smartzone™

WORK INSTRUCTION

Backup Database and Replace SmartZone Server

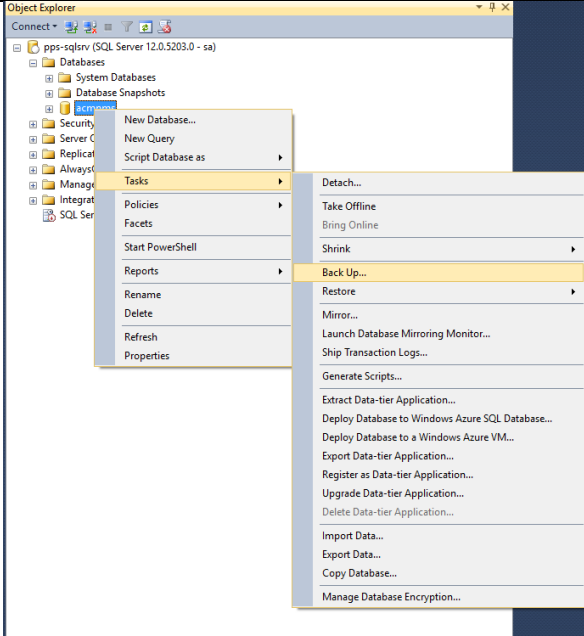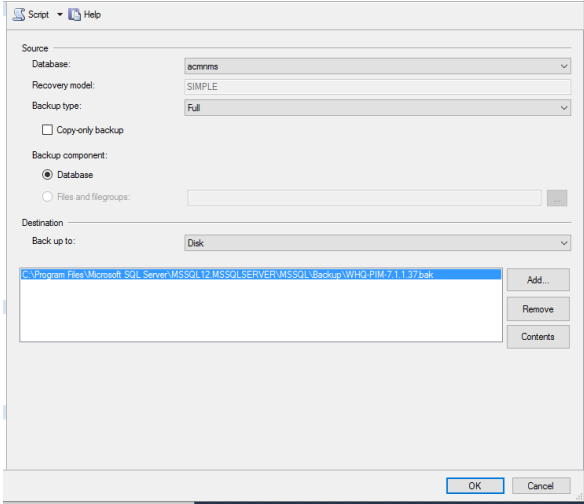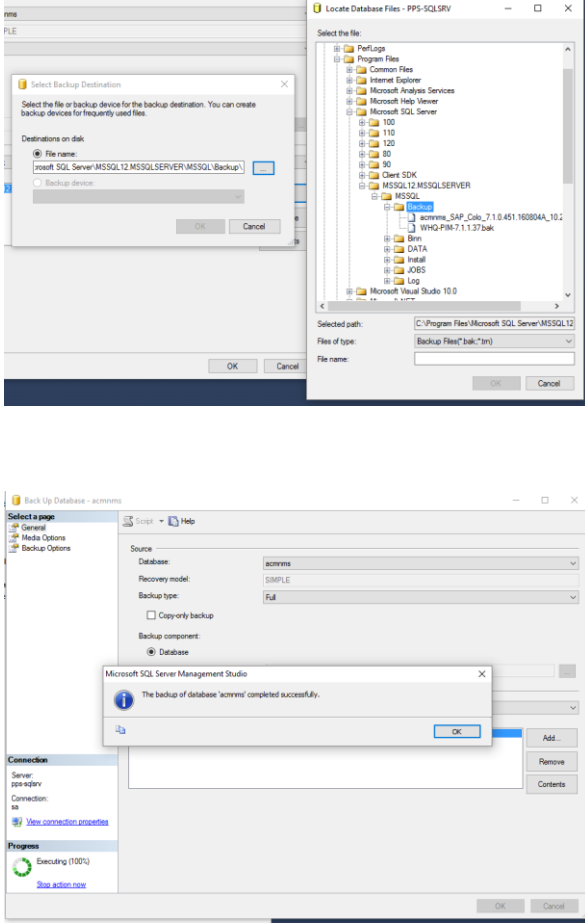|	
Applies to:	SmartZone Users
Objective:	Backup and restore a new SmartZone server when the existing server is down because of a hardware failure. The new SmartZone server will have the same IP address as the previous one.
Documentation Reference:	SmartZone Installation Manual – Backup and Restore Procedures SmartZone User Manual – Starting and Stopping the SmartZone server
Pre-Requisites:	The original server is still up and running. Both target and source have the same MS SQL DB versions. Both SmartZone DCIM Servers are running the same SmartZone Version. The new SQL Server should have the same roles, permissions, and access privileges as the source SQL Server (acmnms). Refer to the SmartZone installation guide for detailed requirements

Description

If the SmartZone server goes down due to a hardware failure, perform the following procedure to:

1. Stop the server (either via Windows or via Services)
2. Backup the database
3. Replace the existing server with a new one
4. Restore the backup database
5. Start the new server

Performing the Procedure

Step	Instruction	Graphic	Result
1	To stop the SmartZone DCIM Application Server via Services, launch Services by clicking Programs | Administration Tools | Services.		Services launches.

Step	Instruction	Graphic	Result
2	The following PIM services display in the list of Services: • PIM Agent • PIM Application Server • PIM Licensing Server Stop the PIM Agent and PIM Application Server services.		The selected PIM services are stopped.
3	Back up the current SmartZone (i.e. acmnms) database, and back up the following folders on the SZ Server: • \Program Files\Panduit SZ\tomcat\pvng\data • \Program Files\Panduit SZ\tomcat\pvng\discovery resultlog • \Program Files\Panduit SZ\tomcat\webapps\ROOT\images **NOTE**: For the images folder, it is only necessary to back up the "2DImages" folder files for floor plan and "devices" folder files. Using the SQL Server Management Studio backup the acmnms database (or the name of the database that has been created during installation) **NOTE**: Steps 1-3 assume that the original server is still up and running. In case where the original server is not up, then the last good backup and items in step 3 should be used for below steps.		The database is backed up in the newly created folder and is ready to be restored when the new server is installed.

Step	Instruction	Graphic	Result
4	Install the new server using the same IP Address as the retired server.		The new server is installed.
5	Restore the backed-up database in step 3 using SQL Management Studio		The database is restored on the new server.
6	To start the new SmartZone DCIM Application Server via Services, launch Services by clicking Programs | Administration Tools | Services.		Services launches.
7	Select the PIM services you stopped in Step 2 (PIM Application Server and PIM		The SmartZone DCIM Application

Step	Instruction	Graphic	Result
	Agent) in the list of Services and enable them.		The two services resume running.
8	Click **Start the Service** to start the SmartZone DCIM Server.		The new server starts.
	End of Steps		

End State

The new server is up and running with the restored database.