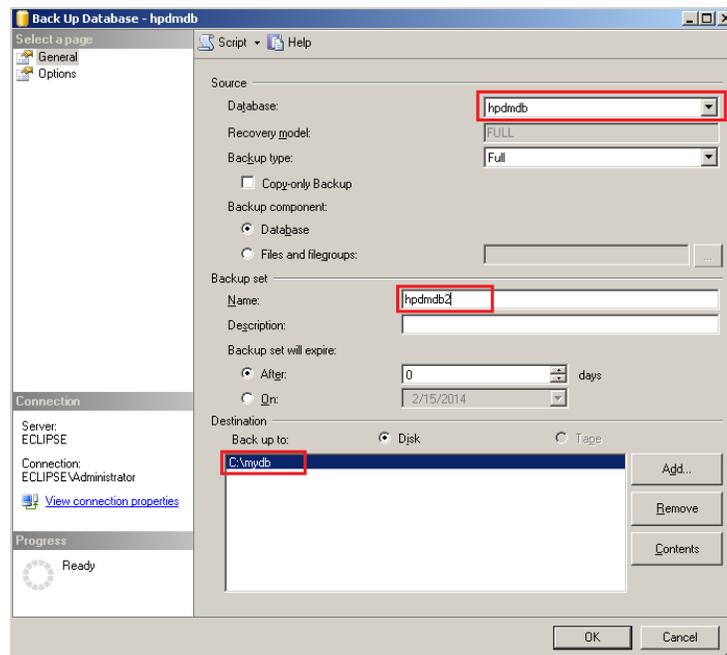
- A. If you use MS SQL Server as the HPDM database, back up its data using the MS SQL Server tool.
- B. Open **MS SQL Server Management Studio**, and use it to connect to your source database. Be sure that you have installed this tool.



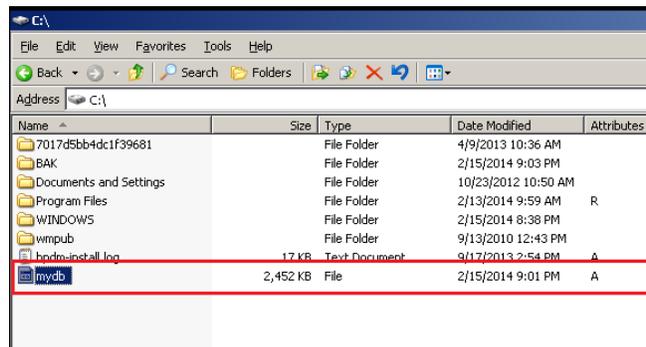
- C. Select the HPDM database you want to back up, right-click to open a pop-up menu, and then select **Tasks > Back Up**. This example uses the database name **hpdmdb**.



- D. Specify the source **databasehpdmdb**, and create a backup database named **hpdmdb2**. Then, set the destination path **c : \mydb**. Click **OK**.



E. The backup file is now available in c:\ disk.



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### Note

PostgreSQL is a database integrated with HPDM, so its data is aligned with HPDM installation path. MS SQL Server provides tool to do backup and restore operations. It is best to use the same version of MS SQL Server; otherwise, the backup might be incompatible.

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5. The HPDM Server is now backed up. If you plan to back up the Master Repository, see Backing up the data.

## Installing the clean HPDM Server

After the HPDM Server is backed up, prepare an HPDM Server environment.

1. Download the same version of the HPDM installer as the one that crashed.

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### Note

Be sure to use the same version of the HPDM installer; otherwise, it might have a compatibility issue.

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2. Install HPDM. If you are reinstalling HPDM on the crashed device, the installer guides you through uninstalling the old version. Or, you can manually uninstall the old version before reinstalling HPDM.
3. During the database setup process, do the following (depending on which type of database you use in HPDM):
  - If you use PostgreSQL as the HPDM database, create a default PostgreSQL database, and then set a temporary HPDM root username and password.
  - If you use MS SQL Server as the HPDM database, create a temporary database directing to the MS SQL Server, and then set a temporary HPDM root username and password.

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### Note

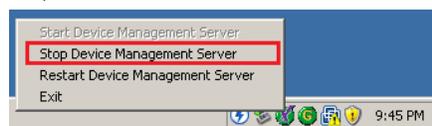
This database is only for temporary use, so do not write over a useful existing database in the MS SQL Server.

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## Restoring the data

After you install the HPDM Server in a clean environment, recover your data.

1. Stop the HPDM Server.

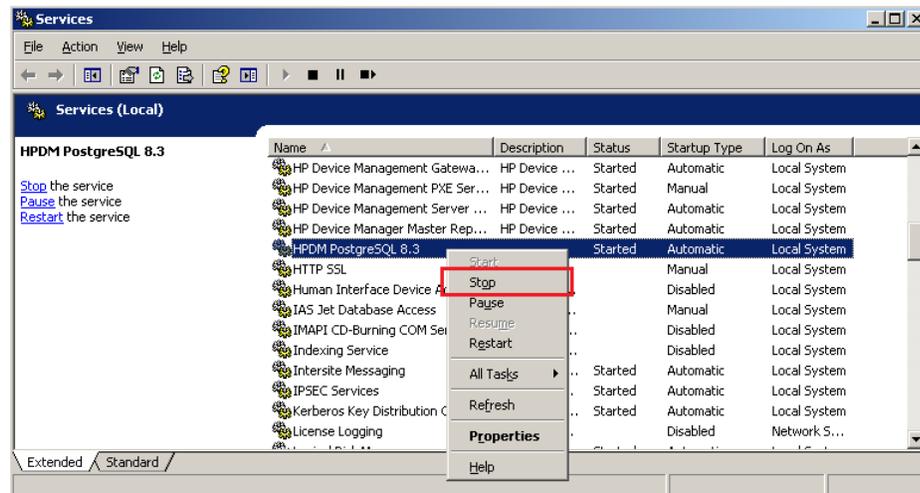


2. Restore the files that you backed up. (See Backing up the data.) Copy and paste over the original files.

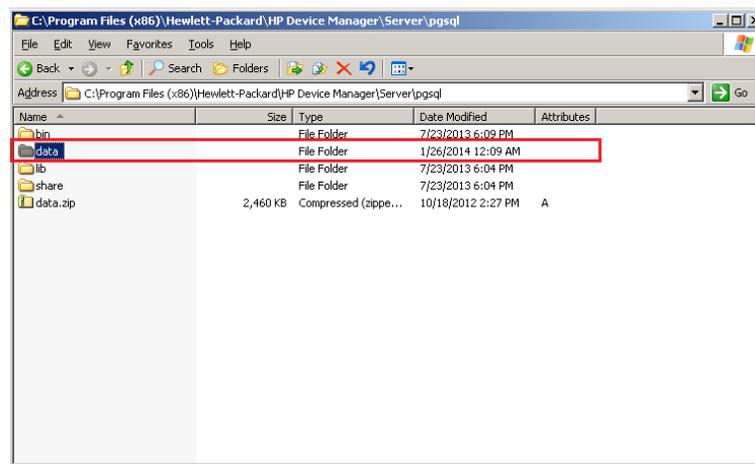
- To restore the database, do the following (depending on which type of database you use in HPDM):

To restore the database if you use PostgreSQL as the HPDM database:

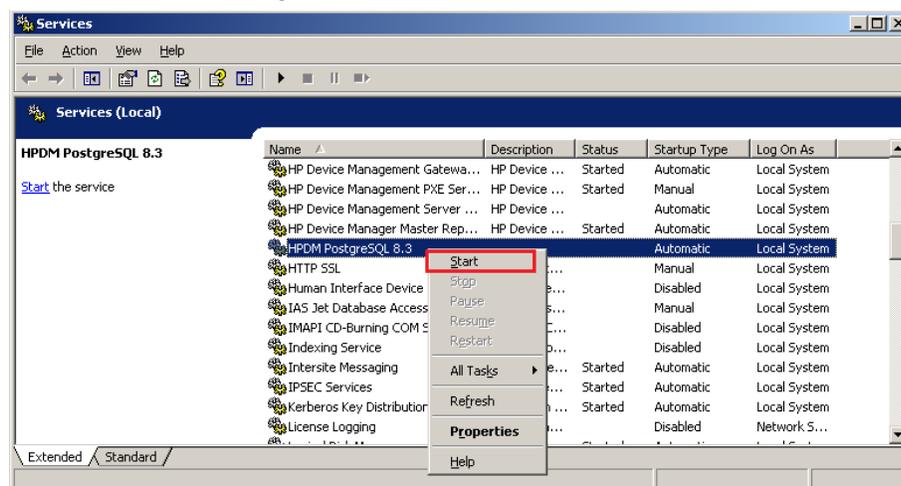
- Stop the HPDM PostgreSQL service.



- Restore the data directory under `Server\pgsql`.



- Restart the HPDM PostgreSQL service.

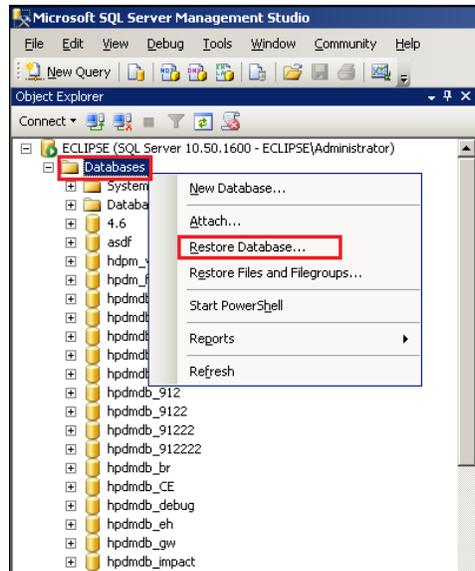


To restore the database if you use MS SQL Server as the HPDM database:

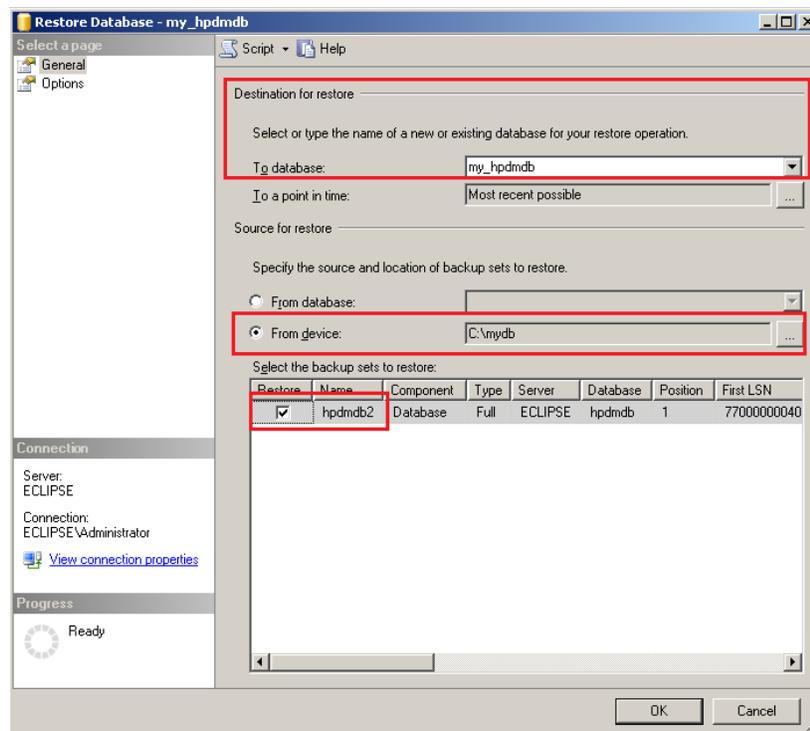
- A. Open **MS SQL Server Management Studio**, and then use it to connect to your destination database.

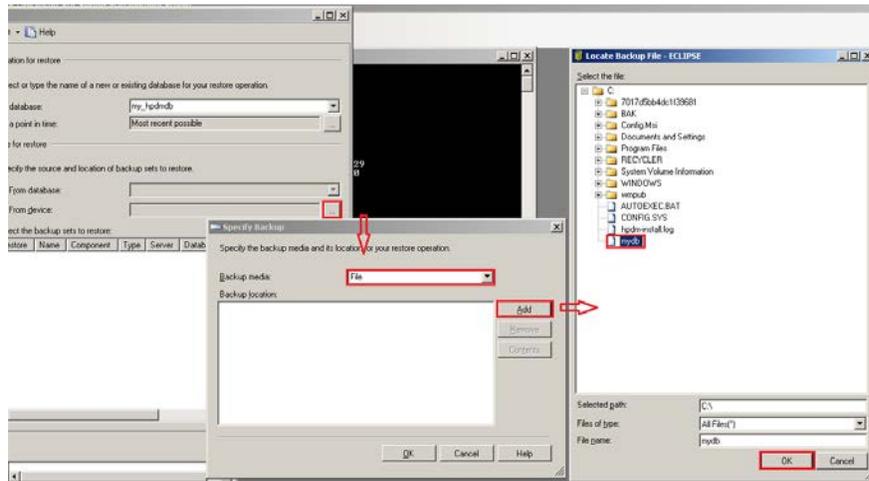


- B. Select the **Databases** folder, and then select **Restore Database**.

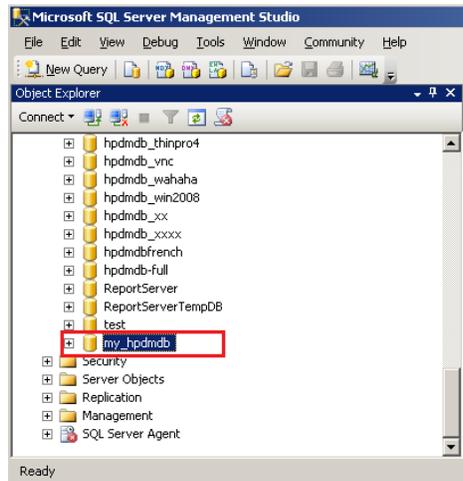


- C. Under **To database**, select **my\_hpmdb**, and then select **From a device** and backup database path `c:\mydb` as the **Source for restore**. Select the database **hpmdb2** to restore. Click **OK**.

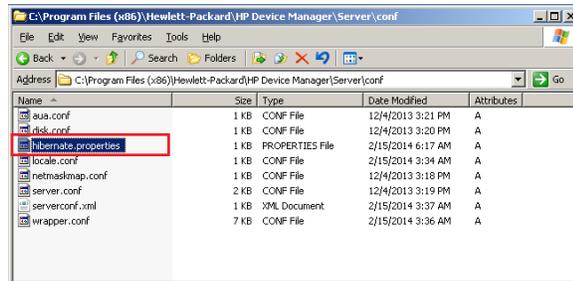




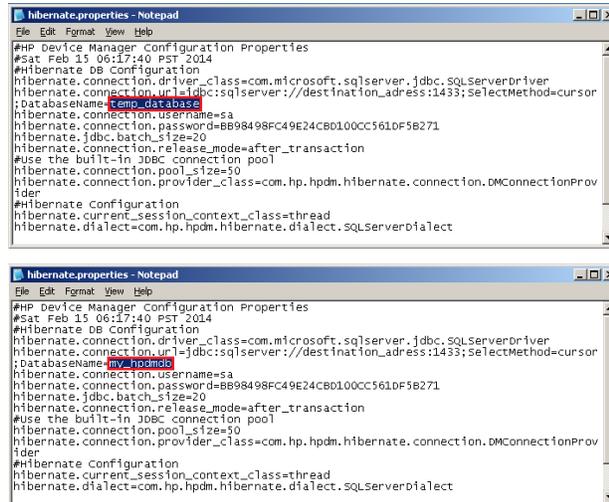
The database my\_hpdmdb is now available in the MS SQL Server.



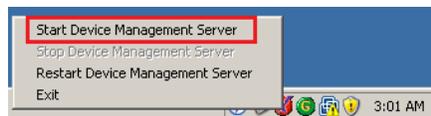
D. Go to the HPDM Server directory <HPDM installation path>\Server\conf, and open the **hibernate.properties** file.



- E. Find the **hibernate.connection.url** item, and then change the DatabaseName from **temp\_database** to **my\_hpdmdb**.



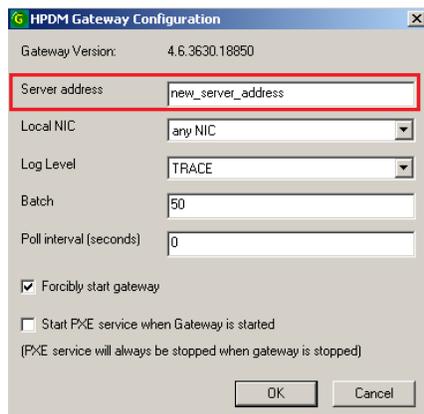
4. Restart the HPDM Server.



5. If you installed the HPDM Server in a different device, you need to update the HPDM Server address.
  - A. Log in to the HPDM Console and enter the new HPDM Server address.



- B. Right-click the HPDM Gateway icon in the system tray, and then enter the new HPDM Server address.



## Verifying the HPDM Server recovery

1. Log in to the HPDM Console, and then connect to the HPDM Server.
2. Verify the number of operating system tabs, templates, tasks, rules (if you had any), and the HPDM configuration.

## Recovering the Master Repository

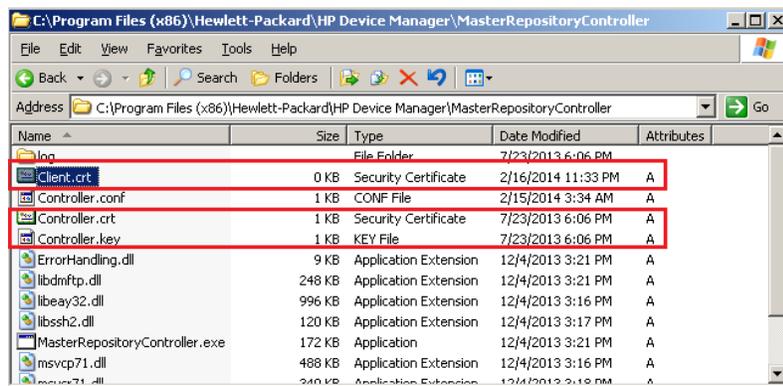
The Master Repository is a standalone component of HPDM. It can be deployed on either a remote device or the same device as the HPDM Server. The Master Repository Controller must be installed on the same machine as the Master Repository.

The Master Repository content that can be recovered is as follows:

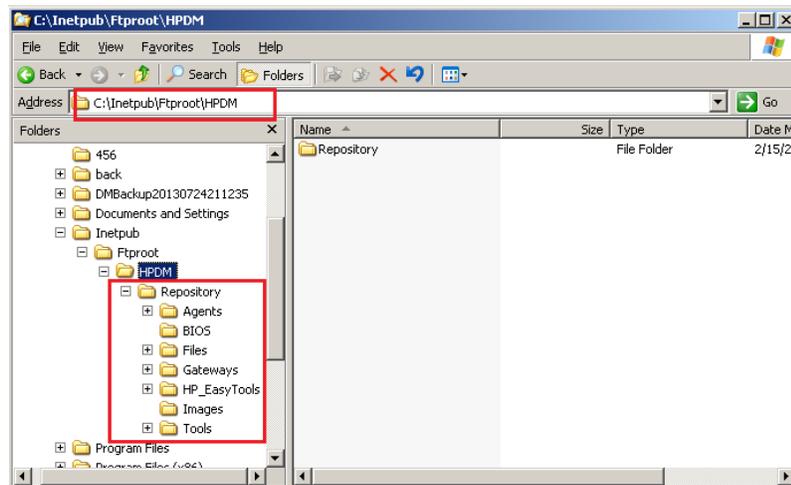
- Configuration of the Master Repository Controller
- Repository content (images, agents, tools, and so on)

### Backing up the data

1. Stop the HPDM Server.
2. Go to the Master Repository Controller installation path <HPDM installation path>\MasterRepositoryController and back up the following files:
  - A. Client.crt
  - B. Controller.crt
  - C. Controller.key



3. Go to the Master Repository path, and back up the repository content. The default path is c:\Inetpub\Ftproot\HPDM.



### Note

The Master Repository path can be found in the file <HPDM installation path>\MasterRepositoryController\Controller.conf.

## Install the clean Master Repository Controller

After the Master Repository is backed up, prepare a clean Master Repository environment.

### Note

If you are installing the Master Repository on the same device as the HPDM Server, you can recover both simultaneously.

1. Download the same version of the HPDM installer as the one that crashed.

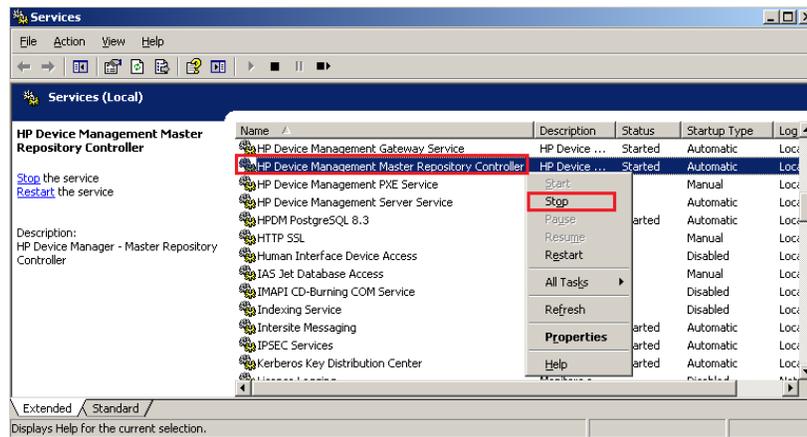
### Note

Be sure to use the same version of the HPDM installer; otherwise, it might be incompatible.

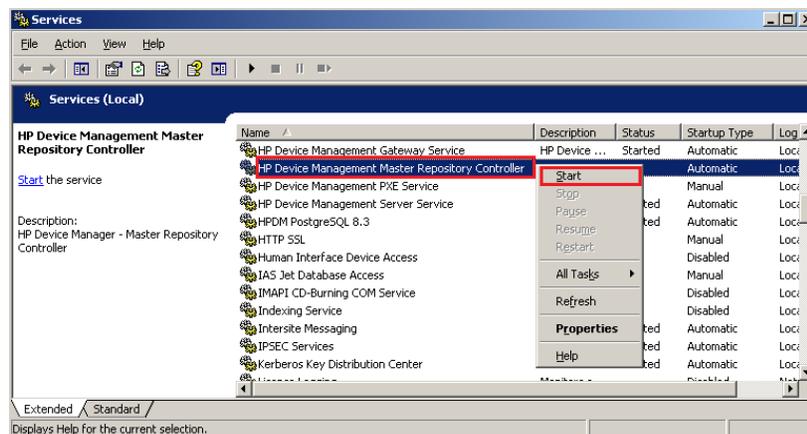
2. Install the Master Repository Controller. If you are reinstalling the Master Repository Controller on the crashed device, the installer guides you through uninstalling the old version. You can also uninstall it manually.

## Restoring the data

1. Stop the Master Repository Controller.



2. Restore the files that you backed up. Copy and paste over the original files.
  - A. Restore the Master Repository Controller configuration files.
  - B. Restore the Master Repository files, and then share them with the original configuration.
3. Restart the Master Repository Controller.



4. If you installed the Master Repository on a different device, you need to update the Master Repository address.
  - A. Log in to the HPDM Console, select the **Tools** menu, and then select **Repository Management**.
  - B. Click **Edit**, and then enter the new Master Repository address.

**Repository Wizard**

Repositories are used to store payloads for all tasks. There is one Master Repository and could be multiple Child Repositories. Payloads on Child Repositories are copies of those on the Master Repository. The Master Repository Controller must reside on the same computer as the Master Repository. Paths specified below must point to the same location you configured for the Master Repository Controller during installation.

Master Repository Basic Information

Repository Name: Master Repository

Server Address: 192.168.1.1

**i** If both protocols are used for the repository, they should point to the same location on the server.

FTP Protocol Settings

Username: admin

Password: \*\*\*\*\*

Path: ftp://192.168.1.1/ HPDM

Shared Folder Protocol Settings

Shared Folder enabled for this repository

Username: administrator

Password: \*\*\*\*\*

Path: \\192.168.1.1\ HPDM

< Back Save Cancel

## Appendix

### Backup and Restore tool

HPDM provides a recovery tool called the HPDM Backup and Restore tool. It backs up the HPDM Server templates, tasks, template plugins, and database data. However, it does not back up related configuration files, key files, or the Master Repository.

You can restore HPDM using the Backup and Restore tool, the procedures that are related to configuration and key files in *Recovering the HPDM Server*, and the procedures in *Recovering the Master Repository*.

### HPDM Archive Tool

HPDM Archive Tool is an independent tool that is used to archive outdated tasks and logs. It archives data from both the database and file system. This is a good solution if you need to restrict the amount of disk space used by the HPDM Server and database.

For more information about this tool, see HPDM Archive Tool in the *HP Device Manager 4.7 Administrator Guide*.

### Other documents

- HPDM Administrator Guide

For more information about HPDM, see *HP Device Manager 4.7 Administrator Guide*.

- Repository management

For more information about repository management, see the *HP Device Manager 4.7 Repository Management* white paper.

- HPDM deployment

For more information about HPDM deployment, see the *HP Device Manager 4.7 Deployment Guide* white paper.

## For more information

To read more about HP Device Manager, go to [hp.com/go/hpdm](http://hp.com/go/hpdm).

### Sign up for updates

[hp.com/go/getupdated](http://hp.com/go/getupdated)

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