



## Backup and Recovery Guide (Asian Edition)

## **Product Information**

This document applies to IBM Cognos Series 7 Deployment Manager Version 4 and may also apply to subsequent releases. To check for newer versions of this document, visit the IBM Cognos Information Centers (<http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp>).

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# Table of Contents

---

**Introduction** 5

**Back Up and Restore Series 7 Applications** 7

- Backing Up and Restoring in Windows 7
  - Back Up and Restore Configuration Settings in Windows 7
  - Back Up and Restore Access Manager Information in Windows 8
  - Back Up and Restore the Directory Server Data in Windows 8
  - Back Up and Restore Upfront in Windows 9
  - Back Up and Restore PowerPlay Enterprise Server Metadata in Windows 10
  - Back Up and Restore IBM Cognos NoticeCast in Windows 11
- Backing Up and Restoring in UNIX 11
  - Back Up and Restore Configuration Settings in UNIX 11
  - Back Up and Restore Access Manager Information in UNIX 12
  - Back Up and Restore the Directory Server Data in UNIX 12
  - Back Up and Restore Upfront in UNIX 13
  - Back Up and Restore PowerPlay Enterprise Server Metadata in UNIX 13
  - Back Up and Restore IBM Cognos NoticeCast in UNIX 14

**Index** 15



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# Introduction

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## What Is in This Document

This document describes how to back up and restore Series 7 applications in Windows and UNIX environments.

## What You Need to Know to Use This Document Effectively

You must be an administrator of IBM Cognos products and must have administrative privileges to the computers where the applications are installed.

## Other Information

The following documents contain related information, and may be referred to in this document.

Topic	Location
How to install an IBM Cognos Series 7 product	<i>Installation Guide</i> printed book, and online book (PDF)
How to upgrade from a previous IBM Cognos release	<i>Installation Guide</i> online book (PDF)
How to test the installation	<i>Installation Testing and Samples Setup Guide</i> online book (PDF)
How to troubleshoot the installation	<i>Installation Testing and Samples Setup Guide</i> online book (PDF)
How to configure components, make adjustments to configuration settings	<i>Configuration Manager User Guide</i> online book (PDF), and Windows help
Deploying IBM Cognos solutions	<i>Deployment Manager User Guide</i> online book (PDF)

For more information about using this product, and about education and training, visit the IBM Cognos Resource Center.

This document is available as online help and an online book.

Our documentation includes user guides, tutorial guides, reference books, and other materials to meet the needs of our varied audience.

## Online Help

All information is available in online help. Online help is available from the help button in a Web browser, or the **Help** menu and help button in Windows products. You can also download the online help from the IBM Cognos Resource Center.

### **Books for Printing**

The information in each online help system is available in online book format (PDF). However, the information from a given help system may be divided into more than one online book. Use online books when you want to print a document or when you want to search the whole document.

You can print selected pages, a section, or the whole book. You are granted a non-exclusive, non-transferable license to use, copy, and reproduce the copyright materials, in printed or electronic format, solely for the purpose of providing internal training on, operating, and maintaining the IBM Cognos software.

You can also read the product readme files and the installation guides directly from IBM Cognos product CDs.

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# Back Up and Restore Series 7 Applications

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This document describes how to back up and restore Series 7 applications in Windows and UNIX environments.

## Assumptions

The procedures provided here assume the following:

- That for multiple-server installations, you must repeat some of the steps on each server.
- You installed IBM Cognos Series 7 products in the default location, C:\Program Files\Cognos\cer*n* in Windows, and /usr/cognos/cer*n* in UNIX, where *n* is the rendition number of the version you installed, such as cer4 or cer5.
- You will not change the directory locations when you restore IBM Cognos products. If you plan to move the application, use these procedures to back up the application, and then use IBM Cognos Deployment Manager to move the application.
- You are using Bourne shell commands for UNIX.
- You have administrative privileges to perform backup and restore procedures.
- You will create a backup directory before you start the backup procedure.

## Backing Up and Restoring in Windows

Backing up and restoring is the process of saving IBM Cognos configuration files and data files to one location so that you can incorporate them into your backup strategy.

Some IBM Cognos products and components have services that must be stopped before you begin the backup process. These services must be started when you complete the restore process.

**Tip:** You can use Configuration Manager to stop and start your product and component services. You can also stop and start services using the Control Panel.

## Back Up and Restore Configuration Settings in Windows

If you changed the property values of your IBM Cognos products or components, you must save the customized configurations as a Configuration Specification file (.ccs) if you want to reuse them. You can then reapply the configuration file when needed.

Use Configuration Manager to back up and restore Series 7 configurations.

### Steps to Back Up

1. Start Configuration Manager.
2. Click **Open the current configuration**.
3. From the **File** menu, click **Save As**.
4. In the **File name** box, type a name for the Configuration Specification file (.ccs).
5. In the **Save in** box, select the location to save your file, and click **Save**.

### Steps to Restore

1. Start Configuration Manager.
2. From the **File** menu, click **Open a configuration from a file**.
3. Browse for the file, and click **Open**.  
Confirm that the configuration settings are correct.
4. In the **Explorer** pane, click the computer name.

5. From the **Actions** menu, click **Apply Selection**.  
A message states that this action will apply configurations to the computer you are working on.
6. Click **Yes**.
7. From the **Actions** menu, click **Start Service**.  
A message states that this action will start components to the computer you are working on.
8. Click **Yes**.  
The services are registered and started.

## Back Up and Restore Access Manager Information in Windows

Access Manager provides a centralized environment to define, store, and maintain security information for IBM Cognos business information applications.

You store authentication data in one of the following sources:

- a namespace on an LDAP directory server
- a local authentication export file (.lae)

If you want to maintain your security information, you must back up and restore the authentication information by exporting it. You can use Access Manager-Administration to back up and restore Series 7 security.

Alternatively, you can back up your entire directory server database. For more information, see "Back Up and Restore the Directory Server Data on Windows".

### Steps to Back Up

1. Start Access Manager - Administration.
2. In the **Authentication Information** pane, click the namespace that you want to back up.
3. From the **Action** menu, click **Log On**, and type your logon information.
4. Click the namespace.
5. From the **Action** menu, click **Export to .LAE File**.
6. Click **Add**.
7. Type a **Logical name** and enter a **File name** for the local authentication export file (.lae), then click **OK**.
8. Click **Empty the target namespace**.
9. Click **Export**.

### Steps to Restore

1. Start Access Manager - Administration.
2. In the **Authentication Information** pane, click the namespace that you want to restore.
3. From the **Action** menu, click **Log On**, and type your logon information.
4. Click the namespace.
5. From the **Action** menu, click **Import from .LAE File**.
6. Click the correct local authentication export file (.lae), and then click the namespace.
7. Click **Empty the target namespace**.
8. Click **Import**.

## Back Up and Restore the Directory Server Data in Windows

If you are using a directory server to store Access Manager security information, you can back up and restore the entire directory server database using an LDAP Data Interchange Format (.ldif) file. The .ldif file contains information about the directory server database, as well as information specific to Access Manager, such as namespaces.

The following information indicates how to backup the data for a SunONE directory server.



Use the directory server console to import and export the directory server data into an .ldif file, then use the .ldif to restore the information into a directory server.

For more information, see the Sun Web site or your third-party documentation.

### Steps to Backup

1. Open your directory server console and log on.  
For a list of supported versions, see your directory server documentation.
2. In the **Console** window, expand the **server host**, and the **Server Group** folder, and then double-click on the directory server used by your IBM Cognos Series 7 products.
3. Click the **Configuration** tab.
4. From the **Console** menu, click **Export**.
5. In the **Export Database** dialog, specify a secure location and filename for the .ldif, then click **OK**.

### Steps to Restore

1. Open your directory server console and log on.
2. In the **Servers and Applications** window, expand the **server host**, and the **Server Group** folder, then double-click on the new directory server to be used by your IBM Cognos Series 7 products.
3. Click the **Configuration** tab.
4. From the **Console** menu, click **Initialize Databases**.
5. Enter the name of the .ldif you created earlier.
6. In the **Initialize Database** column, ensure the check box is selected, and then click **OK**  
A message appears, warning that the operation will overwrite certain information and certain conditions may affect the success of the initialization.
7. Click **Yes**.

## Back Up and Restore Upfront in Windows

Upfront is the customizable user interface that you use to view, find, organize and share IBM Cognos reports and queries on the Web. You back up and restore the Upfront data store to preserve all the information about the resources that Upfront manages, in case any of the information is lost or corrupted.

To either backup or restore the data store, you must run the upfdbadm.exe utility on the computer where the data store is installed.

IBM Cognos does not support a "hot" restore of the Upfront data store. This means that before you restore the data store, you must stop the Upfront dispatcher. If a hot restore of the Upfront data store is performed, errors may occur.

When you back up Upfront, you must back up your security information, and the data stores for the IBM Cognos products referenced by NewsItems in this NewsIndex. For more information, see "Back Up and Restore Access Manager Information in Windows".

If you change your administrator password and restore the data store at a later time, the data store password and the administrator password will not be synchronized. When you start Upfront after restoring the data store, Upfront displays an error message indicating that Upfront could not log in to the database server. To resolve this problem, change the data store password. For information, see the section on administering the data store in the *Upfront Server Administration Guide*.

In the following steps, specific version numbers for a release are substituted for an italicized letter *n* (*n*). For example, the *cern* folder substitutes the rendition number of your IBM Cognos files. The rendition number depends on the version you installed, such as *cer4* or *cer5*.

### Steps to Back Up

1. Start Upfront.  
Ensure that the data store is started.

2. Open the **Command Prompt** window.
3. Run `upfdbadm.exe` with the `-b` parameter, and type the location and name of the backup file.  
For example, type the following:  
`c:\Program Files\Cognos\cern\bin\upfdbadm.exe -b c:\backup\UpfrontStore.bak`
4. Close the **Command Prompt** window.

### Steps to Restore

When you restore the Upfront data store you must also restore your security information and the data store for all the IBM Cognos products referenced by NewsItems in this NewsIndex.

1. Start Upfront.  
Ensure that the data store is started.
2. Open the **Command Prompt** window.
3. Run `upfdbadm.exe` with the `-r` parameter, and type the location and name of the backup file.  
This will restart the Upfront server and disconnect all active users.  
For example, type the following:  
`c:\Program Files\Cognos\cern\bin\upfdbadm.exe -r c:\backup\UpfrontStore.bak`
4. Close the **Command Prompt** window.

## Back Up and Restore PowerPlay Enterprise Server Metadata in Windows

When using PowerPlay Enterprise Server, you create a set of directories and files that represent your PowerPlay Enterprise Server metadata. To protect your PowerPlay Enterprise Server metadata from corruption, you may want to keep backup copies of this information.

If you use Access Manager and Upfront as part of PowerPlay Enterprise Server, you must also back up their metadata. For more information about these topics, see "Back Up and Restore Access Manager Information in Windows", or "Back Up and Restore Upfront in Windows".

In the following steps specific version numbers for a release are substituted for an italicized letter *n*. For example, the *cern* folder substitutes the rendition number of your IBM Cognos files. The rendition number depends on the version you installed, such as *cer4* or *cer5*.

### Steps to Back Up

1. Stop the services for PowerPlay Enterprise Server (*cern*), on all of the computers in the server group.
2. Open Windows Explorer.
3. Go to the `Cognos\cern\ppserver` directory.
4. Copy the `PPSRoot.cfx` file to the backup location.
5. Copy the `PPSRoot` directory, its contents, and all subfolders, to the backup location.  
If you are using the **Mount At** property to store or share metadata across multiple servers, you must locate that data using the PowerPlay Server Administration tool and copy it to the backup location.
6. Copy any required cubes (`.mdc`), or report files (`.ppx`) to the backup location.  
**Tip:** To locate your cube files or your report files, use the PowerPlay Server Administration tool and check the **Cube Source** property.
7. If you use audit information, copy audit files to a backup location.  
Audit files are named `ppes_audit.log` and are located in `ppserver` directory. For more information about audit files, see the *PowerPlay Enterprise Server Guide*.

### Steps to Restore

1. Stop the services for PowerPlay Enterprise Server (*cern*), on all of the computers in the server group.
2. Go to the `Cognos\cern\ppserver` directory.
3. Delete the `PPSRoot.cfx` file.
4. Delete the `PPSRoot` directory, its contents, and all subfolders.

5. Copy the PPSRoot.cfx backup file to Cognos\cern\ppserver.
6. Copy the backed-up PPSRoot directory, its contents and all subfolders, to Cognos\cern\ppserver.
7. Copy the backed-up cubes (.mdc) and reports (.ppx) to the correct folder location.
8. Copy the **Mount At** directories to the original folder location.
9. Copy audit files to the ppserver directory.
10. Start the services for PowerPlay Enterprise Server (*cern*), on all of the computers in the server group.

## Back Up and Restore IBM Cognos NoticeCast in Windows

The IBM Cognos NoticeCast data store resides in a third-party DB2, Informix, Oracle, or SQL server database. Use your database administration tools to back up and restore the IBM Cognos NoticeCast data store. When you back up IBM Cognos NoticeCast, you must also back up Upfront and Access Manager. For more information about these topics, see "Back Up and Restore Access Manager Information in Windows", or "Back Up and Restore Upfront in Windows".

## Backing Up and Restoring in UNIX

Backing up and restoring is the process of saving IBM Cognos configuration files and data files to one location so that you can incorporate them into your backup strategy.

The UNIX commands used in this document are for Bourne shell.

## Back Up and Restore Configuration Settings in UNIX

If you changed the property values of your IBM Cognos products or components, you must save the customized configurations as a file if you want to reuse them. You can then reapply the configuration file when needed.

Use Configuration Manager to back up and restore Series 7 configurations.

In the following steps specific version numbers for a release are substituted for an italicized letter *n* (*n*). For example, the *cern* folder substitutes the rendition number of your IBM Cognos files. The rendition number depends on the version you installed, such as *cer4* or *cer5*.

### Steps to Back Up

1. Go to `/usr/cognos/cern/bin`
2. Type **configure**.
3. Type **opencurrent**.  
A configuration specification file (.ccs) is created based on the computer you are working on.
4. Type the following, where *location/filename.ccs* is a directory and file name to which you have write access:  
`save location/filename.ccs`
5. Type **exit**.

### Steps to Restore

1. Go to `/usr/cognos/cern/bin`
2. Type **configure**.
3. Type the following, where *location/filename.ccs* is the configuration that you want to restore:  
`openfile location/filename.ccs`
4. Type **apply**.
5. Type **start** to start the processes.
6. Type **exit**.

## Back Up and Restore Access Manager Information in UNIX

Security information for Access Manager can be backed up and restored on a Windows computer that is communicating with a UNIX directory server. For more information, see "Back Up and Restore Access Manager Information in Windows".

Alternatively, you can back up your entire directory server database. For information about using an .ldif to backup and restore the directory server, see "Back Up and Restore the Directory Server in UNIX". For more information, see the server administration guide for your directory server, or the IBM Cognos Series 7 Supplementary Software *Installation Guide*.

## Back Up and Restore the Directory Server Data in UNIX

If you are using a directory server to store Access Manager security information, you can back up, and restore, the entire directory server database using an LDAP Data Interchange Format (.ldif) file. The .ldif file contains information about the directory server database, as well as information specific to Access Manager, such as namespaces. Use the directory server console to export, the directory server data into an .ldif file, then import the .ldif to restore the information into a directory server.

The following steps indicate how to backup the data for a SunONE directory server.

For more information, see the Sun Web site or your third-party documentation.

### Steps to Back Up

1. Go to the *installation\_location/ust/directory\_server/servers*, and type `./startconsole`
2. Log on to the directory server.  
For a list of supported versions, see your directory server documentation.
3. In the **Console** window, expand the **server host**, and the **Server Group** folder, and then double-click on the directory server used by your existing IBM Cognos Series 7 products.
4. Click the **Configuration** tab.
5. From the **Console** menu, click **Export**
6. In the **Export Database** dialog, specify a secure location, and the filename for the .ldif, then click **OK**.

### Steps to Restore

1. Go to the *installation\_location/ust/directory\_server/servers*, and type `./startconsole`
2. Log on to the directory server Console.  
SunONE suggests logging in as Directory Manager (for example, "cn=Directory Manager" with default password **admin1234**).
3. In the **Servers and Applications** window, expand the **server host**, then the **Server Group** folder, and then double-click on the new directory server to be used by the new version of IBM Cognos Series 7 products.
4. Click the **Configuration** tab.
5. From the **Console** menu, click **Initialize Databases**.
6. Enter the name of the .ldif you created earlier.
7. In the **Initialize Database** column, ensure the check box is selected, and then click **OK**.  
A message appears, warning you that the operation will overwrite certain information, and that certain conditions may affect the success of the initialization.
8. Click **Yes**.

## Back Up and Restore Upfront in UNIX

Upfront is the customizable user interface that you use to view, find, organize and share IBM Cognos reports and queries on the Web. You back up and restore the Upfront data store to preserve all the information about the resources that Upfront manages, in case any of the information is lost or corrupted.

To either backup or restore the data store, you must run the `upfdbadm.exe` utility on the computer where the data store is installed.

IBM Cognos does not support a "hot" restore of the Upfront data store. This means that before you restore the data store, you must stop the Upfront dispatcher. If a hot restore of the Upfront data store is performed, errors may occur.

When you back up Upfront, you must back up your security information, and the data stores for the IBM Cognos products referenced by NewsItems in this NewsIndex. For more information, see "Back Up and Restore Access Manager Information in Windows".

If you change your administrator password and restore the data store at a later time, the data store password and the administrator password will not be synchronized. When you start Upfront after restoring the data store, Upfront displays an error message indicating that Upfront could not log in to the database server. To resolve this problem, change the data store password. For information, see the section on administering the data store in the *Upfront Server Administration Guide*.

In the following steps, specific version numbers for a release are substituted for an italicized letter *n* (*n*). For example, the *cern* folder substitutes the rendition number of your IBM Cognos files. The rendition number depends on the version you installed, such as *cer4* or *cer5*.

### Steps to Back Up

1. Start the processes for Upfront.  
Ensure that the data store is started.
2. Go to the `/usr/cognos/cern/bin` directory.
3. Run `UpfDBAdm` with the `-b` parameter.  
For example, type  

```
run-upfdbadm -b ./UpfDatastore.bak
```

### Steps to Restore

When you restore the Upfront data store you must also restore your security information, and the data store for all the IBM Cognos products referenced by NewsItems in this NewsIndex.

1. Start the processes for Upfront.  
Ensure that the data store is started.
2. Go to the `/usr/cognos/cern/bin` directory.
3. Run `UpfDBAdmdm` with the `-r` parameter.  
For example, type  

```
run-upfdbadm -r ./UpfDatastore.bak
```
4. Go to the `/usr/cognos/cern/bin` directory.
5. Restart the Upfront processes.

## Back Up and Restore PowerPlay Enterprise Server Metadata in UNIX

When using PowerPlay Enterprise Server, you will create a set of directories and files that represent your PowerPlay Enterprise Server metadata. To protect your PowerPlay Enterprise Server metadata from corruption, you may want to keep backup copies of this information.

If you use Access Manager and Upfront as part of PowerPlay Enterprise Server, then you must also back up their metadata. For more information about these topics, see "Back Up and Restore Access Manager Information in UNIX", or "Back Up and Restore Upfront in UNIX".

In the following steps specific version numbers for a release are substituted for an italicized letter *n* (*n*). For example, the *cern* folder substitutes the rendition number of your IBM Cognos files. The rendition number depends on the version you installed, such as *cer4* or *cer5*.

### Steps to Back Up

1. Stop the processes for PowerPlay Enterprise Server.
2. Go to the `/usr/cognos/cern/ppserver` directory.
3. Copy the `PPSRoot.cfx` file to the backup location.
4. Copy the `PPSRoot` directory and its contents to the backup location.  
If you are using the **Mount At** property to store or share metadata across multiple servers you must locate that data using the PowerPlay Server Administration tool and copy it to the backup location.
5. Copy any required cubes (`.mdc`), or report files (`.ppx`) to the backup location.  
**Tip:** To locate your cube files or your report files, use the PowerPlay Server Administration tool and check the **Cube Source** property.

### Steps to Restore

1. Stop the processes for PowerPlay Enterprise Server.
2. Go to the `/usr/cognos/cern/ppserver` directory.
3. Delete the `PPSRoot.cfx` file.
4. Delete the `PPSRoot` directory and its contents.
5. Copy the `PPSRoot.cfx` backup file to `/usr/cognos/cern/ppserver`.
6. Copy the backed-up `PPSRoot` directory and its contents to `/usr/cognos/cern/ppserver`.
7. Copy the backed-up cubes (`.mdc`) and reports (`.ppx`) to the correct folder location.
8. Copy the **Mount At** directories to the original folder location.
9. Start the processes for PowerPlay Enterprise Server.

## Back Up and Restore IBM Cognos NoticeCast in UNIX

The IBM Cognos NoticeCast data store resides in a third-party DB2, Informix, Oracle, or SQL server database. Use your database administration tools to back up and restore the IBM Cognos NoticeCast data store. When you back up IBM Cognos NoticeCast, you must also back up Upfront and Access Manager. For more information about these topics, see "Back Up and Restore Access Manager Information in UNIX", or "Back Up and Restore Upfront in UNIX".

---

# Index

---

## Symbols

.ccs files, 7, 11  
.cfx files, 10, 13  
.exe files, 9, 13  
.ini files, 7  
.ldif files, 12  
.mdc files, 10, 13  
.ppx files, 10, 13  
.sh files, 13

## A

Access Manager  
back up and restore in UNIX, 12  
back up and restore in Windows, 8

## B

backing up and restoring  
Access Manager in UNIX, 12  
Access Manager in Windows, 8  
cubes in UNIX, 13  
cubes in Windows, 10  
custom configurations in UNIX, 11  
custom configurations in Windows, 7  
directory server in UNIX, 12  
directory servers in Windows, 8  
IBM Cognos NoticeCast in UNIX, 14  
IBM Cognos NoticeCast in Windows, 11  
in UNIX, 11  
in Windows, 7  
LDAP in UNIX, 12  
namespaces in UNIX, 12  
PowerPlay Enterprise Server in UNIX, 13  
PowerPlay Enterprise Server in Windows, 10  
security information in UNIX, 12  
security information in Windows, 8  
SunOne Directory Server in UNIX, 12  
SunOne Directory Server in Windows, 8  
Upfront in UNIX, 13  
Upfront in Windows, 9  
Bourne/Korn shell, 7

## C

configuration files  
back up and restore in UNIX, 11  
back up and restore in Windows, 7  
copyright, 2  
cubes  
back up and restore in UNIX, 13  
back up and restore in Windows, 10  
customized configurations  
back up and restore in UNIX, 11

customized configurations (*cont'd*)  
back up and restore in Windows, 7

## D

directory servers  
back up and restore in UNIX, 12  
back up and restore in Windows, 8

## I

IBM Cognos NoticeCast  
back up and restore in UNIX, 14  
back up and restore in Windows, 11  
Introduction, 5

## L

LAE files  
back up and restore in UNIX, 12  
back up and restore in Windows, 8  
LDAP  
back up and restore in UNIX, 12  
back up and restore in Windows, 8  
LDAP data interchange file  
back up and restore in UNIX, 12  
back up and restore in Windows, 8

## M

multiple-server installations  
back up and restore, 7

## N

namespaces  
back up and restore in UNIX, 12

## P

PowerPlay Enterprise Server  
back up and restore in UNIX, 13  
back up and restore in Windows, 10  
PPSRoot.cfx  
back up and restore in UNIX, 13  
back up and restore in Windows, 10

## R

restoring  
back up Series 7 data, 7

## S

security information  
back up and restore in UNIX, 12

## Index

security information (*cont'd*)

back up and restore in Windows, [8](#)

SunONE Directory Server

back up and restore in UNIX, [12](#)

back up and restore in Windows, [8](#)

## T

troubleshooting, [5](#)

## U

UNIX

back up and restore, [11](#)

upfdbadm.exe, [9](#), [13](#)

Upfront

back up and restore in UNIX, [13](#)

back up and restore in Windows, [9](#)

upgrading

instructions, [5](#)

## V

version of document, [2](#)