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Technical bulletin

Rapid Recovery

Failing Over a Dell 2600

Introduction

This document covers steps to follow if your Primary Server fails.

Before you begin

Telephone the Creo Burnaby Response Center (RC) at 1-800-472-2727 (or the RC for your area) and open a new call. A customer service engineer will determine whether a piece of hardware has indeed failed, or if the failure was software-related.

Note: If the failure was software-related, performing the Rapid Recovery procedure will not help, and may actually damage your data. Only perform Rapid Recovery if instructed by the Response Center.

Performing Rapid Recovery

Follows these steps while you are on the phone with an engineer from the RC.

1. Shut down all devices, including the RAID, tape drive/library, and monitors on both servers.
2. Remove all internal disks from the Secondary, and store them in a safe place.
3. Move all internal disks from the Primary server to the matching slots in the Secondary server.

   Note: It is critical that the drives are moved into EXACTLY the same bays on the Secondary as they were on the Primary. If they are not, you may lose data.

4. Move the Prinergy dongle from the Printer port of the Primary to the Printer port of the Secondary.
5. If the RAID is SCSI-based, set the SCSI selector to Secondary. If the RAID is fiber, disconnect it from the Primary and then connect it to the Secondary.

6. Turn on all external devices (RAID, library, etc.) and wait approximately five minutes for them to start.
7. Restart the server.

Note: If the server does not start up properly, it is likely a software problem (which Rapid Recovery 1.0 does not protect against). The RC engineer will be able to assist you in diagnosing the problem.

Verifying Rapid Recovery

The RC engineer will assist you in verifying that the server boots up properly and that Prinergy functions normally.

The RC Engineer will also schedule a site visit to get the malfunctioning hardware repaired.

Restoring the Primary

The Creo Customer Service Engineer (CSE) will re-enable the Primary once it is repaired.

Note: Do not attempt re-enable the Primary on your own.

About Creo

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