

HP Device Manager 4.7

Database Troubleshooting Guide



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Overview

The purpose of this document is to give some background on the HPDM database and help customer to troubleshoot the database-related problems.

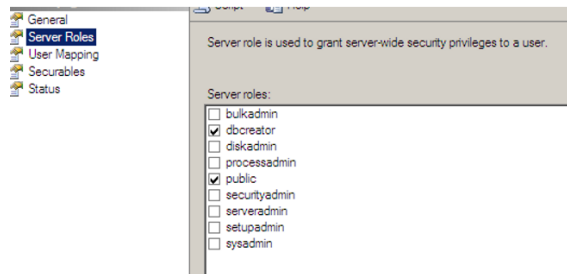
HPDM can be used with two types of database: Microsoft® (MS) SQL Server and PostgreSQL. To use MS SQL Server, you must install and configure it yourself. PostgreSQL is an open-source database that is bundled with the HPDM Server. You do not need to install or configure it yourself.

Using MS SQL Server

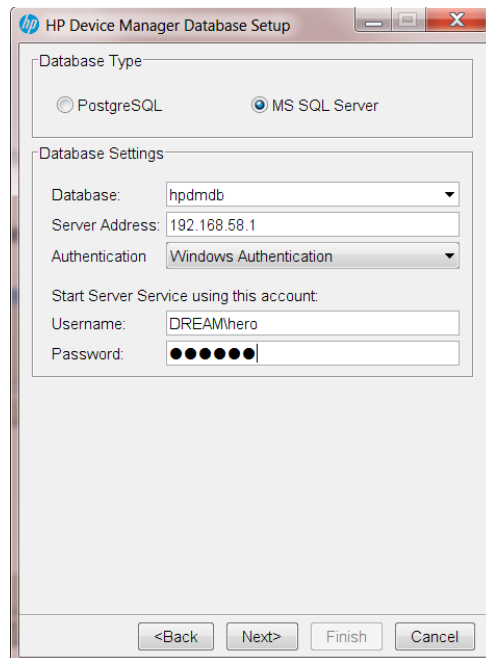
MS SQL Server can be used with one of two authentication types: SQL Server Authentication or Windows Authentication. Both of these authentication types are supported by HPDM. SQL Server Authentication has an inner security mechanism that is easy to use. Windows® Authentication needs the Windows operating system security mechanism.

To configure MS SQL Server using Windows Authentication:

1. Log on to a Windows domain account and assign it the minimum privilege **dbcreator** in Microsoft SQL Server.



2. Open the **HP Device Manager Database Setup** dialog. Select **MS SQL Server** under **Database Type** and select **Windows Authentication** under **Authentication**.

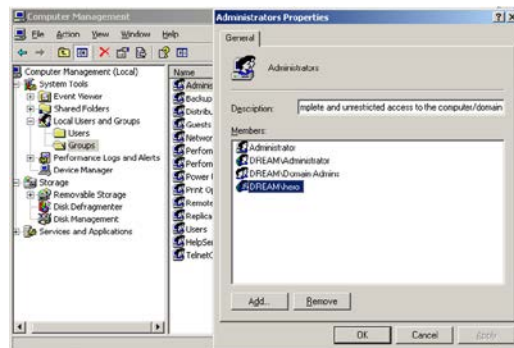


- Under **Start Server Service using this account**, enter a Windows account username and password.

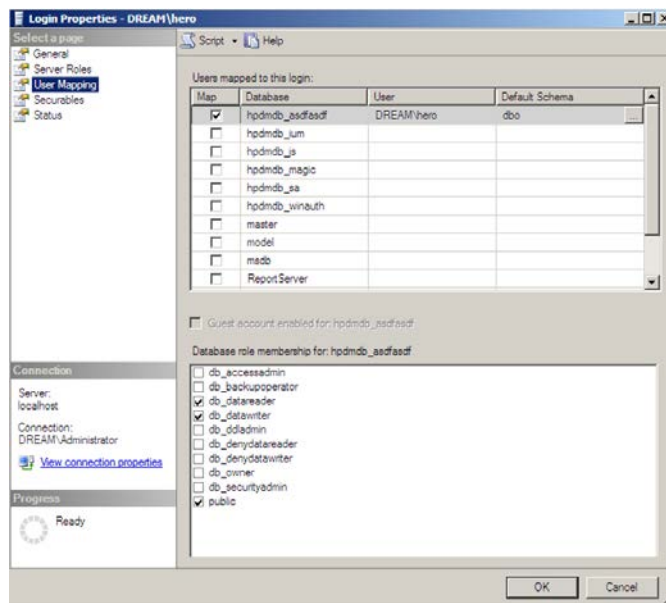
Note

This account needs the following privileges:

- In the Windows operating system, it needs to be in the Administrators group.



- In MS SQL Server, it needs the minimum privileges **db_datareader** and **db_datawriter**.



Using PostgreSQL

PostgreSQL is automatically installed and runs in the background on the same device as the HPDM Server. Because there is only one PostgreSQL database instance, you do not need to configure the database.

Troubleshooting steps

Migrate Database

Migrate Database is a function during the HPDM installation process that does two things.

- It updates the source database schema to the current schema if there are any changes.
- It lets you migrate the source database to another place. For example, you can migrate from PostgreSQL to MS SQL Server, from MS SQL Server to PostgreSQL, or from MS SQL Server to another MS SQL Server.

Backup and Restore Tool

The Backup and Restore Tool is a standalone tool that helps back up the current HPDM database, templates, tasks, and template plugin files. It can restore data to the same version of HPDM and the same database type only. For example, if you back up a MS SQL Server database, you can only restore it to a MS SQL Server database. HP does not recommend restoring the data to different versions of MS SQL Server.

For more information

HPDM Database Schema

For HPDM database schema, see the *HP Device Manager 4.7 Database Schema Guide*.

Microsoft SQL Server

For more information on Microsoft SQL Server, go to <http://msdn.microsoft.com/en-us/sqlserver/default>.

PostgreSQL

For more information on PostgreSQL, go to <http://www.postgresql.org/>.

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First Edition: October 2015

