

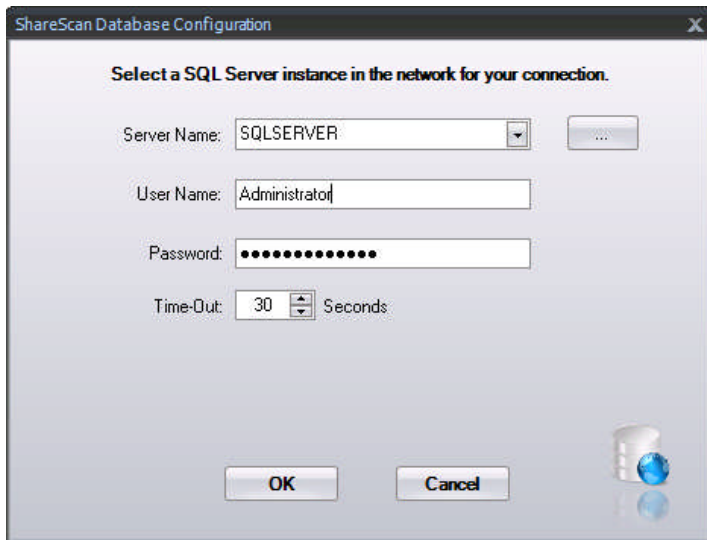
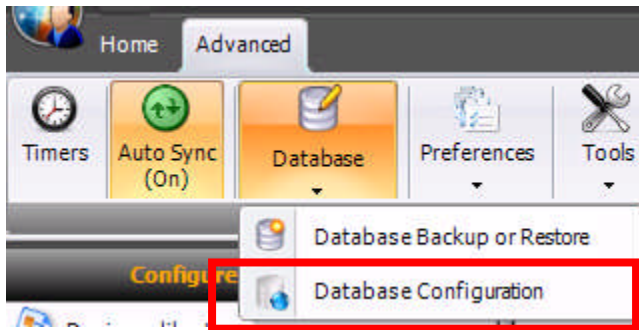


## 5.0 Failover Database Guide

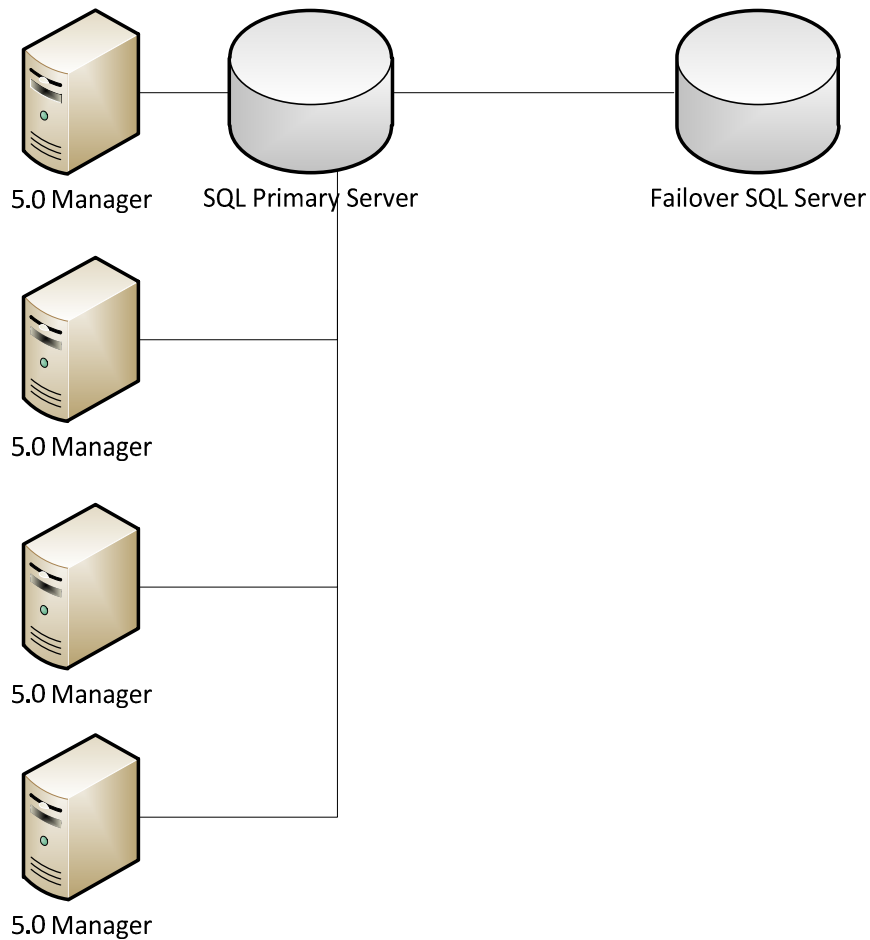


**SQL Server:**

During the install it is not mandatory to use a local DB. When you install the ShareScan system, you have a chance to select an existing SQL server as a database server too. By default the local Database will be the primary server, but you have the ability to connect to another DB any time by going to Advanced Tab / Database / Database Configuration

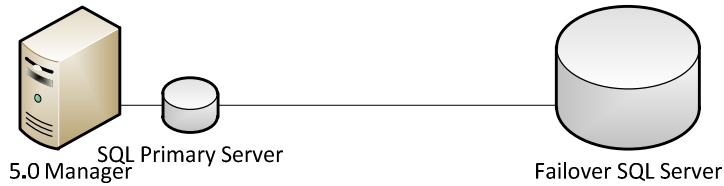
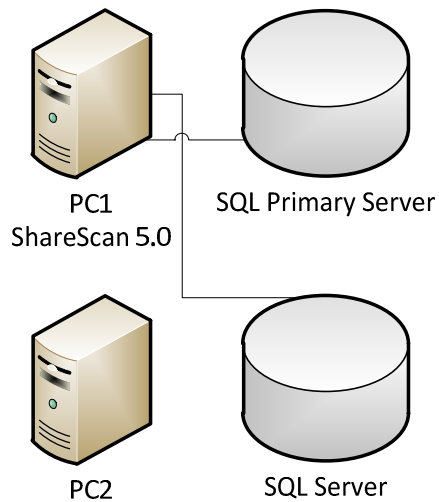


**ShareScan SQL multiple manager setup with failover:**



**Ideal Scenario for multiple managers:**

- designate the PC that will be the DB server – this can be one of the PCs hosting the managers, or a totally separate DB server (PC1)
- install that PC first with SS + DB
- install all the other Managers, and select the PC1 as the DB server during installation or later from AC
- add licenses
- (optional) designate a failover database server
- **Important, perform the activation only at this stage**

**ShareScan SQL single manager setup with failover:****INCORRECT SCENARIO:**

**1 PC1 is setup with ShareScan and the SQL Database installed locally.**

**2 The license is activated (failover server not configured)**

**3 SQL Database installed on PC2 (with ShareScan, or without, it's indifferent from the DB / licensing viewpoint)**

**4- User connects Manager on PC1 to DB on PC2**

In this case, after step 4 you will see the license(s) added to database on PC2, not the licenses that were stored on the database in PC1.

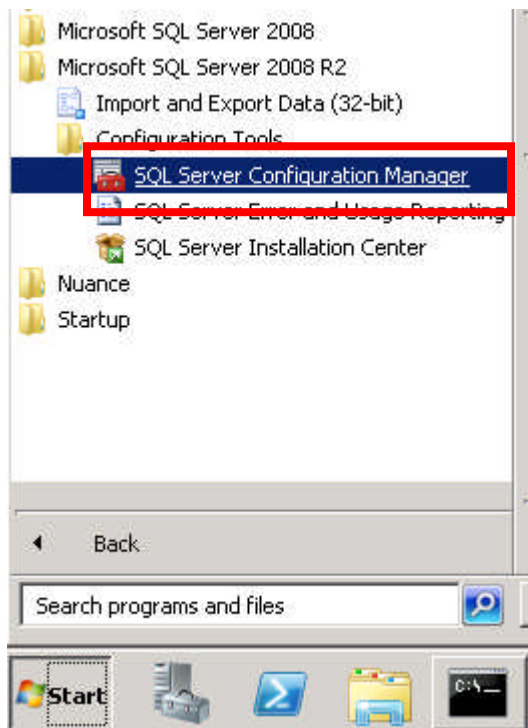
However, once those licenses have been added and activated against the SQL database which is now on PC2. You will need to enter in a CSS ticket for the Reactivation process. **The Reactivation process is reset the Hardware ID finger print to point to the new database.**

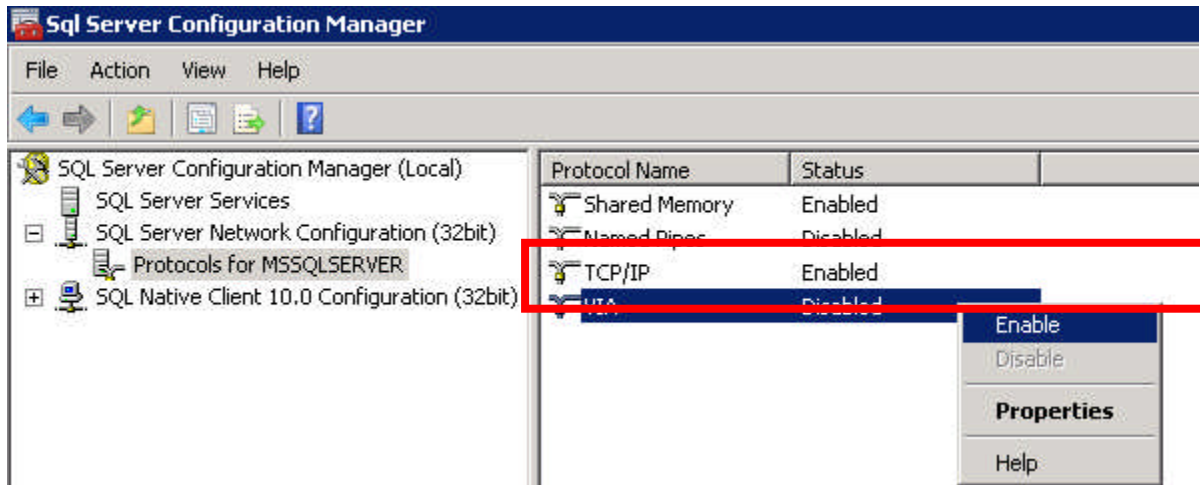
**Failover Server Setup:**

**PC1= Primary Server**

**PC2= Backup or Failover Sever**

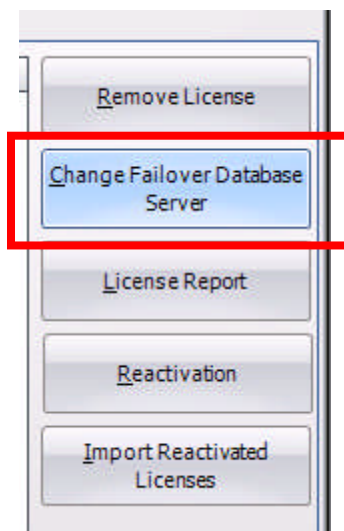
- 1) On PC1, perform a complete install of ShareScan (SS1).
- 2) On PC2, perform a complete install of ShareScan (SS2). However, when you launch the Admin Console for the first time and are prompted to add the EULA license key to your manager, hit Cancel. Do NOT add this license. The database should remain empty.
- 3) Both PCs should be in the same domain.
- 4) On PC2, navigate to the SQL Server Configuration Manager. Enable the TCP Protocol under SQL Server Network Configuration → Protocols for MSSQLSERVER **and** under SQL Native Client 10.0 Configuration → Client Protocols.





5) On SS1, add your licenses. Configure desired connectors and add desired devices. Perform a quick scan on each device to make sure everything is functioning properly.

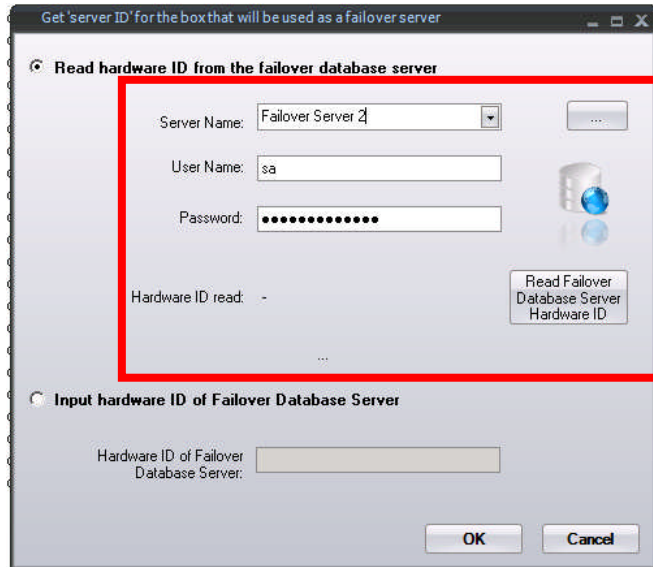
6) On SS1, click the “Advanced Options” tab under the Licensing menu. Select “Change Failover Database Server.”



Enter your server name or browse for it (it will be the computer name of PC2).

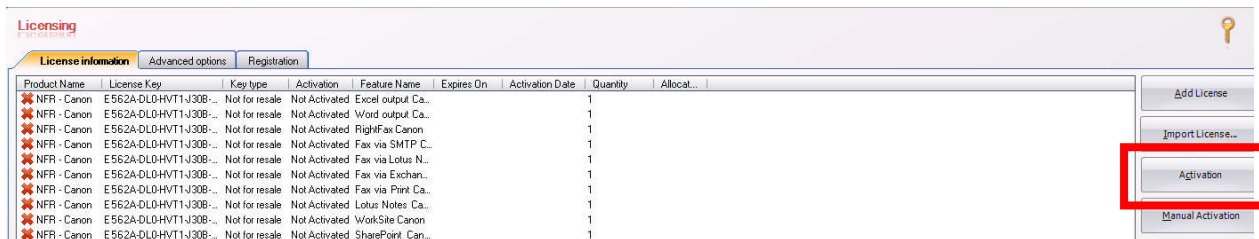
Username: sa

Password: e+C0py2007\_@x

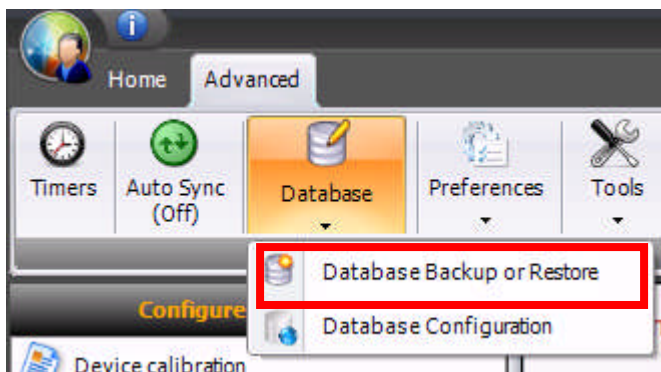


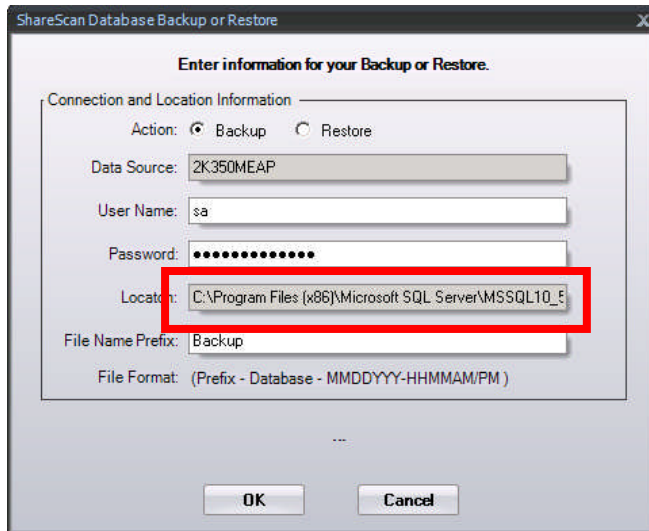
Select “Read Failover Database Server Hardware ID”. Once the Hardware ID is detected, select Ok.

7) Activate your licenses by selected the “Activation” button on the Licensing Information tab.



8) Back-up the database. This can be done by clicking the “Advanced” tab on the ribbon bar and selecting “Database Backup or Restore” from the Database drop-down list. In the File Name Prefix field, enter “eCopyShareScan” and then hit Ok.



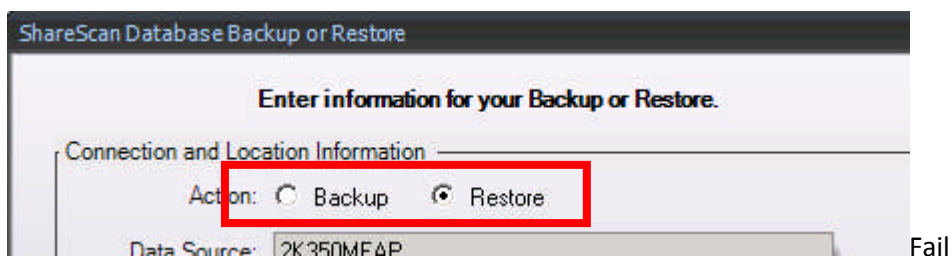


This file can now be found at:

C:\Program Files\Microsoft SQL Server\MSSQL10\_50\MSSQLSERVER\MSSQL\Backup

9) Save this backup file on PC2 to the same path mentioned above.

10) Launch SS2 Admin Console and select the “Advanced” tab on the ribbon bar. Select “Database Backup or Restore” from the Database drop-down list. Select the Restore radio button. The location field should then be populated with the path to the backed-up database file.



11) Select Ok. This action will require a reboot of the ShareScan manager, so select Yes when prompted. The Failover Database has now been created.

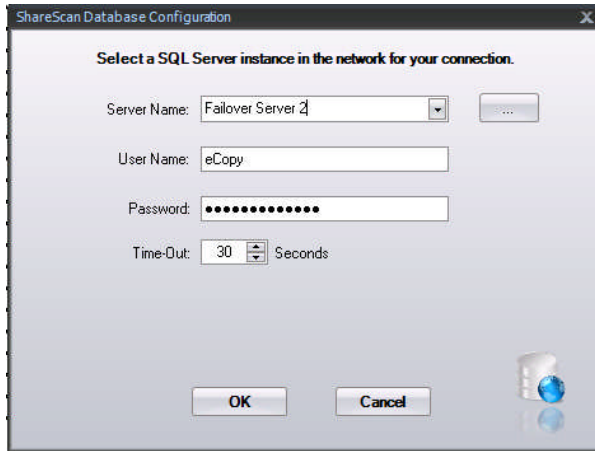
12) **To test**, launch SS1 Admin Console and select the “Advanced” tab on the ribbon bar. Select “Database Configuration” from the Database drop-down list. This is the screen a user would see if they launched the Admin Console and there was a problem with their local database. Change the Server name to point to PC2 (username and password should be the same by default, so there’s no need to



change these). Select Ok. Select Yes when you get the message asking you if you want to proceed with the restart.

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13) Close/re-open both SS1 and SS2. On SS1, you should see all of your devices, all of your configured connectors, etc. On SS2, you should ONLY see the license information. There should be no devices and no configured connectors. However, the license information should reflect what devices are currently attached to SS1.

14) Communication with attached devices might be slow initially. For 3-tier devices (Konica Minolta, Xerox, ScanFront), re-starting the Apache Tomcat service on SS1 helps to restore communication faster.

