Disaster recovery procedure for Symantec Mobility Suite with default on-box database.

Note: These steps are written using a local trail database. Procedures for an off-box database may be found within: https://www.symantec.com/connect/articles/how-create-symantec-mobility-suite-cold-site

Contents

Backup

1. From the old Mobility server create a backup folder:
   mkdir /tmp/backup
2. Change the working directory to **/tmp/backup**:
   cd /tmp/backup
3. Backup the /vol1/nukona directory from the old server using the following command, as root:
   tar -zcvf vol1.tar.gz /vol1/nukona/
4. Backup the appcenter certificates and configuration files using the following commands, as root:
   cp /usr/local/nukona/certs/configurator/sign.crt /tmp/backup/
   cp /usr/local/nukona/certs/configurator/sign.key /tmp/backup/
   cp /usr/local/nukona/certs/configurator/nginx.crt /tmp/backup/
   cp /usr/local/nukona/certs/configurator/gd_bundle.crt /tmp/backup/
   cp /usr/local/nukona/etc/settings.cfg /tmp/backup/
5. Make note of the current Mobility/Appcenter version by entering the following, as root:
   cat /usr/local/nukona/about

Note: It is vital to use the same version of Mobility Suite during the restoration process.

6. Backup the mdmcore and appcenter databases using the following command, as root:
   mysqldump -u root -p mdmcore --max_allowed_packet=700M -v > /tmp/backup/mdmcore.sql
   mysqldump -u root -p appcenter --max_allowed_packet=700M -v > /tmp/backup/appcenter.sql
7. Change the working directory to /root/:
   cd /root/
8. Backup and compress the entire /tmp/backup directory:
   tar -zcvf backup.tar.gz /tmp/backup
9. Copy the backup.tar.gz file to a secure location.

Restore

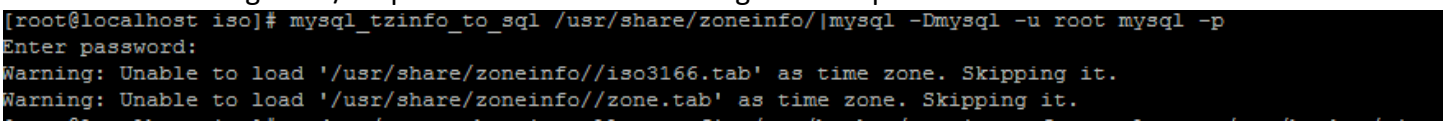
10. Copy the backup.tar.gz file to the new server's system root (/).
11. Change the working directory to "**/**" with the following command, as root:
    cd /
12. Restore the backup.tar.gz file with the following command, as root:
    tar -zxvf backup.tar.gz
13. On the new CentOS/RHEL 6.6 minimal machine ensure that SELinux is turned off by following http://www.symantec.com/docs/HOWTO110257
14. Install the following pre-requisites: **unzip, yum-utils** and **libtool-ltdl:**
    yum -y install libtool-ltdl unzip yum-utils
15. Install MySQL and create the appcenter and mdmcore databases with the following commands, as root:
    wget -P /tmp/ http://dev.mysql.com/get/mysql-community-release-el6-5.noarch.rpm
    cd /tmp/
    yum -y localinstall mysql-community-release-el6-5.noarch.rpm
    yum repolist enabled | grep "mysql.*-community.*"
    yum repolist all | grep mysql
    yum-config-manager --enable mysql56-community
    yum-config-manager --disable mysql57-community-dmr
    yum repolist enabled | grep mysql
    yum -y install mysql-community-server
    service mysqld start
    service mysqld status
    mysql -u root -p

Note: The default root password for MySQL is blank.

    create database appcenter character set utf8 collate utf8_bin;
    create database mdmcore character set utf8 collate utf8_bin;
    show databases;
    GRANT ALL PRIVILEGES ON appcenter.* TO 'root'@'localhost' IDENTIFIED BY 'nukona';
    GRANT ALL PRIVILEGES ON mdmcore.* TO 'root'@'localhost' IDENTIFIED BY 'nukona';

16. Exit the mysql shell with the following command:
    exit;
17. Import the system's time zone into mysql using the following command, as root:
    mysql_tzinfo_to_sql /usr/share/zoneinfo/|mysql -Dmysql -u root mysql -p
    (enter the password: nukona)

Note: The following error/output is normal when running the tz import:



18. Restore the appcenter databases with the following command, as root:
    mysql -u root -p appcenter --max_allowed_packet=700M -v < /tmp/backup/appcenter.sql
    (enter the password: nukona)

Note: This may take up to 20 minutes to complete per database.

19. Do the same for the mdmcore database:
    mysql -u root -p mdmcore --max_allowed_packet=700M -v < /tmp/backup/mdmcore.sql
    (enter the password: nukona)
20. Download the corresponding version of Mobility Suite as shown from step 5 of Backup .

Note: The latest versions of Mobility may be found here using serial number: T124628002

21. Copy this file to the new server.
22. Create a new directory using the following command, as root:
    mkdir /mnt/iso
23. Mount the appcenter ISO to the /mnt/iso directory using a command like:
    mount -o loop symantec_appcenter_5.4.1_Linux_ML.iso /mnt/iso
24. Change the working directory to /mnt/iso:
    cd /mnt/iso
25. Following http://www.symantec.com/docs/HOWTO94493 enter the following, as root:
    ./setup.sh --install --config /tmp/backup/settings.cfg --ssl-cert /tmp/backup/sign.crt --ssl-key /tmp/backup/sign.key --ssl-bundle /tmp/backup/gd_bundle.crt
26. Once the installation completes stop the appcenter-services, with the following command, as root:
    service appcenter-services stop
27. Move the vol1.tar.gz into the system root (/) with the following command, as root:
    cp /tmp/backup/vol1.tar.gz /
28. Change the working directory to the system root (/):
    cd /
29. Restore the vol1 cache with the following command, as root:
    tar -zxvf vol1.tar.gz
30. Make nginx the owner of the /vol1/nukona directory and its contents:
    chown -R nginx:nginx /vol1/nukona/
31. Start the appcenter-services, as root:
    service appcenter-services start

Note: If any error appears review the install logs located in /var/log/nukona/appcenter-setup.log and /var/log/nukona/load_settings.log