



Database Administration for MC Applications

Common Services includes several utilities for managing the Common Services client application data. These utilities are available only if you have Management Center (MC) applications installed on your server. You can use the utilities to:

- [Back Up the Database](#)
- [Restore the Database](#)
- [Change Database Passwords](#)

About Data Management

Common Services uses multiple databases to store client application data. These databases are backed up whenever you perform a backup. However, Common Services does not store user account information or CiscoWorks application data. Those items are stored by the Licensing database, and can only be backed up using the CiscoWorks utilities.

Back Up the Database

You should back up the database regularly so that you have a safe copy of the Licensing database. You can back up the database on demand, at a specified time, or at scheduled intervals. You cannot back up the database while restoring the database.

When you back up the database, the data for all client applications is backed up; you cannot specify a backup for the data of a single client application. User account information is not saved in the backup. You must use the CiscoWorks Server utilities to back up user account information.

**Note**

You can only back up the data to the server. You cannot back up the database to a client system, even if that client system is being used to connect to Common Services and initiate the backup. However, after you back up the database, it is recommend that you store the backup to a different computer to prevent data loss in the case of hardware failure.

To backup the database, follow these steps:

Step 1 Select **VPN/Security Management Solution > Administration > Common Services > Backup Database**.

The Backup Database dialog box appears.

**Note**

The **VPN/Security Management Solution** drawer is available only if Management Center (MC) applications are installed on your server.

Step 2 Specify the path to the directory where you want the backup stored. You can specify the backup directory in one of two ways:

- Enter the path into the Backup Directory field. If the directory you specify does not exist, it is created for you.
- Click **Select** and browse to an existing directory. To change drives, enter the drive letter in the field.

**Note**

The default backup directory path is
install_drive_and_path/CSCOPx/MDC/backup/

To specify that you want to send an e-mail to designated recipients each time the database is backed up, select the **Email Notification** check box and enter an e-mail address in the field.



Note If you have specified a default e-mail address on the Preferences page, that address appears in the Email Notification field by default. You can add additional recipients by separating e-mail addresses with a comma (,).

To specify that the database backup is performed immediately, select the **Immediate** check box.

To specify a specific date and time when you want the database backup to begin, follow these steps:



Note You cannot schedule a backup while performing an immediate backup.

- a. Deselect the Immediate check box.
- b. Use the scroll arrows to display the month, day, and year in the Start Date lists under Schedule, and then click each displayed value to confirm your selection.

Confirmed selections appear in blue.

- c. Use the scroll arrows to display the hour and minutes in the Start Time lists under Schedule, and then click each displayed value to confirm your selection.

Confirmed selections appear in blue.

To specify that a backup should take place at regular intervals, follow these steps:

- a. Enter a value in the Repeat After field, and select `Days`, `Hours`, or `Minutes` from the list. You must click your list selection after using the scroll arrows for the selection to take effect.
- b. To limit the number of times the database backup occurs, enter a value in the Limit Occurrences field under Frequency.

To back up the database according to the settings you have made, click **Finish**.

A message appears displaying the status of the database backup. If you selected the Immediate check box, the database backup begins immediately. The backup may take several minutes to complete. The backup is stored in a subdirectory named with the time and date that the backup occurred (in yyymmddhhmmss format).

Step 3 Click **OK** to close the message box.

Restore the Database

You can restore the database from an existing backup. This backup contains data from all installed CiscoWorks Common Services client applications. Since the user account information is not backed up, you cannot use Restore to recover deleted accounts. Additionally, license information is not restored. This means that the license that is in effect when the restore the database, remains in effect after the restore.



Caution

Restoring the database restores the data for all client applications. You can not restore the data for a single client application. Therefore, restoring the database resets all client application data to the state it was in when the backup was created.



Note

You cannot restore the database while backing up the database.

To restore the database:

Step 1 Select **VPN/Security Management Solution > Administration > Common Services > Restore Database**.

The Restore Database dialog box appears.

Step 2 Specify the path to the directory where the backup is stored. You can specify the directory in one of two ways:

- Enter the path into the Backed-up Archive field.
- Click **Select** and browse to the directory. To change drives, enter the drive letter in the field.



Note The Backed-up Archive field displays the last backup performed. If no backups have been performed, then the Backed-up Archive field is blank.

You can also specify the backup to use. If you do not specify a specific backup, the system selects the most recent backup in the directory.

To specify that you want to send an e-mail to designated recipients each time the database is restored, select the Email Notification check box, and enter an e-mail address in the field.



Note If you have specified a default e-mail address on the Preferences page, that address appears in the Email Notification field by default. You can add additional recipients by separating e-mail addresses with a comma (,).

Step 3 Click **Finish**.

A message box provides the status of the database restore.

Step 4 Click **OK** to close the message box.

Step 5 Restart the system services:

a. Select **Server Configuration > Administration > Process Management > Stop Process**.

The Stop Process dialog box appears.

b. Select System in the stop column.

c. Click **Finish**.

The Process Status dialog box appears.

d. Select **Server Configuration > Administration > Process Management > Start Process**.

The Start Process dialog box appears.

e. Select System in the start column.

f. Click **Finish**.

The Process Status dialog box appears.

Change Database Passwords

You can change the passwords used by CiscoWorks Common Services and CiscoWorks Common Services client application SQL databases.

To change database passwords, follow these steps:

-
- Step 1** Select **VPN/Security Management Solution > Administration > Configuration > Database Credentials**.

The Database Credentials dialog box appears.

- Step 2** Select the **Modify** check box.

The Modify details section becomes active.

- Step 3** Select the database from the Description list.

The database name and the user name that CiscoWorks Common Services uses to access the database appear in their respective fields under Credentials. The MC Name field lists all client applications that use the selected database.

- Step 4** From the MC Name list, select the client application for which you want to change the database password.



Note If more than one client application share a database and have the same user name for that database, changing the password for one client application changes the password for all.

However, if more than one client application share the same database, yet have different user names, only the password for the selected client application changes.

- Step 5** Enter the current database password in the Enter old password field.

- Step 6** Enter the new password in the Enter new password field.

- Step 7** Re-enter the new password in the Confirm password field.

- Step 8** Click **Finish**.

The password for the selected database is changed.

Step 9 Restart the system services:

- a. Select **Server Configuration > Administration > Process Management > Stop Process**.

The Stop Process dialog box appears.

- b. Select System in the stop column.

- c. Click **Finish**.

The Process Status dialog box appears.

- d. Select **Server Configuration > Administration > Process Management > Start Process**.

The Start Process dialog box appears.

- e. Select System in the start column.

- f. Click **Finish**.

The Process Status dialog box appears.

■ Change Database Passwords