



# Backing up the databases

## OnCommand Insight

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# Backing up the databases

Before you upgrade, you should back up both the Data Warehouse and OnCommand Insight databases. Upgrading requires a backup of the Data Warehouse database so that you can restore the database later in the upgrade process. The in-place upgrade for Insight backs up the database; however, you should back up the database before the upgrade as a best practice.

To avoid misreporting data, you should back up the Data Warehouse database prior to backing up the Insight database. Additionally, if you have a test environment, it is recommended that you ensure you can restore the backup before you continue with the upgrade.

## Backing up the Data Warehouse database

You can back up the Data Warehouse database, which also includes a Cognos backup, to a file and later restore it using the Data Warehouse portal. Such a backup enables you to migrate to a different Data Warehouse server or upgrade to a new Data Warehouse version.

### Steps

1. Log in to the Data Warehouse Portal at `https://fqdn/dwh`.
2. From the navigation pane on the left, select **Backup/Restore**.
3. Click **Backup** and select your backup configuration:

- a. All Datamarts except Performance Datamart
- b. All Datamarts

This operation can take 30 minutes or more.

+ Data Warehouse creates a backup file and displays its name.

4. Right-click the backup file and save it to a location you want.

You might not want to change the file name; however, you should store the file outside the Data Warehouse installation path.

The Data Warehouse backup file includes the DWH instance's MySQL; custom schemas (MySQL DBs) and tables; LDAP configuration; the data sources that connect Cognos to the MySQL database (not the data sources that connect the Insight server to devices to acquire data); import and export tasks that imported or exported reports; reporting security roles, groups, and namespaces; user accounts; any modified Reporting Portal reports; and any custom reports, regardless of where they are stored, even in the My Folders directory. Cognos system configuration parameters, such as SMTP server setting, and Cognos custom memory settings are not backed up.

The default schemas where custom tables are backed up include the following:

```
dwh_capacity
```

dwh_capacity_staging
dwh_dimensions
dwh_fs_util
dwh_inventory
dwh_inventory_staging
dwh_inventory_transient
dwh_management
dwh_performance
dwh_performance_staging
dwh_ports
dwh_reports
dwh_sa_staging

Schemas where custom tables are excluded from backup include the following:

information_schema
acquisition
cloud_model
host_data
innodb
inventory
inventory_private
inventory_time
logs

management
mysql
nas
performance
performance_schema
performance_views
sansscreen
scrub
serviceassurance
test
tmp
workbench

In any backup initiated manually, a .zip file is created that contains these files:

- A daily backup .zip file, which contains Cognos report definitions
- A reports backup .zip file, which contains all the reports in Cognos, including those in the My Folders directory
- A Data Warehouse database backup file In addition to manual backups, which you can perform at any time, Cognos creates a daily backup (automatically generated each day to a file called `DailyBackup.zip`) that includes the report definitions. The daily backup includes the top folders and packages shipped with the product. The My Folders directory and any directories that you create outside the product's top folders are not included in the Cognos backup.



Due to the way Insight names the files in the .zip file, some unzip programs show that the file is empty when opened. As long as the .zip file has a size greater than 0 and does not end with a .bad extension, the .zip file is valid. You can open the file with another unzip program like 7-Zip or WinZip®.

## Backing up the OnCommand Insight database

Back up the Insight database to ensure that you have a recent backup if an issue occurs after the upgrade. During the backup and restore phase, performance data will not be

collected; thus, the backup should occur as close as possible to the upgrade time.

## Steps

1. Open Insight in your browser.
2. Click **Admin > Troubleshooting**.
3. On the **Troubleshooting** page, click **Backup**.

The time to back up the database might vary depending on your available resources (architecture, CPU, and memory), the size of your database, and the number of objects monitored in your environment.

When the backup is complete, you are asked if you want to download the file.

4. Download the backup file.

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