Release Note #88

Topic: Disaster Recovery via BackupEDGE™

General Information:

This document describes two options for recovering from a hardware-related PressureMAP server disaster. It also includes cautionary information about using a DVD as a backup medium.

The system rebuild procedures summarized below should be performed on a spare computer that will take the place of a downed server until the non-functioning one is fixed. The two options are as follows:

1) Rebuilding the system using PressureMAP's *Restore, Rebuild* menu functions
2) Rebuilding the system using RecoverEDGE media

Specifics:

<u>**Item #1**</u>**: Rebuilding a PressureMAP system using the System Administration Menu's** *Restore, Rebuild* **functions.**

The following information is meant to summarize the more detailed instruction located in the *PressureMAP System Administration Manual* (Procedure to Rebuild a System).

As mentioned above this procedure is used to build a system on a spare computer. It can be done remotely if the spare is configured to access the backups it needs. Please note that *FTP Server (url)* backup resource is the best method to use in this case. Otherwise, the backup media must be moved from the problem computer to the spare so that the rebuild can be performed.

NOTE: If your backup resource supports multiple backups like FTP Server (url) and USB memory sticks, you will be prompted **three times** to enter which backup (segment) is used during the restore. The backup segments are numeric, e.g. 1 to 5, 1 to 10, etc. After selecting a particular segment, be patient. It may take up to 10 minutes, or longer, before you will see anything displayed on the screen. It is important to enter the same segment during each prompt:

1st pass - Checks for certain files on the archive
2nd pass - Restores configuration files to a temporary folder
3rd pass - Restores system files needed for users and other critical system files like office data.

Answer each of the rebuild questions and accept the defaults if you're not sure. Remember that accepting the defaults means the scheduler will be off when the rebuild completes. See the System Administration Manual (page 5-16) for more detailed information on each question during the rebuild process. Even though the referenced section addresses a rebuild process using the traditional tape backup process, the same menu prompts are displayed when rebuilding a system using BackupEDGE.

<u>**Item #2**</u> **Using RecoverEDGE CD to Recover a System**

Follow the steps listed below to restore an entire PressureMAP system using RecoverEDGE after the hardware failure has been fixed.

NOTE: The RecoverEDGE CD is good for the computer on which it was created, and it should NOT be used on a spare/different computer. Spare computers should be built up using the *Restore, Rebuild* function in PressureMAP's System Administration where the versions of PressureMAP, PressureWEB and Linux are all the same.

Procedure:

1. Place the RecoverEDGE CD in the CD drive and boot the system. You should see the following screen which contains prompts for starting RecoverEDGE:

2. Press <***Enter***> if your Backup media is on a CD. If FTP/URL backups are used, type ***network*** and press <***Enter***>. This selection produces the Network Initialization Screen shown below:

---
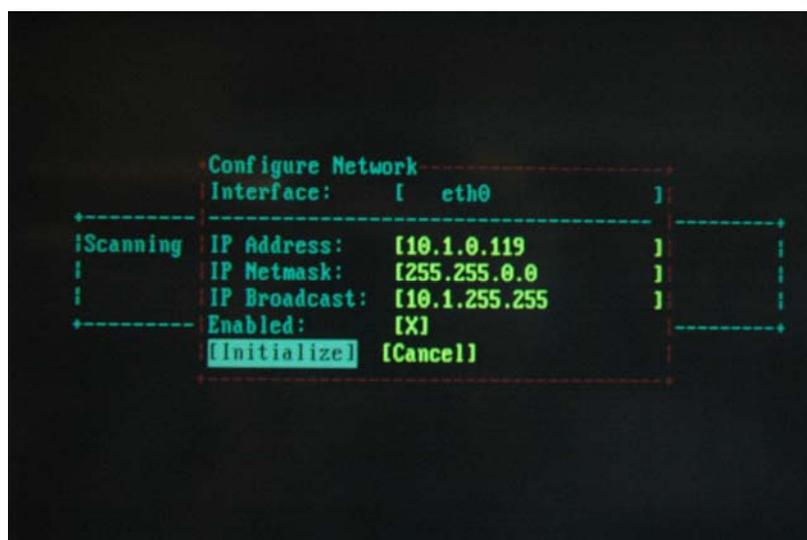
3. Advance through the screens by pressing **<Enter>** to initialize and configure network settings for RecoverEDGE.

4. The next step is to test media function to ensure that the backup archive will be read correctly (this process takes 5 to 10 minutes to complete). If necessary, please refer to page 37 of the *BackupEDGE/RecoverEDGE Installation and Configuration* document (2580806.FSD). A copy of this document can be found on the System Studies website (www.airtalk.com) in the *Reference* section's PDF Library. It is located under *Software Documents*.

5. Select *[Restore],[One-Touch]*. When prompted, insert the CD which contains your most recent backup, or select the latest archive segment from your FTP/URL backup or USB Memory Stick.

6. After the restore has been completed, follow the instruction which states to shut the machine off; then turn it back on.

7. After the computer is up and running, make sure it gets backed up every night using the *Set Default Daily Backup Resource* from the System Administration Menu. The procedure is described in the PressureMAP System Administration Manual, beginning on page 5-4. Once the original system is fixed, you can use the *Restore, Rebuild System* function on the original system using the latest backup from the spare computer.

Backup Media

DVD has proven to be the highest risk medium to use for backups, and many problems with them have been reported by our customers. The disk can easily scratch and only one backup per DVD can be made.

If anything happens to the DVD, ALL YOUR DATA is GONE!! If you currently use DVD for backups, you should move to the *FTP Server (url)* type backup. USB Flash Memory can also be used, but it has risks also. For example, pulling out a USB Memory Stick from the PressureMAP computer can cause corruption if it is mounted on the system. Evaluate your options and, if you use and plan to continue using the DVD method, you should use a number of DVDs and rotate them out frequently to ensure that you always have a relatively recent backup.

Please contact System Studies Technical Support at at 800-247-8255 or 831-477-8945 if you have questions about this important system backup information.

System Studies Incorporated

2-1340 East Cliff Drive
Santa Cruz, CA 95062
(831) 475-5777
(800) 247-8255
www.airtalk.com