

Knowledge Base Article

Product Group: Software
 Product: CMSW7700 - @ptitude Monitoring Suite
 Version: 7.0 and above

Abstract

This article describes how to use the SKF @ptitude Analyst Configuration Tool to back up a Microsoft SQL Server database. This procedure does not apply to Oracle database installations.

Overview

Follow the steps below to back up a SQL Server database using the SKF @ptitude Analyst Configuration Tool.

1. In the Windows Start menu, navigate to SKF @ptitude Monitoring Suite > Admin Tools > SKF @ptitude Analyst Configuration Tool. [Figure 1]

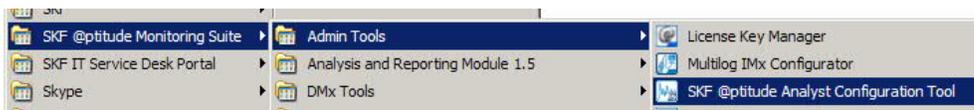


Figure 1. Launch Configuration Tool

2. Click OK on any warning and informational messages that appear. [Figure 2]

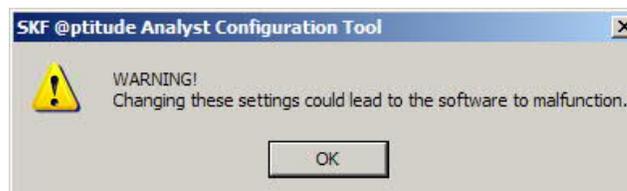


Figure 2. Warning message

3. To verify a SQL Server database is being used, click on Database Type in the left hand column and click OK on the warning message.



Figure 3. Warning message

4. In the right hand column, make sure the radio button is selected for MSSQL 2005, 2008, Express Edition, Standard Edition. [Figure 4]

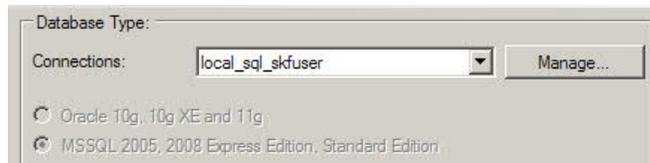


Figure 4. MSSQL selected

5. Click on SKF @ptitude Transaction Service in the left hand column, highlight the name listed, and click the Stop button in the right hand column. [Figure 5]

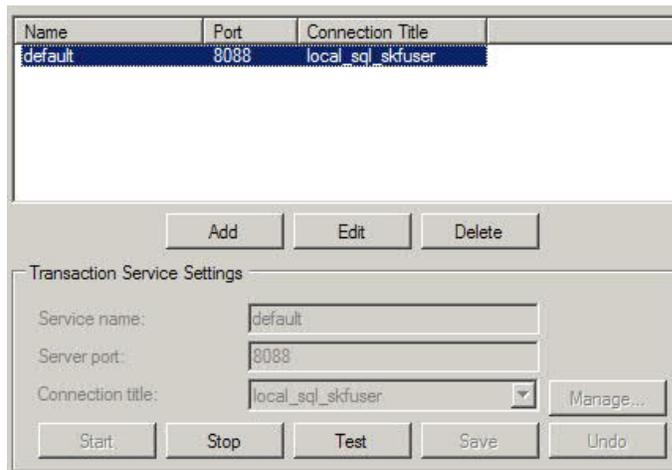


Figure 5. Stopping the Transaction Service

Any other services (IMx, Microlog, etc.) that are running must also be stopped.

6. Once all services have stopped, click on Change Database in the left hand column and click on the Detach button in the right hand column.

7. Enter the password for the SA account. [Figure 6] For default installations, this is usually “skf” or it may be a stronger password like “SKFcm123”. If the database is installed by a network administrator, he or she may be needed to input this password to detach and attach the database.



Figure 6. Entering SA password

8. Once the database has detached, open Windows Explorer and navigate to the skfuser.mdf and skfuser.ldf files. [Figure 7]

These files are typically located at C:\Program Files\Microsoft SQL Server\MSSQL10_50.SOLEXPRESS\MSSQL\DATA, or C:\Program Files (x86)\Microsoft SQL Server\MSSQL10_50.SOLEXPRESS\MSSQL\DATA when the Express version of the database manager is installed from the SKF @ptitude Analyst DVD.

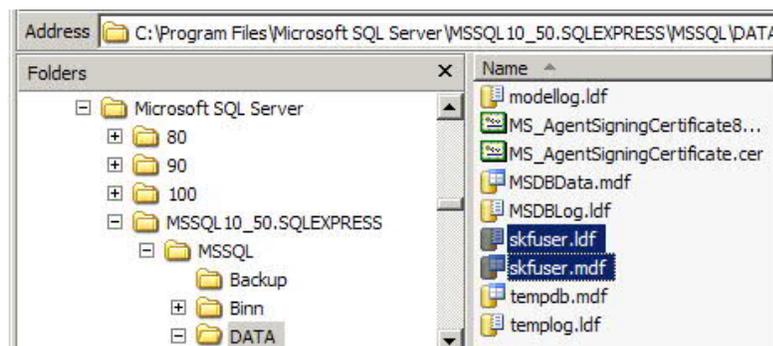


Figure 7. Locating skfuser database files

The skfuser.mdf and skfuser.ldf files are the SKF @ptitude Analyst database files. Once they are detached, they can be copied to any safe location for backup. Please note that the skfuser.mdf can be up to nearly 10 GB total size for Express version installations (larger for standard version installations), so adequate space needs to be provided.

9. Returning to the SKF @ptitude Analyst Configuration Tool, click on Change Database in the left hand column. Click on the Attach/Switch button in the right hand column. Navigate to the DATA folder determined above and select the skfuser.mdf file. Click on the Open button. [Figure 8]

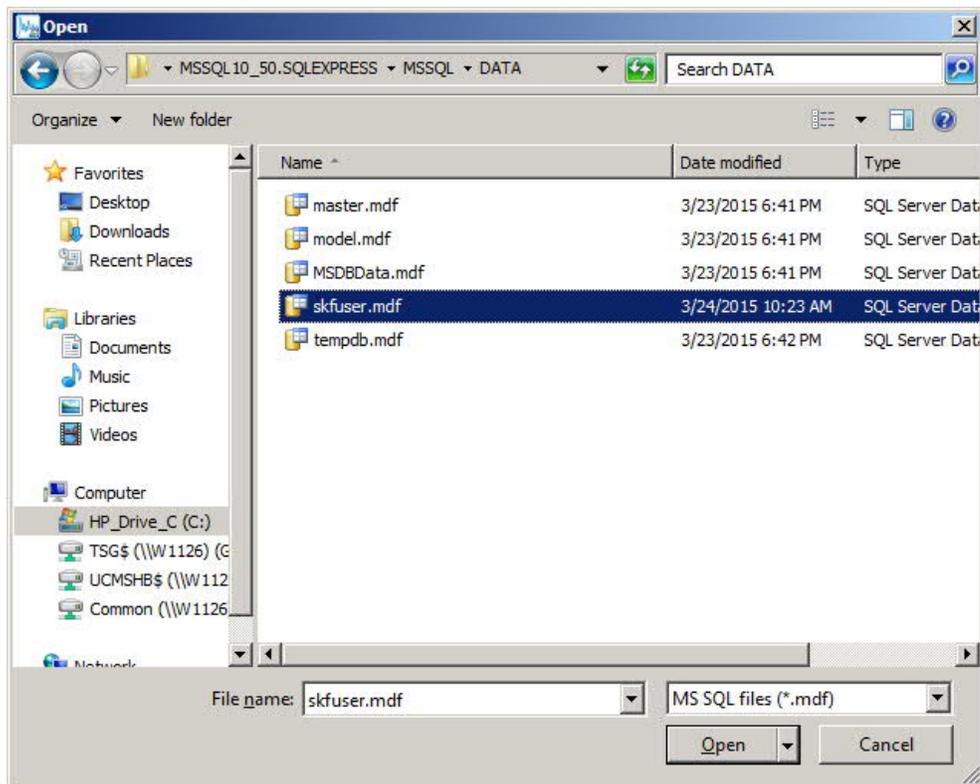


Figure 8. Opening skfuser.mdf file

10. Enter the SA password. Wait for the database attachment processing to complete. Click on OK to clear the message.
11. Click on the SKF @ptitude Transaction Service in the left hand column, highlight the name listed, and click on the Start button in the right hand column.
12. Restart any other services (IMx, Microlog, etc.) that are being used.
13. Launch SKF @ptitude Analyst to verify that it operates normally.

 For further assistance, please contact the Technical Support Group by phone at 1-858-496-3627, or by e-mail at TSG-CMC@skf.com.