DBManager 2 User Guide

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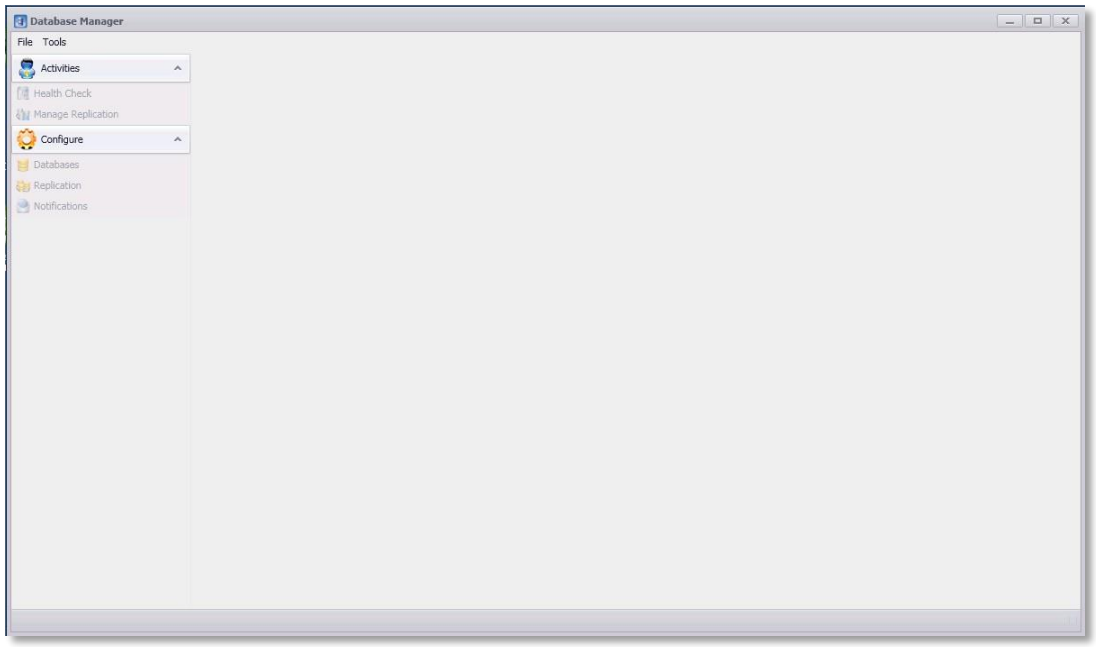
Overview

The DBManager 2 allows you to configure database replication, set up notifications to be sent in the event of a database system failure, and manually start and stop database replication.

Getting Started

Double-click the **DBManager** on your desktop.

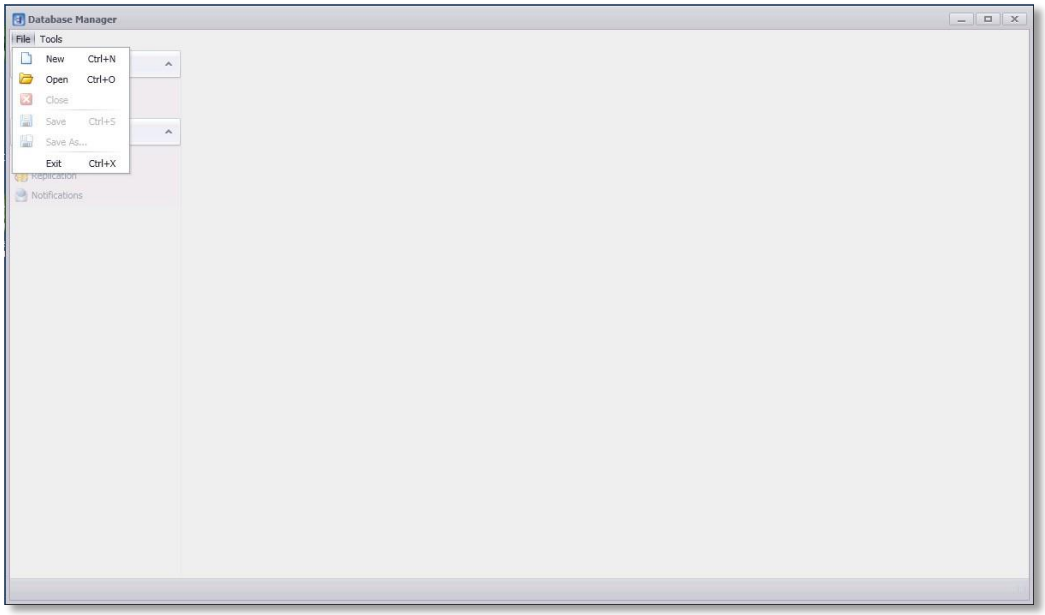
The **Database Manager** window appears.



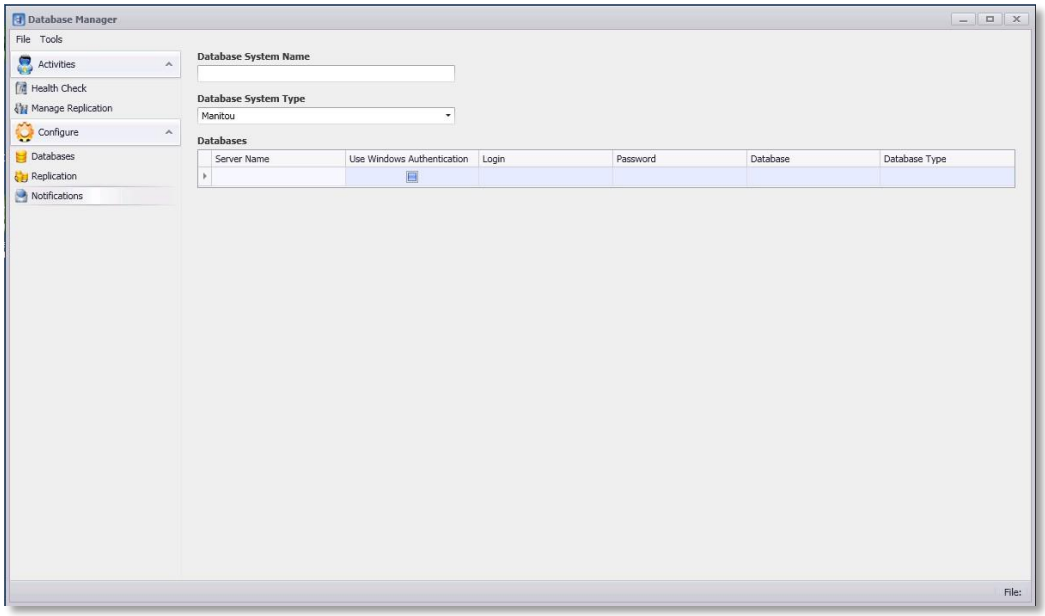
Adding a New Database System

To add a new database system, do the following:

1. Click **File** and then **New** from the menu bar.

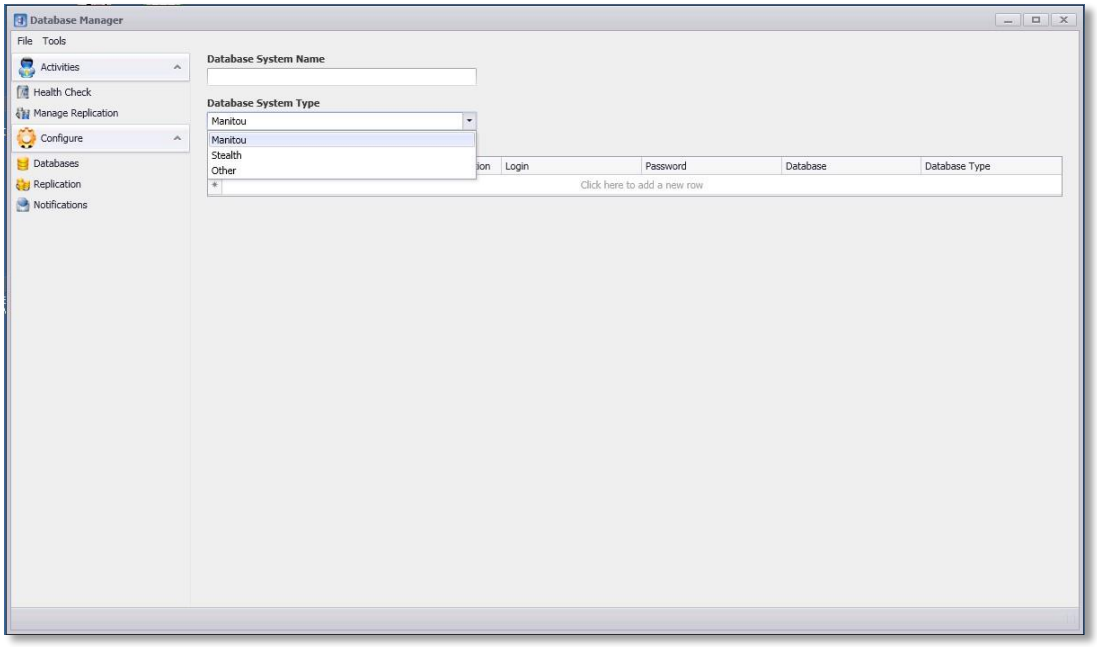


The main **Database Manager** window appears.

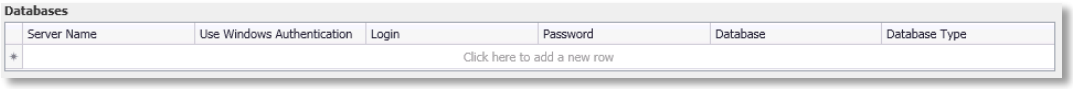


2. Type a name for your new database in the **Database System Name** box.

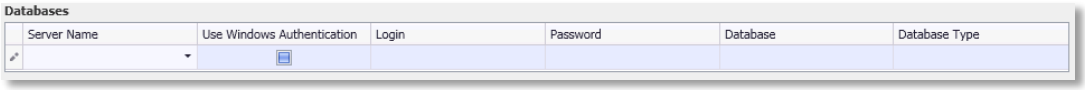
3. Select the type of database system you want to create from the **Database System Type** drop-down list box.



4. Select the blank row in the **Databases** table.



The row displays with a blue highlight.



5. Select the server you want to add from the **Server Name** drop-down list box.

   Note: The **Use Windows Authentication** check box defaults to being selected. If you want to use a System Administrator login instead, clear the **Use Windows Authentication** check box and type your System Administrator login and password.

6. Select the database from the **Database** drop-down list box.
7. Select a database type from the **Database Type** drop-down list box.

Note: You have the following three options from the **Database Type** drop-down list box: **Standard**, **Ticket Printer**, and **Business Continuity**.

- Selecting the **Standard** option means that your new database can access all Manitou data.
- Selecting the **Ticket Printer** option means that your new database can only access the customer information necessary to print a ticket in the event an alarm is received.
- Selecting the **Business Continuity** option means that your new database can only access information associated with Disaster Recovery.

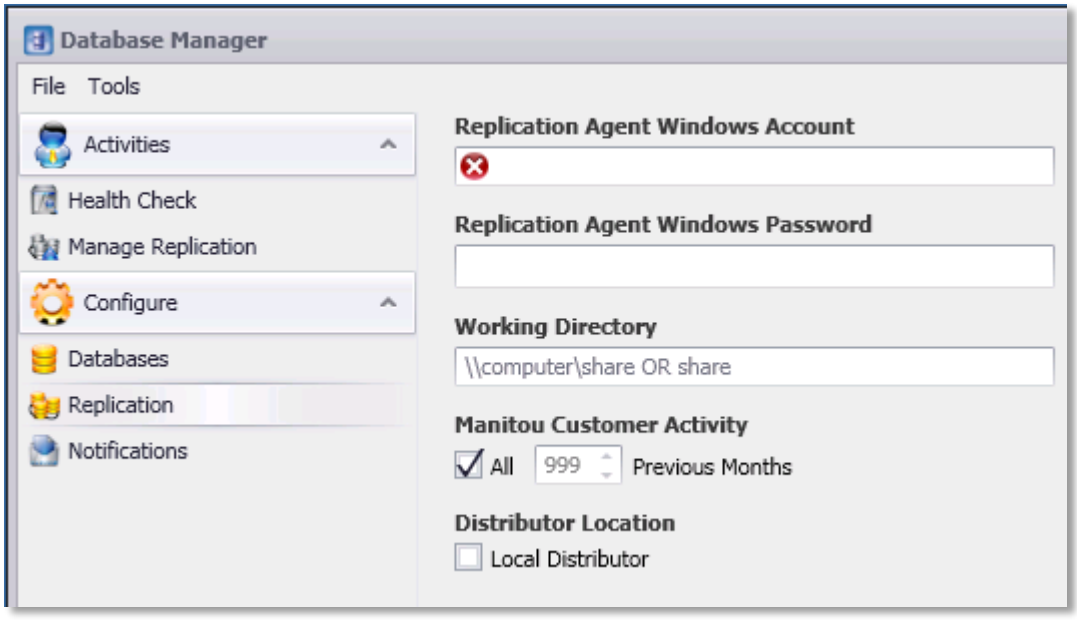
8. Click **Save**.
9. Repeat this process for each server to which you want to replicate.

Configuring Replication

To configure database replication, do the following:

1. Click **Replication** on the main **Database Manager** window.

   The following window appears:



2. Type an account name in the **Replication Agent Windows Account** box.

   Note: The Replication Agent runs under the context of a Windows user account. It can be a qualified domain login or a local login. If you enter a local login, each server in the database system must have a Windows account with a matching login and password.

3. Type a password in the **Replication Agent Windows Password** box.

   Notes:

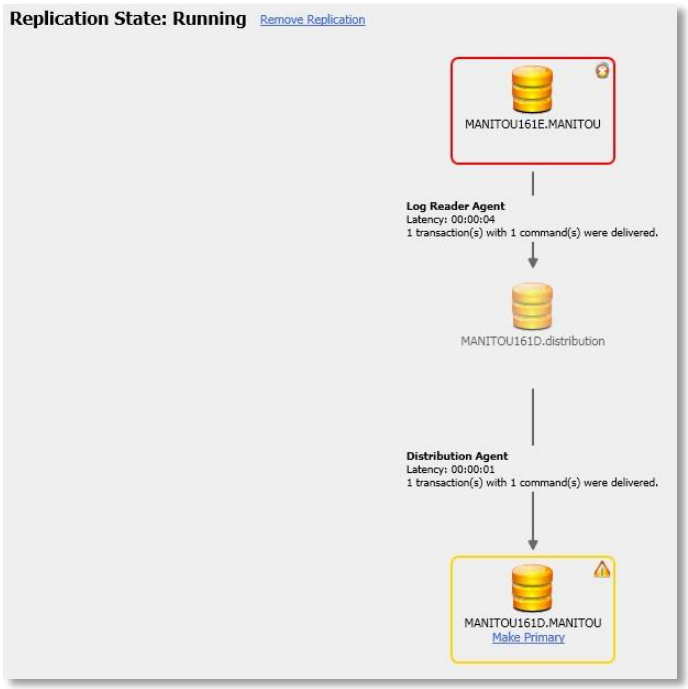
   - The **Working Directory** box displays with a default path. You can either leave it as the default, or enter another destination to where system snapshots should be sent. If you leave the **Working Directory** set at its default, system snapshots will be sent to the default snapshot directory on the Distributor.
   - The **All** check box in the **Manitou Customer Activity** section defaults to being selected. If you want to limit the number of months of customer activity the system replicates, clear the check box and type or select the number of months of customer activity you want to replicate in the **Previous Months** box.
   - If you limit the number of previous months for which Manitou tables should be replicated, replication will still occur for the current month and all future months. Limiting previous months will also cause a yellow triangle to display in the upper-right corner of the **Manage Replication** window to indicate that the past months you designated are not being replicated.
   - The **Local Distributor** check box defaults to not being selected. This indicates that the Distributor is remote and will run on the first eligible server that is not the Publisher. A server is eligible if its SQL Server version is equal or greater to that of the Publisher. If you want to run them on the same machine, please call Bold Support for further instructions.

4. Click **Save**.
5. Click **Manage Replication** on the main **Database Manager** window.

   The **Replication State** window appears.

6. Click the **Make Primary** link for the database you want to make the main database.

The replication diagram builds. This process may take a few minutes to complete. When it completes, the **Replication State** displays as **Running**.



7. Click **Save**.

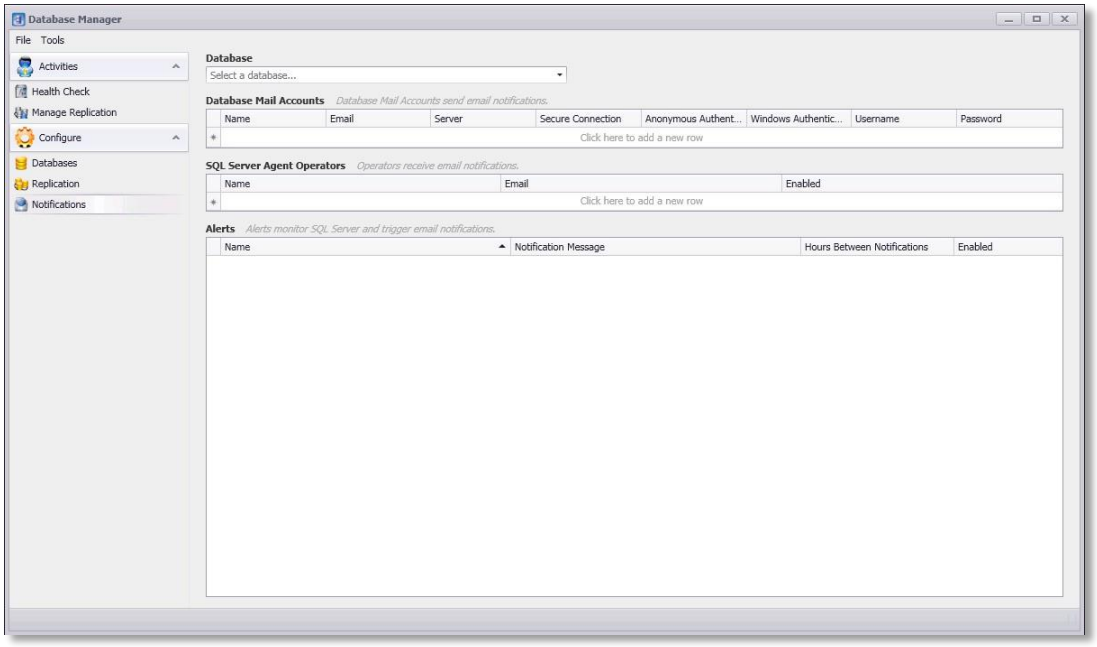
Setting Notifications

You have the option of receiving email notifications when SQL functions fail to operate as they should. You can configure these notification parameters in DBManager 2.

To configure email notifications, do the following:

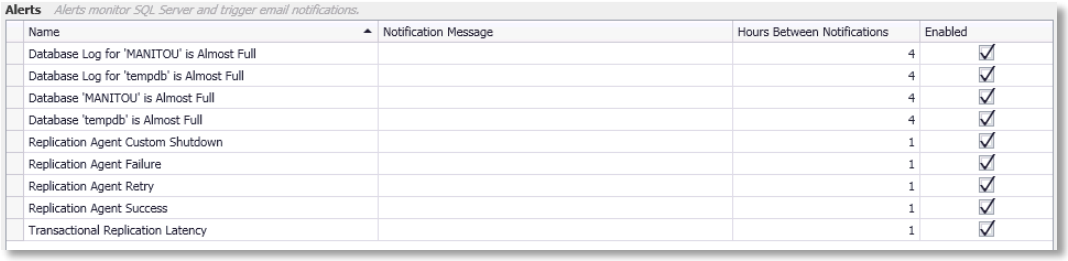
1. Click **Notifications** from the main **Database Manager** window.

   The following window appears:



2. Select a database from the **Database** drop-down list box.

   The available alerts for which you can choose to receive email notifications display in the **Alerts** section of the window.



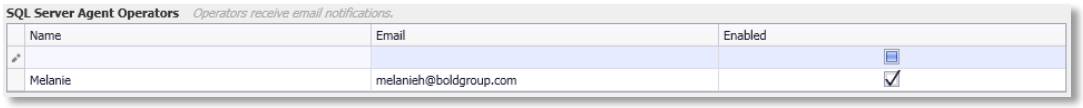
3. Click the blank row in the **Database Mail Accounts** table.

   The row displays with a blue highlight.

4. Type a name and address for the email account in the **Name** and **Email** boxes.
5. Type your SMTP server name in the **Server** box.
6. Type a username and password in the **Username** and **Password** boxes.
7. Select **Secure Connection**, **Anonymous Authentication**, and **Windows Authentication** options as needed.

   Note: The options you select depend on the type of mail server you have. Consult your IT department.

8. Click the blank row in the **SQL Server Agent Operators** table.
   The row displays with a blue highlight.

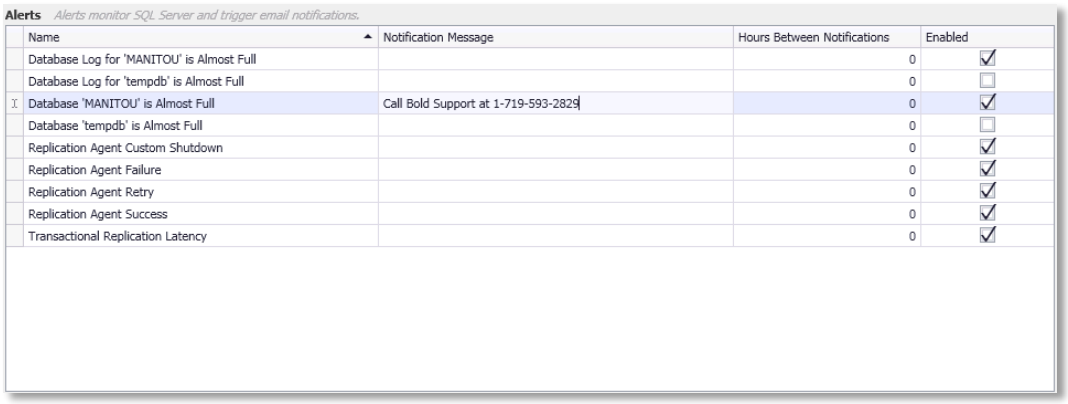


9. Type a name and email in the **Name** and **Email** boxes.
10. Select the **Enabled** check box to begin receiving email notifications.

    Notes:

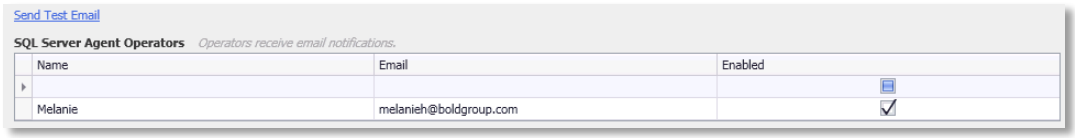
    - All the items in the **Alerts** section of the window default to being selected. If you do not want to receive an email notification when an alert condition occurs, clear the **Enabled** check box that displays on the same line as the alert you want to disable.
    - You can customize the intervals at which you receive email notifications when alert conditions are present. If you want to modify a notification interval, select the number in the **Hours Between Notifications** column and change it to the interval you want.

- Because the system is constantly checking for alert conditions, if you enter “1” in an **Hours Between Notifications** box, the system will notify you the first time it detects the issue and every hour thereafter. If you enter “0,” the system will notify you every minute.
- If you want the system to send a specific message regarding the listed alerts, you can click in any of the blank **Notification Message** boxes and type your message text.



11. Click **Save**.
12. Click the **Send Test Email** hyperlink.

    Note: Although you can designate to which users you want to send email notifications and which notifications they should receive, you cannot choose which users should receive which specific messages. Every user you designate as a recipient will receive every notification you designate.



    The system sends a test email to the email address you provided.

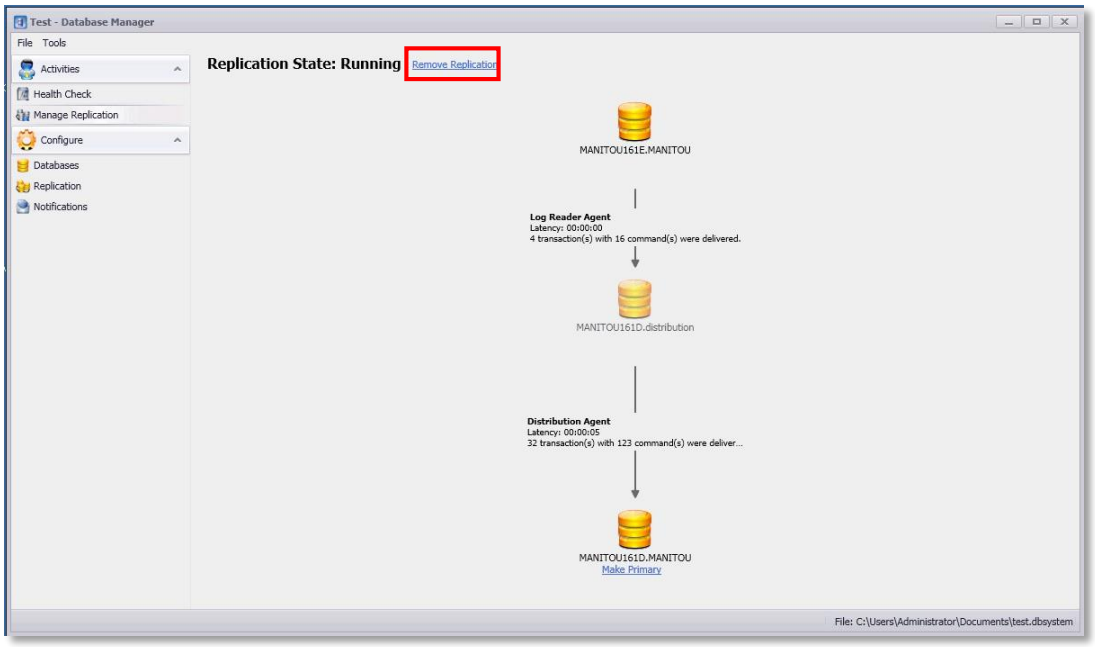
Stopping and Starting Replication

Stopping and restarting replication is necessary when failing over a server, and can take several minutes to complete. Do not perform a failover unless your replication is current. Please refer to the *Manitou Failover Instructions* guide for more information on performing a failover.

To stop and restart database replication, do the following:

1. Open the database system for which you want to stop replication.
2. Click **Manage Replication**.

   The **Replication State** window displays.

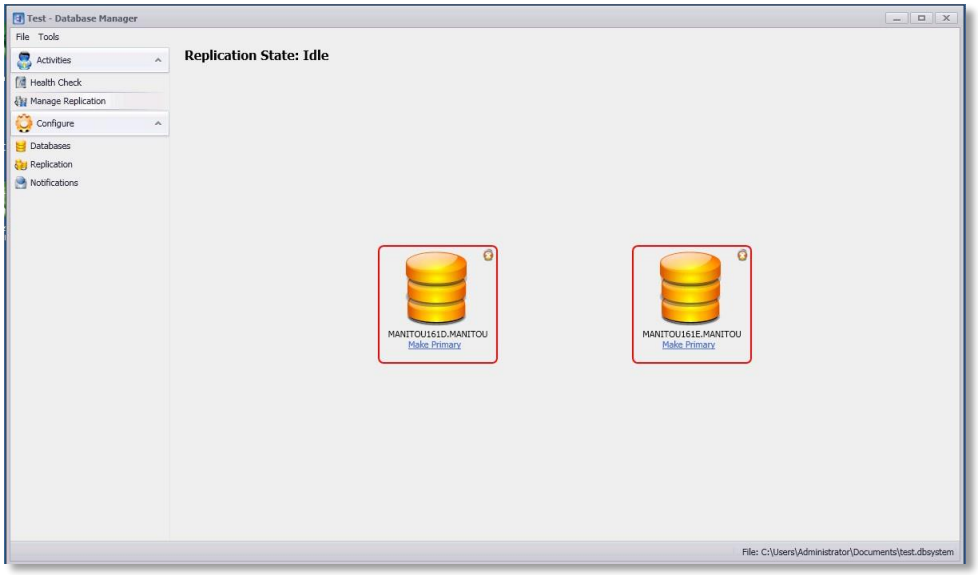


3. Click the **Remove Replication** hyperlink as indicated above.

   The **Confirm Replication Removal** dialog box appears.

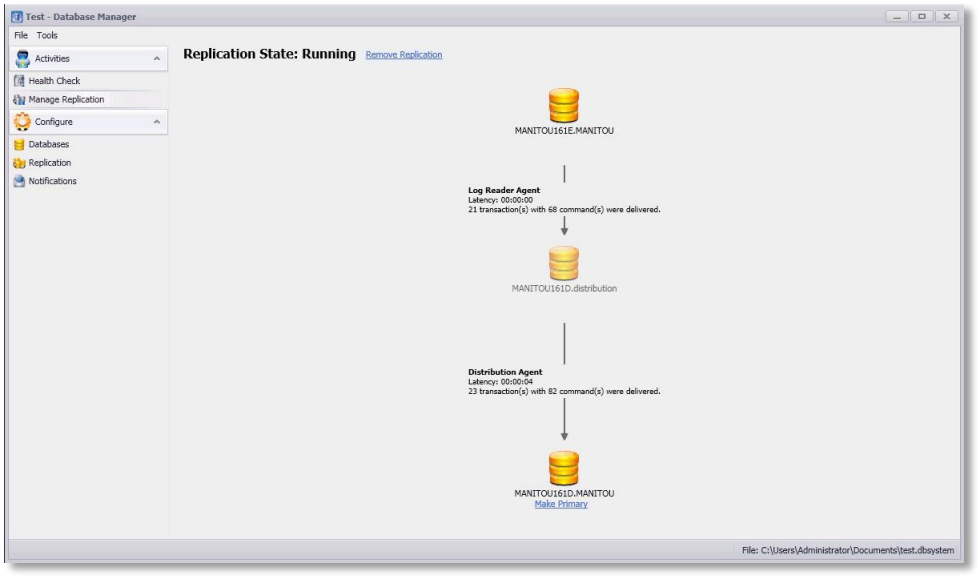
4. Click **Yes** at the dialog box.

The system removes replication. This process can take several minutes. When the replication removal process completes, the **Replication State: Idle** window appears.



5. When you are ready to restart replication, click the **Make Primary** hyperlink for the server you want to make the main server.

   The system returns to replication state. This process may take several minutes. When it finishes, the **Replication State: Running** window displays as it did before you stopped replication.



Note: Arrows that display yellow indicate high latency. Arrows almost always display yellow during the initial replication build.