



LANDesk[®] Management Suite 9.0

Using the snapshot function in dbrepair

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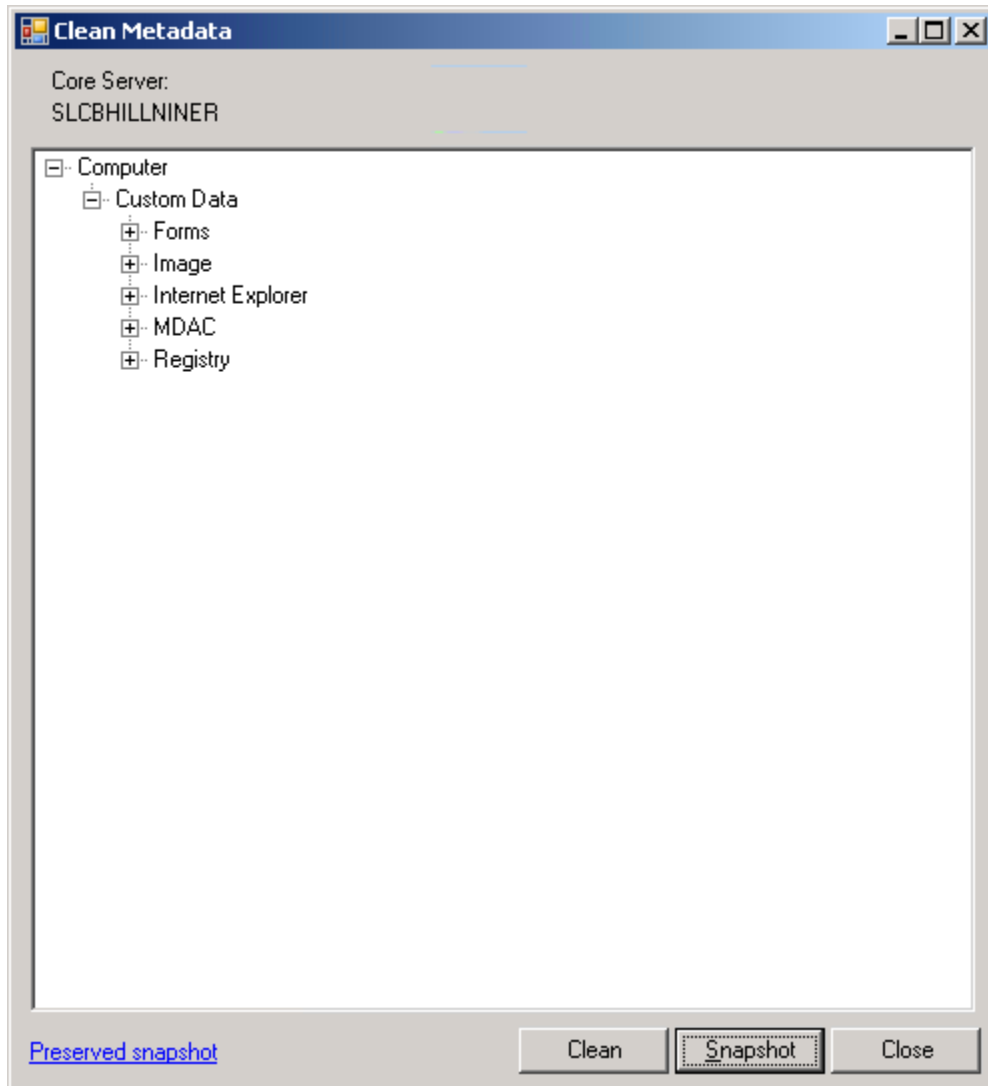
INTRODUCTION

The utility dbrepair.exe is designed to clean out custom data, custom metadata and corruption from the LANDesk Management Suite database. It is used by launching the utility from the ManagementSuite directory; selecting items and choosing clean to remove them from the database. As this is a manual process, the need for a way to explicitly preserve some custom data was needed to allow for a single clean command to be issued.

WARNING - Before configuring or using dbrepair, take a full backup of the database to ensure no data is accidentally lost.

SNAPSHOT

New to the dbrepair utility is a function called Snapshot.

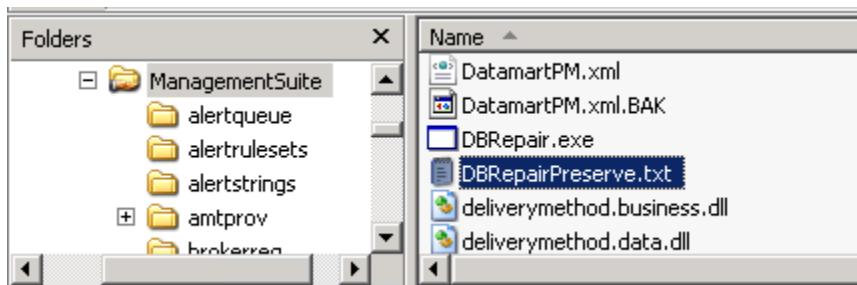


USES

The snapshot function allows you to preserve custom data that is shown in the utility, so it should only be used after data is cleaned out that is deemed bad or corrupt. Custom data such as forms will always come in under the same inventory tree. So once they appear in the dbrepair list, using snapshot will ensure the data from that custom data form will be kept across all machines.

Once custom data is preserved, then clicking on it in dbrepair and choosing clean will have no effect. Furthermore, the data is also protected from clicking on the computer object and choosing clean, which cleans all.

Clicking Snapshot will save a file called DBRepairPreserve.txt in the ManagementSuite folder.



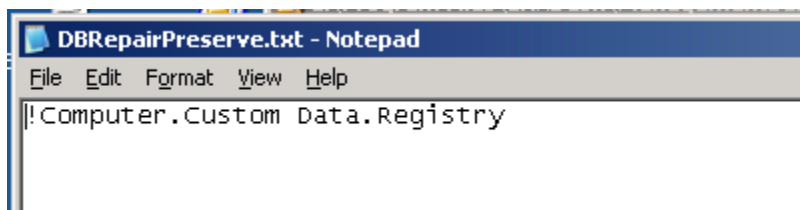
This file can also be directly accessed by clicking the Preserved snapshot link within the dbrepair.exe utility.

PRESERVING USING WILDCARDS

Some custom data can be dynamic such as data in the Custom Fields registry hive, where inventory collects sub keys. Within the preserves file the user is able to mark a custom data set with a wildcard so anything that would belong under that set would also be preserved; thus removing the need to explicitly select each item under a custom data set.

To use a wildcard in the DBRepairPreserve.txt place an exclamation point at the beginning of the line.

Wildcard use in the DBRepairPreserve.txt:

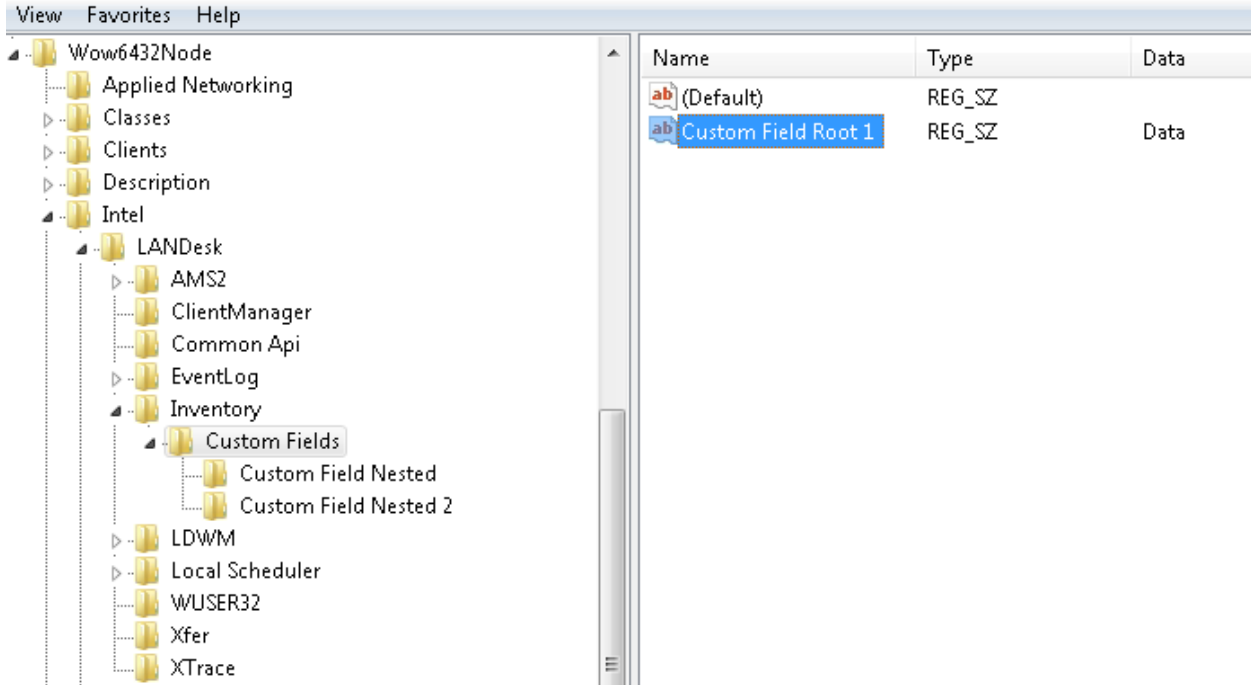


Using a wildcard as shown above indicates to dbrepair that it cannot clean any inventory data within that hierarchy.

Data that would be preserved:

```
Custom Data - Registry - LANDesk Custom Fields - Custom Field Root 1 =Data  
Custom Data - Registry - LANDesk Custom Fields - Custom Field Nested - 1 =1  
Custom Data - Registry - LANDesk Custom Fields - Custom Field Nested 2 - Nested String =1  
LANDesk Management - Server Manager - Installed =FALSE  
LANDesk Management - Server Manager - Legacy =No
```

Custom Fields registry sample:



AUTOMATED USE

Once an acceptable snapshot is defined either by explicitly listing the inventory tree or using wildcards to preserve multiple levels of data, then cleaning everything else can be automated.

WARNING - Removing custom data can be permanent. Use at your own risk, especially with automated cleaning.

Dbrepair has a switch (/RemoveAll) that is the equivalent of clicking on the computer object and clicking clean within the utility. This is designed to clean out everything except what has been properly preserved. RemoveAll was added so dbrepair can be run by a scheduler to clean out unnecessary data without administrator interaction. The command line is: dbrepair.exe /removeall

IMPORTANT NOTE

Snapshot only preserves data from being removed by dbrepair. Deleting a device(s) as always will delete data for that device.

APPENDIX

LANDESK® SUPPORT AND DBMS ISSUES

LANDesk® provides DBMS support for the following actions:

- Installing a supported DBMS for use with Management Suite
- Installing a supported DBMS with Management Suite-specific parameters
- Creating a database and devices for Management Suite
- Creating users for Management Suite
- Creating maintenance tasks for Management Suite databases
- Troubleshooting Management Suite databases

LANDesk® customer support is committed to helping resolve issues for LANDesk® Management Suite 9.0. Some issues may require additional assistance from the database vendor or through an approved third party. The database support that LANDesk® Customer Support cannot provide includes, but is not limited to the following:

- Configuring the DBMS with additional parameters for performance or other reasons
- Creating scripts
- Configuring and existing DBMS installation to work with Management Suite 9.0
- Restricting rights or perform other user maintenance
- Backing up the databases
- Repairing corrupt databases

When called, LANDesk® Software customer support personnel will attempt to do the following:

- Isolate the problem
- Verify the LANDesk-specified DBMS parameters are correct
- Verify that Management Suite 9.0 is working correctly
- Verify that Management Suite 9.0 works with Microsoft® SQL Express 2005

If at this point the DBMS still doesn't work, the DBMS may need to be reinstalled or the issue may need to be resolved through other means.

ABOUT LANDESK® SOFTWARE

The foundation for LANDesk's leading IT management solutions was laid more than 20 years ago. And LANDesk® has been growing and innovating the systems, security, service and process management spaces ever since. Our singular focus and our commitment to understanding customers' real business needs—and to delivering easy-to-use solutions for those needs—are just a few of the reasons we continue to grow and expand.

LANDesk® pioneered the desktop management category back in 1993. That same year, IDC named LANDesk® the category leader. And LANDesk® has continued to lead the systems configuration space: pioneering virtual IT technology in 1999, revolutionizing large-packet distribution with LANDesk® Targeted Multicast™ technology and LANDesk® Peer Download™ technology in 2001, and delivering secure systems management over the Internet and hardware-independent network access control capabilities with LANDesk® Management Gateway and LANDesk® Trusted Access™ Technology in 2005.

In 2006, LANDesk® added process management technologies to its product line and began integrating the systems, security and process management markets. LANDesk® also extended into the consolidated service desk market with LANDesk® Service Desk, and was acquired by Avocent to operate as an independent division.

Today, LANDesk® continues to lead the convergence of the systems, security, process and service management markets. And our executives, engineers and other professionals work tirelessly to deliver leading solutions to markets around the globe.