Disaster Recovery for EPS Server 8.2

Objective: These guidelines will help you to perform 8.2 to 8.2 server backup and restore.

Description: Existing customers can perform a server backup and restore from version 8.2, maintaining the previous setup without any data loss.

Backup and Restore on Standalone IP to IP

Follow these steps when you already have 8.2 server installed on Ubuntu machine and want to take data backup and restore on the EPSNG Server 8.2:

1. You have 8.2 server data such as policies, configurations, custom packages, admin settings, reports for all features, registered endpoints, patch management, roaming, DLP policy, UA, AD, client actions, groups, users, file sandbox, 7.6 migrated client, monthly and weekly reports, and FAM.
2. To take the data backup, follow these steps:
   a. Put **run_backup.sh** and **backup_standalone.sh** files on your server machine at **/opt/Seqrite_EndPoint_Security/Backup**. Copy these above files from this location:
   http://dlupdate.quickheal.com/builds/seqrite/uemcp/epsng/docs/8.2_to_8.2_backup_restore.zip
   Note that you need to extract the zip before taking any further actions. [Click here to view the folder structure](#).
   b. Go the terminal and assign 755 permissions to both the files with this command: **chmod 755** *file_name.*
   c. Execute the **run_backup.sh** file with this command: **bash run_backup.sh 19**.
   d. The success message appears as **Backup is completed.** The exportDump<Date_time> and MongoDump<Date_time> directories get created at the **/opt/Seqrite_EndPoint_Security/Backup/** location.
   e. Download this directory to any other machine or any NFS or shared drive or any removable drive disk so in case of machine crash, your backup is not affected.

   Note: Minimum space requirement validation is 1GB. Ensure you have enough space before you backup your data.

3. After the backup is completed and copied to the new location, shut down the previous 8.2 server machine.
4. Take new machine with Ubuntu 22.04 LTS installed. Assign the IP of previous 8.2 server machine to the new Ubuntu server machine which will be used to restore.
   Note: Ensure that all the 8.2 prerequisites are met before the installation starts.
5. Install 8.2 with **Activate Later** option with basic configurations.

     a. If it is IP based Installation, then proceed with next steps.
       Note: **Do Not activate unless** you execute the following steps**.**

6. Restore using following steps:
     a. Place the backup folder on your machine using the removable drive or get it from shared drive or any NFS. **OR**
     b. Open Mobaxterm and provide the server machine IP to log in to the backend of your server. From the left panel, go to this location to copy the backup **/opt** directory or from the CMD prompt **cd/opt** hit [Enter].
     c. Copy /Download exportDump<Date_time> and MongoDump<Date_time> and **outputFilePath.txt** file from backup directory to **/opt** directory.
     d. Rename **exportDump<Date_time>** and **MongoDump<Date_time>** directories to MongoDump and exportDump.
     e. Put **run_restore.sh**, **restore_standalone.sh** and **backward_compatibility_8.2.js** in /opt directory and give 755 permissions to all the files with this command: **chmod 755** *file_name*
     f. Execute **run_restore.sh** file using the **bash run_restore.sh 19** command on terminal. Wait till you get a restoration success message, **Restoration is Completed.**

7. Once all the above stages are completed, now activate the server with the same key used for 8.2 server.
Note: To get the server activated again with the same key, first reset the **AFG** flag in activation DB.

8. Just to double check once, validate that all your previous data is loaded.

9. After the data restoration, **decouple Cron needs to be executed** to get the latest client/tool builds from the server.

Note: The cron job automatically runs every day at 12 am UTC time. Look for the alerts if new client packages are available.

[Click here for the steps to run the Cron job manually](#).

Follow these steps if you had Patch Management server configured on 8.2:

For Patch Management, one script is run on the client after backup and restore. Thus 8.2 patch server will work same to 8.2 patch server. (Applicable only for Windows)

1. Extract and keep file (set_eps_guid.bat) at this location: **C:\Program Files\Seqrite\Seqrite Patch Management\Patch Server**
2. Execute the batch file with parameter {PM Server Path} in command prompt in admin mode.

   set_eps_guid.bat **C:\Program Files\Seqrite\Seqrite Patch Management\Patch Server** UUID

   Note: To get the UUID, you need to run this command on the server machine: sudo dmidecode -q | grep -w UUID

   UUID: 423a6fb9-faf2-2ef1-f164-cba48f87ed1c

3. You need to enter the password to execute this file. Get in touch with the Seqrite support team for the same.

Steps to Run the Cron Job Manually using Decouple Tool:

1. Login into the server machine.
2. Login in as a root user.
3. Go to **/etc** directory.
4. Then run this command **nano mongod.conf** on terminal.
5. Use a down arrow to search for **security** > **authorization** which is by default enabled. Make it **disabled**.
6. Hit [Ctrl X]. It asks if you want to save. Press [Y] and [Enter] to save the changes.
7. Restart the **Mongod** service by using this command: **systemctl restart mongod.**
8. Now you need to open the database. Follow these steps to create a new DB:
   a. Download and install Robo 3T on your **Windows** machine if it is not already available.
   b. Open Robo 3T.
      Note: In case of multiple server entries, make sure that the current saved server is selected.
   c. Under the **Connection** tab, select the **Type** from the drop-down list.
   d. Enter the name for the database in the **Name** field.
   e. Enter the **IP** address in the **Address** field.
   f. Test the connection by clicking the **Test** button.
   g. Once the connection is established, go to **global** > **collections** > **quartz___triggers** > **DynamicBuildsAndToolsUpdateTrigger** from the left panel.
   h. Double click the **quartz___triggers**.
   i. Enter this query in a connection grid bar:
      db.getCollection('quartz___triggers').find({"keyName" : "DynamicBuildsAndToolsUpdateTrigger"}).
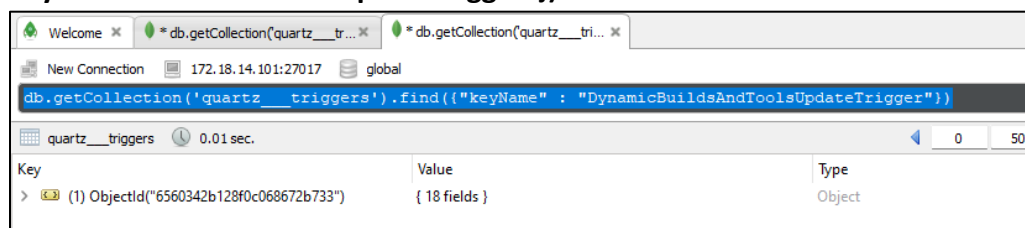
   j. It fetches the record. Right click on the record and select **Edit Document**. The document opens.
      Note: It is recommended to save this json in a separate doc file before you make any changes.
   k. Once the backup is done, update the **nextFireTime** by adding five to seven minutes to your current UTC time. For example, if my current UTC time is 05:31, then your next fire time would look like:
      "nextFireTime" : ISODate("2023-11-30T05:36:00.000Z")
   l. Click **Save.** Wait for the Cron execution to complete for about five minutes. Then go back to the same database record to check the previous fire time. It

should be the same as last saved **next fire time**. The next fire time should reset to the default value.

Backup and Restore 8.2 to 8.2 Folder Structure

- **8.2_to_8.2_backup_restore**
    - Standalone
        - backup_standalone.sh
        - backup_standalone_instruction.txt
        - backward_compatibility_8.2.js
        - restore_standalone.sh
        - run_backup.sh
        - run_restore.sh
    - set_eps_guid.zip (Patch_Management_Script)

Click here to go back to continue with the remaining steps.

The steps covered in this document are also applicable if the EPS 8.2 was installed with OVA.