
ZENworks® 11 Support Pack 4

Database Management Reference

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About This Guide

This *ZENworks Database Management Reference* provides information to help you back up and restore an embedded or external Sybase SQL Anywhere database by using the zman command line utility. To back up and restore Oracle or Microsoft SQL Server databases, refer to their documentation.

The guide also helps you migrate data from a Sybase SQL Anywhere database to an Oracle database or to an MSSQL database. The information in this guide is organized as follows:

- ♦ [Part I, “Embedded Database Maintenance,” on page 9](#)
- ♦ [Part II, “External Database Maintenance,” on page 51](#)
- ♦ [Part III, “Database Management - Best Practices, Tips, Troubleshooting,” on page 89](#)

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the *comment on this topic* link at the bottom of each page of the online documentation.

Additional Documentation

ZENworks 11 SP4 is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 11 SP4 documentation website \(http://www.novell.com/documentation/zenworks114\)](http://www.novell.com/documentation/zenworks114).

Contents

About This Guide	3
Part I Embedded Database Maintenance	9
1 Retrieving and Storing the Credentials of the Embedded Sybase SQL Anywhere Database	11
2 Changing the Ports Used by the Embedded Sybase SQL Anywhere Database	13
3 Backing Up the Embedded Sybase SQL Anywhere Database	15
Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server	15
Backing up the Embedded Sybase SQL Anywhere Database Running on a Windows Server to a Network Location on a Remote Windows Machine.	17
Backing up the Embedded Sybase SQL Anywhere Database Running on a Linux Server to a Network Location on a Remote Linux Machine	20
4 Restoring the Embedded Sybase SQL Anywhere Database	23
Restoring the Embedded Sybase SQL Anywhere Database on a Windows Server.	23
Restoring the Embedded Sybase SQL Anywhere Database on a Linux Server.	25
Restoring the Embedded Sybase SQL Anywhere Database on the ZENworks Appliance Server	25
5 Moving the Data from an Embedded Sybase Database to an External Sybase Database	29
Preparing to Move the Data	29
Moving the Data from the Internal Sybase to the External Sybase.	29
6 Moving the Internal Sybase Database from One Primary Server to Another Primary Server	33
7 Migrating the Data from an Internal Sybase Database to an External Oracle Database	39
Preparing to Move the Data	39
Migrating the Data from the Internal Sybase Database to an Oracle Database	41
Migrating the Data from the Internal Sybase Database to an Oracle Database	41
Resuming the Database Migration.	42
Post-Migration Tasks.	43
8 Migrating the Data from an Internal Sybase Database to an MS SQL Database	45
Preparing to Move the Data	45
Migrating the Data from the Internal Sybase Database to an MS SQL Database	46
Migrating the Data from the Internal Sybase Database to an MS SQL Database	46
Resuming the Database Migration.	48

Post-Migration Tasks	48
Part II External Database Maintenance	51
9 Backing Up the External Sybase Database	53
Backing Up the External Sybase Database on a Windows or Linux Server	53
Backing up the External Sybase Database Running on a Windows Server to a Network Location on a Remote Windows Machine	56
Backing up the External Sybase Database Running on a Linux Server to a Network Location on a Remote Linux Machine	59
10 Restoring the External Sybase Database	63
11 Moving the Data from One External Sybase Database to another External Sybase Database	65
Preparing to Move the Data	65
Moving the Data from One External Sybase to Another External Sybase	65
12 Moving the Data from an External OEM Sybase Database to an Embedded Sybase Database	67
Preparing to Move the Data	67
Moving the Data from the External Sybase to the Embedded Sybase	67
13 Migrating the Data from the External Sybase Database to an External Oracle Database	69
Preparing to Move the Data	69
Migrating the Data from the External Sybase Database to an Oracle Database	70
Migrating the Data from the External Sybase Database to an Oracle Database	71
Resuming the Database Migration	71
Post-Migration Tasks	72
14 Migrating the Data from the MS SQL Database to an Oracle Database	73
Preparing to Move the Data	73
Migrating the Data from the MS SQL Database to an Oracle Database	75
Migrating the Data from the MS SQL Database to an Oracle Database	75
Resuming the Database Migration	75
Post-Migration Tasks	76
15 Configuring the ZENworks Server to Point to the New MS SQL Database Containing Data Moved from Another MS SQL Database	79
Preparing to Move the Data	79
Configuring the ZENworks Server to Point to the New MS SQL Database	79
16 Configuring the ZENworks Server to Point to the New Oracle Database Containing Data Moved from Another Oracle Database	81
Preparing to Move the Data	81

Configuring the ZENworks Server to Point to the New Oracle Database	81
17 Migrating the Data from an External Sybase SQL Anywhere to an MS SQL Database	83
Preparing to Move the Data	83
Migrating the Data from the External Sybase Database to an MS SQL Database	84
Migrating the Data from the External Sybase Database to an MS SQL Database	84
Resuming the Database Migration	85
Post-Migration Tasks	86
18 Migrating 32-bit OEM Sybase database to 64-bit Sybase on a 64-bit machine	87
Part III Database Management - Best Practices, Tips, Troubleshooting	89
19 Database Best Practices	91
Rebuilding the Sybase Database	91
20 Database Tips	95
Changing the ZENworks Database User Password	95
Changing the Backup Location and Schedule of the Embedded Sybase Database Subsequent to the Initial Backup	96
Changing the Backup Location of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup	96
Changing the Backup Schedule of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup	96
Changing the Backup Schedule and Location of the External Sybase Database Subsequent to the Initial Backup	97
Reverting to the ZENworks Sybase Database from the ZENworks Oracle Database	99
Identifying the EBF Version of Sybase Database Server	99
Maximum Pool Size	99
21 Troubleshooting Database Migration	101
Troubleshooting a Java Heap Space Exception	101
Troubleshooting an Oracle Database Crash	102
Troubleshooting an Oracle Tablespace Issue	102
Troubleshooting the Database Migration Failure Issue	102
Troubleshooting the Database Migration by Using An Existing User Schema	103
Troubleshooting the ORA-01652: unable to extend temp segment by 128 in tablespace TEMP	103
Troubleshooting the ORA-01400: cannot insert NULL	104
Troubleshooting the ORA-12516, TNS: listener could not find available handler with matching protocol stack	104
Troubleshooting the database migration failure, duplication of serial numbers in the zDevice table	104

Embedded Database Maintenance

- ♦ Chapter 1, “Retrieving and Storing the Credentials of the Embedded Sybase SQL Anywhere Database,” on page 11
- ♦ Chapter 2, “Changing the Ports Used by the Embedded Sybase SQL Anywhere Database,” on page 13
- ♦ Chapter 3, “Backing Up the Embedded Sybase SQL Anywhere Database,” on page 15
- ♦ Chapter 4, “Restoring the Embedded Sybase SQL Anywhere Database,” on page 23
- ♦ Chapter 5, “Moving the Data from an Embedded Sybase Database to an External Sybase Database,” on page 29
- ♦ Chapter 6, “Moving the Internal Sybase Database from One Primary Server to Another Primary Server,” on page 33
- ♦ Chapter 7, “Migrating the Data from an Internal Sybase Database to an External Oracle Database,” on page 39
- ♦ Chapter 8, “Migrating the Data from an Internal Sybase Database to an MS SQL Database,” on page 45

1 Retrieving and Storing the Credentials of the Embedded Sybase SQL Anywhere Database

If you have installed ZENworks 11 SP4 with the embedded Sybase SQL Anywhere database that is bundled with ZENworks, we recommend that you store the credentials of the database for future use.

- 1 Retrieve the credentials of the embedded Sybase SQL Anywhere database by entering one of the following commands at the server prompt:

```
zman database-get-credentials
```

or

```
zman dgc
```

The credentials are displayed on the console.

For more information about zman, view the zman man page (`man zman`) on the server or see “[zman\(1\)](#)” in the *ZENworks 11 SP4 Command Line Utilities Reference*.

- 2 Copy the credentials and save them in a file.

To retrieve and store the credentials of Remote Sybase SQL Anywhere, Oracle, or Microsoft SQL Server databases, refer to their documentation.

2 Changing the Ports Used by the Embedded Sybase SQL Anywhere Database

Sybase SQL Anywhere uses port 2638 by default. You can change the port on which the database runs.

- 1 In the `zenworks_database.conf` file, specify the new port number on which the server listens to.

The `zenworks_database.conf` file is located in `%ZENWORKS_HOME%\conf` on Windows and in `/etc/opt/novell/zenworks` on Linux.

- 2 In the `zdm.xml` file on all the Primary Servers, specify the new port number in the following entry:

```
<entry key="Port">2638</entry>
```

By default, the entry lists the default port number, 2638.

The `zdm.xml` file is located in `%ZENWORKS_HOME%\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux.

- 3 Restart the database service, ZENServer, and ZENLoader services on all Primary servers:

- ♦ **On Windows:**

1. From the Windows desktop Start menu, click **Settings > Control Panel**.
2. Double-click **Administrative Tools > Services**.
3. Restart the following services: **Novell ZENworks Embedded Datastore**, **Novell ZENworks Loader Service**, and **Novell ZENworks Server**.

- ♦ **On Linux:** At the console prompt, enter the following commands in the order given:

- ♦ `/etc/init.d/novell-zenmntr stop`
- ♦ `/etc/init.d/novell-zenserver stop`
- ♦ `/etc/init.d/novell-zenloader stop`
- ♦ `/etc/init.d/sybase-asa restart`
- ♦ `/etc/init.d/novell-zenserver start`
- ♦ `/etc/init.d/novell-zenloader start`
- ♦ `/etc/init.d/novell-zenmntr start`

Even though the TCP and UDP ports are changed from 2638, the database server also listens on UDP port 2638. For more information, see the [Sybase database documentation \(http://www.ianywhere.com/developer/product_manuals/sqlanywhere/1001/en/html/dbdaen10/daserverport-network-conparm.html\)](http://www.ianywhere.com/developer/product_manuals/sqlanywhere/1001/en/html/dbdaen10/daserverport-network-conparm.html).

3 Backing Up the Embedded Sybase SQL Anywhere Database

The embedded Sybase SQL Anywhere database can be backed up to a directory on the local machine or to a network location.

- ♦ [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#)
- ♦ [“Backing up the Embedded Sybase SQL Anywhere Database Running on a Windows Server to a Network Location on a Remote Windows Machine” on page 17](#)
- ♦ [“Backing up the Embedded Sybase SQL Anywhere Database Running on a Linux Server to a Network Location on a Remote Linux Machine” on page 20](#)

IMPORTANT: If you want to back up the ZENworks Server that hosts the ZENworks database, you must ensure that the ZENworks database is backed up at least once before backing up the ZENworks Server (which only needs to be done one time). You can also back up the ZENworks database on a regular basis. However, you can back up the server and the database in any order.

When restoring the ZENworks Server and the database, you must first restore the ZENworks Server, then restore the latest backed-up ZENworks database.

For more information about backing up and restoring the ZENworks Server, see [“Backing Up and Restoring the ZENworks Server and Certificate Authority”](#) in the *ZENworks 11 SP4 Disaster Recovery Reference*.

Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server

- 1 Store the ZENworks administrator name and password by entering the following command at the command prompt:

```
zman admin-store-credential administrator
```

If you do not store the credentials, you must enter the ZENworks administrator name and password for each zman command.

- 2 You can immediately back up the embedded Sybase SQL Anywhere database or schedule the backup to run at a specific time. To back up the embedded Sybase SQL Anywhere database immediately, continue with this step. To schedule the backup to run at a specific time, skip to [Step 3](#).

To immediately back up the embedded Sybase SQL Anywhere database to a directory on the database server by using the zman command line utility, enter the following command at the database server console prompt:

```
zman database-backup complete_path_of_the_backup_directory_on_database_server
```

For example, to back up the database to the `c:\dbbackup` directory on a Windows database server, execute `zman database-backup c:\dbbackup`. To back up the database to the `/root/dbBackup` directory on a Linux database server, execute `zman database-backup /root/dbBackup`.

To manually back up the embedded Sybase SQL Anywhere database to a directory on the database server:

2a Stop the ZENworks Services on all other ZENworks Servers in the Management Zone.

♦ **On Windows:**

1. Execute the following command at the server prompt:

```
novell-zenworks-configure -c Stop
```

2. Enter the number next to the `Stop` action.

♦ **On Linux:**

1. Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Stop
```

2. Enter the number next to the `Stop` action.

2b Manually copy `zenworks_zone_name.db`, `zen_audit_zone_name.db`, `zenworks_zone_name.log`, and `zen_audit_zone_name.log` from the database server to the new location where you want to back up the database.

By default, the files are located in

`ZENworks_Installation_directory\Novell\Zenworks\Database` on a Windows Sybase database server, and in `/var/opt/novell/zenworks/database/` on a Linux Sybase database server.

2c Start the ZENworks Services on all other ZENworks Servers in the Management Zone.

♦ **On Windows:**

1. Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```

2. Enter the number next to the `Start` action.

♦ **On Linux:**

1. Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

2. Enter the number next to the `Start` action.

3 (Conditional) To schedule the backup to run at a specific time every day or on specific days of a month, you need to create a schedule file and run it.

3a Create a schedule file with the Create event, `backupschedule.sql`, with the following contents:

```
CREATE EVENT backup_schedule_name
SCHEDULE
specify_the_schedule
```

A sample schedule file to back up the database at a 11 P.M. everyday is as follows:

```
CREATE EVENT ZENDBBackup
SCHEDULE
START TIME '11:00 PM'
EVERY 24 HOURS
```

A sample schedule file to back up the database at 1:00 a.m. on the first, second, third, and fourth day of the month is as follows:


```
CREATE EVENT ZENDBBackup1
SCHEDULE
START TIME '1:00 AM'
ON (1,2,3,4)
```

Sample schedule files are available in the

ZENworks_Installation_directory:\Novell\Zenworks\share\zman\samples\database directory on a Windows server, and in the /opt/novell/zenworks/share/zman/samples/database directory on a Linux server.

3b Enter the following command at the command prompt:

```
zman database-backup complete_path_of_the_backup_directory
complete_path_of_backUpSchedule.sql -d SQL_function_call
```

For example, to back up the database to the c:\dbbackup\day_of_the_week directory on a Windows server as per the schedule in the c:\backupschedule.sql file, enter the following command:

```
zman database-backup c:\dbbackup c:\backUpSchedule.sql -d "DAYNAME(now())"
```

For more information about this command, view the zman man page (man zman) on the device, or see [zman\(1\)](#) in the [ZENworks 11 SP4 Command Line Utilities Reference](#).

4 Clear the credentials stored in [Step 1](#) by entering the following command at the command prompt:

```
zman admin-clear-credential
```

According to the backup schedule, the zenworks_zone_name.db database file and the zenworks_zone_name.log transaction log file are created in the database backup directory.

If you want to change the database backup location or the backup schedule at a later time, review the following sections:

- ♦ [“Changing the Backup Location of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)
- ♦ [“Changing the Backup Schedule of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)

Backing up the Embedded Sybase SQL Anywhere Database Running on a Windows Server to a Network Location on a Remote Windows Machine

To back up an embedded Sybase SQL Anywhere database that is installed and running on a Windows server to a network location on another Windows machine, you need a local machine and a remote machine. The local machine is a Windows server with the ZENworks server components and the embedded Sybase SQL Anywhere database installed. The remote machine is a Windows machine that has the network location to which you want to back up the database.

1 Perform the following steps on the local machine:

1a Create an administrative user and specify a password.

For example, you could specify the administrative username as Administrator and the password as novell.

- 1b From the desktop **Start** menu, click **Settings**, click **Control Panel**, double-click **Administrative Tools**, then double-click **Services**.
- 1c Right-click the **Novell ZENworks Datastore** service, then click **Properties**.
- 1d Click the **Log On** tab.
- 1e Select **This account**, then specify the name and the password of the administrative user created in [Step 1a](#).
For example, specify the user as `Administrator` and the password as `novell`.
- 1f Click **OK**.
- 2 Perform the following steps on the remote machine that has the network location where you want to save the backup:
 - 2a Create an account with the same credentials as the user you created in [Step 1a](#).
For example, specify user as `Administrator` and password as `novell`.
 - 2b Provide Read/Write permission on the network location to the user.
- 3 You can immediately back up the embedded Sybase SQL Anywhere database or schedule the backup to run at a specific time. To immediately back up the database, continue with this step. To schedule the backup to run at a specific time every day or on specific days of a month, skip to [Step 4](#).
To immediately back up the database to the network location on the remote machine by using the `zman` command line utility, enter the following command at the database server console prompt:

```
zman database-backup  
\\IP_address_of_the_remote_machine\backup_directory\custom_directory
```


Where `\\IP_address_of_the_remote_machine\backup_directory` is the network location on the remote machine and `custom_directory_name` is a name that you specify for a directory to be newly created by `zman` and into which the database files are to be backed up.
To manually back up the database to the network location on the remote machine:
 - 3a Stop the ZENworks Services on all the ZENworks Servers in the Management Zone.
 - 3a1 Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```
 - 3a2 Enter the number next to the **Stop** action.
 - 3b Manually copy `zenworks_zone_name.db` and `zenworks_zone_name.log` from the database server to a required location on the remote machine.
By default, the files are located in
`ZENworks_Installation_directory\Novell\Zenworks\Database` on a Windows Sybase database server.
 - 3c Start the ZENworks Services on all the ZENworks Servers in the Management Zone.
 - 3c1 Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```
 - 3c2 Enter the number next to the **Start** action.
- 4 (Conditional) To schedule the backup:
 - 4a Create a schedule file, `backupschedule.sql`, with the following contents:

```
CREATE EVENT backup_schedule_name  
  
SCHEDULE
```

specify_the_schedule

A sample schedule file to back up the database at a 11 p.m. every day is as follows:

```
CREATE EVENT ZENDBBackup
SCHEDULE
START TIME '11:00 PM'
EVERY 24 HOURS
```

A sample schedule file to back up the database at 1:00 a.m on the first, second, third, and fourth day of the month is as follows:

```
CREATE EVENT ZENDBBackup1
SCHEDULE
START TIME '1:00 AM'
ON (1,2,3,4)
```

Sample schedule files are available in the

ZENworks_Installation_directory\Novell\Zenworks\share\zman\samples\database directory.

4b Execute the following command at the command prompt:

```
zman database-backup
\\IP_address_of_the_remote_machine\backup_directory\custom_directory
c:\backUpSchedule.sql -d SQL_function_call
```

Where *\\IP_address_of_the_remote_machine\backup_directory* is the network location on the remote machine and *custom_directory_name* is a name that you specify for a directory to be newly created by zman and into which the database files are to be backed up.

For more information about the command, view the zman man page (man zman) on the device, or see [zman\(1\)](#) in the *ZENworks 11 SP4 Command Line Utilities Reference*.

According to the backup schedule, *zenworks_zone_name.db* and *zenworks_zone_name.log* are created in the network location on the remote machine. The backed-up database is stored in *zenworks_zone_name.db*. The result of the database backup is logged in *zenworks_zone_name.log*.

If you want to change the database backup location or the backup schedule at a later time, review the following sections:

- ♦ [“Changing the Backup Location of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)
- ♦ [“Changing the Backup Schedule of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)

Backing up the Embedded Sybase SQL Anywhere Database Running on a Linux Server to a Network Location on a Remote Linux Machine

To back up the embedded Sybase SQL Anywhere database that is installed and running on a Linux server to a network location on a Linux machine, you need a local machine and a remote machine. The local machine is a Linux server with the ZENworks server components and the embedded Sybase SQL Anywhere database installed. The remote machine is a Linux machine that has the network location to which you want to back up the database.

You can back up the database on a Linux machine by using any Linux share such as Samba share or NFS share.

To back up the embedded Sybase SQL Anywhere database that is installed and running on a Linux server to a network location on a Linux machine by using Samba share:

- 1 Create a Samba share on the remote machine:
 - 1a Create a user by entering the `useradd user_name` command at the command prompt.
 - 1b Log into the remote machine with the username created in [Step 1a](#), and set the password by using the `passwd specify_the_password` command.
 - 1c Create a directory to save the database backup.
For example, create a directory with the name `backup`.
 - 1d Open the Samba server settings by running the `yast2 samba-server` command.
 - 1e Click the **Shares** tab, then click **Add** to specify the share name and the path to the backup directory created in [Step 1c](#).
For example, specify the sharename as `dbbackup`.
 - 1f Select the `dbbackup` share, click **Edit**, then add the following attributes:
 - ♦ create mask = 0640
 - ♦ force user = `user_name_created_in_Step 1a`
 - ♦ guest ok = yes
 - ♦ public = yes
 - ♦ wide links = no
 - ♦ writeable = yes
- 2 Create a directory on the local machine.
For example, create a directory with the name `zenworks_dbbackup` in `/root`.
- 3 Mount the Samba share on the `zenworks_dbbackup` directory on the local machine by entering the following command at the command prompt:

```
mount -t smbfs //IP_address_of_the_remote_machine/share_name -o
username=user_name_specified_in_Step1a,password=password_specified_in_Step_1b
local_directory_name_with_complete_path_created_in_Step2
```


For example:

```
mount -t smbfs //IP_address_of_the_remote_machine/dbbackup -o
username=user_name_specified_in_Step1a,password=password_specified_in_Step_1b
/root/zenworks_dbbackup
```
- 4 You can immediately back up the database or schedule the backup to run at a specific time. To immediately back up the database, continue with this step. To schedule the backup to run at a specific time every day or on specific days of a month, skip to [Step 5](#).

To immediately back up the database to the network location on the remote machine by using the zman command line utility, enter the following command at the database server console prompt:

```
zman database-backup database_backup_directory
```

For example:

```
zman database-backup /root/zenworks_dbbackup
```

To manually back up the database to the network location on the remote machine:

4a Stop all the ZENworks Services on the all the ZENworks Servers in the Management Zone.

4a1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

4a2 Enter the number next to the Stop action.

4b Manually copy `zenworks_zone_name.db` and `zenworks_zone_name.log` from the database server to a required location on the remote machine.

By default, the files are located in `/var/opt/novell/zenworks/database/` on a Linux Sybase database server.

4c Start all the ZENworks Services on the all the ZENworks Servers in the Management Zone.

4c1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

4c2 Enter the number next to the Start action.

5 (Conditional) To schedule the backup:

5a Create a schedule file, `backupschedule.sql`, with the following contents:

```
CREATE EVENT backup_schedule_name  
  
SCHEDULE  
  
specify_the_schedule
```

A sample schedule file to back up the database at a 11 p.m. everyday is as follows:

```
CREATE EVENT ZENDBBackup  
  
SCHEDULE  
  
START TIME '11:00 PM'  
  
EVERY 24 HOURS
```

A sample schedule file to back up the database at 1:00 a.m. on the first, second, third, and fourth days of the month is as follows:

```
CREATE EVENT ZENDBBackup1  
  
SCHEDULE  
  
START TIME '1:00 AM'  
  
ON (1,2,3,4)
```

Sample schedule files are available in the

`ZENworks_Installation_directory:\Novell\Zenworks\share\zman\samples\database` directory.

5b Enter the following command at the command prompt:

```
zman database-backup database_backup_directory c:\backUpSchedule.sql -d
SQL_function_call
```

For example:

```
zman database-backup /root/zenworks_dbbackup c:\backUpSchedule.sql -d
SQL_function_call
```

For more information about this command, view the zman man page (man zman) on the device, or see [zman\(1\)](#) in the *ZENworks 11 SP4 Command Line Utilities Reference*.

According to the backup schedule, `zenworks_zone_name.db` and `zenworks_zone_name.log` are created in the network location on the remote machine (`/root/zenworks_dbbackup`). The backed-up database is stored in `zenworks_zone_name.db`. The result of the database backup is logged in `zenworks_zone_name.log`.

If you want to change the database backup location or the backup schedule at a later time, review the following sections:

- ♦ [“Changing the Backup Location of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)
- ♦ [“Changing the Backup Schedule of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)

4 Restoring the Embedded Sybase SQL Anywhere Database

The following sections provide information on restoring the backed-up embedded Sybase SQL Anywhere database:

- ♦ “Restoring the Embedded Sybase SQL Anywhere Database on a Windows Server” on page 23
- ♦ “Restoring the Embedded Sybase SQL Anywhere Database on a Linux Server” on page 25
- ♦ “Restoring the Embedded Sybase SQL Anywhere Database on the ZENworks Appliance Server” on page 25

IMPORTANT

If the database is located on a ZENworks Server, you must first restore the ZENworks Server, then restore the ZENworks database. Ensure that you have backed up the ZENworks Server and the database (at least once). You can also back up the ZENworks database on a regular basis. However, you can back up the server and the database in any order.

For more information about backing up and restoring the ZENworks Server, see “[Backing Up and Restoring the ZENworks Server and Certificate Authority](#)” in the *ZENworks 11 SP4 Disaster Recovery Reference*.

Restoring the Embedded Sybase SQL Anywhere Database on a Windows Server

- 1 Stop the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

- 2 At the Windows server prompt, go to

`ZENworks_Installation_directory:\novell\zenworks\bin`, and enter the following command:

```
ZenworksWindowsDBRestore.bat
ZENworks_Installation_directory:\Novell\Zenworks\Database
c:\dbBackup\zenworks_zone_name.db c:\dbBackup\zenworks_zone_name.log
```

NOTE: For the Audit database, go to

`ZENworks_Installation_directory:\novell\zenworks\bin`, and enter the following command:

```
ZenworksWindowsDBRestore.bat
ZENworks_Installation_directory:\Novell\Zenworks\Database
c:\dbBackup\zenworks_zone_name.db c:\dbBackup\zen_audit_zone_name.log
```

- 3 Press any key when the following message is displayed:

Before proceeding, ensure that you have backed up any files in:<Installation directory>:\Novell\ZENworks\database Press any key to continue.

4 Enter Y when the following message is displayed:

```
The following services are dependent on the Novell ZENworks Datastore service.
Stopping the Novell ZENworks Datastore service will also stop these services:
Novell ZENworks Loader, Novell ZENworks Agent Service, Novell ZENworks Server.
Do you want to continue this operation? (Y/N) [N]:
```

5 Press any key when the following message is displayed:

```
The Novell ZENworks Datastore service was stopped successfully. Press any key
to continue.
```

6 Enter Yes when the following message is displayed:

```
Overwrite <installation
directory>:\Novell\ZENworks\database\zenworks_<zone_name>.db? (Yes/No/All)
```

7 Enter Yes when the following message is displayed:

```
Overwrite <installation
directory>:\Novell\ZENworks\database\zenworks_<zone_name>.log? (Yes/No/All):
```

The backupFile and the backupLogFile are copied to
ZENworks_Installation_directory:\Novell\ZENworks\database, and the database is
restored.

8 Run ZenworksWindowsDBRestore.bat for restoring Audit Database.

```
ZenworksWindowsDBRestore.bat
ZsENworks_Installation_directory:\Novell\Zenworks\Database
c:\dbBackup\zen_audit_zone_name.db c:\dbBackup\zen_audit_zone_name.log
```

9 Press any key when the following message is displayed: Before proceeding, ensure that you have backed up any files in:<Installation directory>:\Novell\ZENworks\database Press any key to continue.

10 Press any key when the following message is displayed: The Novell ZENworks Embedded Datastore service is stopping.

- ◆ The Novell ZENworks Embedded Datastore service is stopping.
- ◆ The Novell ZENworks Embedded Datastore service was stopped successfully.
- ◆ Press any key to continue.

11 Enter Yes when the following message is displayed: Overwrite <installation directory>:\Novell\ZENworks\database\zen_audit_<zone_name>.db? (Yes/No/All)

12 Enter Yes when the following message is displayed: Overwrite <installation directory>:\Novell\ZENworks\database\zen_audit_<zone_name>.log? (Yes/No/All)

The backupFile and the backupLogFile are copied to
ZENworks_Installation_directory:\Novell\ZENworks\database, and the database is
restored.

13 (Conditional) If you restore the database to a location other than the one mentioned in the zenworks_installation_directory\novell\zenworks\database\conf\zenworks_databases.conf and zenworks_audit_database.conf files to specify the new location of the database.

14 Start all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15.

Restoring the Embedded Sybase SQL Anywhere Database on a Linux Server

- 1 Stop the ZENworks Services on other ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

- 2 Log into the ZENworks server as root.

- 3 Change to /opt/novell/zenworks/bin, and enter the following command:

```
./ZenworksLinuxDBRestore.sh -F "/root/dbBackup/zenworks_zone_name.db"
```

NOTE: For the Audit database, change to /opt/novell/zenworks/bin, and enter the following command:

```
./ZenworksLinuxDBRestore.sh -F "/root/dbBackup/zen_audit_zone_name.db"
```

- 4 Enter y when the following message is displayed:

```
The backup database file will OVERWRITE the existing database. Is that OK? [y/n]
```

- 5 Enter y when the following message is displayed:

```
The novell-zenloader needs to be stopped for the database restore to be performed. Would you like to proceed [y/n]?
```

```
The backup file is copied to /var/opt/novell/zenworks/database, and the restore log file to /var/opt/novell/log/zenworks/dbrestore.log. The database is restored.
```

- 6 Start the ZENworks Services on other ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

Restoring the Embedded Sybase SQL Anywhere Database on the ZENworks Appliance Server

- 1 Ensure that you have archived your database credentials.

To archive the credentials of an internal Sybase database, perform the following tasks on PSDB1:

- 1a Ensure that the database services are running.

On Windows: In the Windows Services, ensure that the status of **Novell ZENworks Embedded Datastore** and **Novell ZENworks Embedded Datastore For Auditing** are *Started*.

On Linux: At the console prompt, enter `/etc/init.d/sybase-asa status` to verify the status of the Sybase database and `/etc/init.d/sybase-audit-asa status` to verify the status of the Audit database. If the databases are not running, start the Sybase database by running the `/etc/init.d/sybase-asa start` command and the Audit database by running the `/etc/init.d/sybase-audit-asa start` command.

- 1b Execute the `zman dgcc` command to get the Sybase database credentials.

- 1c Execute the `zman dgca` command to get the Audit database credentials.

- 1d Specify the credentials of the ZENworks administrator when prompted.

- 1e Copy and save the username and the password of the Sybase database and the Audit database into a text file.

- 2 Stop the Novell ZENworks services, including the ZENworks Embedded Datastore service and the Novell ZENworks Embedded Datastore For Auditing service on PSDB1:

2a On Windows:

- 2a1** Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```

- 2a2** Specify the number next to the Stop action, then press **Enter**.

2b On Linux:

- 2b1** Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

- 2b2** Specify the number next to the Stop action, then press **Enter**.

- 3 Stop the Novell ZENworks services on PSDB2:

- 3a** Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

- 3b** Specify the number next to the Stop action, then press **Enter**.

- 4 Get the following files on PSDB2:

RPMs are available in the `%ZENWORKS_HOME% /install/downloads/rpm` folder.

- ♦ `sybase-asa-12.0.1-3873.x86_64.rpm`
- ♦ `novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm`

- 4a** Create a temporary directory named `sybase` in `/tmp/` folder.

- 4b** Copy the following files from PSDB1 to the temporary location that you created on PSDB2 ([Step 4a on page 26](#)).

♦ **For Windows:**

- ♦ `sybase-asa-12.0.1.3924.x86_64.msi`
- ♦ `novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi`

If PSDB1 is a Windows server:

- ♦ The MSIs are located in the following directory:
`%ZENWORKS_HOME%\install\downloads\msi`
- ♦ The RPMs are located in the following directory:
`%ZENWORKS_HOME%\install\downloads\rpm`

♦ **For Linux:**

- ♦ `sybase-asa-12.0.1-3873.x86_64.rpm`
- ♦ `novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm`

If PSDB1 is a Linux server:

- ♦ The MSIs are located in the following directory:
`\opt\novell\zenworks\install\downloads\msi\`
- ♦ The RPMs are located in the following directory:
`\opt\novell\zenworks\install\downloads\rpm`

Or

Download the required Sybase SQL Anywhere Embedded EBF package to the temporary location that you created on PSDB2 ([Step 4a on page 26](#)).

- ♦ **For Windows:** Launch the shipped ISO file and extract the contents in the media drive. Download the Sybase SQL Anywhere Embedded EBF 3924 package from the MSI folder as shown below:

```
D:\Zenworks11SP4\Common\msi\sybase-asa-12.0.1.3924.x86_64.msi
```

- ♦ **For Appliance:** Mount the shipped ISO file to any location (for example: /tmp) using the following command:

```
mount Zenworks11SP4 -o loop/tmp/ZCM
```

From the media root (for example: /tmp/ZCM), download the Sybase SQL Anywhere Embedded EBF 3873 package from the rpm folder as shown below:

```
/tmp/ZCM/Common/rpm/sybase-asa-12.0.1-3873.x86_64.rpm
```

- 5 On PSDB2, install `sybase-asa-12.0.1.3924.x86_64.msi` or `sybase-asa-12.0.1-3873.x86_64.rpm`.

On an Appliance server: At the server prompt, execute the following command:

```
rpm -Uvh <complete_path_of_directory_that_contains_Sybase_ASA_MSI>/sybase-asa-12.0.1-3873.x86_64.rpm --force
```

For example:

```
rpm -Uvh /tmp/sybase/sybase-asa-12.0.1-3873.x86_64.rpm --force
```

The Sybase database is now installed on PSDB2.

- 6 On PSDB2, ensure that the installed EBF version is 12.0.1.3924 on the Windows server, and 12.0.1.3873 on the appliance, by running the `dblocate` utility.

The `dblocate` utility is located in the `%ZENWORKS_HOME%\share\ASA\BIN64` directory on a Windows database server and in the `/opt/novell/zenworks/share/sybase/bin32s` directory on a Linux database server.

- 7 On PSDB2, install `novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi` or `novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm`.

On an Appliance server: At the server prompt, execute the following command:

```
rpm -Uvh <complete_path_of_directory_that_contains_Sybase_libs_MSI>/novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm --force
```

For example:

```
rpm -Uvh /tmp/sybase/novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm --force
```

- 8 Change the password of the *zenworks* user account by using the following command:

```
passwd zenworks
```

- 9 Copy the database files from PSDB1 to PSDB2:

9a Create a directory with the name `database` in `/var/opt/novell/zenworks/` on an Appliance PSDB2.

9b Copy all the files from `%ZENWORKS_HOME%\database\` on Windows PSDB1 to `%ZENWORKS_HOME%\database\` on Appliance PSDB2, and from `/var/opt/novell/zenworks/database/` on Linux PSDB1 to `/var/opt/novell/zenworks/database/` on Appliance PSDB2.

- 10 Copy the `zenworks_database.conf` file and the `zenworks_audit_database.conf` file from PSDB1 to PSDB2. The `zenworks_database.conf` file and the `zenworks_audit_database.conf` file are located in the `%ZENWORKS_HOME%\conf\` directory on a Windows Primary Server, and in the `/etc/opt/novell/zenworks/` directory on a Linux Primary Server.
- 11 On PSDB2, ensure that `zenworks_database.conf` and `zenworks_audit_database.conf` contain the correct database path.
For example, `/var/opt/novell/zenworks/database/zenworks_zone_name.db` is the database path on a Linux device.
- 12 On all the Primary Servers in the Management Zone, update `zdm.xml` and `zenaudit.xml` with the correct address of PSDB2 (the new database server). These files are located in `ZENworks_installation_path\conf\datamodel` on a Windows Primary Server, and in `/etc/opt/novell/zenworks/datamodel` on a Linux Primary Server.
- 13 On the PSDB2 linux server, run the `permission.sh` command in the `/opt/novell/zenworks/bin` directory.
- 14 Reboot the PSDB2 server.
- 15 Start all the ZENworks Services except Novell ZENworks Embedded Datastore and Novell ZENworks Embedded Datastore For Auditing on PSDB1:
 - 15a **On Windows:** Perform the following steps:
 - 15a1 Execute the following command at the server prompt:
`novell-zenworks-configure -c Start`
 - 15a2 Specify the number next to the `Start` action, then press **Enter**.
 - 15b **On Linux:** Perform the following steps:
 - 15b1 Execute the following command at the server prompt:
`/opt/novell/zenworks/bin/novell-zenworks-configure -c Start`
 - 15b2 Specify the number next to the `Start` action, then press **Enter**.
- 16 Assign the database role to PSDB2 by running the following command in the DBISQL utility:
Before running the command, ensure that you disable the firewall.

```
update zZenServerRoles set id=<0xNew DB servers GUID>, position=(select
max(position) from zZENServerRoles where id=<0xNew DB servers GUID>)+1 where
Roles='Database'
```

5 Moving the Data from an Embedded Sybase Database to an External Sybase Database

ZENworks 11 SP4 allows you move the data from a Sybase SQL Anywhere database (embedded Sybase database) to an OEM Sybase database (external Sybase database).


- ♦ [“Preparing to Move the Data” on page 29](#)
- ♦ [“Moving the Data from the Internal Sybase to the External Sybase” on page 29](#)

Preparing to Move the Data

Before moving the data from an internal Sybase database to an external Sybase database, perform the following:


- ♦ Ensure that ZENworks 11 SP4 is installed with an internal Sybase database on a Windows or Linux device.
- ♦ Install the external Sybase database. For more information on how to install an external Sybase database, for Windows, see [“Installing an External ZENworks Database”](#) for Linux, see [“Installing an External ZENworks Database”](#) in the *ZENworks 11 SP4 Server Installation Guide*.

Moving the Data from the Internal Sybase to the External Sybase

- 1 On the device that has the external Sybase database installed, stop the Novell ZENworks Embedded Datastore service.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Stop**, or select the **Novell ZENworks Embedded Datastore** service, then click  on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa stop`.
- 2 On the device that has the external Sybase database installed, stop the Novell ZENworks Embedded Datastore for auditing service.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore For Audit** service, then click **Stop**, or select the **Novell ZENworks Embedded Datastore For Audit** service, then click on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-audit-asa stop`.

- 3 Stop the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- 4 From the device that has the internal Sybase database installed, copy `zenworks_database.conf` and all files within the database directory to the appropriate directories on the device that has the external Sybase database.

The `zenworks_database.conf` is located in the `ZENworks_installation_path\conf\` directory on Windows and in the `/etc/opt/novell/zenworks/` directory on Linux.

The database directory is located in `ZENworks_installation_path` on Windows and in the `/var/opt/novell/zenworks/` directory on Linux.
- 5 On the device that has the external Sybase database installed, open `zenworks_database.conf` and ensure that it contains the correct path of the database file.
- 6 On the device that has the internal Sybase database installed, edit `zdm.xml` (located in `ZENworks_installation_path\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux):
 - ♦ Change the value of the `Embedded` entry key to `false`. By default, it is `true`.
 - ♦ Set the value of the `Server` entry key to the IP address of the device that has the external Sybase database installed.
 - ♦ ensure that the value of the `Port` entry key is the port number on which the external Sybase database is running.
- 7 On the device that has the external Sybase database installed, start the Novell ZENworks Embedded Datastore service.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Start**, or select the **Novell ZENworks Embedded Datastore** service, then click  on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa start`.
- 8 Delete the database role for the device that has the internal Sybase database installed by running the following command in the DBISQL utility on the external database server:


```
delete from zZenServerRoles where Roles = 'Database';
commit;
```
- 9 Remove the Novell ZENworks Embedded Datastore service from the device that has the internal Sybase database installed:

On the Windows device: Perform the following tasks:

 1. At the server prompt, execute the following command:


```
sc delete SQLANYs_ZENDatastore
```
 2. Edit the `%ZENWORKS_HOME%\conf\monitor.conf` to remove `dbsrv10` from the line `highpriority=zenserver,casaserver,dbsrv10`.

On the Linux device: Perform the following tasks:

 1. Stop the Novell ZENworks Embedded Datastore service by executing the following command at the console prompt:


```
/etc/init.d/sybase-asa stop
```
 2. Rename `sybase-asa` to `sybase-asa1` by executing the following command:

```
mv sybase-asa sybase-asal
```

3. Edit the `/etc/opt/novell/zenworks/monitor.conf` to remove `sybase-asa` from the line `services=novell-zenserver novell-zenload sybase-asa`.
- 10 Start all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

The ZENworks Server now points to new database.

6 Moving the Internal Sybase Database from One Primary Server to Another Primary Server

Assume that the Primary Server that currently hosts the internal Sybase database is called PSDB1. Assume that the Primary Server or the new device to which you want to move the internal Sybase database is called PSDB2.

- 1 Ensure that you have archived your database credentials.

To archive the credentials of an internal Sybase database, perform the following tasks on PSDB1:

- 1a Ensure that the database services are running.

On Windows: In the Windows Services, ensure that the status of **Novell ZENworks Embedded Datastore** and **Novell ZENworks Embedded Datastore For Auditing** are *Started*.

On Linux: At the console prompt, enter `/etc/init.d/sybase-asa status` to verify the status of the Sybase database and `/etc/init.d/sybase-audit-asa status` to verify the status of the Audit database. If the databases are not running, start the Sybase database by running the `/etc/init.d/sybase-asa start` command and the Audit database by running the `/etc/init.d/sybase-audit-asa start` command.

- 1b Obtain the Sybase database credentials by running the `zman dgc` command.

- 1c Obtain the Audit database credentials by running the `zman dgca` command.

- 1d Provide the credentials of the ZENworks administrator when prompted.

- 1e Copy and save the user name and the password of the Sybase database and the Audit database into a text file.

- 2 Stop the Novell ZENworks services, including the ZENworks Embedded Datastore service and the Novell ZENworks Embedded Datastore For Auditing service on PSDB1:

- 2a **On Windows:** Perform the following steps:

- 2a1 Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```

- 2a2 Specify the number next to the `Stop` action, then press **Enter**.

- 2b **On Linux:** Perform the following steps:

- 2b1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

- 2b2 Specify the number next to the `Stop` action, then press **Enter**.

- 3 Stop the Novell ZENworks services on PSDB2:

- 3a **On Windows:** Perform the following steps:

- 3a1 Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```

- 3a2 Specify the number next to the `Stop` action, then press **Enter**.

3b On Linux: Perform the following steps:

3b1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

3b2 Specify the number next to the **Stop** action, then press **Enter**.

4 Procure the following files on PSDB2 based on your operating system:

For Windows:

- ♦ sybase-asa-12.0.1.3924.x86_64.msi
- ♦ novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi

For Linux:

- ♦ sybase-asa-12.0.1-3873.x86_64.rpm
- ♦ novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm

4a Create a temporary directory named `sybase` in `c:` if PSDB2 is a Windows device, and in `/tmp/` if PSDB2 is a Linux device.

4b Copy the following files from PSDB1 to the temporary location that you created on PSDB2 ([Step 4a on page 34](#)).

♦ **For Windows:**

- ♦ sybase-asa-12.0.1.3924.x86_64.msi
- ♦ novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi

If PSDB1 is a Windows server:

- ♦ The MSIs are located in the following directory:
`%ZENWORKS_HOME%\install\downloads\msi`
- ♦ The RPMs are located in the following directory:
`%ZENWORKS_HOME%\install\downloads\rpm`

♦ **For Linux:**

- ♦ sybase-asa-12.0.1-3873.x86_64.rpm
- ♦ novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm

If PSDB1 is a Linux server:

- ♦ The MSIs are located in the following directory:
`\opt\novell\zenworks\install\downloads\msi\`
- ♦ The RPMs are located in the following directory:
`\opt\novell\zenworks\install\downloads\rpm`

Or

Download the required Sybase SQL Anywhere Embedded EBF package to the temporary location that you created on PSDB2 ([Step 4a on page 34](#)).

- ♦ **For Windows:** Launch the shipped ISO file and extract the contents in the media drive. Download the Sybase SQL Anywhere Embedded EBF 3924 package from the `msi` folder as shown below:

```
D:\Zenworks11SP4\Common\msi\sybase-asa-12.0.1.3924.x86_64.msi
```

- ♦ **For Linux:** Mount the shipped ISO file to any location (for example: `/tmp`) using the following command:

```
mount Zenworks11SP4 -o loop/tmp/ZCM
```

From the media root (for example: /tmp/ZCM), download the Sybase SQL Anywhere Embedded EBF 3873 package from the rpm folder as shown below:

```
/tmp/ZCM/Common/rpm/sybase-asa-12.0.1-3873.x86_64.rpm
```

- 5 On PSDB2, install sybase-asa-12.0.1.3924.x86_64.msi or sybase-asa-12.0.1-3873.x86_64.rpm.

- ♦ **On a Windows server:** At the server prompt, execute the following command:

```
msiexec /i  
<complete_path_of_directory_that_contains_Sybase_ASA_MSI>\sybase-asa-  
12.0.1.3924.x86_64.msi TARGETDIR="%ZENWORKS_HOME%\share" ALLUSERS=2
```

For example:

```
msiexec /i c:\sybase-asa-12.0.1.3924.x86_64.msi  
TARGETDIR="%ZENWORKS_HOME%\share" ALLUSERS=2
```

- ♦ **On a Linux server:** At the server prompt, execute the following command:

```
rpm -Uvh <complete_path_of_directory_that_contains_Sybase_ASA_MSI>/sybase-  
asa-12.0.1-3873.x86_64.rpm --force
```

For example:

```
rpm -Uvh /tmp/sybase/sybase-asa-12.0.1-3873.x86_64.rpm
```

The Sybase database is now installed on PSDB2.

- 6 On PSDB2, ensure that the installed EBF version is 12.0.1.3924 by running the dblocate utility.

The dblocate utility is located in the %ZENWORKS_HOME%\share\ASA\BIN64 directory on a Windows database server and in the /opt/novell/zenworks/share/sybase/bin32s directory on a Linux database server.

- 7 On PSDB2, install novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi or novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm.

- ♦ **On a Windows server:** At the server prompt, execute the following command:

```
msiexec /i <complete_path_of_directory_that_contains_Sybase-  
libs_MSI>\novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi  
TARGETDIR="{Parent of the Novell\ZENworks directory structure}" ALLUSERS=2  
REBOOT=ReallySuppress/l*v<complete_path_of_directory_that_contains_Sybase-  
libs_MSI>\novell-zenworks-sybase-libslog.txt
```

For example:

```
msiexec /i c:\sybase\novell-zenworks-sybase-libs-12.0.1.3924.x86_64.msi  
TARGETDIR="{C:\Program Files (x86)" ALLUSERS=2 REBOOT=ReallySuppress/l*v  
c:\sybase\novell-zenworks-sybase-libslog.txt
```

- ♦ **On a Linux server:** At the server prompt, execute the following command:

```
rpm -Uvh <complete_path_of_directory_that_contains_Sybase_libs_MSI>/  
novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm --force
```

For example:

```
rpm -Uvh /tmp/sybase/novell-zenworks-sybase-libs-12.0.1-3873.x86_64.rpm --  
force
```

- 8 (Conditional) If PSDB2 is a Windows Primary Server, import the registry keys that add the ZENworks Embedded Datastore service to PSDB2:

- 8a Download embedded_datastore-edit_me_first.zip from the [Novell Downloads website \(https://download.novell.com/Download?buildid=5XgKbcTLiss\)](https://download.novell.com/Download?buildid=5XgKbcTLiss) to a temporary location on PSDB2, then extract the contents of the ZIP file.

The ZIP file contains the `embedded_database.reg` file and the `embedded_audit_database.reg` file.

8b Open `embedded_database.reg` and `embedded_audit_database.reg` in a text editor, then make the following changes:

- ♦ Change the value of `ObjectName` to the local `_z_` username that is created after you install ZENworks 11 Configuration Management SP4. By default, the value of `ObjectName` is `._z_10_2_`.

To find the local `_z_` username, do one of the following:

- ♦ At the command prompt, enter `net user|find /i "_z"`.
- ♦ Open the Windows Computer Management, then browse to **System Tools > Local User and Groups > Users**.

For example, if the resultant value is `_z_0_244_` Administrator ASPNET, the local `_z_` username is `_z_0_224_`. The value of `ObjectName` in `embedded_database.reg` must be changed from `_z_10_2_` to `_z_0_224_`. Ensure that the value is prepended with a period (.) and two backslashes (\\), such as `._z_0_224_`.

- ♦ On PSDB2, ensure that the value of `Parameters` contain the correct path of `zenworks_database.conf` in the `embedded_database.reg` file and `zenworks_audit_database.conf` in the `embedded_audit_database.reg` file.

IMPORTANT: In the value for `Parameters`, the double quote (") and the backslash \ characters must be escaped by placing a backslash in front. For example, if `zenworks_database.conf` is located in `d:\novell\zenworks\conf\`, the value of `Parameters` is `"\"@d:\\Novell\\ZENworks\\conf\\zenworks_database.conf\""`

8c Double-click the `embedded_database.reg` file and the `embedded_audit_database.reg` file.

8d When you are prompted to add the content of the `embedded_database.reg` file and `embedded_audit_database.reg` file to the registry, click **Yes**.

8e Go to `HKLM\SYSTEM\CurrentControlSet\services\SQLANYs_ZENDataStore` and verify the `ImagePath` value to ensure it is pointing to `dbsrv12.exe`.

For example:

```
C:\Program Files (x86)\Novell\ZENworks\share\ASA\BIN64\dbsrv12.exe - hvSQLANYs_ZENDatastore
```

8f Go to

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SQLANYs_ZENAuditDatastore` and verify the `ImagePath` value to ensure it is pointing to `dbsrv12.exe`.

For example:

```
C:\Program Files (x86)\Novell\ZENworks\share\asa\Bin64\dbsrv12.exe - hvSQLANYs_ZENAuditDatastore
```

9 If PSDB2 is a Windows Primary Server, perform either of the following options:

- ♦ **Option 1:**

1. Change the password of the local `_z_` user account.

For more information about how to change the password of a user account, see the Microsoft Windows documentation.

2. Change the password of the Novell ZENworks Embedded Datastore, Novell ZENworks Embedded Datastore For Auditing, Novell ZENworks Join Proxy, Novell ZENworks Loader, Novell ZENworks Preboot Policy Service, Novell ZENworks Preboot Service, Novell ZENworks Server, Novell ZENworks Services Monitor, and CasaAuthTokenSvc services:
 - a. On **Services (Local)**, right-click the service, then select **Properties**.
 - b. On the property page, click **Log On > This account**, then specify a **Password**.
 - c. Click **Apply**, then **OK**.
- ♦ **Option 2:**

Change the Log On account of the Novell ZENworks Embedded Datastore, and Novell ZENworks Embedded Datastore For Auditing services:

 1. On **Services (Local)**, right-click the service, then select **Properties**.
 2. On the property page, click **Log On > Local System account > Allow service to interact with desktop**.
 3. Click **Apply**, then **OK**.
- 10 (Conditional) If PSDB 2 is a Linux Primary Server, change the password of the *zenworks* user account by using the following command:


```
passwd zenworks
```
- 11 Copy the database files from PSDB1 to PSDB2:
 - 11a Create a directory with the name *database* in *%ZENWORKS_HOME%* on Windows PSDB2, and in */var/opt/novell/zenworks/* on Linux PSDB2.
 - 11b Copy all the files from *%ZENWORKS_HOME%\database* on Windows PSDB1 to *%ZENWORKS_HOME%\database* on Windows PSDB2, and from */var/opt/novell/zenworks/database/* on Linux PSDB1 to */var/opt/novell/zenworks/database/* on Linux PSDB2.
- 12 Copy the *zenworks_database.conf* file and the *zenworks_audit_database.conf* file from PSDB1 to PSDB2. The *zenworks_database.conf* file and the *zenworks_audit_database.conf* file are located in the *%ZENWORKS_HOME%\conf* directory on a Windows Primary Server, and in the */etc/opt/novell/zenworks/* directory on a Linux Primary Server.
- 13 On PSDB2, ensure that *zenworks_database.conf* and *zenworks_audit_database.conf* contain the correct database path.

For example, */var/opt/novell/zenworks/database/zenworks_zone_name.db* is the database path on a Linux device.
- 14 On all the Primary Servers in the Management Zone, update *zdm.xml* with the correct address of PSDB2 (the new database server). The *zdm.xml* file is located in *ZENworks_installation_path\conf\datamodel* on a Windows Primary Server, and in */etc/opt/novell/zenworks/datamodel* on a Linux Primary Server.
- 15 On the PSDB2 linux server, run the *permissions.sh* command in the */opt/novell/zenworks/bin* directory.
- 16 On the PSDB2 linux server, run the following commands:


```
etc/int.d/sybase-asa start
/etc/int.d/sybase-audit-asa start
```
- 17 Reboot the PSDB2 server.

- 18** Start all the ZENworks Services except Novell ZENworks Embedded Datastore and Novell ZENworks Embedded Datastore For Auditing on PSDB1:

18a On Windows: Perform the following steps:

18a1 Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```

18a2 Specify the number next to the `Start` action, then press **Enter**.

18b On Linux: Perform the following steps:

18b1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

18b2 Specify the number next to the `Start` action, then press **Enter**.

- 19** Assign the database role to PSDB2 by running the following command in the DBISQL utility:

```
update zZenServerRoles set id=<0xNew DB servers GUID>, position=(select  
max(position) from zZENServerRoles where id=<0xNew DB servers GUID>)+1 where  
Roles='Database'
```

7 Migrating the Data from an Internal Sybase Database to an External Oracle Database

ZENworks 11SP4 allows you migrate the data from an internal Sybase database running on a ZENworks Primary Server to an Oracle database installed on a device that does not have the ZENworks 11 SP4 installed.

Review the following to migrate the database:

- ♦ [“Preparing to Move the Data” on page 39](#)
- ♦ [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#)
- ♦ [“Post-Migration Tasks” on page 43](#)

Preparing to Move the Data

Before migrating the data from the Sybase database to Oracle database, perform the following:

- ♦ Ensure that the license state of ZENworks 11 SP4 is Active. The product must be installed and running either in the licensed version or the evaluation version.
- ♦ Ensure that the Primary Server to which the Sybase database is configured has been upgraded to ZENworks 11 SP4.
- ♦ Ensure that the ZENworks Primary Server has an internal Sybase database installed.
- ♦ Ensure that the Oracle database is installed on a device that does not have ZENworks 11 SP4 installed.
- ♦ Ensure that the USERS tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 100 MB to create ZENworks database schema without any data in it and an appropriate additional space depending upon the size of the database to be migrated. The database migration utility uses only the USERS tablespace by default. You cannot manually specify any other tablespace during the migration.
- ♦ Ensure that the NLS_CHARACTERSET parameter is set to AL32UTF8 and the NLS_NCHAR_CHARACTERSET parameter to AL16UTF16 by running the following query at the database prompt:

```
select parameter, value from nls_database_parameters where parameter like '%CHARACTERSET%';
```

- ♦ Ensure that the **sharename**, **filename**, and **path columns** do not contain blank strings in the **NC_VRBSOFTWARE** table. In case these column have blank strings, delete those records from the table. Deleting these records will remove the usage of these software from database.

Query to delete the records from **NC_VRBSOFTWARE**:

```
DELETE FROM NC_VRBSOFTWARE WHERE SHARENAME='' OR PATH='' OR FILENAME='' OR  
SHARENAME IS NULL OR PATH IS NULL OR FILENAME IS NULL;
```

- ♦ (Conditional) If you want to migrate the database by creating a new user schema, ensure that the following additional requirements are met:
 - ♦ You must be aware of the database administrator credentials.
 - ♦ A tablespace must already exist for associating to the Oracle access user
- ♦ You can choose to migrate the database by using an existing user schema that resides on a server in your network in the following scenarios:
 - ♦ The database administrator creates a user schema with the necessary rights and you get the credentials for that user schema from the database administrator. In this case, the database administrator credentials are not required to migrate the database.
 - ♦ You create a user schema in the Oracle database and choose to use it during the database migration.

If you want to migrate the database by using an existing user schema, ensure that the following additional requirements are met:

- ♦ Ensure that the user schema has the following rights to create the database.

```
CREATE SESSION
CREATE_TABLE
CREATE_VIEW
CREATE_PROCEDURE
CREATE_SEQUENCE
CREATE_TRIGGER
```

- ♦ Ensure that the quota for the user schema is set to Unlimited on the USERS tablespace.
- ♦ Manually stop the ZENworks services running on all the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

NOTE: If external Sybase database is installed by using Sybase installer instead of OEM installer from ZCM iso, then “Novell ZENworks Embedded Datastore Service” does not exist in database server. The external database service should be running before initiating the database migration.

- ♦ Ensure that the Novell ZENworks Embedded Datastore service on the Primary Server is running.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Ensure that the status of the **Novell ZENworks Embedded Datastore** service is **Started**.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa status`.
- ♦ Ensure that the Novell ZENworks Embedded Datastore for auditing service on the Primary Server is running.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Ensure that the status of the **Novell ZENworks Embedded Datastore For Auditing** service is **Started**.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-audit-asa status`.

- ♦ (Optional) The status of database migration is logged into the `novell-zenworks-configure.log` file. By default, only the messages of the type Info and Severe are logged. If you want other message types (such as Finer, Finest, and Warning) to also be logged into the file, do the following in the `novell-zenworks-configure.properties` file:

1. Set the value of `Logger.logLevel` to the appropriate message type.

For example, if you want messages of the type Finest to be logged:

```
#Logger.logLevel = FINEST
```

2. Uncomment the line by removing the “#” as follows:

```
Logger.logLevel = FINEST
```

The `novell-zenworks-configure.properties` file is located in `%ZENWORKS_HOME%\conf\` on Windows and in `/etc/opt/novell/zenworks/` on Linux.

Migrating the Data from the Internal Sybase Database to an Oracle Database

- ♦ [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#)
- ♦ [“Resuming the Database Migration” on page 42](#)

Migrating the Data from the Internal Sybase Database to an Oracle Database

- 1 Ensure that all the tasks listed in [“Preparing to Move the Data” on page 39](#) are completed.
- 2 Run the database migration utility.
 - ♦ **On the Windows Primary Server:** At the command prompt, go to `ZENworks_installation_path\bin\`, then enter the following command:


```
novell-zenworks-configure.bat -c DBMigrateConfigureAction
```
 - ♦ **On the Linux Primary Server:** At the console prompt, go to `/opt/novell/zenworks/bin`, then enter the following command:


```
novell-zenworks-configure -c DBMigrateConfigureAction
```
- 3 Enter the target database type as Oracle.
- 4 Choose the purging option for data before database migration.
- 5 Enter the IP address or host name of the Oracle database server.
- 6 Enter the port used by the Oracle database server.
- 7 Enter the fully qualified net service name for the Oracle database.
- 8 You can choose to create a new user schema or use an existing user schema.
 - If you choose to create a new schema, continue with [Step 9](#).
 - If you choose to use an existing user schema, skip to [Step 10](#).
- 9 Enter the database server administrator's user name and password.
- 10 Enter the database schema name when prompted for the database user name.
- 11 Enter the database schema password when prompted for the database user's password.
- 12 Perform the steps from [Step 5](#) to [Step 11](#) for ZENworks audit database. The database migration starts.

- 13 When the database migration is complete, you can check the `novell-zenworks-configure.log` file. The log file is located in `%ZENWORKS_HOME%\log\` on Windows and in `/var/opt/novell/log/zenworks/` on Linux.
- 14 Remove the Novell ZENworks Embedded Datastore service from the device that has the internal Sybase database installed:

On the Windows device: Perform the following tasks:

 1. At the server prompt, execute the following command:


```
sc delete SQLANYs_ZENDatastore
sc delete SQLANYs_ZENAuditDatastore
```
 2. Edit the `%ZENWORKS_HOME%\conf\monitor.conf` to remove `dbsrv10` from the line `highpriority=zenserver,casaserver,dbsrv10`.

On the Linux device: Perform the following tasks:

 1. At the console prompt execute the following command:


```
/etc/init.d/sybase-asa stop
/etc/init.d/sybase-audit-asa stop
```
 2. Rename `sybase-asa` to `sybase-asa1` by executing the following command:


```
mv sybase-asa sybase-asa1
mv sybase-audit-asa sybase-audit-asa1
```
 3. Edit the `/etc/opt/novell/zenworks/monitor.conf` to remove `sybase-asa` and `sybase-audit-asa` from the line `services=novell-zenserver novell-zenload sybase-asa sybase-audit-asa`
- 15 After the database is successfully migrated, continue with the following steps:
 - 15a Perform post-migration tasks. See [“Post-Migration Tasks” on page 43](#).
 - 15b Re-configure the ZENworks Reporting Server to point to the Oracle database, because it will still be pointing to the Sybase database.

Resuming the Database Migration

If the migration of the database is stopped for any reason, the ZENworks migration utility allows you to resume the migration if the `dbmigration.xml` file has been created. The file is located in the `%ZENWORKS_HOME%\bin` directory on Windows, and in the `/opt/novell/zenworks/bin` directory on Linux.

- 1 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 2 Enter the target database type as Oracle.
- 3 Enter the IP address or host name of the Oracle database server.

You must specify the IP address or host name of the Oracle database server used while migrating the database. For example, if you had specified the IP address of the database server while migrating the database, then you must specify the same IP address while resuming the database migration. You cannot specify the host name of the database server.
- 4 Enter the port used by the Oracle database server.
- 5 Enter the fully qualified net service name for the Oracle database.
- 6 Choose to use an existing schema.
- 7 Enter the schema name when prompted for the database user name specified before stopping the database migration.

- 8 Enter the database schema password when prompted for the database user's password specified before stopping the database migration.
- 9 Choose to resume the database migration.
The database migration starts.
- 10 After the database is successfully migrated, continue with [“Post-Migration Tasks” on page 43](#).

Post-Migration Tasks

If there is only one server in the Management Zone, all ZENworks services are automatically started after the data is successfully migrated to an Oracle database.

If there are multiple servers in the Management Zone:

- 1 On the device where you ran the migration utility, copy the following files to the appropriate directory on all the servers:

```
zdm.xml
dmaccounts.properties
dmmappings.properties
zenaudit.xml
zenaudit_dmaccounts.properties
```

The files are located in the `ZENworks_installation_path\conf\datamodel` directory on Windows and in the `/etc/opt/novell/zenworks/datamodel` directory on Linux.

Ensure that you run `permissions.sh` script located at `/opt/novell/zenworks/bin` on the Linux server after copying the above listed files.

- 2 Start all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).

The ZENworks Server now points to the new database.

For the Oracle 10g database, any administrator name is case sensitive, including login names from user sources. The default ZENworks administrator account automatically created during installation uses an initial capital, so in order to log into ZENworks Control Center, you must enter Administrator.

NOTE: Ensure not to delete the ZENworks Sybase database files if you want to revert to ZENworks Sybase database later.

8 Migrating the Data from an Internal Sybase Database to an MS SQL Database

ZENworks 11 SP4 allows you migrate the data from an internal Sybase database running on a ZENworks Primary Server to an MS SQL database installed on a device that does not have the ZENworks 11 SP4 installed.

Review the following to migrate the database:

- ♦ [“Preparing to Move the Data” on page 45](#)
- ♦ [“Migrating the Data from the Internal Sybase Database to an MS SQL Database” on page 46](#)
- ♦ [“Post-Migration Tasks” on page 48](#)

Preparing to Move the Data

Before migrating the data from the Sybase database to the MS SQL database, perform the following:

- ♦ Ensure that the license state of ZENworks 11 SP4 is Active. The product must be installed and running either in the licensed version or the evaluation version.
- ♦ Ensure that the Primary Server to which the Sybase database is configured has been upgraded to ZENworks 11 SP4.
- ♦ Ensure that the ZENworks Primary Server has an internal Sybase database installed.
- ♦ Ensure that the MS SQL database is installed on a device that does not have ZENworks 11 SP4 installed.
- ♦ (Conditional) If you want to create a new database on MS SQL Server, and migrate the Sybase data into the new database, you must be aware of the database administrator credentials.
- ♦ (Conditional) If you want to migrate the data to an existing database that resides on the MS SQL server in your network, the newly created user must be assigned the db_owner database role and you must procure the database credentials of the newly created user from the database administrator.
- ♦ Manually stop the ZENworks services running on all other ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).
- ♦ Ensure that the Novell ZENworks Embedded Datastore service on the Primary Server is running.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Ensure that the status of the **Novell ZENworks Embedded Datastore** service is **Started**.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa status`.

- ♦ Ensure that the Novell ZENworks Embedded Datastore for auditing service on the Primary Server is running.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Ensure that the status of the **Novell ZENworks Embedded Datastore For Auditing** service is **Started**.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-audit-asa status`.
- ♦ (Optional) The status of database migration is logged into the `novell-zenworks-configure.log` file. By default, only the messages of the type Info and Severe are logged. If you want other message types (such as Finer, Finest, and Warning) to also be logged into the file, perform the following in the `novell-zenworks-configure.properties` file:
 1. Set the value of `Logger.logLevel` to the appropriate message type.
For example, if you want messages of the type Finest to be logged:


```
#Logger.logLevel    = FINEST
```
 2. Uncomment the line by removing the “#” as follows:


```
Logger.logLevel    = FINEST
```

The `novell-zenworks-configure.properties` file is located in `%ZENWORKS_HOME%\conf\` on Windows and in `/etc/opt/novell/zenworks/` on Linux.

Migrating the Data from the Internal Sybase Database to an MS SQL Database

- ♦ [“Migrating the Data from the Internal Sybase Database to an MS SQL Database” on page 46](#)
- ♦ [“Resuming the Database Migration” on page 48](#)

Migrating the Data from the Internal Sybase Database to an MS SQL Database

- 1 Ensure that all the tasks listed in [“Preparing to Move the Data” on page 45](#) are completed.
- 2 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 3 Select the target database type as `sql-server`.
- 4 Choose the purging option for data before database migration.
- 5 Enter the IP address or host name of the MS SQL database server.
- 6 Enter the port used by the MS SQL database server.
- 7 (Optional) Enter the named instance for the MS SQL Server engine.
- 8 Choose to create a new database or use an existing database on the MS SQL server.
 - If you choose to create a new database, continue with [Step 9](#).
 - If you choose to use an existing database, skip to [Step 10](#).

- 9 (Conditional) If you choose to create a new database in [Step 8](#), perform the following tasks:
 - 9a Select the authentication type (Windows or SQL Server) to be used for the database administrator user.
 - 9b Enter the database server administrator user name.
 - 9c Enter the database server administrator password.
 - 9d (Conditional) If you choose Windows authentication in [Step 9a](#), enter the database administrator's domain name.
- 10 Select the authentication type (Windows or SQL Server) to be used for the database access user.
- 11 Enter the database access user name.
- 12 Enter the database access user password.
- 13 (Conditional) If you choose Windows authentication in [Step 10](#), enter the database access user's domain name.
- 14 Enter the name of the database on the MS SQL server to which you want to migrate the data. If you choose to create a new database in [Step 8](#), the database is created on the MS SQL server with the name that you specify in this step.
- 15 (Conditional) If you choose to create a new database in [Step 8](#), enter the complete path where you want the database to be created. You must select the existing folder.
- 16 Perform the steps from [Step 5](#) to [Step 15](#) for ZENworks audit database. The database migration starts.
- 17 When the database migration is complete, you can verify the `novell-zenworks-configure.log` file to see if the migration was successful. The log file is located in `%ZENWORKS_HOME%\log\` on the Windows Primary Server and in `/var/opt/novell/log/zenworks/` on the Linux Primary Server.
- 18 Remove the Novell ZENworks Embedded Datastore service from the device that has the internal Sybase database installed:

On the Windows device: Perform the following tasks:

1. At the server prompt, execute the following command:


```
sc delete SQLANYs_ZENDatastore
sc delete SQLANYs_ZENAuditDatastore
```
2. Edit the `%ZENWORKS_HOME%\conf\monitor.conf` to remove `dbsrv10` from the line `highpriority=zenserver,casaserver,dbsrv10`.

On the Linux device: Perform the following tasks:

1. At the console prompt execute the following:


```
/etc/init.d/sybase-asa stop
/etc/init.d/sybase-audit-asa stop
```
2. Rename `sybase-asa` to `sybase-asa1` by executing the following command:


```
mv sybase-asa sybase-asa1
mv sybase-audit-asa sybase-audit-asa1
```
3. Edit the `/etc/opt/novell/zenworks/monitor.conf` to remove `sybase-asa` and `sybase-audit-asa` from the line `services=novell-zenserver novell-zenload sybase-asa sybase-audit-asa`

- 19 After the database is migrated, continue with the following steps:
 - 19a Perform post-migration tasks. See [“Post-Migration Tasks” on page 48](#).
 - 19b Re-configure the ZENworks Reporting Server to point to the MS SQL database, because it will still be pointing to the Sybase database.

Resuming the Database Migration

If the migration of the database is stopped for any reason, the ZENworks migration utility allows you to resume the migration if the `dbmigration.xml` file has been created. The file is located in the `%ZENWORKS_HOME%\bin` directory on the Windows Primary Server, and in the `/opt/novell/zenworks/bin` directory on the Linux Primary Server.

- 1 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 2 Enter the target database type as sql database server.
- 3 Enter the IP address or host name of the MS SQL database server.

You must specify the IP address or host name of the MS SQL database server used while migrating the database. For example, if you had specified the IP address of the database server while migrating the database, then you must specify the same IP address while resuming the database migration. You cannot specify the host name of the database server.
- 4 (Optional) Enter the named instance of the MS SQL Server engine.
- 5 Choose to use an existing database.
- 6 Enter the credentials of the database user depending on the authentication mode selected.
- 7 Enter the database name.
- 8 Choose to resume the database migration.

The database migration starts.
- 9 After the database is successfully migrated, continue with [“Post-Migration Tasks” on page 48](#).

Post-Migration Tasks

If there is only one server in the Management Zone, all ZENworks services are automatically started after the data is successfully migrated to an MS SQL Server database.

If there are multiple servers in the Management Zone:

- 1 On the device where you ran the migration utility, copy the following files to the appropriate directory on all the servers:

```
zdm.xml
dmaccounts.properties
dmmappings.properties
zenaudit.xml
zenaudit_dmaccounts.properties
```

The files are located in the `%ZENWORKS_HOME%\conf\datamodel` directory on Windows and in the `/etc/opt/novell/zenworks/datamodel` directory on Linux.

Ensure that you run `permissions.sh` script located at `/opt/novell/zenworks/bin` on the Linux server after copying the above listed files.

- 2 Start all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

The ZENworks Server now points to the new database.

NOTE: Ensure not to delete the ZENworks Sybase database files if you want to revert to ZENworks Sybase database later.



External Database Maintenance

- ♦ Chapter 9, “Backing Up the External Sybase Database,” on page 53
- ♦ Chapter 10, “Restoring the External Sybase Database,” on page 63
- ♦ Chapter 11, “Moving the Data from One External Sybase Database to another External Sybase Database,” on page 65
- ♦ Chapter 12, “Moving the Data from an External OEM Sybase Database to an Embedded Sybase Database,” on page 67
- ♦ Chapter 13, “Migrating the Data from the External Sybase Database to an External Oracle Database,” on page 69
- ♦ Chapter 14, “Migrating the Data from the MS SQL Database to an Oracle Database,” on page 73
- ♦ Chapter 15, “Configuring the ZENworks Server to Point to the New MS SQL Database Containing Data Moved from Another MS SQL Database,” on page 79
- ♦ Chapter 16, “Configuring the ZENworks Server to Point to the New Oracle Database Containing Data Moved from Another Oracle Database,” on page 81
- ♦ Chapter 17, “Migrating the Data from an External Sybase SQL Anywhere to an MS SQL Database,” on page 83
- ♦ Chapter 18, “Migrating 32-bit OEM Sybase database to 64-bit Sybase on a 64-bit machine,” on page 87

9 Backing Up the External Sybase Database

When an external Sybase database (Remote OEM Sybase or Remote Sybase SQL Anywhere) has been installed by using the ZENworks 11 SP4 installation media, you can back it up to a directory on the local machine or to a network location.

This documentation provides instructions to back up the external Sybase database by using the DBISQL utility. You can choose to back up the database by using any other utility that is recommended in the Sybase SQL Anywhere documentation.

- ♦ [“Backing Up the External Sybase Database on a Windows or Linux Server” on page 53](#)
- ♦ [“Backing up the External Sybase Database Running on a Windows Server to a Network Location on a Remote Windows Machine” on page 56](#)
- ♦ [“Backing up the External Sybase Database Running on a Linux Server to a Network Location on a Remote Linux Machine” on page 59](#)

IMPORTANT

If the database is located on a ZENworks Server, you must first restore the ZENworks Server, then restore the ZENworks database. Ensure that you have backed up the ZENworks Server and the database (at least once). You can also back up the ZENworks database on a regular basis. However, you can back up the server and the database in any order.

For more information about backing up and restoring the ZENworks Server, see [“Backing Up and Restoring the ZENworks Server and Certificate Authority”](#) in the *ZENworks 11 SP4 Disaster Recovery Reference*.

Backing Up the External Sybase Database on a Windows or Linux Server

- 1 On the Windows or Linux server that has the external Sybase database installed and running, launch the DBISQL utility:
 - 1a At the command prompt, go to the `%ZENWORKS_HOME%\sybase\ASA\BIN32` directory on Windows or to the `/opt/novell/zenworks/share/sybase/bin32s` directory on Linux.
 - 1b On Windows enter the `dbisql` command, or on Linux enter the `./dbisql` command.
 - 1c In the **Connection** page, specify the following fields:
 - ♦ Specify the database credentials.
 - ♦ In **Action**, select **Connect to running database on another computer**.
 - ♦ In **Host**, specify the host name or IP address.
 - ♦ In **Port**, specify 2638 for ZENworks database, or 2639 for Audit database.
 - 1d Click the **Database** tab, then specify the name of database service that is currently running.
 - 1e Click **OK**.

- 2 Decide whether you want to immediately back up the external Sybase database or to schedule the backup to run at a specific time. To immediately back up the database, continue with [Step 2a](#). To schedule the backup to run at a specific time, skip to [Step 3](#).

NOTE: You need to stop the services before taking a manual backup of the database. In a scheduled backup, the command used for taking database backup stops the service before the backup.

2a Stop the ZENworks Services on the ZENworks Servers in the Management Zone For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

2b To immediately back up the embedded Sybase SQL Anywhere database to a directory on the database server, do one of the following:

- ◆ Specify the following query in the **SQL Statements** section of the DBISQL utility:

```
BACKUP DATABASE DIRECTORY
'complete_path_of_the_backup_directory_on_database_server' TRANSACTION
LOG TRUNCATE
```

If you want to back up the database to a directory on Windows, you must use \\ (double backslash) as the delimiter while specifying the database backup directory path.

Examples:

- ◆ **On Windows:** To back up the database to the c:\dbbackup directory, execute the following query:

```
BACKUP DATABASE DIRECTORY 'c:\\dbbackup' TRANSACTION LOG TRUNCATE
```

- ◆ **On Linux:** To back up the database to the /root/dbBackup directory, execute the following query:

```
BACKUP DATABASE DIRECTORY '/root/dbBackup' TRANSACTION LOG TRUNCATE
```

You must manually archive the complete path of the database backup location that you specify in the query because you need to specify it when you want to change the database backup location at a later time.

- ◆ Manually copy zenworks_zone_name.db and zenworks_zone_name.log from the database server to the new location where you want to back up the database.

By default, the files are located in

ZENworks_Installation_directory\\Novell\\Zenworks\\Database on a Windows Sybase database server, and in /var/opt/novell/zenworks/database/ on a Linux Sybase database server.

2c Click **Execute SQL Statement(s)**.

2d Start the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

- 3 To schedule the backup to run at a specific time every day or on specific days of a month:

1. Execute the following query by specifying it in the **SQL Statements** section

```
CREATE EVENT backup_schedule_name
SCHEDULE
START TIME specify_the_schedule
HANDLER
BEGIN
```

```

BACKUP DATABASE DIRECTORY
'complete_path_of_the_backup_directory_on_database_server'

TRANSACTION LOG TRUNCATE

END;

```

2. Click **Execute SQL Statement(s)**.

While creating a database backup event, use the following guidelines:

- ♦ The backup schedule name must be unique.
- ♦ If you want to back up the database to a directory on Windows, you must use \\ (double backslash) as the delimiter while specifying the database backup directory path. For example, c:\\dbbackup.
- ♦ You must manually archive the backup schedule that you specify in the query because you need to specify it when you want to change the database schedule at a later time.

Examples:

- ♦ To back up the database at a 1:00 a.m. every day to the /var/ directory on Linux, execute the following query:

```

CREATE EVENT ZENDBbackup

SCHEDULE

START TIME '1:00 AM' EVERY 24 HOURS

HANDLER

BEGIN

BACKUP DATABASE DIRECTORY '/var/'

TRANSACTION LOG TRUNCATE

END;

```

- ♦ To back up the database at a 1:00 a.m. on the first, second, third, and fourth day of the month to the c:\\dbbackup directory on Windows, execute the following query:

```

CREATE EVENT ZENDBbackup

SCHEDULE

START TIME '1:00 AM' EVERY 24 HOURS ON (1,2,3,4)

HANDLER

BEGIN

BACKUP DATABASE DIRECTORY 'c:\\dbbackup'

TRANSACTION LOG TRUNCATE

END;

```

- ♦ To back up the database to the /var/day_of_the_week directory on Linux, execute the following query:

```

CREATE EVENT ZENDBbackup

SCHEDULE

START TIME '1:00 AM' EVERY 24 HOURS

```

```

HANDLER

BEGIN

DECLARE backupDir varchar(256);

DECLARE backup_stmt varchar(512);

SET backupDir = DAYNAME(now());

SET backup_stmt = 'BACKUP DATABASE DIRECTORY ' || '''/var/' || backupDir ||
''' || ' TRANSACTION LOG TRUNCATE';

EXECUTE IMMEDIATE backup_stmt;

END;

```

According to the backup schedule, the `zenworks_zone_name.db` database file and the `zenworks_zone_name.log` transaction log file are created in the database backup directory.

If you want to change the database backup location or the backup schedule at a later time, see [“Changing the Backup Schedule and Location of the External Sybase Database Subsequent to the Initial Backup” on page 97](#).

Backing up the External Sybase Database Running on a Windows Server to a Network Location on a Remote Windows Machine

To back up an external Sybase database that is installed and running on a Windows server to a network location on another Windows machine, you need a local machine and a remote machine. The local machine is a Windows server with the external Sybase database installed. The remote machine is a Windows machine that has the network location to which you want to back up the database.

- 1 Perform the following steps on the local machine:
 - 1a Create an administrative user and specify a password.
For example, you could specify the administrative user name as `Administrator` and the password as `novell`.
 - 1b From the desktop **Start** menu, click **Settings**, click **Control Panel**, double-click **Administrative Tools**, then double-click **Services**.
 - 1c Right-click the **Novell ZENworks Datastore** service, then click **Properties**.
 - 1d Click the **Log On** tab.
 - 1e Select **This account**, then specify the name and the password of the administrative user you created in [Step 1a](#).
For example, specify the user as `Administrator` and the password as `novell`.
 - 1f Click **OK**.
- 2 Perform the following steps on the remote machine that has the network location where you want to save the backup:
 - 2a Create an account with the same credentials as the user you created in [Step 1a](#).
For example, specify user as `Administrator` and password as `novell`.
 - 2b Provide Read/Write permission on the network location to the user.

- 3 Launch the DBISQL utility on the local machine. For more information, see [Step 1 on page 53](#) in the “[Backing Up the External Sybase Database on a Windows or Linux Server](#)” on page 53.
- 4 Decide whether you want to immediately back up the external Sybase database or to schedule the backup to run at a specific time. To back up the database immediately, continue with [Step 4a](#). To schedule the backup to run at a specific time, skip to [Step 5](#).

- 4a Stop the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- 4b To immediately back up the embedded Sybase SQL Anywhere database to the network location on the remote machine, do one of the following:

- ♦ Specify the following query in the **SQL Statements** section of the DBISQL utility:

```
BACKUP DATABASE DIRECTORY
'\\\\\\IP_address_of_remote_machine\\backup_directory\\custom_directory'
TRANSACTION LOG TRUNCATE
```

In the query, `\\\\\\IP_address_of_the_remote_machine\\backup_directory\\` is the shared network location on the remote machine and `custom_directory_name` is a name that you specify for a directory to be newly created and into which the database files are to be backed up.

For example, execute the following query to back up the database to the `dbbackup` directory:

```
BACKUP DATABASE DIRECTORY
'\\\\\\shared_network_location_on_remote_machine\\dbbackup' TRANSACTION
LOG TRUNCATE
```

You must manually archive the complete path of the database backup location that you specify in the query because you need to specify it if you want to change the database backup location at a later time.

- ♦ Manually copy `zenworks_zone_name.db` and `zenworks_zone_name.log` from the database server to a required location on the remote machine.

By default, the files are located in

`ZENworks_Installation_directory\\Novell\\Zenworks\\Database` on a Windows Sybase database server.

- 4c Click **Execute SQL Statement(s)**.
- 4d Start the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- 5 To schedule the backup to run at a specific time every day or on specific days of a month:
 1. Execute the following query by specifying it in the **SQL Statements** section:

```
CREATE EVENT backup_schedule_name
SCHEDULE
START TIME specify_the_schedule
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY
'\\\\\\IP_address_of_remote_machine\\backup_directory\\custom_directory'
TRANSACTION LOG TRUNCATE
```

END;

In the query, `\\\\IP_address_of_the_remote_machine\\backup_directory\\` is the shared network location on the remote machine and `custom_directory_name` is a name that you specify for a directory to be newly created and into which the database files are to be backed up.

While creating a database backup event, use the following guidelines:

- ♦ The backup schedule name must be unique.
- ♦ You must manually archive the backup schedule that you specify in the query because you need to specify it if you want to change the database schedule at a later time.

2. Click **Execute SQL Statement(s)**.

Examples:

- ♦ To back up the database at a 1:00 A.M. everyday to the `dbbackup` directory on Windows, execute the following query:

```
CREATE EVENT ZENDBbackup
SCHEDULE
START TIME '1:00 AM' EVERY 24 HOURS
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY
'\\\\shared_network_location_on_remote_machine\\dbbackup'
TRANSACTION LOG TRUNCATE
END;
```

- ♦ To back up the database at a 1:00 A.M. on the first, second, third, and fourth day of the month to the `dbbackup` directory on a Windows server, execute the following query:

```
CREATE EVENT ZENDBbackup
SCHEDULE
START TIME '1:00 AM' EVERY 24 HOURS ON (1,2,3,4)
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY
'\\\\shared_network_location_on_remote_machine\\dbbackup'
TRANSACTION LOG TRUNCATE
END;
```

- ♦ To back up the database to the `\\dbbackup\\day_of_the_week` directory on a Windows server, execute the following query:

```
CREATE EVENT ZENDBbackup
SCHEDULE
START TIME '1:00 AM' EVERY 24 HOURS
```

```

HANDLER

BEGIN

DECLARE backupDir varchar(256);

DECLARE backup_stmt varchar(512);

SET backupDir = DAYNAME(now());

SET backup_stmt = 'BACKUP DATABASE DIRECTORY ' ||
'''\\shared_network_location_on_remote_machine\ddbbackup/' || backupDir
|| ' ' || 'TRANSACTION LOG TRUNCATE';

EXECUTE IMMEDIATE backup_stmt;

END;

```

According to the backup schedule, `zenworks_zone_name.db` and `zenworks_zone_name.log` are created in the network location on the remote machine. The backed-up database is stored in `zenworks_zone_name.db`. The result of the database backup is logged in `zenworks_zone_name.log`.

If you want to change the database backup location or the backup schedule at a later time, see [“Changing the Backup Schedule and Location of the External Sybase Database Subsequent to the Initial Backup” on page 97](#).

Backing up the External Sybase Database Running on a Linux Server to a Network Location on a Remote Linux Machine

To back up the external Sybase database that is installed and running on a Linux server to a network location on a Linux machine, you need a local machine and a remote machine. The local machine is a Linux server with the external Sybase database installed. The remote machine is a Linux machine that has the network location to which you want to back up the database.

You can back up the database on a Linux machine by using any Linux share such as Samba share or an NFS share.

To back up the external Sybase database that is installed and running on a Linux server to a network location on a Linux machine by using Samba share:

- 1 Create a Samba share on the remote machine:
 - 1a Create a user by entering the `useradd user_name` command at the command prompt.
 - 1b Log into the remote machine with the user name you created in [Step 1a](#), and set the password by using the `passwd specify_the_password` command.
 - 1c Create a directory to save the database backup.
For example, create a directory with the name `backup`.
 - 1d Open the Samba server settings by running the `yast2 samba-server` command.
 - 1e Click the **Shares** tab, then click **Add** to specify the share name and the path to the backup directory you created in [Step 1c](#).
For example, specify the share name as `ddbbackup`.
 - 1f Select the `ddbbackup` share, click **Edit**, then add the following attributes:
 - ♦ create mask = 0640
 - ♦ force user = `user_name_created_in_Step 1a`

- ♦ guest ok = yes
- ♦ public = yes
- ♦ wide links = no
- ♦ writeable = yes

2 Create a directory on the local machine.

For example, create a directory with the name `zenworks_dbbackup` in `/root`.

3 Mount the Samba share on the `zenworks_dbbackup` directory on the local machine by entering the following command at the command prompt:

```
mount -t smbfs //IP_address_of_the_remote_machine/share_name -o
username=user_name_specified_in_Step1a,password=password_specified_in_Step1b
local_directory_name_with_complete_path_created_in_Step2
```

For example:

```
mount -t smbfs //IP_address_of_the_remote_machine/dbbackup -o
username=user_name_specified_in_Step1a,password=password_specified_in_Step1b
/root/zenworks_dbbackup
```

4 Launch the DBISQL utility on the local machine. For more information, see [Step 1 on page 53](#) in the “[Backing Up the External Sybase Database on a Windows or Linux Server](#)” on page 53.

5 Decide whether you want to immediately back up the external Sybase database or to schedule the backup to run at a specific time. To back up the database immediately, continue with [Step 5a](#). To schedule the backup to run at a specific time, skip to [Step 6](#).

5a Stop the ZENworks Services on the ZENworks Servers in the Management Zone.

5a1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

5a2 Enter the number next to the Stop action.

5b To immediately back up the external Sybase database to the network location on the remote machine, do one of the following:

- ♦ Specify the following query in the **SQL Statements** section of the DBISQL utility:

```
BACKUP DATABASE DIRECTORY
'complete_path_of_the_backup_directory_on_database_server' TRANSACTION
LOG TRUNCATE
```

For example, execute the following query to back up the database to the `/root/zenworks_dbbackup` directory:

```
BACKUP DATABASE DIRECTORY '/root/zenworks_dbbackup/' TRANSACTION LOG
TRUNCATE
```

You must manually archive the complete path of the database backup location that you specify in the query because you need to specify it if you want to change the database backup location at a later time.

- ♦ Manually copy `zenworks_zone_name.db` and `zenworks_zone_name.log` from the database server to a required location on the remote machine.

By default, the files are located in `/var/opt/novell/zenworks/database/` on a Linux Sybase database server.

5c Click **Execute SQL Statement(s)**.

5d Start the ZENworks Services on the ZENworks Servers in the Management Zone .

5d1 Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

5d2 Enter the number next to the **Start** action.

6 To schedule the backup to run at a specific time every day or on specific days of a month:

1. Execute the following query by specifying it in the **SQL Statements** section:

```
CREATE EVENT backup_schedule_name
SCHEDULE
START TIME specify_the_schedule
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY
'complete_path_of_the_backup_directory_on_database_server'
TRANSACTION LOG TRUNCATE
END;
```

While creating a database backup event, use the following guidelines:

- ♦ The backup schedule name that you specify must be unique.
- ♦ You must manually archive the backup schedule that you specify in the query because you need to specify it if you want to change the database schedule at a later time.

2. Click **Execute SQL Statement(s)**.

Examples:

- ♦ To back up the database at a 1:00 A.M. everyday to the `/root/zenworks_dbbackup` directory on Linux, execute the following query:

```
CREATE EVENT ZENDBbackup
SCHEDULE
START TIME '1:00 AM' EVERY 24 HOURS
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY '/root/zenworks_dbbackup/'
TRANSACTION LOG TRUNCATE
END;
```

- ♦ To back up the database at a 1:00 a.m. on the first, second, third, and fourth day of the month to the `/root/zenworks_dbbackup` directory on Linux, execute the following query:

```
CREATE EVENT ZENDBbackup
SCHEDULE
START TIME '1:00 AM' EVERY 24 HOURS ON (1,2,3,4)
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY '/root/zenworks_dbbackup/'
```

```
TRANSACTION LOG TRUNCATE
```

```
END;
```

- ♦ To back up the database to the `/root/zenworks_dbbackup/day_of_the_week` directory on Linux, execute the following query:

```
CREATE EVENT ZENDBbackup
```

```
SCHEDULE
```

```
START TIME '1:00 AM' EVERY 24 HOURS
```

```
HANDLER
```

```
BEGIN
```

```
DECLARE backupDir varchar(256);
```

```
DECLARE backup_stmt varchar(512);
```

```
SET backupDir = DAYNAME(now());
```

```
SET backup_stmt = 'BACKUP DATABASE DIRECTORY ' || '/root/zenworks_dbbackup/' || backupDir || ' TRANSACTION LOG TRUNCATE';
```

```
EXECUTE IMMEDIATE backup_stmt;
```

```
END;
```

According to the backup schedule, `zenworks_zone_name.db` and `zenworks_zone_name.log` are created in the network location on the remote machine (`/root/zenworks_dbbackup`). The backed-up database is stored in `zenworks_zone_name.db`. The result of the database backup is logged in `zenworks_zone_name.log`.

If you want to change the database backup location or the backup schedule at a later time, see [“Changing the Backup Schedule and Location of the External Sybase Database Subsequent to the Initial Backup” on page 97](#).

10 Restoring the External Sybase Database

IMPORTANT

If the database is located on a ZENworks Server, you must first restore the ZENworks Server, then restore the ZENworks database. Ensure that you have backed up the ZENworks Server and the database (at least once). You can also back up the ZENworks database on a regular basis. However, you can back up the server and the database in any order.


For more information about backing up and restoring the ZENworks Server, see “[Backing Up and Restoring the ZENworks Server and Certificate Authority](#)” in the *ZENworks 11 SP4 Disaster Recovery Reference*.

You can choose to restore the backed-up external Sybase database (Remote OEM Sybase or Remote Sybase SQL Anywhere) on the same device that has database server installed or to a different device.

To restore the backed-up external Sybase database:

- 1 Stop the Novell ZENworks Embedded Datastore service on the database server on which you want to restore the backed-up database. If you choose to restore the backed-up database on a different device, you must stop the service on that device as well as on the database server.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Stop**, or select the **Novell ZENworks Embedded Datastore** service, then click **■** on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa stop`.
- 2 Stop the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- 3 Copy the following files from the device where the external Sybase database is backed up to the device on which you want to restore the external Sybase database:
 - ♦ `zenworks_zone_name.db`
 - ♦ `zenworks_zone_name.log`

By default, the files must be copied to the `ZENworks_Installation_directory:\Novell\Zenworks\Database` on a Windows Sybase database server, and to `/var/opt/novell/zenworks/database/` on a Linux Sybase database server.
- 4 Start the Novell ZENworks Embedded Datastore service on the database server on which you restored the backed-up database. If you have restored the backed-up database to a different device, you must start the service on that device as well as on the database server.
 - ♦ **On Windows:** Do the following:
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.

2. Double-click **Administrative Tools > Services**.
3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Start**, or select the **Novell ZENworks Embedded Datastore** service, then click  on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa start`.
- 5 (Conditional) If you restore the database to a location other than the one given in the `zenworks_database.conf` file, you must manually edit the file to specify the new location of the database. The `zenworks_database.conf` file is located by default in the `zenworks_installation_directory\novell\zenworks\database\conf\` directory on Windows and in the `/etc/opt/novell/zenworks/` directory on Linux.
- 6 Start the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

11 Moving the Data from One External Sybase Database to another External Sybase Database

ZENworks 11 SP4 allows you move the data from one OEM Sybase database (external Sybase database) to another external Sybase database.

- ♦ [“Preparing to Move the Data” on page 65](#)
- ♦ [“Moving the Data from One External Sybase to Another External Sybase” on page 65](#)

Preparing to Move the Data

Before moving the data from one external Sybase database to another external Sybase database, do the following:

- ♦ Ensure that the ZENworks Server is configured to an external Sybase database. The database can be installed on the ZENworks Server, or on a different Windows or Linux device. The data is moved from this database to another external database. Assume that the device that hosts the database is EDB1.
- ♦ Ensure that you have another Windows or Linux device with an external Sybase database installed. Assume that this device to which you are moving the data to is EDB2.


For more information on how to install an external Sybase database, for Windows, see [“Installing an External ZENworks Database”](#) for Linux, see [“Installing an External ZENworks Database”](#) in the *ZENworks 11 SP4 Server Installation Guide*.

Moving the Data from One External Sybase to Another External Sybase

- 1 Stop all the ZENworks Services on all the ZENworks Servers that are connected to EDB1. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).
- 2 On EDB1 and EDB2 devices, stop the Novell ZENworks Embedded Datastore service.
 - ♦ **On Windows:** Perform the following:
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Stop**, or select the **Novell ZENworks Embedded Datastore** service, then click **■** on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa stop`.
- 3 From the EDB1 device, copy `zenworks_database.conf` and all files within the database directory to the appropriate directories on the EDB2 device.

The `zenworks_database.conf` is located in the `ZENworks_installation_path\conf\` directory on Windows and in the `/etc/opt/novell/zenworks/` directory on Linux.

The database directory is located in `ZENworks_installation_path` by default on Windows and in the `/var/opt/novell/zenworks/` directory on Linux.

- 4 On the EDB2 device, open `zenworks_database.conf` and ensure that it contains the correct path of the database file.
- 5 On each ZENworks Server that is connected to EDB1, edit `zdm.xml` and edit `zenaudit.xml` (located in `ZENworks_installation_path\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux):
 - ♦ Set the value of the `Server` entry key to the IP address of the EDB2 device.
 - ♦ Ensure that the value of the `Port` entry key is the port number on which the EDB2 device is running.
- 6 On the EDB2 device, start the Novell ZENworks Embedded Datastore service:
 - ♦ **On Windows:** Do the following:
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Start**, or select the **Novell ZENworks Embedded Datastore** service, then click  on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa start`.
- 7 Start the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

The ZENworks Server now points to new database (EDB2).

12 Moving the Data from an External OEM Sybase Database to an Embedded Sybase Database

ZENworks 11 SP4 allows you move the data from an OEM Sybase database (external Sybase database) to a Embedded OEM Sybase SQL Anywhere database (embedded Sybase database) that is installed on the ZENworks Server.

- ♦ [“Preparing to Move the Data” on page 67](#)
- ♦ [“Moving the Data from the External Sybase to the Embedded Sybase” on page 67](#)

Preparing to Move the Data

Before moving the data from an external Sybase database to an embedded Sybase database, do the following:

- ♦ Ensure that ZENworks 11 SP4 is configured to an external OEM Sybase database. The database can be installed on a Windows or Linux device.
- ♦ Install the Embedded OEM Sybase database on the ZENworks Server.

For more information on how to install the database, for Windows, see [“Installing an External ZENworks Database”](#) for Linux, see [“Installing an External ZENworks Database”](#) in the *ZENworks 11 SP4 Server Installation Guide*.


During the installation of the embedded Sybase database, you must consider the following points while the Sybase Access Configuration page:

- ♦ The database name can be same as that of the external Sybase database or can be a unique name.
- ♦ Ensure that the user name and password are same as that of the external Sybase database.
- ♦ Ensure that the database server name is unique.

Moving the Data from the External Sybase to the Embedded Sybase

- 1 Stop the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).
- 2 On the ZENworks Server that has the embedded Sybase database installed, delete the contents of the database directory.

The database directory is located in `ZENworks_installation_path` on Windows and in the `/opt/novell/zenworks/` directory on Linux.

- 3 On the device that has the external Sybase database installed, stop the Novell ZENworks Embedded Datastore service.
 - ♦ **On Windows:** Perform the following:
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Stop**, or select the **Novell ZENworks Embedded Datastore** service, then click  on the toolbar.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa stop`.
- 4 From the device that has the external Sybase database installed, copy all files within the `database` directory to the appropriate directories on the ZENworks Server that has the embedded Sybase database.

The `database` directory is located in `ZENworks_installation_path` on Windows and in the `/opt/novell/zenworks/` directory on Linux.
- 5 On the ZENworks Server that has the embedded Sybase database installed, open `zenworks_database.conf` and ensure that it contains the correct path of the database file.
- 6 On the ZENworks Server that has the embedded Sybase database installed, edit `zdm.xml` and `zenaudit.xml` (located in `ZENworks_installation_path\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux):
 - ♦ Add the following entry:

```
<entry key="Embedded">true</entry>
```
 - ♦ Set the value of the `Server` entry key to 127.0.0.1 (the IP address of the ZENworks Server that has the embedded Sybase database installed).
 - ♦ Ensure that the value of the `Port` entry key is the port number on which the embedded Sybase database is running.
 - ♦ Set the value of the `Engine` entry key to the database server name specified during the installation of the embedded Sybase database.
 - ♦ (Optional) If you've specified a unique database name during the installation of the embedded Sybase database, set the value of the `Database` entry key to the unique database name.
- 7 Start the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the "Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server" on page 15.

The ZENworks Server now points to new database.

13 Migrating the Data from the External Sybase Database to an External Oracle Database

ZENworks 11 SP4 allows you migrate the data from the external Sybase database to an Oracle database installed on a device that does not have ZENworks 11 SP4 installed.

Review the following to migrate the database:

- ♦ [“Preparing to Move the Data” on page 69](#)
- ♦ [“Migrating the Data from the External Sybase Database to an Oracle Database” on page 70](#)
- ♦ [“Post-Migration Tasks” on page 72](#)

Preparing to Move the Data

Before migrating the data from the Sybase database to Oracle database, do the following:

- ♦ Ensure that the license state of ZENworks 11 SP4 is Active. The product must be installed and running either in the licensed version or the evaluation version.
- ♦ Ensure that the Oracle database is installed on a device that does not have ZENworks 11 SP4 installed.
- ♦ Ensure that the "USERS"/USER-CREATED tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 100 MB to create ZENworks database schema without any data in it and an appropriate additional space depending upon the size of the database to be migrated. For more information on tablespaces, refer to the section [“Prerequisites for Oracle”](#) in *ZENworks 11 SP4 Server Installation Guide*.
- ♦ Ensure that the NLS_CHARACTERSET parameter is set to AL32UTF8 and the NLS_NCHAR_CHARACTERSET parameter to AL16UTF16 by running the following query at the database prompt:

```
select parameter, value from nls_database_parameters where parameter like '%CHARACTERSET%';
```

- ♦ Ensure that the **sharename**, **filename**, and **path columns** do not contain blank strings in the NC_VRBSOFTWARE table. In case these column have blank strings, delete those records from the table. Deleting these records will remove the usage of these software from database.

Query to delete the records from **NC_VRBSOFTWARE**:

```
DELETE FROM NC_VRBSOFTWARE WHERE SHARENAME='' OR PATH='' OR FILENAME='' OR SHARENAME IS NULL OR PATH IS NULL OR FILENAME IS NULL;
```

- ♦ (Conditional) If you want to migrate the database by creating a new user schema, ensure that the following additional requirements are met:
 - ♦ You must be aware of the database administrator credentials.

NOTE: Ensure that the database administrator has the following privileges:

- ♦ GRANT ALL on DBMS_REDEFINITION with GRANT option;
 - ♦ GRANT ALL on DBMS_DDL with GRANT option;
-

- ♦ A tablespace must already exist for associating to the Oracle access user
- ♦ You can choose to migrate the database by using an existing user schema that resides on a server in your network in the following scenario:
 - ♦ The database administrator create two user schemas with the necessary rights and you get the credentials for both user schemas from the database administrator. In this case, the database administrator credentials are not required to migrate the database.

If you want to migrate the database by using an existing user schema, ensure that the following additional requirements are met:

- ♦ Ensure that the user schema has the following rights to create the database.

```
CREATE_SESSION
CREATE_TABLE
CREATE_VIEW
CREATE_PROCEDURE
CREATE_SEQUENCE
CREATE_TRIGGER
DBMS_REDEFINITION
DBMS_DDL
DBMS_LOCK
```

- ♦ Ensure that the quota for the user schema is set to Unlimited on the USERS tablespace.
- ♦ Manually stop the ZENworks services running on the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- ♦ Ensure that your external Sybase database service is running.
- ♦ (Optional) The status of database migration is logged into the `novell-zenworks-configure.log` file. By default, only the messages of the type Info and Severe are logged. If you want other message types (such as Finer, Finest, and Warning) to also be logged into the file, do the following in the `novell-zenworks-configure.properties` file:

1. Set the value of `Logger.logLevel` to the appropriate message type.

For example, if you want messages of the type Finest to be logged:

```
#Logger.logLevel = FINEST
```

2. Uncomment the line by removing the “#” as follows:

```
Logger.logLevel = FINEST
```

The `novell-zenworks-configure.properties` file is located in `%ZENWORKS_HOME%\conf\` on Windows and in `/etc/opt/novell/zenworks/` on Linux.

Migrating the Data from the External Sybase Database to an Oracle Database

- ♦ [“Migrating the Data from the External Sybase Database to an Oracle Database” on page 71](#)
- ♦ [“Resuming the Database Migration” on page 71](#)

Migrating the Data from the External Sybase Database to an Oracle Database

- 1 Ensure that all the tasks listed in [“Preparing to Move the Data” on page 69](#) are completed.
- 2 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 3 Enter the target database type as Oracle.
- 4 Enter the IP address or host name of the Oracle database server.
- 5 Enter the port used by the Oracle database server.
- 6 Enter the fully qualified net service name for the Oracle database.
- 7 You can choose to create a new user schema or use an existing user schema.
If you choose to create a new schema, continue with [Step 8](#).
If you choose to use an existing user schema, skip to [Step 9](#).
- 8 Enter the database server administrator's user name and password.
- 9 Enter the schema name when prompted for the database user name.
- 10 Enter the database schema password when prompted for the database user's password.

NOTE: The migration utility prompts for inputs as mentioned in [Step 3](#) to [Step 9](#) to migrate audit database as well.

The database migration starts.

- 11 When the database migration is complete, you can check the `novell-zenworks-configure.log` file to see if the migration was successful. The log file is located in `%ZENWORKS_HOME%\log\` on Windows and in `/var/opt/novell/log/zenworks/` on Linux.
- 12 After the database is successfully migrated, continue with the following steps:
 - 12a Perform post-migration tasks. See [“Post-Migration Tasks” on page 72](#).
 - 12b Re-configure the ZENworks Reporting Server to point to the Oracle database, because it will still be pointing to the Sybase database.

Resuming the Database Migration

If the migration of the database is stopped for any reason, the ZENworks migration utility allows you to resume the migration if the `dbmigration.xml` file has been created. The file is located in the `ZENworks_installtion_path\bin` directory on Windows, and in the `/opt/novell/zenworks/bin` directory on Linux.

- 1 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 2 Enter the target database type as Oracle.
- 3 Enter the IP address or host name of the Oracle database server.
You must specify the IP address or host name of the Oracle database server used while migrating the database. For example, if you had specified the IP address of the database server while migrating the database, then you must specify the same IP address while resuming the database migration. You cannot specify the host name of the database server.
- 4 Enter the port used by the Oracle database server.
- 5 Enter the fully qualified net service name for the Oracle database.

- 6 Choose to use an existing schema.
- 7 Enter the schema name when prompted for the database user name specified before stopping the database migration.
- 8 Enter the database schema password when prompted for the database user's password specified before stopping the database migration.

NOTE: The migration utility prompts for inputs as mentioned in [Step 3](#) to [Step 8](#) to migrate audit database as well.

- 9 Choose to resume the database migration.
The database migration starts.
- 10 After the database is successfully migrated, continue with [“Post-Migration Tasks” on page 72](#).

Post-Migration Tasks

If there is only one server in the Management Zone, all ZENworks services are automatically started after the data is successfully migrated to an Oracle database.

If there are multiple servers in the Management Zone:

- 1 From the device where you ran the migration utility, copy the following files and paste them in the appropriate directory, on all other Primary Servers:

```
zdm.xml
dmaccounts.properties
dmmappings.properties
zenaudit.xml
zenaudit_dmaccounts.properties
```

Ensure that these files have appropriate rights. The files are located in the following path:

- ♦ **Windows:** `ZENworks_installation_path\conf\datamodel`
- ♦ **Linux:** `/etc/opt/novell/zenworks/datamodel`

Ensure that you run `permissions.sh` script located at `/opt/novell/zenworks/bin` on the Linux server after copying the above listed files.

- 2 Start the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).

The ZENworks Server now points to the new database.

For the Oracle 11g database, any administrator name is case sensitive, including login names from user sources. The default ZENworks administrator account automatically created during installation uses an initial capital, so in order to log into ZENworks Control Center, you must enter

Administrator.

If your zone has ZENworks Reporting, then you must run the ZENworks Reporting Configuration Tool to point to the newly migrated Oracle database.

14 Migrating the Data from the MS SQL Database to an Oracle Database

ZENworks 11 SP4 allows you migrate the data from the MS SQL database to an Oracle database installed on a device that does not have ZENworks 11 SP4 installed.

Review the following to migrate the database:

- ♦ [“Preparing to Move the Data” on page 73](#)
- ♦ [“Migrating the Data from the MS SQL Database to an Oracle Database” on page 75](#)
- ♦ [“Post-Migration Tasks” on page 76](#)

Preparing to Move the Data

Before migrating the data from the MS SQL database to Oracle database, do the following:

- ♦ Run the ZENworks Diagnostic Center (ZDC) and check for schema differences.

IMPORTANT: If the unique constraint is not created on the serial number column of the zDevice table, database migration from the Microsoft SQL database to the Oracle database might fail. For information, see [“Troubleshooting the database migration failure, duplication of serial numbers in the zDevice table” on page 104](#).

- ♦ Ensure that the license state of ZENworks 11 SP4 is Active. The product must be installed and running either in the licensed version or the evaluation version.
- ♦ Ensure that the Oracle database is installed on a device that does not have ZENworks 11 SP4 installed.
- ♦ Ensure that the "USERS"/USER-CREATED tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 100 MB to create ZENworks database schema without any data in it and an appropriate additional space depending upon the size of the database to be migrated. For more information on tablespaces, refer to the section [“Prerequisites for Oracle”](#) in [ZENworks 11 SP4 Server Installation Guide](#).
- ♦ Ensure that the NLS_CHARACTERSET parameter is set to AL32UTF8 and the NLS_NCHAR_CHARACTERSET parameter to AL16UTF16 by running the following query at the database prompt:

```
select parameter, value from nls_database_parameters where parameter like '%CHARACTERSET%';
```

- ♦ Ensure that the **sharename**, **filename**, and **path columns** do not contain blank strings in the NC_VRBSOFTWARE table.
- ♦ (Conditional) If you want to migrate the database by creating a new user schema, ensure that the following additional requirements are met:
 - ♦ You must be aware of the database administrator credentials.

NOTE: Ensure that the database administrator has the following privileges:

- ♦ GRANT ALL on DBMS_REDEFINITION with GRANT option;
- ♦ GRANT ALL on DBMS_DDL with GRANT option;

-
- ♦ A tablespace must already exist for associating to the Oracle access user
 - ♦ You can choose to migrate the database by using an existing user schema that resides on a server in your network in the following scenario:
 - ♦ The database administrator create two user schemas with the necessary rights and you get the credentials for both user schemas from the database administrator. In this case, the database administrator credentials are not required to migrate the database.

If you want to migrate the database by using an existing user schema, ensure that the following additional requirements are met:

- ♦ Ensure that the user schemas must have the following rights to create the database.

```
CREATE_SESSION
CREATE_TABLE
CREATE_VIEW
CREATE_PROCEDURE
CREATE_SEQUENCE
CREATE_TRIGGER
DBMS_REDEFINITION
DBMS_DDL
DBMS_LOCK
```

- ♦ Ensure that the quota for the user schemas is set to Unlimited for the tablespaces to be used.
- ♦ Manually stop the ZENworks services running on all the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- ♦ Ensure that your external MS SQL database service is running.
- ♦ (Optional) The status of database migration is logged into the `novell-zenworks-configure.log` file. By default, only the messages of the type Info and Severe are logged. If you want other message types (such as Finer, Finest, and Warning) to also be logged into the file, do the following in the `novell-zenworks-configure.properties` file:

1. Set the value of `Logger.logLevel` to the appropriate message type.

For example, if you want messages of the type Finest to be logged:

```
#Logger.logLevel = FINEST
```

2. Uncomment the line by removing the “#” as follows:

```
Logger.logLevel = FINEST
```

The `novell-zenworks-configure.properties` file is located in `%ZENWORKS_HOME%\conf\` on Windows and in `/etc/opt/novell/zenworks/` on Linux.

IMPORTANT: For better performance depending on the database size and available resource, you can increase the `batchsize` in the `db-migration-mssql-to-oracle.properties` file. It is located in `%ZENWORKS_HOME%\novell\zenworks\conf\` on Windows and in `/etc/opt/novell/zenworks/conf/` on Linux.

Migrating the Data from the MS SQL Database to an Oracle Database

- [“Migrating the Data from the MS SQL Database to an Oracle Database” on page 75](#)
- [“Resuming the Database Migration” on page 75](#)

Migrating the Data from the MS SQL Database to an Oracle Database

- 1 Ensure that all the tasks listed in [“Preparing to Move the Data” on page 73](#) are completed.
- 2 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 3 Enter the target database type as Oracle.
- 4 Enter the IP address or host name of the Oracle database server.
- 5 Enter the port used by the Oracle database server.
- 6 Enter the fully qualified net service name for the Oracle database.
- 7 You can choose to create a new user schema or use an existing user schema.
If you choose to create a new schema, continue with [Step 8](#).
If you choose to use an existing user schema, skip to [Step 9](#).
- 8 Enter the database server administrator's user name and password.
- 9 Enter the schema name when prompted for the database user name.
- 10 Enter the database schema password when prompted for the database user's password.

NOTE: The migration utility prompts for inputs as mentioned in [Step 4](#) to [Step 9](#) to migrate audit database as well.

The database migration starts.

- 11 When the database migration is complete, you can check the `novell-zenworks-configure.log` file to see if the migration was successful. The log file is located in `%ZENWORKS_HOME%\log\` on Windows and in `/var/opt/novell/log/zenworks/` on Linux.
- 12 After the database is successfully migrated, continue with the following steps:
 - 12a Perform post-migration tasks. See [“Post-Migration Tasks” on page 72](#).
 - 12b Re-configure the ZENworks Reporting Server to point to the Oracle database, because it will still be pointing to the MS SQL database.

Resuming the Database Migration

If the migration of the database is stopped for any reason, the ZENworks migration utility allows you to resume the migration if the `dbmigration.xml` file has been created. The file is located in the `ZENworks_installtion_path\bin` directory on Windows, and in the `/opt/novell/zenworks/bin` directory on Linux.

- 1 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 2 Enter the target database type as Oracle.
- 3 Enter the IP address or host name of the Oracle database server.

You must specify the IP address or host name of the Oracle database server used while migrating the database. For example, if you had specified the IP address of the database server while migrating the database, then you must specify the same IP address while resuming the database migration. You cannot specify the host name of the database server.

- 4 Enter the port used by the Oracle database server.
- 5 Enter the fully qualified net service name for the Oracle database.
- 6 Choose to use an existing schema.
- 7 Enter the schema name when prompted for the database user name specified before stopping the database migration.
- 8 Enter the database schema password when prompted for the database user's password specified before stopping the database migration.

NOTE: The migration utility prompts for inputs as mentioned in [Step 3](#) to [Step 8](#) to migrate audit database as well.

- 9 Choose to resume the database migration.
The database migration starts.
- 10 After the database is successfully migrated, continue with [“Post-Migration Tasks” on page 76](#).

Post-Migration Tasks

If there is only one server in the Management Zone, all ZENworks services are automatically started after the data is successfully migrated to an Oracle database.

If there are multiple servers in the Management Zone:

- 1 From the device where you ran the migration utility, copy the following files and paste them in the appropriate directory, on all other Primary Servers:

```
zdm.xml
dmaccounts.properties
dmmappings.properties
zenaudit.xml
zenaudit_dmaccounts.properties
```

Ensure that these files have appropriate rights. The files are located in the following path:

- ♦ **Windows:** `ZENworks_installation_path\conf\datamodel`
- ♦ **Linux:** `/etc/opt/novell/zenworks/datamodel`

Ensure that you run `permissions.sh` script located at `/opt/novell/zenworks/bin` on the Linux server after copying the above listed files.

- 2 Start all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).

The ZENworks Server now points to the new database.

For the Oracle 11g database, any administrator name is case sensitive, including login names from user sources. The default ZENworks administrator account automatically created during installation uses an initial capital, so in order to log into ZENworks Control Center, you must enter

Administrator.

If your zone has ZENworks Reporting, then you must run the ZENworks Reporting Configuration Tool to point to the newly migrated Oracle database.

15 Configuring the ZENworks Server to Point to the New MS SQL Database Containing Data Moved from Another MS SQL Database

If you move the data from one MS SQL database to another MS SQL database, the Windows or Linux ZENworks Server must be configured to point to the new MS SQL database.

The following sections provide detailed information:

- [“Preparing to Move the Data” on page 79](#)
- [“Configuring the ZENworks Server to Point to the New MS SQL Database” on page 79](#)

Preparing to Move the Data

Before configuring the server to point the new MS SQL database, do the following:

- Ensure that the ZENworks Server is configured to an MS SQL database. Assume that the device that currently host the MS SQL database is called MSDB1.
- Ensure that you have another Windows device with an MS SQL database installed. Assume that this device is called MSDB2. For more information on how to install an MS SQL database, for Windows, see [“Installing an External ZENworks Database”](#) for Linux, see [“Installing an External ZENworks Database”](#) in the *ZENworks 11 SP4 Server Installation Guide*.
- Stop all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).
- Move the data from MSDB1 to MSDB2. For more information about moving the data, see the MS SQL database documentation.

Configuring the ZENworks Server to Point to the New MS SQL Database

To configure the ZENworks Server to point to the new database (MSDB2), perform the following tasks on the ZENworks Server:

- 1 Edit `zdm.xml` and `zenaudit.xml` (located in `ZENworks_installation_path\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux) to do the following:
 - Ensure that the value of the `Port` entry key is the port number on which the MS SQL database is running.
 - Set the value of the `Server` entry key to the IP address of the MSDB2 device.
 - Set the value of the `Database` entry key to path of the database directory of the MSDB2 device.

- ♦ If user password of the database is changed, then you must change the password in the `dmaccounts.properties` and `zenaudit_dmaccounts.properties` files. (located in `ZENworks_installation_path\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux). It is recommended that do not use the SA user for ZENworks database access.

`username=password`

The password will be encrypted automatically when you restart the ZENworks services.

2 Restart the ZENworks services.

♦ On Windows:

1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
2. Double-click **Administrative Tools > Services**.
3. Start the following services: **Novell ZENworks Server**, **Novell ZENworks Services Monitor**, and **Novell ZENworks Agent Service**.

♦ On Linux: At the console prompt, enter the following commands:

- ♦ `/etc/init.d/novell-zenmntr restart`
- ♦ `/etc/init.d/novell-zenserver restart`
- ♦ `/etc/init.d/novell-zenloader restart`

3 Start the ZENworks Services on all other ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

16 Configuring the ZENworks Server to Point to the New Oracle Database Containing Data Moved from Another Oracle Database

If you move the data from one Oracle database to another Oracle database, the Windows or Linux ZENworks Server must be configured to point to the new Oracle database.

The following sections provide detailed information:

- ♦ [“Preparing to Move the Data” on page 81](#)
- ♦ [“Configuring the ZENworks Server to Point to the New Oracle Database” on page 81](#)

Preparing to Move the Data

Before configuring the server to point the new Oracle database, do the following:

- ♦ Ensure that the ZENworks Server is configured to an Oracle database. The database can be installed on the ZENworks Server or on a different device. Assume that the device that currently host the Oracle database is called ORDB1.
- ♦ Ensure that you have another Windows device with an Oracle database installed with the same database credentials as the ORDB1. Assume that this device is called ORDB2. For more information on how to install an Oracle database, for Windows, see [“Installing an External ZENworks Database”](#) for Linux, see [“Installing an External ZENworks Database”](#) in the *ZENworks 11 SP4 Server Installation Guide*.
- ♦ Move the data from ORDB1 to ORDB2. For more information about moving the data, see the Oracle database documentation.
- ♦ Stop the ZENworks Services on the ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).

Configuring the ZENworks Server to Point to the New Oracle Database

To configure the ZENworks Primary Server to point to the new Oracle database (ORDB2), perform the following tasks on the ZENworks Primary Server:

- 1 Edit `zdm.xml` and `zenaudit.xml` (located in `ZENworks_installation_path\conf\datamodel` on Windows and in `/etc/opt/novell/zenworks/datamodel` on Linux) to do the following:
 - ♦ Ensure that the value of the `Port` entry key is the port number on which the Oracle database is running.

- ♦ Set the value of the `Server` entry key to the IP address of the ORDB2 device.
 - ♦ Set the value of the `Database` entry key to net service name of the Oracle database installed on the ORDB2 device.
- 2 Start the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.

ZENworks Server should now point to the new database.

17 Migrating the Data from an External Sybase SQL Anywhere to an MS SQL Database

ZENworks 11 SP4 allows you migrate the data from an external Sybase database to an MS SQL database installed on a device that does not have ZENworks 11 SP4 installed.

Review the following to migrate the database:

- ♦ [“Preparing to Move the Data” on page 83](#)
- ♦ [“Migrating the Data from the External Sybase Database to an MS SQL Database” on page 84](#)
- ♦ [“Post-Migration Tasks” on page 86](#)

Preparing to Move the Data

Before migrating the data from the Sybase database to the MS SQL database, do the following:

- ♦ Ensure that the license state of ENworks 11 SP4 is Active. The product must be installed and running either in the licensed version or the evaluation version.
- ♦ Ensure that the Primary Server to which the Sybase database is configured has been upgraded to ZENworks 11 SP4.
- ♦ Ensure that the MS SQL database is installed on a device that does not have ZENworks 11 SP4 installed.
- ♦ (Conditional) If you want to create a new database on MS SQL Server, and migrate the Sybase data into the new database, you must be aware of the database administrator credentials.
- ♦ (Conditional) If you want to migrate the data to an existing database that resides on the MS SQL server in your network, the newly created user must be assigned the db_owner database role and you must procure the database credentials of the newly created user from the database administrator.
- ♦ Manually stop the ZENworks services running on all other ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).
- ♦ Ensure that the Novell ZENworks Embedded Datastore service on the Primary Server is running.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
 2. Double-click **Administrative Tools > Services**.
 3. Ensure that the status of the **Novell ZENworks Embedded Datastore** service is **Started**.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa status`.
- ♦ Ensure that the Novell ZENworks Embedded Datastore for auditing service on the Primary Server is running.
 - ♦ **On Windows:**
 1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.

2. Double-click **Administrative Tools > Services**.
3. Ensure that the status of the **Novell ZENworks Embedded Datastore For Auditing** service is **Started**.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-audit-asa status`.
- ♦ (Optional) The status of database migration is logged into the `novell-zenworks-configure.log` file. By default, only the messages of the type Info and Severe are logged. If you want other message types (such as Finer, Finest, and Warning) to also be logged into the file, do the following in the `novell-zenworks-configure.properties` file:
 1. Set the value of `Logger.logLevel` to the appropriate message type.
For example, if you want messages of the type Finest to be logged:


```
#Logger.logLevel    = FINEST
```
 2. Uncomment the line by removing the “#” as follows:


```
Logger.logLevel    = FINEST
```

The `novell-zenworks-configure.properties` file is located in `%ZENWORKS_HOME%\conf\` on Windows and in `/etc/opt/novell/zenworks/` on Linux.

Migrating the Data from the External Sybase Database to an MS SQL Database

- ♦ [“Migrating the Data from the External Sybase Database to an MS SQL Database” on page 84](#)
- ♦ [“Resuming the Database Migration” on page 85](#)

Migrating the Data from the External Sybase Database to an MS SQL Database

- 1 Ensure that all the tasks listed in [“Preparing to Move the Data” on page 83](#) are completed.
- 2 Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 3 Select the target database type as sql-server.
- 4 Choose the purging option for data before database migration.
- 5 Enter the IP address or host name of the MS SQL database server.
- 6 Enter the port used by the MS SQL database server.
- 7 (Optional) Enter the named instance for the MS SQL Server engine.
- 8 Choose to create a new database or use an existing database that resides on the MS SQL server.
 - If you choose to create a new database, continue with [Step 9](#).
 - If you choose to use an existing database, skip to [Step 10](#).
- 9 (Conditional) If you choose to create a new database in [Step 8](#), perform the following tasks:
 - 9a Select the authentication type (Windows or SQL Server) to be used for the database administrator user.
 - 9b Enter the database server administrator user name.

- 9c** Enter the database server administrator password.
- 9d** (Conditional) If you choose Windows authentication in [Step 9a](#), enter the database administrator's domain name.
- 10** Select the authentication type (Windows or SQL Server) to be used for the database access user.
- 11** Enter the database access user name.
- 12** Enter the database access user password.
- 13** (Conditional) If you choose Windows authentication in [Step 10](#), enter the database access user's domain name.
- 14** Enter the database name of the database that resides on the MS SQL server to which you want to migrate the data. If you choose to create a new database in [Step 8](#), the database is created on the MS SQL server with the name that you specify in this step.
- 15** (Conditional) If you choose to create a new database in [Step 8](#), enter the complete path where you want the database to be created.
- 16** Perform the steps from [Step 5](#) to [Step 15](#) for ZENworks audit database. The database migration starts.
- 17** When the database migration is complete, you can verify the `novell-zenworks-configure.log` file to see if the migration was successful. The log file is located in `%ZENWORKS_HOME%\log\` on the Windows Primary Server and in `/var/opt/novell/log/zenworks/` on the Linux Primary Server.
- 18** After the database is successfully migrated, continue with the following steps:
 - 18a** Perform post-migration tasks. See [“Post-Migration Tasks” on page 86](#).
 - 18b** Re-configure the ZENworks Reporting Server to point to the MS SQL database, because it will still be pointing to the Sybase database.

Resuming the Database Migration

If the migration of the database is stopped for any reason, the ZENworks migration utility allows you to resume the migration if the `dbmigration.xml` file has been created. The file is located in the `%ZENWORKS_HOME%\bin` directory on the Windows Primary Server, and in the `/opt/novell/zenworks/bin` directory on the Linux Primary Server.

- 1** Run the database migration utility. For more information, see [Step 2 on page 41](#) in the [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#).
- 2** Enter the target database type as sql database server.
- 3** Enter the IP address or host name of the MS SQL database server.
You must specify the IP address or host name of the MS SQL database server used while migrating the database. For example, if you had specified the IP address of the database server while migrating the database, then you must specify the same IP address while resuming the database migration. You cannot specify the host name of the database server.
- 4** (Optional) Enter the named instance of the MS SQL Server engine.
- 5** Choose to use an existing database.
- 6** Enter the credentials of the database user depending on the authentication mode selected.
- 7** Enter the database name.
- 8** Choose to resume the database migration.

The database migration starts.

- 9 After the database is successfully migrated, continue with [“Post-Migration Tasks” on page 86](#).

Post-Migration Tasks

If there is only one server in the Management Zone, all ZENworks services are automatically started after the data is successfully migrated to an MS SQL Server database.

If there are multiple servers in the Management Zone:

- 1 On the device where you ran the migration utility, copy the following files to the appropriate directory on all the servers:

```
zdm.xml
dmaccounts.properties
dmmappings.properties
zenaudit.xml
zenaudit_dmaccounts.properties
```

The files are located in the `%ZENWORKS_HOME%\conf\datamodel` directory on Windows and in the `/etc/opt/novell/zenworks/datamodel` directory on Linux.

Ensure that you run `permissions.sh` script located at `/opt/novell/zenworks/bin` on the Linux server after copying the above listed files.

- 2 Start all the ZENworks Services on all the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).

The ZENworks Server now points to the new database.

NOTE: Ensure not to delete the ZENworks Sybase database files if you want to revert to using ZENworks Sybase database at a later time.

18 Migrating 32-bit OEM Sybase database to 64-bit Sybase on a 64-bit machine

- 1 Stop the OEM Sybase database service on the source machine (32-bit).
- 2 Use the ZENworks 11 SP4 media on the 64-bit machine and start the OEM Sybase database installation by using the following command:
 - ♦ **Windows:** `setup.exe -c`
 - ♦ **Linux:** `setup.sh -c`
- 3 Select OEM Sybase as the **Database Type**.
- 4 Select the default path for a 64-bit machine as the database path for the **Directory**. If you select any other path, the OEM database installation fails.

The default paths are as follows:

 - ♦ **32-bit machine:** `Program Files/Novell/ZENworks`
 - ♦ **64-bit machine:** `Program Files (x86)/Novell/ZENworks`

If a non-default port and path are used for the OEM database installation on the source machine (32-bit), it is recommended to select the same path structure on the 64-bit machine as well.

If a default port and path are used for the OEM database installation on the source machine (32-bit), it is recommended to select the same path structure on the 64-bit machine as well.
- 5 Enter the OEM database details (**Database Name**, **Database Engine Name**, **Database Server Name**, and **Port**). This information should be the same as that of the 32-bit OEM Sybase database, except for the IP address of the 32-bit machine, which will be changed after the OEM database installation on the 64-bit machine.
- 6 Stop the Sybase service on the 64-bit machine
- 7 Take a backup of the database folder from the 32-bit machine (includes the OEM Sybase database file) and replace the database file on the 64-bit machine with the backed-up (32-bit) database file.
- 8 Verify whether the `CONF` file on the 64-bit machine is updated with the proper OEM database path and port number respectively.

NOTE: There is no need to replace the `CONF` file, as a fresh install of the OEM database is done on the 64-bit machine using the same database credentials as that of the 32-bit machine.

- 9 Disable the network card on the 32-bit machine.
- 10 Configure the 32-bit machine's IP address, subnet mask, default gateway, preferred DNS, host name and DNS suffix on the 64-bit machine.
- 11 Reboot the 64-bit machine.



Database Management - Best Practices, Tips, Troubleshooting

This section includes some tips and best practices for Sybase database:

- ♦ [Chapter 19, “Database Best Practices,” on page 91](#)
- ♦ [Chapter 20, “Database Tips,” on page 95](#)
- ♦ [Chapter 21, “Troubleshooting Database Migration,” on page 101](#)

19 Database Best Practices

This documentation provides instructions to rebuild the Sybase database by using the DBISQL utility. You can choose to rebuild and validate the database by using any other utility that is recommended in the Sybase SQL Anywhere documentation.

- ♦ [“Rebuilding the Sybase Database” on page 91](#)

Rebuilding the Sybase Database

If your ZENworks database is an embedded or external Sybase database, you should rebuild the database so that it runs on the latest version of the Sybase database engine.

- 1 Ensure that you have archived your database credentials.

To archive the credentials of an external Sybase database, contact your database administrator.

To archive the credentials of an embedded or external OEM Sybase database, perform the following tasks on the database server:

- 1a Ensure the database service is running.

On Windows: In the Windows Services, ensure that the status of **Novell ZENworks Embedded Datastore** is *Started*.

On Linux: At the console prompt, enter `/etc/init.d/sybase-asa status` to verify the status of the database. If the database is not running, enter `/etc/init.d/sybase-asa start`.

- 1b Obtain the Sybase connection information by running the `zman dgc` command.

- 1c Provide the credentials of the ZENworks administrator when prompted.

- 1d Copy and save the database user name and password into a text file.

- 2 Stop the Novell ZENworks Embedded Datastore service, if it is running.

- ♦ **On Windows:** Do the following:

1. From the **Start** menu, click **Settings > Control Panel**.
2. Double-click **Administrative Tools > Services**.
3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Stop**, or select the **Novell ZENworks Embedded Datastore** service, then click ■ on the toolbar.

- ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa stop`.

- 3 Stop the ZENworks Services on all other ZENworks Servers in the Management Zone. For more information, see [Step 2a on page 16](#) in the [“Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server” on page 15](#).

- 4 At the console prompt, go to the Sybase database directory. By default, it is `%ZENWORKS_HOME%\database` on Windows, and `/var/opt/novell/zenworks/database` on Linux.

- 5 Take a reliable backup of the `zenworks_zone_name.db` and `zenworks_zone_name.log` files.

For detailed information on how to take an immediate backup of the files of the embedded Sybase database, see [Section 3, “Backing Up the Embedded Sybase SQL Anywhere Database,” on page 15](#). For detailed information on how to take an immediate backup of the files of the external Sybase database, see [Section 9, “Backing Up the External Sybase Database,” on page 53](#).

6 Start the Novell ZENworks Embedded Datastore service.

♦ **On Windows:** Perform the following:

1. From the Windows desktop **Start** menu, click **Settings > Control Panel**.
2. Double-click **Administrative Tools > Services**.
3. Right-click the **Novell ZENworks Embedded Datastore** service, then click **Start**, or select the **Novell ZENworks Embedded Datastore** service, then click  on the toolbar.

♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa start`.

7 (Conditional) If your database is installed on Linux, run the following script file:

```
source /opt/novell/zenworks/share/sybase/bin32/sa_config.sh
```

8 Ensure that the database authentication has been set up by verifying that the `database_authentication` attribute in the `saopts.sql` file has been configured.

The `saopts.sql` file is located in the `%ZENWORKS_HOME%\share\asa\scripts\` directory on Windows, and in the `/opt/novell/zenworks/share/sybase/scripts/` directory on Linux. The `database_authentication` attribute is located in the following entry in the `saopts.sql` file:

```
if not exists( select * from SYS.SYSOPTION
  where ucase( "option" ) = ucase( 'database_authentication' ) ) then
  set option PUBLIC.database_authentication = <value>;
end if
go
```

If the value of `set option PUBLIC.database_authentication` is empty or does not exist in the script, continue with [Step 8a](#) to launch the DBISQL utility and to configure the database authentication; else skip to [Step 9](#).

8a Launch the DBISQL utility. For more information, see [Step 1 on page 53](#) in the “Backing Up the External Sybase Database on a Windows or Linux Server” on page 53.

8b In the **SQL Statements section, specify the following query:**

```
select setting
from sysoptions
  where "option" like 'database%' >># output_filename
```

8c Click **Execute SQL Statement(s).**

The results of the query are written in the output file that you specify in the query.

8d Copy the result of the query from the output file, and paste it as the value of the `database_authentication` attribute in the `saopts.sql` file. The `saopts.sql` file is located in the `%zenworks_home%\share\asa\scripts\` directory on Windows, and in the `/opt/novell/zenworks/share/sybase/scripts/` directory on Linux.

The `database_authentication` attribute is located in the following entry in the `saopts.sql` file:

```
if not exists( select * from SYS.SYSOPTION
  where ucase( "option" ) = ucase( 'database_authentication' ) ) then
  set option PUBLIC.database_authentication =
<output_of_the_query_run_in_Step_8b>;
end if
go
```

9 Stop the Novell ZENworks Embedded Datastore service.

- ♦ **For the Embedded Database:** Stop the ZENworks services, including the Novell ZENworks Embedded Datastore service:
 1. At the console prompt, run the `novell-zenworks-configure -c Start` command.
 2. Type the option number corresponding to Stop.
 3. Press Enter twice.
- ♦ **For the External Database:** Stop the Novell ZENworks Embedded Datastore Service by stopping the Windows Services manager on Windows, or by running the `/etc/init.d/sybase-asa stop` command on Linux.

10 Open another command prompt on the database server, and run the `dbunload` command. ZENworks Database services must be stopped at this point.

Run the appropriate command:

On Windows:

```
<ZENWORKS_HOME>\share\ASA\BIN64\dbunload.exe -c
"UID=zenadmin;PWD=password;DBF=<ZENWORKS_HOME>\database\zenworks_<ZoneName>.db
" -ar -ap 4096 -ii -et"
```

On Linux:

```
/opt/novell/zenworks/share/sybase/bin64s/dbunload -c
"UID=zenadmin;PWD=password;DBF=/var/opt/novell/zenworks/database/
zenworks_<ZoneName>.db" -ar -ap 4096 -ii -et"
```

where `ZENWORKS_HOME` is the folder path that is selected during installation, and `ZoneName` is the name that is specified in the Zone Name field during installation.

This will rebuild the original database and replace the files with the new files.

11 After the database rebuild has been successfully completed, take a reliable backup of the newly built database. The database is located in the `c:\dbreload\unload` directory on Windows and in the `/tmp/dbreload/unload` directory on Linux.

If you encounter any issues during the rebuild process, contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

12 Stop the Novell ZENworks Embedded Datastore service by using the `dbeng12` command:

- ♦ **On Windows:** Right-click the **Rebuild** icon located in Windows taskbar, then click **Shutdown**.
- ♦ **On Linux:** At the console prompt, enter `q`.

13 Overwrite the database and applicable log file in the database directory with the new ones located in the `unload` directory (`zenworks_management_zone_name.*`).

The `unload` directory is located in `c:\dbreload\` on Windows or in `/tmp/dbreload/` on Linux.

14 Start the Novell ZENworks Embedded Datastore service.

- ♦ **For the Embedded Database:** Start all the ZENworks services, including the Novell ZENworks Embedded Datastore service:
 1. At the console prompt, run the `novell-zenworks-configure -c Start` command.
 2. Type the option number corresponding to Start.
 3. Press Enter twice.
- ♦ **For the External Database:** Start the Novell ZENworks Embedded Datastore service in the Services window on Windows, or run the `/etc/init.d/sybase-asa start` command on Linux.

- 15 Start the ZENworks Services on the the ZENworks Servers in the Management Zone. For more information, see [Step 2c on page 16](#) in the “[Backing Up the Embedded Sybase SQL Anywhere Database on a Windows or Linux Server](#)” on page 15.
- 16 Take a backup of the newly created database on a regular basis (daily or weekly).

20 Database Tips

- ♦ [“Changing the ZENworks Database User Password” on page 95](#)
- ♦ [“Changing the Backup Location and Schedule of the Embedded Sybase Database Subsequent to the Initial Backup” on page 96](#)
- ♦ [“Changing the Backup Schedule and Location of the External Sybase Database Subsequent to the Initial Backup” on page 97](#)
- ♦ [“Reverting to the ZENworks Sybase Database from the ZENworks Oracle Database” on page 99](#)
- ♦ [“Identifying the EBF Version of Sybase Database Server” on page 99](#)
- ♦ [“Maximum Pool Size” on page 99](#)

Changing the ZENworks Database User Password

Use system administrator or user with DBA privileges to execute the below commands. For Embedded sybase, `zenadmin` or `zenauditadmin` user has DBA privileges.

Before changing the password ensure that you shutdown all Primary Servers and Reporting Server.

- ♦ **For SQL Anywhere or Oracle:** After you log into SQL Anywhere or Oracle database run the below SQL statement to change the password for existing user.

```
ALTER USER <<username>> IDENTIFIED BY <<new password>>
```

- ♦ **For Microsoft SQL Server:** Users with SQL Server authentication, might run the below SQL statement to change the password for existing user.

```
ALTER LOGIN <<username>> WITH PASSWORD = 'new password' OLD_PASSWORD = 'old password'
```

User with Windows authentication, might change the Windows user account password and no changes required in SQL Server.

After changing the database user password, perform the following steps to change the password in all the Primary Servers:

- 1 Go to the following path;
 - ♦ **On Windows:** `C:\Program Files (x86)\Novell\ZENworks\conf\datamodel`
 - ♦ **On Linux:** `/etc/opt/novell/zenworks/datamodel`
- 2 Back up the `dmaccounts.properties` and `zenaudit_dmaccounts.properties` files.
- 3 Open the `dmaccounts.properties` and `zenaudit_dmaccounts.properties` files.
- 4 Change the existing password that is in encrypted form.

For example, the existing value is `ZENWORKS=@0B@6a7278626bba`

and the changed value is `ZENWORKS=<<new password>>`

IMPORTANT: Do not encrypt the new password. The new password is encrypted automatically when you restart the ZENworks services.

Changing the Backup Location and Schedule of the Embedded Sybase Database Subsequent to the Initial Backup

Review the following sections:

- ♦ [“Changing the Backup Location of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)
- ♦ [“Changing the Backup Schedule of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup” on page 96](#)

Changing the Backup Location of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup

To change the backup location of the embedded Sybase SQL Anywhere database subsequent to its initial backup:

- 1 Delete the existing database backup schedule by executing the following command at the Primary Server command prompt:

```
zman db current_database_backup_location DropSchedule.sql
```

Dropschedule.sql is located by default in the

ZENworks_Installation_directory: \Novell\Zenworks\share\zman\samples\database directory on a Windows server, and in the /opt/novell/zenworks/share/zman/samples/database directory on a Linux server.

- 2 Enter the following command to back up the database to a new location:

```
zman database-backup complete_path_of_the_new_database_backup_directory  
complete_path_of_the_database_backup_schedule_file -d SQL_function_call
```

For example, to back up the database to the *c:\dbbackup\newdbbackups* directory on a Windows server according to the database backup schedule specified in the *c:\backUpschedule.sql*, enter the following command:

```
zman database-backup c:\dbbackup\newdbbackups c:\backUpSchedule.sql -d  
SQL_function_call
```

For more information about this command, view the *zman* man page (*man zman*) on the device, or see [zman\(1\)](#) in the [ZENworks 11 SP4 Command Line Utilities Reference](#).

Changing the Backup Schedule of the Embedded Sybase SQL Anywhere Database Subsequent to the Initial Backup

To change the backup schedule of the embedded Sybase SQL Anywhere database subsequent to its initial backup:

- 1 Create a schedule file with the Alter Event content:

```
ALTER EVENT backup_schedule_name  
  
SCHEDULE  
  
START TIME specify_the_schedule
```


For example, you could use the `Alterschedule.sql` file to back up the database at a 11:00 p.m. on Monday, Tuesday, and Wednesday of every week as follows:

```
ALTER EVENT ZENDBBackup

SCHEDULE

START TIME '11:00 PM'
ON ('Monday', 'Tuesday', 'Wednesday')
```

A sample `Alterschedule.sql` file is available in the

ZENworks_Installation_directory:\Novell\Zenworks\share\zman\samples\database directory on a Windows server, and in the `/opt/novell/zenworks/share/zman/samples/database` directory on a Linux server.

- 2 Enter the following command to back up the database according to the new schedule:

```
zman database-backup complete_path_of_the_database_backup_directory
complete_path_of_the_modified_database_backup_schedule_file -d
SQL_function_call
```

For example, to back up the database to the `c:\dbbackup\` directory on a Windows server according to the database backup schedule specified in the `c:\AlterSchedule.sql`, enter the following command:

```
zman database-backup c:\dbbackup\ c:\AlterSchedule.sql -d SQL_function_call
```

For more information about this command, view the `zman` man page (`man zman`) on the device, or see [zman\(1\)](#) in the [ZENworks 11 SP4 Command Line Utilities Reference](#).

Changing the Backup Schedule and Location of the External Sybase Database Subsequent to the Initial Backup

To change the backup location and the backup schedule of the external Sybase database subsequent to its initial backup, perform the following tasks on the device that has the external Sybase database installed and running:

- 1 Launch the DBISQL utility. For more information, see [Step 1 on page 53](#) in the “Backing Up the External Sybase Database on a Windows or Linux Server” on page 53.
- 2 Change the database backup schedule and the backup location as required.

You can use the same SQL query to change the database backup schedule and the backup location. You can change the backup schedule and the location at the same time or at a different time.

```
ALTER EVENT
name_of_the_existing_backup_schedule_event_containing_the_database_backup_sche
dule_or_location_that_you_want_to_change

SCHEDULE

new_database_backup_schedule or existing_backup_schedule

HANDLER

BEGIN

BACKUP DATABASE DIRECTORY
'complete_path_of_the_existing_database_backup_location or complete_path_of
new_database_backup_location'
```

```
TRANSACTION LOG TRUNCATE
```

```
END;
```

If you want to back up the database to a directory on Windows, you must use \\ (double backslash) as the delimiter while specifying the database backup directory path

For example, assume that you have database backup event, `zendbbackup`, that locally backs up the database to `c:\dbbackup` at 1:00 a.m. every day. If you want to change the database backup schedule or location, review the following:

- ♦ If you want to back up the database at 11:00 p.m. on Monday, Wednesday, and Friday of every week, change the database backup schedule in the `zendbbackup` event by executing the following query in the DBISQL utility:

```
ALTER EVENT zendbbackup
SCHEDULE
'11:00 PM' ON ('Monday', 'Wednesday', 'Friday')
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY 'c:\\dbbackup'
TRANSACTION LOG TRUNCATE
END;
```

- ♦ If you want to back up the database to a new location, such as `e:\zendb\dbbackup`, change the database backup location in the `zendbbackup` event by executing the following query in the DBISQL utility:

```
ALTER EVENT zendbbackup
SCHEDULE
'1:00 AM' EVERY 24 HOURS
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY 'e:\\zendb\\dbbackup'
TRANSACTION LOG TRUNCATE
END;
```

- ♦ If you want to back up the database at 2:00 a.m. on the first, second, and third day on the month to a new location, `e:\zendb\dbbackup`, change the database backup schedule and location in the `zendbbackup` event by executing the following query in the DBISQL utility:

```
ALTER EVENT zendbbackup
SCHEDULE
'2:00 AM' EVERY 24 HOURS ON (1,2,3)
HANDLER
BEGIN
BACKUP DATABASE DIRECTORY 'e:\\zendb\\dbbackup'
```

```
TRANSACTION LOG TRUNCATE  
  
END;
```

Reverting to the ZENworks Sybase Database from the ZENworks Oracle Database

ZENworks 11 SP4 allows you migrate the data from an internal or external Sybase database to an Oracle database installed on a device that does not have ZENworks 11 SP4 installed. You can revert to ZENworks Sybase database at a later time if you have retained the ZENworks Sybase database files after migrating the data to Oracle.

To revert to ZENworks Sybase database, perform the following tasks:

- 1 On the device where you run the migration utility, rename the following files:

```
zdm.xml.bak to zdm.xml  
dmaccounts.properties.bak to dmaccounts.properties  
dmmappings.properties.bak to dmmappings.properties
```

The files are located in the `ZENworks_installation_path\conf\datamodel` directory on Windows and in the `/etc/opt/novell/zenworks/datamodel` directory on Linux.

- 2 Restart the ZENworks Services on the ZENworks Servers in the Management Zone.

- ♦ **On Windows:** Do the following

1. Execute the following command at the server prompt:

```
novell-zenworks-configure -c Start
```

2. Enter the number next to the `Restart` action.

- ♦ **On Linux:** Do the following:

1. Execute the following command at the server prompt:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

2. Enter the number next to the `Restart` action.

Identifying the EBF Version of Sybase Database Server

To know the version of the EBF that is installed and running on the Sybase database server, run the `dblocate` utility. The utility is located in the `%ZENWORKS_HOME%\share\ASA\BIN32` directory on a Windows database server and in the `/opt/novell/zenworks/share/sybase/bin32s` directory on a Linux database server.

Maximum Pool Size

The `MaxPoolSize` value configured in the `zdm.xml` file governs the maximum number of connections allowed in a database connection pool from a Primary Server.

The `zdm.xml` file is located on the Primary Server:

Windows: `%ZENWORKS_HOME%\conf\datamodel\`

Linux: `/etc/opt/novell/zenworks/datamodel/`

With the default MaxPoolSize value of 100, the ZENServer and ZENLoader services currently create a single thread pool. As a result, under the peak load, there are 100 possible connections each from ZENloader and ZENserver.

However, the database server should be able to accept and serve $200 * N$ concurrent connections from the ZENworks context, where N is the number of Primary Servers in the ZENworks Zone.

The current default value is sufficient for most configurations and loads. It is recommended not to customize the MaxPoolSize value; to closely monitor the database, functionality and performance of ZENworks.

If you want to configure a higher value for the MaxPoolSize parameter, ensure that the number of concurrent connections that can be accepted or served by the database server is greater than or equal to $2 * \text{Configured MaxPoolSize} * \text{Number of Primary Servers}$.

NOTE: The default MinPoolSize value is 5.

21 Troubleshooting Database Migration

- ♦ “Troubleshooting a Java Heap Space Exception” on page 101
- ♦ “Troubleshooting an Oracle Database Crash” on page 102
- ♦ “Troubleshooting an Oracle Tablespace Issue” on page 102
- ♦ “Troubleshooting the Database Migration Failure Issue” on page 102
- ♦ “Troubleshooting the Database Migration by Using An Existing User Schema” on page 103
- ♦ “Troubleshooting the ORA-01652: unable to extend temp segment by 128 in tablespace TEMP” on page 103
- ♦ “Troubleshooting the ORA-01400: cannot insert NULL” on page 104
- ♦ “Troubleshooting the ORA-12516, TNS: listener could not find available handler with matching protocol stack” on page 104
- ♦ “Troubleshooting the database migration failure, duplication of serial numbers in the zDevice table” on page 104

Troubleshooting a Java Heap Space Exception

If you encounter a Java heap space exception during the database migration because of low memory:

- 1 Edit the `ZENworks_installation_path\bin\novell-zenworks-configure.bat` file on Windows or `/opt/novell/zenworks/bin/novell-zenworks-configure` on Linux to change the heap space value in the following line, depending upon the RAM of the device where the migration utility is running:

```
"%JAVA_HOME%\bin\java" -Djava.library.path=%ZENLIB% -cp "%MYCP%" %DEBUG_OPTS%  
%JAVA_OPTS% -Xmx1024m com.novell.zenworks.configure.ConfigureLoader  
%CONFIG_OPTS%
```

The heap space value is represented in megabytes (MB) within `-Xmx1024m`. By default, it is 1024.

For example, if the RAM of the device is 2048 MB, then the line in the `novell-zenworks-configure.bat` file can be updated as follows:

```
"%JAVA_HOME%\bin\java" -Djava.library.path=%ZENLIB% -cp "%MYCP%" %DEBUG_OPTS%  
%JAVA_OPTS% -Xmx2048m com.novell.zenworks.configure.ConfigureLoader  
%CONFIG_OPTS%
```

IMPORTANT: The heap space value must be either equivalent to or less than the RAM of the device. It is recommended to have a minimum 2048 MB to continue with database migration.

- 2 At the console prompt, run the `ZENworks_installation_path\bin\novell-zenworks-configure.bat` file on Windows or `/opt/novell/zenworks/bin/novell-zenworks-configure` on Linux.
- 3 Follow the prompts.

When you are prompted to enter the location of the file required for resuming the migration, enter the the complete path of `DBMigration.xml`. The file is located in the `ZENworks_installtion_path\bin` directory on Windows, and in the `/opt/novell/zenworks/bin` directory on Linux.

The XML file contains a list of tables and a flag indicating whether the table was successfully migrated or not. When the database migration resumes, only the tables with flag value set to False are migrated.

Troubleshooting an Oracle Database Crash

If the Oracle database crashes during the database migration:

- 1 At the console prompt, run the `ZENworks_installation_path\bin\novell-zenworks-configure.bat` file on Windows or `/opt/novell/zenworks/bin/novell-zenworks-configure` on Linux.
- 2 Follow the prompts.

When you are prompted to enter the location of the file required for resuming the migration, enter the complete path of `DBMigration.xml`. The file is located in the `ZENworks_installtion_path\bin` directory on Windows, and in the `/opt/novell/zenworks/bin` directory on Linux.

The XML file contains a list of tables and a flag indicating whether the table was successfully migrated or not. When the database migration resumes, only the tables with flag value set to False are migrated.

IMPORTANT: Do not edit the contents of `DBMigration.xml`.

Troubleshooting an Oracle Tablespace Issue

If the Oracle USERS tablespace does not have sufficient space to create and store the ZENworks database schema, the database migration fails with the following error messages while trying to create the tables:

```
SEVERE: Terminating the database migration.  
SEVERE: An error has occurred while migrating the database.
```

To resolve this issue, perform the following:

- ♦ The Oracle database administrator must increase the size of the USERS tablespace.
- ♦ Ensure that the tablespace has a minimum of 100 MB to create ZENworks database schema without any data in it.
- ♦ Ensure to have some extra space depending upon the size of the database to be migrated.

Troubleshooting the Database Migration Failure Issue

If the `NLS_CHARACTERSET` parameter is not set to `AL32UTF8` and the `NLS_NCHAR_CHARACTERSET` parameter is not set to `AL16UTF16`, the database migration fails with the following error messages:

```
Failed to run the sql script: localization-updater.sql,
message:Failed to execute the SQL command: insert into
zLocalizedMessage(messageid,lang,messagestr)
values('POLICYHANDLERS.EPE.INVALID_VALUE_FORMAT','fr','La stratégie {0} n'a
pas pu être appliquée du fait que la valeur de la variable "{1}" n'est pas
dans un format valide. '),
message:ORA-00600: internal error code, arguments: [ktfbbsearch-7], [8], [],
[], [], [], [], []
```

To resolve the issue of database migration failure:

- ♦ Set the NLS_CHARACTERSET parameter to AL32UTF8 and the NLS_NCHAR_CHARACTERSET parameter to AL16UTF16..
- ♦ Ensure that the character set parameters are configured with the recommended values, run the following query at the database prompt:

```
select parameter, value from nls_database_parameters where parameter like
'%CHARACTERSET%';
```

Troubleshooting the Database Migration by Using An Existing User Schema

If you choose to migrate the database by using an existing user schema, the database migration utility creates the ZENworks database but it might fail to migrate the data.

To resolve this issue:

- 1 Ensure that the ZENworks tables, views, and user sequence are deleted from the newly created ZENworks database by the database administrator. Later on, clear the `user_recyclebin` database table.
- 2 Start the database migration again by using the same user schema.

To start the migration from an internal Sybase to the Oracle database, see [“Migrating the Data from the Internal Sybase Database to an Oracle Database” on page 41](#). To start the migration from an external Sybase to the Oracle database, see [“Migrating the Data from the External Sybase Database to an Oracle Database” on page 71](#).

Troubleshooting the ORA-01652: unable to extend temp segment by 128 in tablespace TEMP

The **ORA-01652: unable to extend temp segment by 128 in tablespace TEMP** error appears, when the temp tablespace have default size and the current transaction involves more number of records with `clob` data type.

To troubleshoot this scenario, perform either of the following or both:

1. Add extra `dbf` file for temp tablespace.
2. Reduce the number of records for the transaction (For Database Migration if you are using default batch size 10,000 that can be reduced to 100 or 500 or 1000 based on the nature of each record having `clob` data.).

IMPORTANT: For better performance depending on the database size and resource availability, you can increase the batchsize in the db-migration-mssql-to-oracle.properties file. It is located in %ZENWORKS_HOME%\novell\zenworks\conf\ on Windows and in /etc/opt/novell/zenworks/conf/ on Linux.

Troubleshooting the ORA-01400: cannot insert NULL

The **cannot insert NULL** error appears, when you are migrating MS SQL to Oracle database.

To troubleshoot this scenario, perform the following:

1. Go to the database-table-column-mapping.properties file located at the following path:
 - ♦ **For Windows:** %ZENWORKS_HOME%\Novell\ZENworks\conf
 - ♦ **For Linux:** /etc/opt/novell/zenworks/conf
2. Open the database-table-column-mapping.properties file.
3. Append the Table name, Column, and the Replacement value according to the the database-table-column-mapping.properties file format.

IMPORTANT: If you donot provide a replacement value, then it will take an empty character as a replacement value.

Troubleshooting the ORA-12516, TNS: listener could not find available handler with matching protocol stack

The **TNS: listener could not find available handler with matching protocol stack** error appears, when you are migrating MS SQL to Oracle database.

To troubleshoot this scenario, increase the oracle processes by using the below SQL statement and bounce the database to reflect the changes.

```
SQL> alter system set processes=500 scope=spfile
```

Troubleshooting the database migration failure, duplication of serial numbers in the zDevice table

In the ZENworks database on the Microsoft SQL server, if the unique constraint is not created on the serial number column of the zDevice table, duplicate serial numbers might be assigned to the devices that are connected to the Management Zone. Because of the duplicate serial numbers, the database migration from the Microsoft SQL database to the Oracle database might fail.

To resolve the issue, do the following before performing the database migration from the Microsoft SQL database to the Oracle database:

1. Use the following query to identify the duplicate serial numbers:

```
SELECT * FROM zDevice WHERE serialnumber IN (SELECT serialnumber FROM zDevice  
GROUP BY serialnumber HAVING COUNT(1) > 1)
```


2. If the duplicate serial numbers are found on the zDevice table, do one of the following:
 - ♦ Remove the device from the Management Zone and register the device again.
 - ♦ Modify the duplicate serial numbers so that each serial number is unique.

NOTE: Novell recommends that you clean up the duplicate serial numbers data before starting the database migration. You can continue to use the existing Management Zone without any loss in functionality.
