

tsm maintenance

You can use the `tsm maintenance` commands to manage server maintenance tasks like creating regular backups or restoring [Tableau Server] from a previously created backup.

- [tsm maintenance backup](#){.MCXref .xref}
- [tsm maintenance cleanup](#){.MCXref .xref}
- `tsm maintenance metadata-services`
 - [tsm maintenance metadata-services disable](#){.MCXref .xref}
 - [tsm maintenance metadata-services enable](#){.MCXref .xref}
 - [tsm maintenance metadata-services get-status](#){.MCXref .xref}
- `tsm maintenance preflight-check`
 - [tsm maintenance preflight-check permissions](#){.MCXref .xref}
 - [tsm maintenance preflight-check ports](#){.MCXref .xref}
- [tsm maintenance reindex-search](#){.MCXref .xref}
- [tsm maintenance reset-searchserver](#){.MCXref .xref}
- [tsm maintenance restore](#){.MCXref .xref}
- [tsm maintenance send-logs](#){.MCXref .xref}
- `tsm maintenance snapshot-backup`
 - [tsm maintenance snapshot-backup complete](#){.MCXref .xref}
 - [tsm maintenance snapshot-backup prepare](#){.MCXref .xref}
 - [tsm maintenance snapshot-backup restore](#){.MCXref .xref}
- [tsm maintenance validate-resources](#){.MCXref .xref}
- [tsm maintenance ziplogs](#){.MCXref .xref}

tsm maintenance backup

Creates a backup of the data managed by [Tableau Server]. This data includes the Tableau PostgreSQL database (the repository) which contains workbook and user metadata, and extract (.tde or .hyper) files. This data does not include configuration data. See [Perform a Full Backup and Restore of Tableau Server](#).

Note: Do not use this command on Tableau Server installations with External File Store. See [Backup and Restore with External File Store](#).

Optimizing with topology configurations:

- Co-locating File Store on the same node as the Administration Controller can reduce the length of time it takes to back up Tableau Server by reducing or eliminating the need to transfer data between nodes during the backup process. This is especially true if your organization uses many extracts.
- Co-locating the repository (pgsql) with the Administration Controller node can also help to reduce back up time, but the time savings is less significant than that of the File Store.

The Administration Controller is usually on the initial node, unless you have had an initial node failure and moved the controller to another node.

The backup file is assembled in a temporary location in the data directory and then written to the directory defined in the TSM `basefilepath.backuprestore` variable. By default:

```
C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\backups\<filename>.tsbak
```

For more information about where backup files are written, and how to change that location, see [tsm File Paths](#).

Note: Even when you change the backup location, the backup process uses a temporary location in the data directory to assemble the backup file.

Synopsis

```
tsm maintenance backup --file <backup_file> [options] [global options]
```

Options

-d, --append-date

Optional.

Append the current date to the backup file name.

-f, --file <backup_file>

Required.

For more information about backing up the repository data, see [Back up Tableau Server data](#) for more information.

-i, --description <string>

Optional.

Include the specified description of the backup file.

--ignore-prompt

Optional. Added in version 2020.2

Back up without prompting, even if the File Store is not on the same node as the Administration Controller (usually the initial node). Use this prompt if automating backups (for example, with scripts).

--skip-compression

Optional.

Create a backup without using compression. This results in a larger backup file but can reduce the amount of time it takes to complete the backup. If using this in a multi-node installation, we strongly recommend you have a File Store instance configured on your initial node.

-k, --skip-verification

Optional.

Do not verify the integrity of the database backup.

--override-disk-space-check

Optional.

Attempt to create a backup even when there is a low disk space warning.

-po, --pg-only

Optional.

Generates only the repository backup.

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish. Default value is 86400 (1440 minutes).

Examples

This example creates a backup called `ts_backup-
<yyyy-mm-dd>.tsbak` in the `<install
dir>\ProgramData\Tableau\Tableau Server\data\tabsvc\files\backups\` folder:

```
tsm maintenance backup -f ts_backup -d
```

tsm maintenance cleanup

By default, deletes log files older than seven days, and temporary files. Command options can modify which files are deleted.

The impact of this command depends on whether Tableau Server is running. If the server is running most old files and `http_requests` table entries can be deleted, but any files in use (locked by the operating system) cannot be deleted, so temporary files and active log files are not removed. To delete temporary files and current log files, you must stop the server before running this command.

If you are running Tableau Server on a distributed deployment, run this command on the node that is running the Administration Controller (also referred to as the *TSM Controller*) process. By default, the controller is on the initial node in the cluster.

Synopsis

```
tsm maintenance cleanup [options] [global options]
```

Options

`-a, --all`

Optional.

Perform all cleanup operations with default retention values. Equivalent to running the `cleanup` command with the following options: `-l -t -r -q -ic`.

`--http-requests-table-retention <# of days>`

Optional.

Default: 7 days

Specify the number of days of `http_requests` table entries that should be retained. Use this option with the `-q` option to delete entries older than the specified number of days are deleted. This option specifies table entry retention age but does not trigger actual deletion of table entries. The `-q` option triggers deletion of entries.

`-ic, --sheet-image-cache`

Optional.

Clear the image cache. This cache can contain images for offline previews, snapshots for subscription email messages, and subscription pdfs, as well as any images requested from the publish rest API endpoint (see [rest api ref.htm](#)[\[\(Link opens in a new window\)\]](#) for more information).

Note: Option added in version 2019.4

`-l, --log-files`

Optional.

Delete log files that are older than the `retention-period`. Files in the subdirectories under `data\tabsvc\logs {mc-conditions="Product.serverwindows"}` will be deleted.

`--log-files-retention <# of days>`

Optional.

Default: 1 (24 hours)

Delete logs older than this number of days. This command does not apply to temporary files.

`-q, --http-requests-table`

Optional.

Delete old `http_requests` table entries. Tableau Server must be running for table entries to be deleted. This option is ignored if Tableau Server is stopped. This option can be used alone to specify deletion of entries older than the default retention period (7 days), or together with the `--http-requests-table-retention` to specify a non-default retention period.

Note: Deleting `http_requests` table entries permanently removes data that is available to custom administrative views. Be sure removing this data will not impact any custom views you need.

`-r, --redis-cache`

Optional.

Clear the Redis cache.

`--request-timeout <timeout in seconds>`

Optional.

Wait the specified amount of time for the command to finish.

`-t, --temp-files`

Optional.

Delete all files and subdirectories in the following directories:

- `<install_dir>\ProgramData\Tableau\Tableau Server\data\tabsvc\temp` : Only directories that are storing files for expired (not running) sessions are deleted.
- `<install_dir>\ProgramData\Tableau\Tableau Server\data\tabsvc\httpd\temp`
- `<install_dir>\ProgramData\Tableau\Tableau Server\temp`

This example cleans up all log files older than 2 days old:

```
tsm maintenance cleanup -l --log-files-retention 2
```

Note: Command added in version 2019.3.

Use the `tsm maintenance metadata-services disable` command to disable the Tableau Metadata API.

Disabling the Metadata API stops continuous ingestion and indexing of information about the content on Tableau Server, deletes the index of information about the content published to Tableau Server and assets associated with

that content, and disables the ability to both query the Metadata API and access [Tableau Catalog]{VariablesDM_catalog}.

Running this command stops and starts some services used by [Tableau Server], which causes certain functionality, such as Recommendations, to be temporarily unavailable to your users.

Synopsis

```
tsm maintenance metadata-services disable
```

Option

--ignore-prompt

Optional.

Dismiss the confirmation prompt when disabling the Metadata API.

tsm maintenance metadata-services enable

Note: Command added in version 2019.3.

Use the `tsm maintenance metadata-services enable` command to enable the Tableau Metadata API for Tableau Server.

If Tableau Server is licensed with the [Data Management Add-on]{VariablesDM_sku}, enabling the Metadata API enables Tableau Catalog.

When enabling the Metadata API, information about the content on [Tableau Server] is ingested and then indexed to the Metadata API Store. The Metadata API can be used to query schema, lineage, and user managed metadata about the content published to [Tableau Server]. After the Metadata API is enabled, metadata is continuously ingested and indexed until the Metadata API is disabled.

When running this command, keep the following in mind:

- This command stops and starts some services used by [Tableau Server], which causes certain functionality, such as Recommendations, to be temporarily unavailable to your users.
- A new index of metadata is created and replaces the previous index every time this command is used.

For more information about the [Tableau Catalog]{VariablesDM_catalog}, see, [About Tableau Catalog](#).

Synopsis

```
tsm maintenance metadata-services enable
```

Option

--ignore-prompt

Optional.

Dismiss the confirmation prompt when enabling the Metadata API.

tsm maintenance metadata-services get-status

Note: Command added in version 2019.3.

Use the `tsm maintenance metadata-services get-status` command to get status information on Metadata Services.

Status on Metadata Services indicates if the Metadata API Store has been initialized or if the Tableau Metadata API is running or not.

Synopsis

```
tsm maintenance metadata-services get-status
```

tsm maintenance preflight-check permissions

Note: Command added for Tableau Server on Windows in version 2020.3.

Use the `tsm maintenance preflight-check permissions` command to verify the directory permissions.

Synopsis

```
tsm maintenance preflight-check permissions [options] [global options]
```

Option

`-d, --data-dir <data directory>`

Optional.

Specifies the data directory on which to verify permissions. If not included, the data directory is determined based on the current Tableau Server configuration.

`-i, --install-dir <install directory>`

Optional.

Specifies the install directory on which to verify permissions. If not included, the install directory is determined based on the current Tableau Server configuration.

`-n --nodes <nodeID,nodeID,...>`

Optional.

Node IDs of nodes to specifically include in the permissions check. If not specified, the check is performed on all nodes in the cluster.

`--request-timeout <timeout in seconds>`

Optional.

Wait the specified amount of time for the command to finish.

`-ru --runas-user <timeout in seconds>`

Optional.

The Run As user name to verify permissions for. If not provided, the Run As user is determined from the current configuration.

tsm maintenance preflight-check ports

Note: Command added for Tableau Server on Windows in version 2020.3.

Use the `tsm maintenance preflight-check ports` command to verify that ports are available for all currently installed services. Specify a service and port to verify the port is available for that service, even if the service is not currently installed.

Synopsis

```
tsm maintenance preflight-check ports [options] [global options]
```

Option

-a, --tabadminagent-addresses <hostname:port>

Optional.

Specifies the host and port on which to check for access to the Administration Agent. Addresses are formatted as `hostname:port`. Separate multiple addresses by commas if more than one is being checked. Use this option to see if a port is available before installing or changing ports.

-g, --gateway-addresses <hostname:port>

Optional.

Specifies the host and port on which to check for access for the Gateway service. Addresses are formatted as `hostname:port`. Separate multiple addresses by commas if more than one is being checked. Use this option to see if a port is available before installing or changing ports.

-n --nodes <nodeID,nodeID,...>

Optional.

Node IDs of nodes to run preflight check on. If not specified, the checks are performed on all nodes in the cluster.

-r, --repository-addresses <hostname:port>

Optional.

Specifies the host and port on which to check for access for the Repository service. Addresses are formatted as `hostname:port`. Separate multiple addresses by commas if more than one is being checked. Use this option to see if a port is available before installing or changing ports.

-re --remote

Optional.

Checks remote access to the Administration Agent from all nodes. This is not done by default.

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

-t, --tabadmincontroller-addresses <hostname:port>

Optional.

Specifies the host and port on which to check for access for the Administration Controller. Addresses are formatted as `hostname:port`. Separate multiple addresses by commas if more than one is being checked. Use this option to see if a port is available before installing or changing ports.

tsm maintenance reindex-search

Use the `tsm maintenance reindex-search` command to rebuild the search index.

Synopsis

```
tsm maintenance reindex-search [options] [global options]
```

Option

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance reset-searchserver

Resets the search server to a clean state, deleting search information and rebuilding the search index.

Synopsis

```
tsm maintenance reset-searchserver [options] [global options]
```

Option

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance restore

Restore [Tableau Server] using the specified backup file. Restoring a backup file does not restore any configuration data. See [Perform a Full Backup and Restore of Tableau Server](#).

You can only restore from a backup that has the same type of identity store as the running server. For example, a backup from a server using local authentication can be restored to a Tableau Server initialized with local authentication, but a backup from a server using Active Directory authentication cannot be restored to a server initialized with local authentication.

Synopsis

```
tsm maintenance restore --file <file_name> [--restart-server] [global options]
```

Options

-ak, --asset-key-file <file_name>

Optional. Specify this option only if you are restoring from assets that were created by tabadmin on Tableau Server (versions 2018.1 and earlier).

Name of asset key file to restore from. The asset key file is created by the [tabadmin assetkeys command](#)[\(Link opens in a new window\)](#). The file must be in the predefined backup/restore location on the server.

-f, --file <file_name>

Required.

Specifies the backup file to restore from.

The `restore` command expects a backup file in the directory defined in the TSM `basefilepath.backuprestore` variable. By default:


```
C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\backups\
```

For more information about file paths and how to change them, see [tsm File Paths](#).

-k, --skip-identity-store-verification

Optional. Specify this option only if you are restoring from a backup file that was created by tabadmin on Tableau Server (versions 2018.1 and earlier).

Do not use this key in an attempt to change identity store type from Tableau Server that created original backup file. To change the identity store, see [Changing the Identity Store](#).

-po, --pg-only

Optional.

Restores only the repository.

-r, --restart-server

Optional.

Restart the server after the restore.

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance send-logs

Upload the specified file to Tableau and associate it with a support case. To successfully upload files to Tableau, your Tableau Server must be able to communicate with the send-logs server at `https://report-issue.tableau.com`.

Synopsis

```
tsm maintenance send-logs --case <case_number> --email <contact_email> --file  
<path/to/file> [global options]
```

Options

-c, --case <case_number>

Required.

Support case number.

-e, --email <contact_email>

Required.

Contact email.

-f, --file <path/to/file>

Required.

Specifies the location and name of the log file archive to send.

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance snapshot-backup complete

Note: Command added in version 2020.1 and only available when Tableau Server is configured for External File Store.

Complete the snapshot backup process on Tableau Server. Run this after you have taken a snapshot backup of your external storage.

The *tsm maintenance snapshot-backup prepare* and the *tsm maintenance snapshot-backup complete* commands are used to create a backup of Tableau Server data for Tableau Server installations that are configured with External File Store. For more information, see [Backup and Restore with External File Store](#)

Synopsis

```
tsm maintenance snapshot-backup complete [options] [global options]
```

Options

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance snapshot-backup prepare

Note: Command added in version 2020.1 and only available when Tableau Server is configured for External File Store.

Prepares for snapshot backup. Once the preparation step is complete, you may take a snapshot backup of your network storage.

The *tsm maintenance snapshot-backup prepare* and the *tsm maintenance snapshot-backup complete* commands are used to create a backup of Tableau Server data for Tableau Server installations that are configured with External File Store. For more information, see [Backup and Restore with External File Store](#)

Synopsis

```
tsm maintenance snapshot-backup prepare [options] [global options]
```

Options

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance snapshot-backup restore

Note: Command added in version 2020.1 and only available when Tableau Server is configured for External File Store.

Restores the repository backup from the storage snapshot to Tableau Server.

For more information, see [Backup and Restore with External File Store](#).

Synopsis

```
tsm maintenance snapshot-backup restore [options] [global options]
```

Options

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance validate-resources

Validate workbooks and data sources for a site. Use this command before migrating a site, to detect issues with site resources such as workbooks and data sources that will cause a site import to fail. Some resource problems can be corrected by republishing from local sources. Other problems might require assistance from Tableau Support.

Synopsis

```
tsm maintenance validate-resources --site-id <site ID> [global options]
```

Options

-id,--site-id <site ID>

Required.

ID for the site whose resources you are validating.

-r,--repair

Optional.

Attempt to repair invalid resources. Those that cannot be repaired are noted in output.

--request-timeout <timeout in seconds>

Optional.

Wait the specified amount of time for the command to finish.

tsm maintenance ziplogs

Use the `ziplogs` command to create an archive of [Tableau Server] log files.

Synopsis

```
tsm maintenance ziplogs [options] [global options]
```

Options

-a, --all

Optional.

Includes msinfo, netstat, and latest dump. Equivalent of running the command with these options: `-mi -t -l`.

Does not include PostgreSQL data.

-d, --with-postgresql-data

Optional.

Include the PostgreSQL data folder if [Tableau Server] is stopped or PostgreSQL dump files if [Tableau Server] is running.

--description <string>

Optional.

Include the specified description of the archive file.

--enddate <mm/dd/yyyy>

Optional.

The last date of log files to be included. This option must be used with `--startdate` and cannot be used with `--minimumdate`. If this option is not specified, up to two days of logs will be included.

Added in version 2019.3

-f, --file <name>

Optional.

Specify a name for the zipped archive file. If no name is provided the archive is created as logs.zip. The file is written to the directory defined in the TSM `basefilepath.log_archive` variable. By default:

```
C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\log-archives\
```

For more information about file paths and how to change them, see [tsm File Paths](#).

-i, --description <string>

Optional.

Include the specified description of the archive file.

-mi, --with-msinfo

Optional.

Include the msinfo32 report, with system information about OS, hardware, and running software.

-l, --with-latest-dump

Optional.

When any service crashes, Tableau Server generates a dumpfile. Set this option to include the most recent service crash dumpfile. If you do not set this option, then no dumpfile will be included in the resulting ziplog.

-m, --minimumdate <mm/dd/yyyy>

Optional.

Earliest date of log files to be included. If not specified, a maximum of two days of log files are included. Format of date should be "mm/dd/yyyy". This option cannot be used with `--startdate` and `--enddate`.

-o, --overwrite

Optional.

For an overwrite of an existing ziplog file. If a file by the same name already exists and this option is not used, the ziplogs command will fail.

By default the file is written to:

```
C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\log-archives\
```

For more information about file paths and how to change them, see [tsm File Paths](#).

`--startdate <mm/dd/yyyy>`

Optional.

The earliest date of log files to be included. This option must be used with `--enddate` and cannot be used with `--minimumdate`. If this option is not specified, up to two days of logs will be included.

Added in version 2019.3

`--request-timeout <timeout in seconds>`

Optional.

Wait the specified amount of time for the command to finish. Default value is 7200 (120 minutes).

`-t, --with-netstat-info`

Optional.

Include netstat information.

Global options

`-h, --help`

Optional.

Show the command help.

`-p, --password <password>`

Required, along with `-u` or `--username` if no session is active.

Specify the password for the user specified in `-u` or `--username`.

If the password includes spaces or special characters, enclose it in quotes:

```
--password "my password"
```

`-s, --server https://<hostname>:8850`

Optional.

Use the specified address for Tableau Services Manager. The URL must start with `https`, include port 8850, and use the server name not the IP address. For example `https://<tsm_hostname>:8850`. If no server is specified, `https://localhost | dnsname>:8850` is assumed.

`--trust-admin-controller-cert`

Optional.

Use this flag to trust the self-signed certificate on the TSM controller. For more information about certificate trust and CLI connections, see [Connecting TSM clients](#).

`-u, --username <user>`

Required if no session is active, along with `-p` or `--password`.

Specify a user account. If you do not include this option, the command is run using credentials you signed in with.