

How to create a request for Server backup and Restore

Create a request for Server Backup

Step 1: Click on the [link](#) to go to ServiceNOW page.

Create a Server Backup Job

Create a Server Backup Job

The purpose of this request is to request creation of a Server Backup Job (Standard scheduling will be used unless specified otherwise in the Additional Comments field).

Note: If this request is for a remote location, please [Contact your Regional Manager for assistance](#).

Step 2: Name should be Employee of Abbvie

* Name

UPI

Contact Number ?

☐ Are there others who need to be included in "customer update" notifications?

Request Details

Step 3: Fill the below details and submit

* Operating System ?

-- None --

* Version ?

* How large is the backup?

Additional Comments ?

Create a SNOW request for restoring

Step 1: Click on the [link](#) to go to ServiceNOW page.

① On average, this request has taken 4 day(s) to be completed.

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Service Catalog > Infrastructure Services > Application Hosting Services > Server Backup > Server Restore Request


Server Restore Request

This form is used to request Server folder/files restores that are being backed up by IDPA / Avamar. This can also be used to rest Server (aka Bare Metal Restore) if supported. Servers and folders/files can only be restored from 1 to 45 days ago for Prod Serv 14 days ago for Non-prod Servers. This form cannot be used for restoring databases, Isilon (NAS) folders/files, Acronis workstat other systems not being backed up by IDPA / Avamar.


Please also attach screenshot of the files and folder location where they are missing/corrupted from

Step 2: Under Request details, fill all the mandatory fields and submit.

Request Details

* Server Name 

► More information

* Folders/Files To Restore (Specify FULL To Restore Entire Server) 

► More information

* Restore Point 

► More information



Additional Notes

► More information