Sonata ADEPT Tools Backup & Restoration Information

**Sonata**

**12th Apr 2017**

vb

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# ADEPT-ASSIST

## Hosting Details

**Hosted on:** Azure CentOS VM

**Public IP:** 191.236.41.3

**Domain name:** adept-assist.sonata-software.com

## Application Details

**Customer Portal:** <https://adept-assist.sonata-software.com>

**Agent Portal:** <https://adept-assist.sonata-software.com/index.pl>

## SSH Details

**Domain:** adept-assist.sonata-software.com

**Port:** 2020

**Credentials:** <http://adept-gitsource.sonata-software.com/Passwords/Passwords>

## Backups Path

\\172.26.42.63\adept\Adept-assist

## Backup

There are two types of data to backup: application files (e.g. the files in /opt/otrs),

and the data stored in the database.

To simplify backups, the script backup.pl is available at /opt/otrs/scripts

Execute the command specified in the script below to create a backup:

[root@adptassist :/opt/otrs/scripts]# ./backup.pl -d /backup/

Backup /backup//2016-10-14\_18-30/Config.tar.gz ... done

Backup /backup//2016-10-14\_18-30/Application.tar.gz ... done

Dump MySQL rdbms ... done

Compress SQL-file... done

linux:/opt/otrs/scripts#

All data was stored in the directory /backup/2016-10-14\_18-30/ (see Script below).

Additionally, the data was saved into a .tar.gz file.

[root@adptassist : /opt/otrs/scripts]# ls /backup/2016-10-14\_18-30/

Application.tar.gz Config.tar.gz DatabaseBackup.sql.gz

linux: /opt/otrs/scripts#

## Restore

To restore a backup, the saved application data has to be written back into the installation directory,

e.g. /opt/otrs. Also the database has to be restored.

A script scripts/restore.pl which simplifies the restore process.

Data that is stored, for example, in the directory /backup/2016-10-14\_18-30/,

can be restored with the command specified in the script below, home directory is at /opt/otrs.

[root@adptassist :/opt/otrs/scripts]# ./restore.pl -b /backup/2016-10-14\_18-30 -d /opt/otrs/

Restore /backup/2016-10-14\_18-30/Config.tar.gz ...

Restore /backup/2016-10-14\_18-30/Application.tar.gz ...

create MySQL

decompresses SQL-file ...

cat SQL-file into MySQL database

compress SQL-file...

linux:/opt/otrs/scripts#

# ADEPT-CXP

## Hosting Details

**Hosted on:** Azure CentOS VM

**Public IP:** 40.85.181.131

**Domain name:** adept-cxp.sonata-software.com

## Application Details

**Customer Portal:** <https://adept-cxp.sonata-software.com>

**Agent Portal:** <https://adept-cxp.sonata-software.com/index.pl>

## SSH Details

**Domain:** adept-cxp.sonata-software.com

**Port:** 2020

**Credentials:** <http://adept-gitsource.sonata-software.com/Passwords/Passwords>

## Backups Path

\\172.26.42.63\adept\Adept-cxp

## Backup

There are two types of data to backup: application files (e.g. the files in /opt/otrs),

and the data stored in the database.

To simplify backups, the script backup.pl is available at /opt/otrs/scripts

Execute the command specified in the script below to create a backup:

[root@adept-cxp :/opt/otrs/scripts]# ./backup.pl -d /backup/

Backup /backup//2016-10-14\_18-30/Config.tar.gz ... done

Backup /backup//2016-10-14\_18-30/Application.tar.gz ... done

Dump MySQL rdbms ... done

Compress SQL-file... done

[root@adept-cxp:/opt/otrs/scripts]#

All data was stored in the directory /backup/2016-10-14\_18-30/ (see Script below).

Additionally, the data was saved into a .tar.gz file.

[root@adept-cxp : /opt/otrs/scripts]# ls /backup/2016-10-14\_18-30/

Application.tar.gz Config.tar.gz DatabaseBackup.sql.gz

[root@adept-cxp: /opt/otrs/scripts]#

## Restore

To restore a backup, the saved application data has to be written back into the installation directory,

e.g. /opt/otrs. Also the database has to be restored.

A script scripts/restore.pl which simplifies the restore process.

Data that is stored, for example, in the directory /backup/2016-10-14\_18-30/,

can be restored with the command specified in the script below, home directory is at /opt/otrs.

[root@adept-cxp:/opt/otrs/scripts]# ./restore.pl -b /backup/2016-10-14\_18-30 -d /opt/otrs/

Restore /backup/2016-10-14\_18-30/Config.tar.gz ...

Restore /backup/2016-10-14\_18-30/Application.tar.gz ...

create MySQL

decompresses SQL-file ...

cat SQL-file into MySQL database

compress SQL-file...

[root@adept-cxp:/opt/otrs/scripts]#

# ADEPT-DelOps

## Hosting Details

**Hosted on:** BGLBG1BADVM01

**Public IP:** 172.26.41.174

**Domain name:** adept-delops.sonata-software.com

## Application Details

<https://adept-delops.sonata-software.com>

## RDP Details

**Domain:** adept-delops.sonata-software.com

**Credentials:** <http://adept-gitsource.sonata-software.com/Passwords/Passwords>

## Backups Path

\\172.26.42.63\Adept\Adept-DelOps

## Backup

1. Login to Machine (172.26.41.174) every day.
2. Run the backup.bat file in the location “C:\DelOps Backup” when prompted for File or Directory select file in command window.
3. A .sql file with name format “RiskManagement-DD-MM-YYYY.sql” is created in the same location and also in “Destination Path”.
4. The below 5 and 6 steps need to be done on every first day of the week.
5. Create a folder with name format YYYY-MM-DD in “Destination Path”.
6. Copy the folder “C:\DelOps” which contains published source code to folder created in the last step.
7. Overall latest five backups of source and .sql files are maintained, rest should be deleted both in “C:\DelOps Backup” and “Destination Path”.

**Batch file description:**

Contains script to generate schema with data file of the database and copy to “Destination Path”.

Script(backup.bat):

mysqldump -u riskmanagement -p[password] riskmanagementdb > RiskManagement-%date:~-10,2%-%date:~-7,2%-%date:~-4,4%.sql

xcopy "C:\DelOps Backup\RiskManagement-%date:~-10,2%-%date:~-7,2%-%date:~-4,4%.sql" "\\172.26.42.63\Adept\Adept-DelOps\RiskManagement-%date:~-10,2%-%date:~-7,2%-%date:~-4,4%.sql" /H/E/Y

## Restore

1. Login to Machine (172.26.41.174).
2. Go to the location “\\172.26.42.63\Adept\Adept-DelOps”, identify the latest backup based on the folder name which will be in YYYY-MM-DD format.
3. Copy the contents of the folder “DelOps” to “C:\DelOps\” and go with replace/merge option.
4. Copy the latest “RiskManagement-DD-MM-YYYY.sql” in some location and note down the path of the file.
5. Open command prompt and run the below mysql query
6. mysql -u riskmanagement -p[password] riskmanagementdb < [path of the file RiskManagement.sql] Note: No space between -p and [password]

# ADEPT-GitSource

## Hosting Details

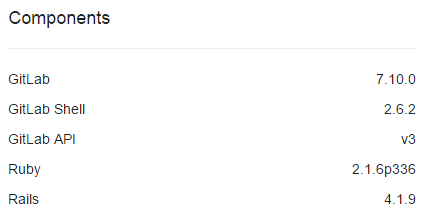
**Hosted on:** Sonata Premises

**Public IP:** 172.29.67.54

**Domain name:** adept-gitsource.sonata-software.com

## Application Details

<http://adept-gitsource.sonata-software.com>



## SSH Details

**Domain**: adept-gitsource.sonata-software.com

**Port:** 22

**Credentials:** <http://adept-gitsource.sonata-software.com/Passwords/Passwords>

## Backups Path

\\172.29.42.52\bglbg1engtvm01\_bkp

## Backup

Run the following command to create backup

root@gitsource:sudo gitlab-rake gitlab:backup:create

## Restore

1. Login to Machine (172.26.41.174).
2. Go to the location \\172.29.42.52\bglbg1engtvm01\_bkp”, identify the latest.
3. Install the same version of Gitlab as mentioned above in the application details section.
4. This procedure assumes that:

You have installed the exact same version of GitLab Omnibus as mentioned above.

You have run

sudo gitlab-ctl

reconfigure at least once.

GitLab is running. If not, start it using

sudo gitlab-ctl start

1. First make sure your backup tar file is in the backup directory described in the gitlab.rb configuration gitlab\_rails['backup\_path']. The default is /var/opt/gitlab/backups.
2. Stop the processes that are connected to the database. Leave the rest of GitLab running:

sudo gitlab-ctl stop unicorn

sudo gitlab-ctl stop sidekiq

# Verify

sudo gitlab-ctl status

1. Next, restore the backup, specifying the timestamp of the backup you wish to restore:

# This command will overwrite the contents of your GitLab database!

sudo gitlab-rake gitlab:backup:restore BACKUP=1393513186

1. Restart and check GitLab:

sudo gitlab-ctl start

sudo gitlab-rake gitlab:check SANITIZE=true

# ADEPT-PRObook

## Hosting Details

**Hosted on:** Sonata Premises

**Public IP:** 172.29.67.94

**Domain name:** adept-probook.sonata-software.com

## Application Details

<https://adept-probook.sonata-software.com>

## SSH Details

**Domain:** adept-probook.sonata-software.com

**Port:** 2020

**Credentials:** <http://adept-gitsource.sonata-software.com/Passwords/Passwords>

## Backups Path

\\172.26.42.63\adept\Adept-PRObook

## Backup

1. Login to PRObook VM via putty or terminal with above mentioned ssh details:
2. Run the following series of commands to take backups of both source files and database:

root@BGLBG1ENGTVM03:~# mysqldump -u xxxxx -p xxxxx redmine > /home/sonata/Backup\_Redmine/Redmine\_Prod\_14thOct2016.sql

root@BGLBG1ENGTVM03:~# cd /var/data/

root@BGLBG1ENGTVM03:/var/data# tar -pzcf /home/sonata/Backup\_Redmine/Redmine\_Prod\_14thOct2016.tar.gz redmine

1. Now backups are available in /home/sonata/Backup\_Redmine/ path

**Note:** Use the current date in file names

## Restore

**DB restoration:** follow the below commands to restore database

root@BGLBG1ENGTVM03:~# mysql -u root -p

mysql> drop database redmine

mysql> create database redmine;

mysql> grant all privileges on redmine.\* to 'redmine'@'localhost' identified by 'redmine123!';

mysql> \q

( example: backup has taken on 14th Oct 2016 )

root@BGLBG1ENGTVM03:~# mysql -u root -p redmine < Redmine\_Prod\_14thOct2016.sql

**Source Files restoration:**

Go to redmine home directory

root@BGLBG1ENGTVM03:~# cd /var/data

remove existing files

root@BGLBG1ENGTVM03:/var/data# rm -rf redmine

untar redmine backedup file ( example: backup has taken on 14th Oct 2016 )

root@BGLBG1ENGTVM03:/var/data# tar -xvzf /home/sonata/Backup\_Redmine/Redmine\_Prod\_14thOct2016.tar.gz

root@BGLBG1ENGTVM03:/var/data# cd redmine

check the file permissions:

root@BGLBG1ENGTVM03:/var/data/redmine# ls -l

drwxr-xr-x 7 root root 4096 Jun 22 2015 app

drwxr-xr-x 5 root root 4096 Oct 17 12:12 config

-rw-r--r-- 1 www-data www-data 160 Jun 22 2015 config.ru

-rw-r--r-- 1 root root 240 Jun 22 2015 CONTRIBUTING.md

drwxr-xr-x 3 root root 4096 Jun 26 2015 db

drwxr-xr-x 2 root root 4096 Jun 22 2015 doc

drwxr-xr-x 5 root root 4096 Jun 22 2015 extra

drwxr-xr-x 6 www-data www-data 4096 Jan 4 2016 files

-rw-r--r-- 1 root root 3506 Jun 22 2015 Gemfile

-rw-r--r-- 1 root root 3913 Dec 14 2015 Gemfile.lock

drwxr-xr-x 8 root root 4096 Apr 7 2016 lib

drwxr-xr-x 2 www-data www-data 4096 Oct 11 17:25 log

drwxr-xr-x 12 root root 4096 Dec 14 2015 plugins

drwxr-xr-x 8 root root 4096 Jun 22 2015 public

-rw-r--r-- 1 root root 275 Jun 22 2015 Rakefile

-rw-r--r-- 1 root root 205 Jun 22 2015 README.rdoc

drwxr-xr-x 2 root root 4096 Feb 4 2016 script

drwxr-xr-x 9 root root 4096 Jun 22 2015 test

drwxr-xr-x 8 www-data www-data 4096 Jun 26 2015 tmp

drwxr-xr-x 2 root root 4096 Jun 22 2015 vendor

There should be permission 755 and owner "www-data" given to folders files, log, tmp and file "config.ru", if not, run below mentioned commands

root@BGLBG1ENGTVM03:/var/data/redmine# chown -R www-data:www-data files log tmp public/plugin\_assets config.ru

root@BGLBG1ENGTVM03:/var/data/redmine# chmod -R 755 files log tmp public/plugin\_assets

#Restart the nginx server

root@BGLBG1ENGTVM03:/var/data/redmine# service nginx stop

root@BGLBG1ENGTVM03:/var/data/redmine# service nginx start

# ADEPT Tools Backup Automation

## Scheduler Location

<http://172.29.67.69/view/ADEPT/view/Tools%20Backup%20Dashboard/>

## Trigger Details

**ADEPT-ASSIST:** Every Day Morning 1 AM

**ADEPT-CXP:** Every Day Morning 1 AM

**ADEPT-PRObook:** Every Day Night 10 PM

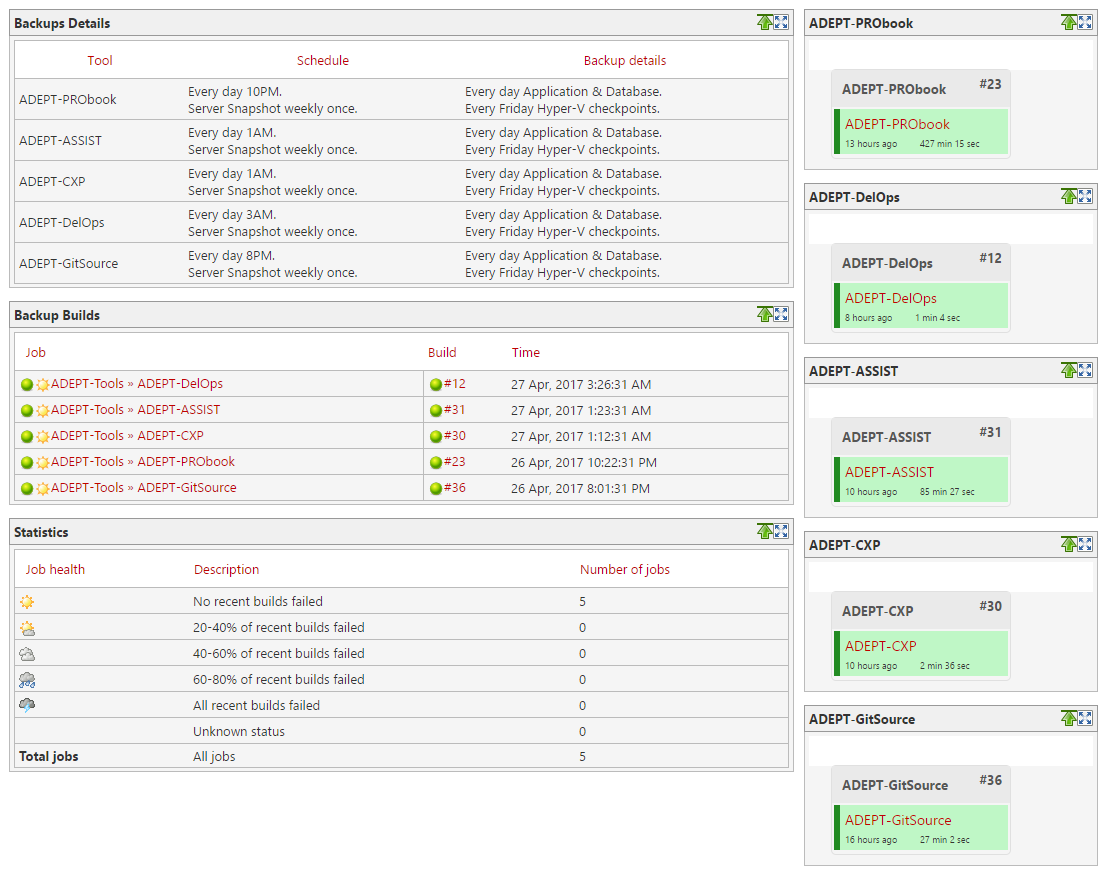
**ADEPT-GitSource:** Every Day Night 8 PM

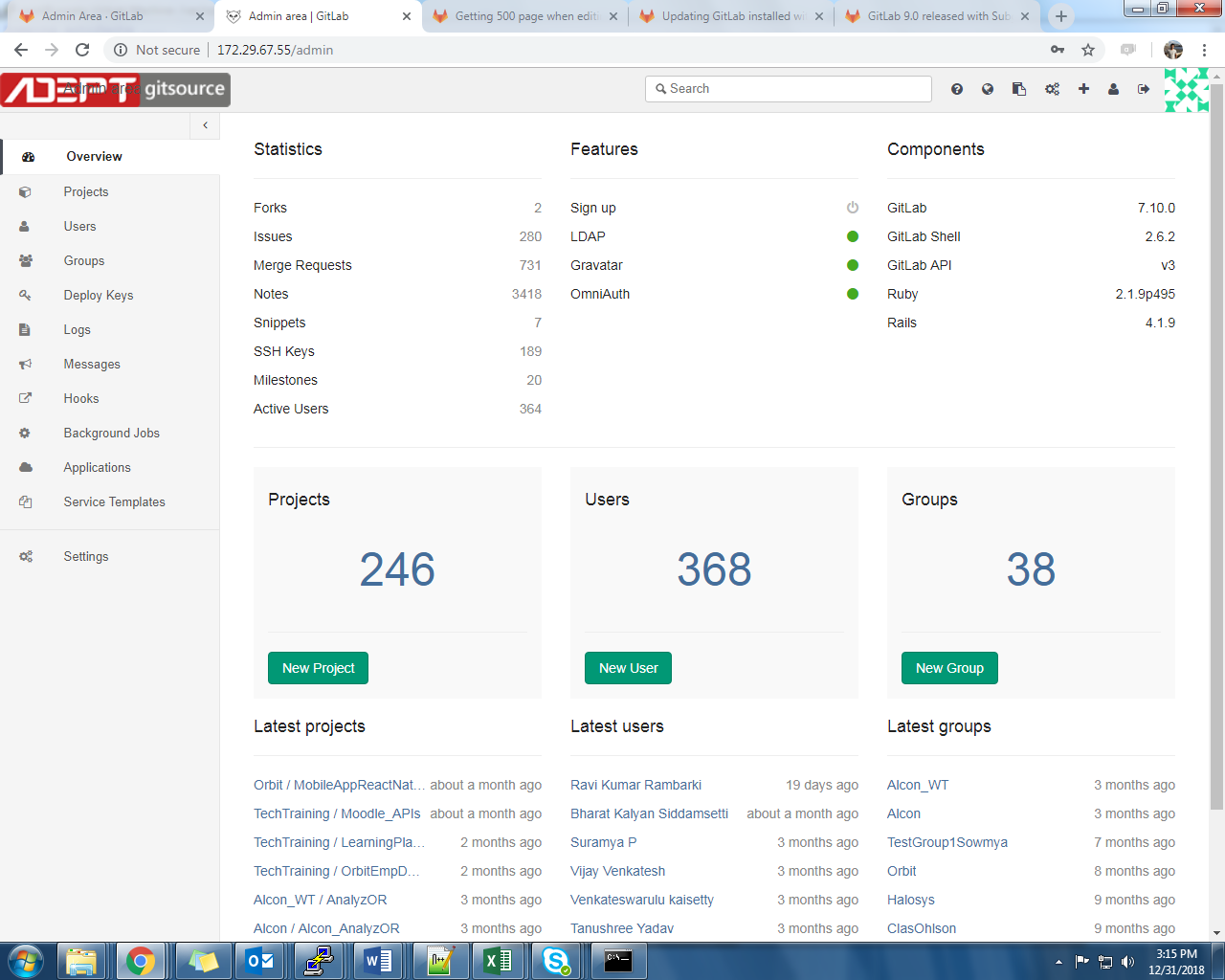
**ADEPT-DelOps:** Every Day Night 3 AM

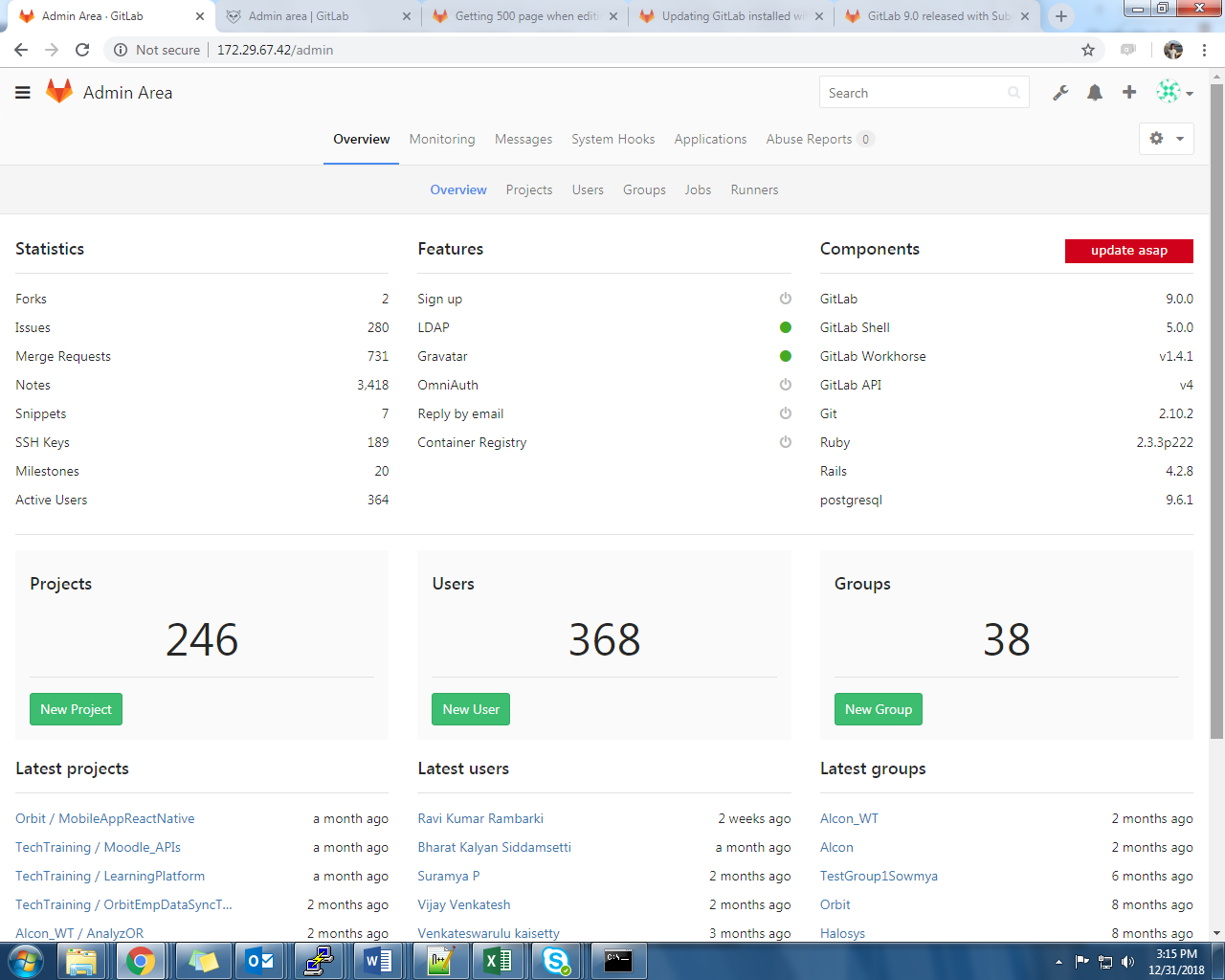
## Notifications Group

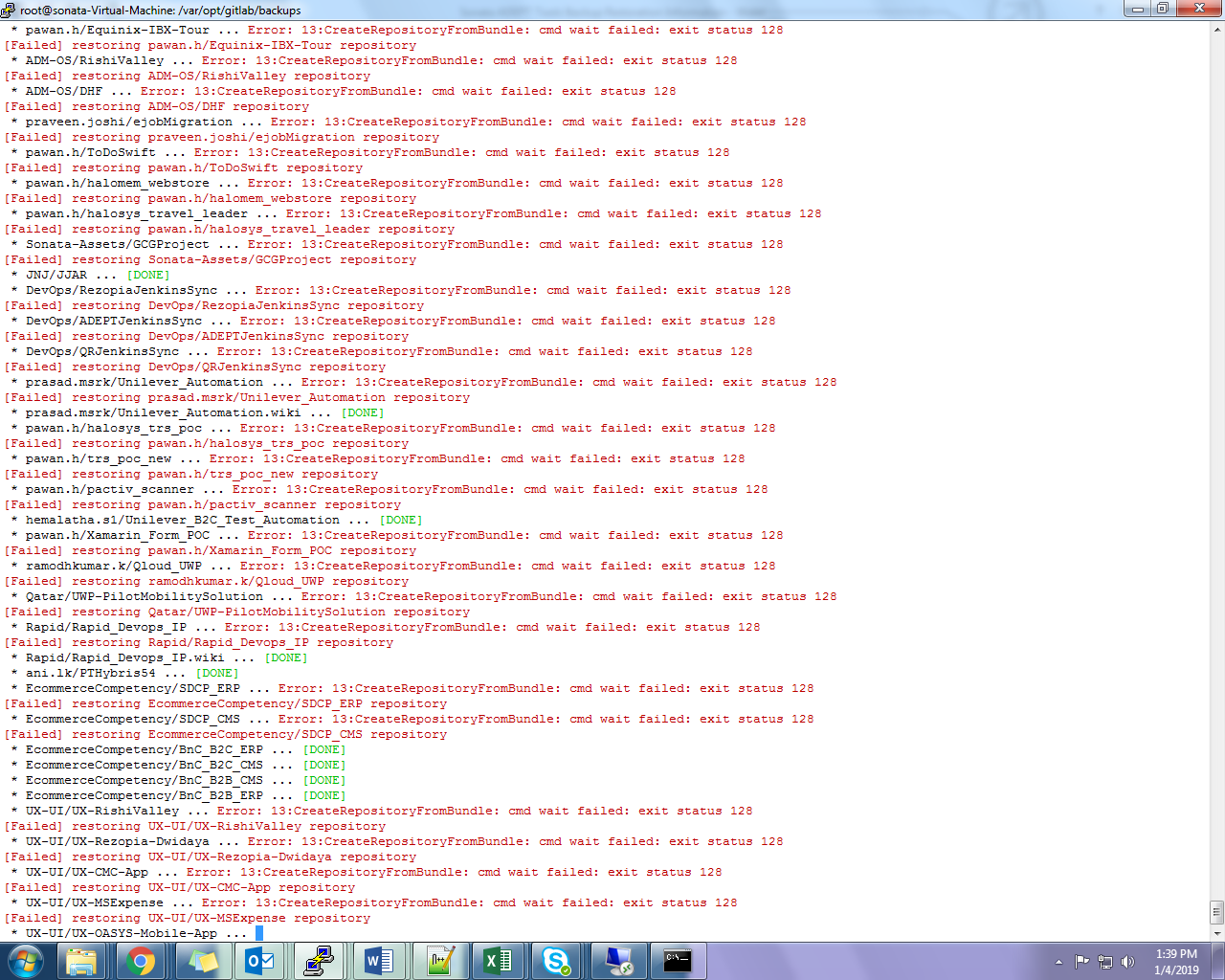
EngineeringToolsTeam@sonata-software.com

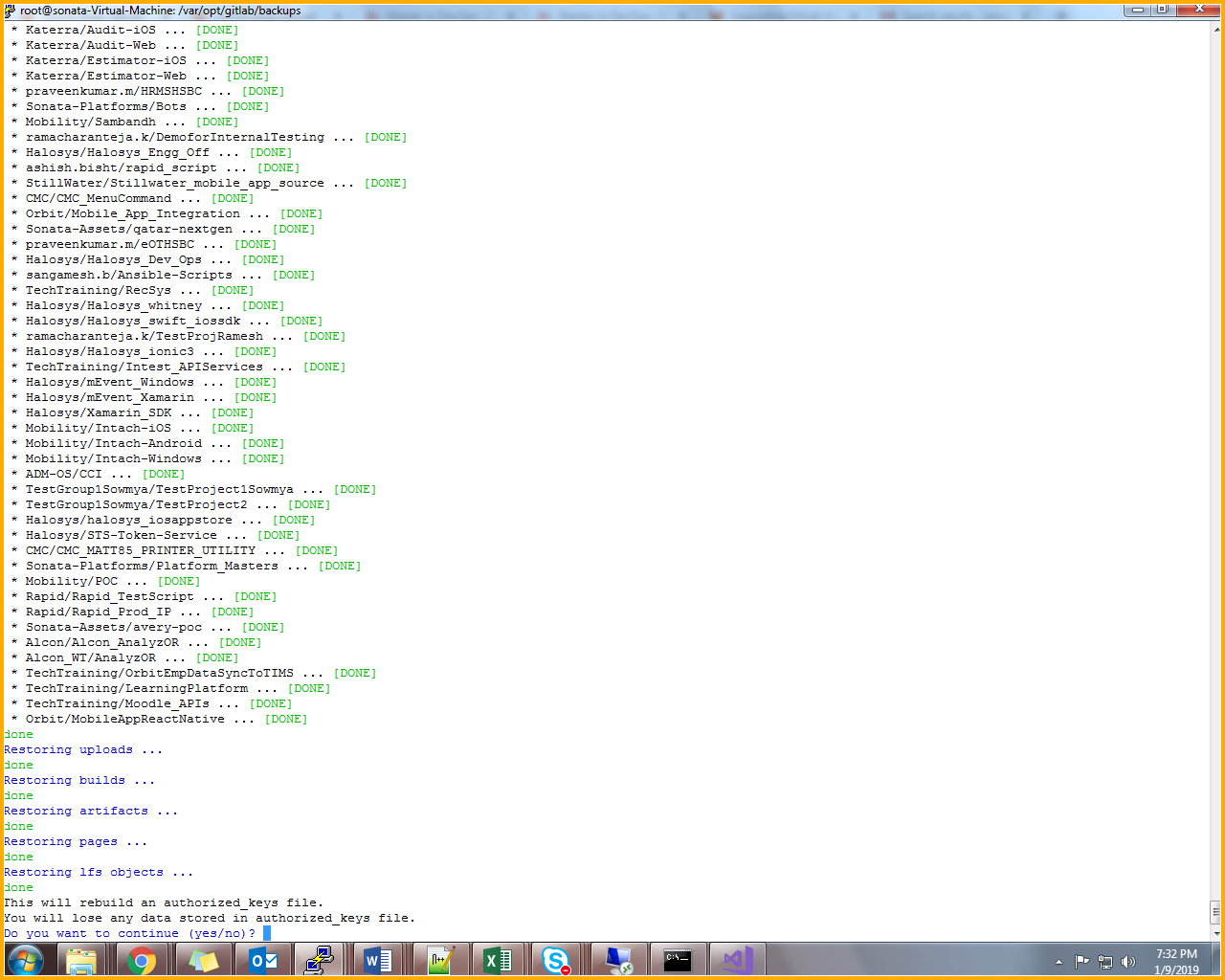
## Dashboard









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