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Migrating TelePresence Management Suite (TMS) to a New Server

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Table of Contents

1	INTR	RODUCI	'ION	.4
	1.1	Releas	e Notes	.4
2	MIGI	RATING	THE TMS	. 5
	2.1	Prereq	uisites	. 5
	2.2	Backu	p SQL Database	.7
		2.2.1	Using SQL CLI (Recommended)	.7
		2.2.2	Using SQL Management Studio (CLI Recommended)	. 8
	2.3	If using	g TMS Legacy Agents	10
	2.4	Other	ocal files to be save	11
	2.5	Restor	ing SQL Database	11
		2.5.1	Using SQL CLI (Recommended)	11
		2.5.2	Using SQL Management Studio (CLI Recommended)	13
	2.6	After F	estoring the Database	15
	2.7	If using	g TMSPE	15
	2.8	If using	g TMS Legacy Agents	16
	2.9	Runnir	ng TMS Tools Utility	16
3	POS		ALLATION	16
	3.1	If using	g TMS Legacy Agents	16
		3.1.1	Deleting Older Server	17
		3.1.2	Running the TMS Agent Diagnostics	17
		3.1.3	Enabling the TMS Agent Replication to the VCS.	17

List of Tables

ble 1 - Release Notes	4

1 Introduction

This document describes procedures for migrating a TelePresence Management Suite (TMS) database application. The details of this document will provide detailed instructions on moving TMS from one server to another, with the the options of moving the location of the SQL database. Keep in mind that there are no methods of migrating local user accounts form one Windows server to another. If you are using local Windows accounts for access to the TMS server, you will need to manually create these accounts on the new server.

1.1 Release Notes

Table 1 - Release Notes

Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial release.		Zac Colton	7/17/2012
Revised title			8/9/2012
Revised sections	Restoring SQL Database and Using TMS Provisioning Extension	Zac Colton	9/28/2012
Revised sections	Added SQL Management Studio instructions and updated TMSAgent/TMSPE sections	Vernon Depee	2/12/2012

2 Migrating the TMS

2.1 Prerequisites

If using TMS Legacy Agents, be sure to first disable replication to all devices.

Shut down all TMS Windows services:

- TMSAgentService
- TMSDatabaseScannerService
- TMSLiveService
- TMSPLCMDirectoryService
- TMSSchedulerService
- TMSServerDiagnosticsService
- TMSSNMPService

If using TMS Provisioning Extension, also shut down:

- TMS Provisioning Extension
- Note: If using TMS Legacy Agents, the FQDN configured at the bottom of the TMSAgent settings page of the TMS (typically the FQDN of the TMS as configured in Windows) must be resolvable to the ip address of the TMS when the VCS does a lookup on this FQDN. Reverse lookups must also be present.

Services				
File Action View	Help			
🗢 🔿 🖬 🛛 🖬	🗢 🐟 💼 💁 🛂 📷 🕨 💌 💷 II ID			
🧟 Services (Local)	Name 🔺	Description	Status	Startup Type
	🧟 Telephony	Provides Telephony API (TAPI)		Manual
	🖾 Thread Ordering Server	Provides ordered execution for		Manual
	Contraction Stress Action Action Action	Cisco TMS Provisioning Extension	Started	Manual
	🥋 TMSAgentService	TMSAgentService is installed by	Started	Automatic
	🥋 TMSDatabaseScannerService	TMSDatabaseScannerService is	Started	Automatic
	🤹 TMSLiveService	TMSLiveService is installed by T	Started	Automatic
	Calify TMSPLCMDirectoryService	TMSPLCMDirectoryService is ins	Started	Automatic
	🧠 TMSSchedulerService	TMSSchedulerService is installed	Started	Automatic
	Calify TMSServerDiagnosticsService	TMSServerDiagnosticsService is	Started	Automatic
	California Mathematica California	TMSSnmpService is installed by	Started	Automatic
	Call TPM Base Services	Enables access to the Trusted P		Manual
	Quene Device Host	Allows UPnP devices to be host		Disabled
	Service Vice	This service is responsible for lo	Started	Automatic
	🔍 Virtual Disk	Provides management services		Manual
	🔍 Volume Shadow Copy	Manages and implements Volum		Manual
	🥋 Windows Audio	Manages audio for Windows-ba		Manual
	🥋 Windows Audio Endpoint Builder	Manages audio devices for the		Manual
	🤹 Windows CardSpace	Securely enables the creation,		Manual
	Windows Color System	The WcsPlugInService service h		Manual
	Windows Driver Foundation - User-mo	Manages user-mode driver host		Manual
	Windows Error Reporting Service	Allows errors to be reported wh		Manual
	Windows Event Collector	This service manages persistent		Manual
	🧠 Windows Event Log	This service manages events an	Started	Automatic
	🧠 Windows Firewall	Windows Firewall helps protect	Started	Automatic
	Windows Font Cache Service	Optimizes performance of applic	Started	Automatic (D
	🥋 Windows Installer	Adds, modifies, and removes ap	Started	Manual
	🥋 Windows Management Instrumentation	Provides a common interface an	Started	Automatic
	🥋 Windows Modules Installer	Enables installation, modificatio	Started	Manual
	Windows Presentation Foundation Fo	Optimizes performance of Wind		Manual
	Windows Process Activation Service	The Windows Process Activatio	Started	Manual
	Windows Remote Management (WS-M	Windows Remote Management	Started	Automatic (D
	🥋 Windows Time	Maintains date and time synchr	Started	Manual
	🥋 Windows Update	Enables the detection, downloa	Started	Automatic (D
	WinHTTP Web Proxy Auto-Discovery	WinHTTP implements the client		Manual
	Wired AutoConfig	The Wired AutoConfig (DOT3SV		Manual
	🔍 🥨 WMI Performance Adapter	Provides performance library inf		Manual
	Workstation	Creates and maintains client net	Started	Automatic
	🤐 World Wide Web Publishing Service	Provides Web connectivity and	Started	Automatic
<u> </u>	Extended A Standard /			

2.2 Backup SQL Database

There are two methods of backing up and restoring the SQL database. The CLI is available on all systems that have SQL installed, but SQL management studio can be downloaded from Microsoft and used if desired.

2.2.1 Using SQL CLI (Recommended)

If the SQL database currently resides on the same server as the TMS server application, and you plan on moving the database to a new server, either the new Windows server hosting TMS or a seperate SQL instance, the database needs to be backed up and restored to the new location.

The following commands are run within command prompt on the current TMS server that hosts the SQL Express instance with the tmsng database. These command are written to allow SQL server access using the currently logged on Windows user. To use SQL login credentials, replace "-E" with "-U <username> - P <password>" and replace the username and password with SQL credentials with system admin rights.

2.2.1.1 TMS Database

1. To backup the tmsng SQL database from command line: (Replace <path> with the location you would like to save the backup to. This location needs to have adequate space for the backup, and the SQL service needs to have access to it.

sqlcmd -S (local)\SQLTMS -E -Q "BACKUP DATABASE tmsng TO DISK='<path>ltmsng.bak'"

Administrator: Command Prompt C:\>sqlcmd -S (local>\SqLTMS -E -Q "BACKUP DATABASE tmsng TO DISK='C:\Program Fi les (x86)\Microsoft SQL Server\MSSQL10.SQLTMS\MSSQL\Backup\tmsng.bak'" Processed 1560 pages for database 'tmsng', file 'tmsng' on file 1. Processed 1 pages for database 'tmsng', file 'tmsngLog' on file 1. BACKUP DATABASE successfully processed 1561 pages in 0.285 seconds (42.790 MB/se c). C:\>sqlcmd -S (local)\SqLTMS -E -Q "BACKUP DATABASE tmspe TO DISK='C:\Program Fi les (x86)\Microsoft SQL Server\MSSQL10.SQLTMS\MSSQL\Backup\tmspe.bak'" Processed 288 pages for database 'tmspe', file 'tmspe' on file 1. Processed 2 pages for database 'tmspe', file 'tmspe_log' on file 1. BACKUP DATABASE successfully processed 290 pages in 0.095 seconds (23.776 MB/sec >. C:\>_

2.2.1.2 TMSPE Database (Only if using TMSPE)

2. If using TMS Provisioning Extension, to backup the tmspe SQL database from command line: sqlcmd -S (local)\SQLTMS -E -Q "BACKUP DATABASE tmspe TO DISK='<path>\tmspe.bak'

2.2.1.3 Copy Files to new Server

 Copy the backup file(s) to the new SQL server location. This can either be a separate SQL server, or the new TMS server location that is running SQL Server Express. The location that you copy the backup file to requires the SQL service user to have full access.

2.2.2 Using SQL Management Studio (CLI Recommended)

2.2.2.1 TMS Database

On the current SQL server, open up SQL management Studio and navigate to the tmsng database. Right click on the database and navigate to tasks > back up...

💐 Microsoft SQL Servei	[,] Management Studio	D						
File Edit View Deb	ug Tools Window	Con	nmunity H	telp				
😫 🔔 New Query 🛛 🛅 🛛	b 🔥 🎦 i 🚰		a 🗠 ,	Ŧ				
Object Explorer				- ₽×				
Connect 🕶 🛃 📑 👕 😰 🍒								
🖃 🚺 127.0.0.1 (SQL Set	rver 10.50.1600 - VDEPB	EE\Ad	ministrator)					
🖃 📴 Databases 🕀 🚞 System Dal	tabases							
🕀 🚞 Database S	Snapshots							
🛨 🔰 ReportServ	/er /erTempDB							
🗉 🔰 tmsng	•		1					
🕀 📑 tmspe	New Database							
E Decenty	New Query							
🕀 🧰 Replicatio	Script Database as	•						
E SQL Serve	Tasks	•	Deta	ach				
	Policies	•	Take	Offline				
	Facets		Bring	g Online				
	Start PowerShell		Shrin	nk	•			
	Reports	•	Back	:Up				
	Rename		Rest	ore	•			
	Delete		Mirro	or				
	Refresh		Laun	nch Database Mirroring Mor	nitor			
	Properties		Ship	Transaction Logs				
			Gene	erate Scripts				
			Extra	act Data-tier Application				
			Regis	ster as Data-tier Applicatio	n			
			Impo	ort Data				
			Expo	ort Data				
			Сору	y Database				
			Mana	age Database Encryption				

In the backup prompt page, make sure that the settings are as shown below. There may be a default destination specified. If you would like to use this location to store the backup, just go ahead and click ok

and the backup will be made in the specified location. If there is no destination location specified, select Add and click on ... and enter the file name of tmsng. Then select OK on all three screens and the database backup should occur.

🥫 Back Up Database - tmsng		
Select a page	🛒 Script 👻 🎼 Help	
General		
	Source	
	Database:	tmsng
	Recovery model:	FULL
	Backup type:	Full
	Copy-only Backup	
	Backup component:	
	 Database 	
	O Files and filegroups:	
	Backup set	
	Name: tms	ng-Full Database Backup
	Description:	
	Backup set will expire:	
	After:	÷ days
Connection	O On: 2/	11/2013 🔽
Server:	Destination	
127.0.0.1	Back up to: 💌 Disk	C Tape
Connection: VDEPEEVAdministrator		Add
View connection properties		Remove
Progress		Contents
Ready		Controlities
.45.		
		OK Cancel

🥛 Back Up Database - tmsng					
Select a page	🛒 Script 👻 📑 Help				
General	Source		Locate Database Files - ¥C	DTM51	_ 🗆 🗙
	Database:	tmsng	Select the file:		
	Recovery model:	FULL	E C: ⊕ \$Recycle.Bin		-
	Backup type:	Full	Documents and Sett	lings	
	Copy-only Backup				
	Backup component:		🖻 🦳 Program Files		
	O Database		E Common Files		
	C. Files and filegroups:		Hiernet Explorer Microsoft Analys	is Services	
	Deslus est	J	🖻 🧰 Microsoft SQL S	erver	
	Select Backup Destination	X	⊕ □ 100 □ 00 □ □		
	Select the file or backup device for the backup destine	ation. You can create			
	backup devices for frequently used files.		🗄 🧰 MSAS10_50).MSSQLSERVER	
			⊕ 👝 MSRS10_50).MSSQLSERVER	
	Destinations on disk		B-B MSSQL10_5	DU.MSSULSERVER	
Connection	File name:		Bac	kup	
Server:	oft SQL Server\MSSQL10_50.MSSQLSERVER\N	ISSQL\Backup\	🕀 🧰 Binn	1	
127.0.0.1	O Backup device:		E DAI	A	
Connection:	TMS_Backup_Device_CCC1C8E2952B407387D	3EA57D73B5		all	
VDEPEE \Administrator			🗄 💼 JOB	S	
View connection properties		OK Cancel	E Dog	data .	
D		///		rade	
Progress			🗐 🕀 🗁 Microsoft Sync F	ramework	_
Ready		-	Selected path:	C:\Program Files\Microsoft SQL Se	rver\MSSQL
~4 p*	1		Files of type:	Backup Files(*.bak;*.trn)	•
			File name:	tmsng	
		ОК		ΠΚ	Cancel

Note: If you get an access denied message back, make sure that you are writing to a location that the SQL service user can write to. I recommend using the Backup folder inside of MSSQL as you should be able to write successfully there.

2.2.2.2 TMSPE Database (Only if using TMSPE)

If you are using TMSPE, follow the steps as above again, but this time right-click on the tmspe database instead of the tmsng database. Name this packup tmspe.bak.

2.2.2.3 Copy Files to new Server

Copy the backup file(s) to the new SQL server location. This can either be a separate SQL server, or the new TMS server location that is running SQL Server Express. The location that you copy the backup file to requires the SQL service user to have full access.

2.3 If using TMS Legacy Agents

If using TMS Legacy Agents, on the old TMS server, open Windows Explorer and go to:

%OPENDS_HOME%\db\userRoot

Example 1: C:\Program Files\TANDBERG\TMS\provisioning\OpenDS-2.0\db\userRoot

Migrating TelePresence Management Suite (TMS) to a New Server

🗢 🕌 🔹 Program Files (x86) 👻 TANDBER	RG 🕶 TMS 👻 Provisioning 👻 OpenDS-2.0	+ db + userRoot - → 🖡	5 Search userRoot	
▼ 📄 Open New folder				
📕 HttpsTool	Name *	Date modified	Туре	Size
OldConferenceAPI Provisioning	00000000.jdb	6/26/2012 9:02 AM	JDB File	101 KB
latabase-patches	je.info.0	6/26/2012 9:02 AM	0 File	28 KB
鷆 jre	📄 je.info.0.lck	6/26/2012 9:02 AM	LCK File	0 KB
퉬 OpenDS-2.0	📄 je.lck	6/26/2012 9:01 AM	LCK File	0 KB
퉬 bak				
鷆 bat				
🍌 bin				
🍌 changelogDb				
🎍 classes 🔤				
🎍 config				
🍌 db				
🖐 userRoot				

1. Copy the *.jdb to a temporary location on the new TMS server

2.4 Other local files to be save

The TMS may also contain end-user customized files. These locations should be checked. If there are customizes files in these location, be sure to save these files and copy them to the new TMS server location after it has been reinstalled. The directories listed below are the the default paths.

C:\Program Files\TANDBERG\TMS\wwwTMS\Data\CiscoSettings C:\Program Files\TANDBERG\TMS\wwwTMS\Data\CompanyLogo C:\Program Files\TANDBERG\TMS\wwwTMS\Data\ExternalSourceFiles C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Image C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Language C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Logo C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Map C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Map C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Map C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Software C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Software C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Sound C:\Program Files\TANDBERG\TMS\wwwTMS\Data\Sound C:\Program Files\TANDBERG\TMS\wwwTMS\Public\Data\SOFTWARE

2.5 Restoring SQL Database

There are two methods of backing up and restoring the SQL database. The CLI is available on all systems that have SQL installed, but SQL management studio can be downloaded from Microsoft and used if desired.

2.5.1 Using SQL CLI (Recommended)

2.5.1.1 TMS Database

A running copy of SQL Server (2005/2008) or SQL Server Express (2005/2008) is needed to continue. If you will be using SQL Express on the new TMS server to house the database, install TMS, and then uninstall TMS. This will allow the installer to create the SQL Express instance that will be needed to restore the database. During this install, you do not need to include the release key and option keys as this data is overwritten when the database is restored from backup. If you are using a separate SQL server, you do not need to install TMS.

On the server, running either SQL Server or SQL Server Express, run the following command to restore the SQL database. These command are written to allow SQL server access using the currently logged on

Windows user. To use SQL login credentials, replace "-E" with "-U <username> -P <password>" and replace the username and password with SQL credentials with system admin rights.

- 1. Replace **servername** with the hostname of the SQL server.
- 2. Replace the **instancename** with the SQL service instance name.
- 3. Replace the **<pathofbackup>** variable with the location of the backup (.bak) file.
- 4. Replace the **<pathofdbfiles**> variable with the location that you wish to store the database mdf file (tmsng_data.mdf) and the location you wish to store the database ldf file (tmsng_log.ldf

If Restoring to SQL 2005:

sqlcmd -S **<servername\instancename>** -E -Q "DECLARE @Table TABLE (LogicalName varchar(128),[PhysicalName] varchar(128), [Type] varchar, [FileGroupName] varchar(128), [Size] varchar(128), [MaxSize] varchar(128), [FileId]varchar(128), [CreateLSN]varchar(128), [DropLSN]varchar(128), [UniqueId]varchar(128), [ReadOnlyLSN]varchar(128), [ReadWriteLSN]varchar(128), [BackupSizeInBytes]varchar(128), [SourceBlockSize]varchar(128), [FileGroupId]varchar(128), [LogGroupGUID]varchar(128), [DifferentialBaseLSN]varchar(128), [DifferentialBaseGUID]varchar(128), [IsReadOnly]varchar(128), [IsPresent]varchar(128));DECLARE @Path varchar(1000);SET @Path='**<pathofbackup>**\tmsng.bak';DECLARE @LogicalNameData varchar(256), @LogicalNameLog varchar(256);INSERT INTO @table EXEC('RESTORE FILELISTONLY FROM DISK=''' +@Path+ ''');SET @LogicalNameData=(SELECT LogicalName FROM @Table WHERE Type='D');SET @LogicalNameLog=(SELECT LogicalName FROM @Table WHERE Type='L');RESTORE DATABASE tmsng FROM DISK='**<pathofbackup>**\tmsng.bak' WITH REPLACE, MOVE @LogicalNameData TO '**<pathofbbfiles>**\tmsng_data.mdf', MOVE @LogicalNameLog TO '**<pathofdbfiles>**\tmsng_log.ldf''

If Restoring to SQL 2008:

sqlcmd -S **<servername\instancename>** -E -Q "DECLARE @Table TABLE (LogicalName varchar(128),[PhysicalName] varchar(128), [Type] varchar, [FileGroupName] varchar(128), [Size] varchar(128), [MaxSize] varchar(128), [FileId]varchar(128), [CreateLSN]varchar(128), [DropLSN]varchar(128), [UniqueId]varchar(128), [ReadOnlyLSN]varchar(128), [ReadWriteLSN]varchar(128), [BackupSizeInBytes]varchar(128), [SourceBlockSize]varchar(128), [FileGroupId]varchar(128), [LogGroupGUID]varchar(128), [DifferentialBaseLSN]varchar(128), [DifferentialBaseGUID]varchar(128), [IsReadOnly]varchar(128), [IsPresent]varchar(128), [DEThumbprint]varchar(128));DECLARE @Path varchar(1000);SET @Path='**<pathofbackup>**\tmsng.bak';DECLARE @LogicalNameData varchar(256),@LogicalNameLog varchar(256);INSERT INTO @table EXEC('RESTORE FILELISTONLY FROM DISK=''' +@Path+ '''');SET @LogicalNameData=(SELECT LogicalName FROM @Table WHERE Type='D');SET @LogicalNameLog=(SELECT LogicalName FROM @Table WHERE Type='L');RESTORE DATABASE tmsng FROM DISK='**<pathofbackup>**\tmsng.bak' WITH REPLACE, MOVE @LogicalNameData TO '**<pathofdbfiles>**\tmsng_data.mdf', MOVE @LogicalNameLog TO '**<pathofdbfiles>**\tmsng_log.ldf'''

2.5.1.2 TMSPE Databse (Only if using TMSPE)

To restore the tmspe SQL database from command line:

If Restoring to SQL 2005:

sqlcmd -S **<servername\instancename>** -E -Q "DECLARE @Table TABLE (LogicalName varchar(128),[PhysicalName] varchar(128), [Type] varchar, [FileGroupName] varchar(128), [Size] varchar(128), [MaxSize] varchar(128), [FileId]varchar(128), [CreateLSN]varchar(128), [DropLSN]varchar(128), [UniqueId]varchar(128), [ReadOnlyLSN]varchar(128), [ReadWriteLSN]varchar(128), [BackupSizeInBytes]varchar(128), [SourceBlockSize]varchar(128), [FileGroupId]varchar(128), [LogGroupGUID]varchar(128), [DifferentialBaseLSN]varchar(128), [DifferentialBaseGUID]varchar(128), [IsReadOnly]varchar(128), [IsPresent]varchar(128));DECLARE

@Path varchar(1000);SET @Path='**<pathofbackup>**\tmspe.bak';DECLARE @LogicalNameData varchar(256), @LogicalNameLog varchar(256);INSERT INTO @table EXEC('RESTORE FILELISTONLY FROM DISK='' +@Path+ ''');SET @LogicalNameData=(SELECT LogicalName FROM @Table WHERE Type='D');SET @LogicalNameLog=(SELECT LogicalName FROM @Table WHERE Type='L');RESTORE DATABASE tmspe FROM DISK='**<pathofbackup>**\tmspe.bak' WITH REPLACE, MOVE @LogicalNameData TO '**<pathofdbfiles>**\tmspe_data.mdf', MOVE @LogicalNameLog TO '**<pathofdbfiles>**\tmspe_log.ldf''

If Restoring to SQL 2008:

sqlcmd -S <servername\instancename> -E -Q "DECLARE @Table TABLE (LogicalName varchar(128), [PhysicalName] varchar(128), [Type] varchar, [FileGroupName] varchar(128), [Size] varchar(128), [MaxSize] varchar(128), [FileId]varchar(128), [CreateLSN]varchar(128), [DropLSN]varchar(128), [UniqueId]varchar(128), [ReadOnlyLSN]varchar(128), [BeckupSizeInBytes]varchar(128), [SourceBlockSize]varchar(128), [FileGroupId]varchar(128), [BackupSizeInBytes]varchar(128), [SourceBlockSize]varchar(128), [FileGroupId]varchar(128), [LogGroupGUID]varchar(128), [DifferentialBaseLSN]varchar(128), [DifferentialBaseGUID]varchar(128), [IsReadOnly]varchar(128), [IsPresent]varchar(128), [DifferentialBaseGUID]varchar(128), [IsReadOnly]varchar(128), [IsPresent]varchar(128), [TDEThumbprint]varchar(128), [IsReadOnly]varchar(128), [IsPresent]varchar(128), [TDEThumbprint]varchar(128), [DECLARE @Path varchar(1000);SET @Path='<pathofbackup>\tmspe.bak';DECLARE @LogicalNameData varchar(256), @LogicalNameLog varchar(256);INSERT INTO @table EXEC('RESTORE FILELISTONLY FROM DISK=''' +@Path+ '''');SET @LogicalNameData=(SELECT LogicalName FROM @Table WHERE Type='D');SET @LogicalNameLog=(SELECT LogicalName FROM @Table WHERE Type='L');RESTORE DATABASE tmspe FROM DISK='

📷 Administrator: Command Prompt

C:\>sqlcmd -S (local>\SQLTMS> -E -Q "DECLARE @Table TABLE (LogicalName varchar(1 28), [PhysicalName] varchar(128), [Type] varchar, [FileGroupName] varchar(128), [Size] varchar(128), [MaxSize] varchar(128), [FileId]varchar(128), [CreateLSN]var char(128), [DropLSN]varchar(128), [UniqueId]varchar(128), [ReadOn]yLSN]varchar(1 28), [ReadWriteLSN]varchar(128), [BackupSizeInBytes]varchar(128), [SourceBlockSi ze]varchar(128), [FileGroupId]varchar(128), [LogGroupGUID]varchar(128), [Differe ntialBaseLSN]varchar(128), [DifferentialBaseGUID]varchar(128), [IsReadOn]y]varch ar(128), [IsPresent]varchar(128), [IDEThumbprint]varchar(128), [IsReadOn]y]varch ar(128), [IsPresent]varchar(128), [IDEThumbprint]varchar(128));DECLARE @Path var char(1000)='C:\Program Files (x86)\Microsoft SQL Server\MSSQL10.SQLTMS\MSSQL\Bac kup\tmsng.bak';DECLARE @LogicalNameData varchar(256),@LogicalNameLog varchar(256);INSERT INTO @table EXEC('RESTORE FILELISTONLY FROM DISK=''' +@Path+ '''');SET @LogicalNameData=(SELECT LogicalName FROM @Table WHERE Type='D');SET @LogicalNam eLog=(SELECT LogicalName FR	
'C:\Program Files (x86)\Microsoft SQL Server\MSSQL10.SQLTMS\MSSQL\DATA\tmsng_lo g.ldf'" C:\}_	
▼	

2.5.2 Using SQL Management Studio (CLI Recommended)

2.5.2.1 TMS Database

On the new SQL Server, open up SQL Management studio. Right click on Databases and select Restore Database.

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Databases E System	New Database
	Attach
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⊕ Security ⊕ Server Obj	Restore Files and Filegroups
	Start PowerShell
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Under Source for restore, select file and point to the tmsng.bak file. Then in the select the backup sets to restore field, check the tmsng backup. After checking this backup, on the To database: field on the top, tmsng should appear as an option. Select tmsng and click on OK. This should restore the tmsng database.

🥛 Restore Database -							
Select a page	🖳 Script 👻 📑 Help						
General 🚰 Options	Destination for restore						
	Select or type the name of	a new or existing database for y	your restore operation	ì.			
	To database:						
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	C From database:			V			
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Connection							
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View connection properties							
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2.5.2.2 TMSPE Database (Only if using TMSPE)

The process for restoring the TMSPE database is the same as the TMSNG database, just select the tmspe backup file instead of the tmsng backup file and select the tmspe database instead of the tmsng database.

On the new database server, ensure that the SQL Browser service is running. If it is not running, the TMSPE installation will fail.

2.6 After Restoring the Database

After restoring the database:

- 1. Reinstall TMS on the new server to host the TMS server application.
- 2. Select "custom install" to point to the new SQL server location.

2.7 If using TMSPE

Reinstall TMSPE on the TMS server and point to the new database location.

2.8 If using TMS Legacy Agents

- 1. Stop the TMSAgents Windows service. This also stops the OpenDS Windows Service
- 2. Browse to %OPENDS_HOME%\db\userRoot

Example 2: C:\Program Files\TANDBERG\TMS\provisioning\OpenDS-2.0\db\userRoot

- 3. Delete all of the files that exist in that folder.
- 4. Move the .jdb files copied from the old TMS server into that folder.
- 5. Start the TMSAgentService Windows Service

DO NOT YET ACCESS THE TMS PORTAL

2.9 Running TMS Tools Utility

If the host name of the TMS server has changed AND you use local user acounts (user accounts that exist on the server that hosts the TMS server application - not Active Directory accounts), you will need to run the TMS Tools utility to modify data within the database to be sure you can login:

- TMS Tools > Utilities > Change Users Domain
- Old Domain Name: <old TMS server host name>
- New Domain: <new TMS server host name>

Failure to do this could result in the loss of the ability to access the TMS portal.

NOTE:

The local useraccounts are not moved to the the new server during this migration process. If you are using local Windows accounts, these accounts need to be manually recreated on the new Windows server that TMS is being migrated to.

3 Post Installation

To access the TMS Portal with a user account that has Site Administrator rights in TMS:

- 1. Go to Administrative Tools > Configuration > General Settings
- 2. Make sure that the value for the Software FTP Directory is accurate for the new server install. This value could be wrong if you have installed TMS on a different drive letter on the new server when compared to the old server, or if you switched from a 32-bit to a 64-bit version of the Windows Server OS.
- 3. Go to Administrative Tools > Configuration > Network Settings
- 4. Check the values for the following fields:
- General Network Settings > URL Where Software Packages Can Be Downloaded
- Advanced Network Settings for Systems on Internal LAN > TMS Server IPv4 Address
- Advanced Network Settings for Systems on Internal LAN > TMS Server IPv6 Address
- Advanced Network Settings for Systems on Internal LAN > TMS Server Fully Qualified Host Name
- Advanced Network Settings for Systems on Public Internet/Behind Firewall > TMS Server Address (Fully Qualified Host Name or IPv4 Address)

3.1 If using TMS Legacy Agents

When using TMS legacy agents:

- 1. Go to Administrative Tools > Configuration > TMS Agent Settings
- Under Global > Settings, set a password for the LDAP Configuration Password and LDAP Replication Password. This will ensure that these passwords will be in sync for where this data is stored.

 Make sure that the value for TMS Agent Backup > Backup Directory is accurate for the new server install. This value could be wrong if you have installed TMS on a different drive letter on the new server when compared to the old server, or if you switched from a 32-bit to a 64-bit version of the Windows Server OS.

3.1.1 Deleting Older Server

At the bottom of the page, under TMS Servers, you may now see multiple TMS servers. If so, delete the old server. To do so:

- 1. Click the machine name and select **Delete**.
- 2. For the new machine, verify that the Network Address is correct (the FQDN and the IP address).

If not correct:

- 1. Select Edit on the right-hand side.
- 2. Type in the correct FQDN address of the new TMS server and select update.
- 3. At the top of the page, type in a new LDAP Configuration Password and LDAP Replication Password under **Global** > **Settings**.
- 4. Select **Save** at the bottom of the page.

3.1.2 Running the TMS Agent Diagnostics

After these steps have been completed:

Run the TMS Agent Diagnostics on the Local TMS Agent by going to **Administrative Tools > TMS Agent Diagnostics**

NOTE: If the **TMS Agent Diagnostics** fail, please refer to the **Cisco TMS Agent Troubleshooting Procedures** guide.

3.1.3 Enabling the TMS Agent Replication to the VCS.

- If using TMS Provisioning Extension, TMSPE needs to be reinstalled and pointed to the current location of the tmspe database
- If using Analytics Extensions and it was installed on the old TMS server, it needs to be reinstalled to the new server.
- If using TMS Extension for Microsoft Exchange, use its configuration tool to point to the new location of the TMS server.
- If replication is failing due to DNS lookups, make sure that the FQDN configured at the bottom of the TMSAgent settings page of the TMS (typically the FQDN of the TMS as configured in Windows) is resolvable to the ip address of the TMS when the VCS does a lookup on this FQDN. Reverse lookups must also be present.

End of Document