

Decommission a BroadWorks Database Server

Contents

Introduction

This document describes the steps to decommission a Cisco BroadWorks Database Server (DBS).

Prerequisites

Before initiating the decommissioning process, ensure that these prerequisites are met:

- A dedicated maintenance window has been scheduled.
- All servers have been backed up before the maintenance window.
- Open a Cisco TAC ticket and provide complete tech-support outputs from all relevant BroadWorks servers before the maintenance window.

Warning

This process must be completed during a scheduled Maintenance Window to minimize service disruption.

Be aware that BroadWorks Command Line Interface (bwcli) levels can vary between releases. Always verify commands against your specific BroadWorks release documentation.

Decommissioning a DBS involves permanent deletion of data. Ensure all necessary historical data has been archived or migrated before proceeding.

PS/ADP Server CLI Cleanup

If the Profile Server (PS) or Application Delivery Platform (ADP) servers are dedicated only to the DBS, the decommission is simple but often the PS/ADP servers share other functions and only the DBS functions need be removed.

DBS-Dedicated Servers

If the PS/ADP Servers are dedicated solely to DBS services, you can proceed with their shutdown and eventual deletion.

- Initiate a graceful shutdown of the dedicated PS/ADP Servers.
- After a retention period, delete the dedicated PS/ADP Server Virtual Machines (VMs).

Non-DBS-Dedicated Servers

For PS Servers that are not dedicated to DBS services, remove all relevant information using **delete** and/or **clear** commands from these CLI locations.

Enhanced Call Center Reporting (ECCR):

```
_CLI/Applications/CCReportingDBManagement/Database/Databases/Sites>
_CLI/Applications/CCReportingDBManagement/Database/Schemas/Instances>
_CLI/Applications/CCReportingDBManagement/Database/Databases>
_CLI/Applications/CCReporting/Database/Databases/Sites>
_CLI/Applications/CCReporting/Database/Schemas/Instances>
_CLI/Applications/CCReporting/Database/Databases>
```

Enhanced Call Logs (ECL):

```
_CLI/Applications/EnhancedCallLogsDBManagement/Database/Databases/Sites>
_CLI/Applications/EnhancedCallLogsDBManagement/Database/Schemas/Instances>
_CLI/Applications/EnhancedCallLogsDBManagement/Database/Databases>
```

On the PS/PS-ADP Servers, execute the necessary commands to **stop**, **undeploy**, and **deactivate** the relevant applications:

ECCR:

- CCReportingDBManagement
- CCReporting
- DBSObserver

ECL:

- EnhancedCallLogsDBManagement
- ECLQuery

CommPilot Cleanup for External Reporting

Clean up the CommPilot GUI and point users to the built-in AS Reporting instead of the decommissioned DBS.

Instruct a designated admin user to log into the CommPilot GUI and navigate to each SP/Enterprise/Group to disable External Reporting with the check-box under Profile for each Call Center.

Additionally, there is an area called "Call Center External Reporting Settings", set the Radio Button to "Off".

AS CLI Cleanup

Settings applied to the primary Application Server (AS) replicate over to the secondary AS in a redundant pair.

Remove all relevant information from these CLI locations on the primary AS:

```
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Databases>
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Databases/Sites>
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Schemas>
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Schemas/Instances>
AS_CLI/Applications/ExecutionAndProvisioning/PS/Database/DBS/Databases>
AS_CLI/Applications/ExecutionAndProvisioning/PS/Database/DBS/Databases/Sites>
AS_CLI/Applications/ExecutionAndProvisioning/PS/Database/DBS/Schemas>
AS_CLI/Applications/ExecutionAndProvisioning/PS/Database/DBS/Schemas/Instances>
```

On both AS servers, clear the Alarms Table using the command:

```
AS_CLI/Monitoring/Alarm/AlarmsTable> clearAll;y
```

XSP/ADP Server Application Cleanup

Execute the necessary commands on ALL Xtended Services Platform (XSP)/ADP servers to **stop**, **undeploy**, and **deactivate** the relevant applications:

- PublicReporting
- PublicECLQuery

DBS Decommissioning

Remove all entries related to the DBS from the hosts files on all BroadWorks servers (AS, PS, XSP, ADP) that previously referenced it.

Initiate a graceful shutdown of the DBS Server(s) using the command:

```
init 0 shutdown
```

After a retention period, delete the DBS Virtual Machines (VMs).

Troubleshooting

If you get either of these errors when deleting the schema, the schema must be manually detached.

```
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Databases> delete bwCentralizedDb
Failed to write data to the configuration system
The database bwCentralizedDb refer to by schema type bweccr and schema instance bweccr does not exist o
```

Or

```
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Databases> delete bwCentralizedDb  
Cannot delete schema. Connections are currently open.
```

Detach the schema.

```
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Schemas/Instances> clear bweccr bweccr dat
```

Once the schema is detached, execute the **delete** command again.

```
AS_CLI/Applications/ExecutionAndProvisioning/XS/Database/DBS/Databases> delete bwCentralizedDb
```

If the deletion of the bwCentralizedDb entry fails again, re-set the port on the DBS and retry the **delete** command again.

```
DBS_CLI/Applications/DbManagement/DbManager/Ports> set OracleNet 8523
```