

JKB00228

Backing-up and Restoring CockpIT Data, Files, and Site Icons

General:

This document describes the procedures for backing up and restoring all vital information for the CockpIT administrated server environment. CockpIT is mission critical software that runs applications that are critical to an enterprise. Proper backup of CockpIT settings and data are crucial for disaster recovery.

The backup process is as simple and easy as creating a copy of all essential information. There are no open files or special databases. There are just a few small files to back up. They are described below.

Files to backup:

Data Folder:

This is CockpIT 's main data and settings folder. It is a sub-folder located under the main installation path (i.e. c:\program files\cockpitserver\data). All of the XML format files in this database must be backed up.

Files may be backed up using a normal COPY procedure. **Note:** These files are not marked as open files.

Icons:

The sub-folder called CockpITserver\site\icons must be backed-up. CockpIT creates icons for every application that is installed. Each application has two corresponding images: a JPEG version for the web interface and a BMP version for the Jetro Direct Link interface.

Registry Settings:

Backing up the registry settings is essential for restoring CockpIT. The registry contains licensing and critical configuration information.

Back up the following registry path or export the following key using the REGEDIT utility: **HGLM\Local Machine\Software\JDS**

Client Logo:

CockpIT allows customization of the user site. Enterprises may replace the Jetro logo with their own company logo. This small file contains the settings for the company logo and its place in the user site. It is located in the following path: CockpITserver\site\clientlogo

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Reports:

Reports contain records of application usage. These files are not necessary to restore the system in case of a disaster, but they are useful enterprise records.

Excel:

CockpIT saves reports in CSV (comma separated value) format text files. These files are located in the following path:

Cockpitserver/site/excel

Performance Policy File:

These are the load balancing policy files for the terminal servers. Every terminal server has its own copy of a load balancing policy file. The load balancing policy file is located under the main installation folder (e.g. c:\program files\CockpITserver\tsagent\)

Restoring the CockpIT Administrated Server Farm

General:

Follow these instructions to recover a CockpIT Administrated Server Farm or move the CockpIT environment to a new server farm.

Instructions:

1. Open the Windows services tool
Start-Programs-Administrative Tools-Services
2. Find JDS service on the list of services and double click
3. Change "Startup type" to Disabled and click Okay
4. Stop the JDS service
5. Install/re-install CockpIT Server software
6. Restore data from previous back-up
Note: Information from the following folders is critical for a proper recovery:
 - DATA
 - Icons
 - Registry Settings
7. Return to the JDS service in the service utility and set Startup type to "automatic." The JDS service should restart automatically.
8. Login to check settings and applications

Verify restart in the services program and refresh screen (F5) to see updated status.