PSD Logistics Disaster Recovery Guide

Last Updated 20/12/2022

This guide outlines the procedure for recovering PSD Logistics in the event of a catastrophic failure. This guide is general in nature and cannot anticipate every failure scenario.

The main catastrophic failure scenarios are:
1) Total server failure
2) Hard disk failure
3) Memory failure.
4) Network failure.
5) Access Control System failure.

If PSD Logistics is running on a backed up Virtual Server, the simplest solution might be to restore the entire VS backup.

PSD Logistics can be easily recovered if a recent full valid database backup is available. In this scenario, follow the steps outlined in the PSD Logistics Server Transfer document.

If a recent full valid database backup is not available, one might be able to be created from a recent PSD Logistics snapshot. If one is available, follow the steps outlined in the How To Restore A PSD Logistics Snapshot document.

If a recent full valid database backup is not available, a full PSD Logistics install and configuration will need to be performed.

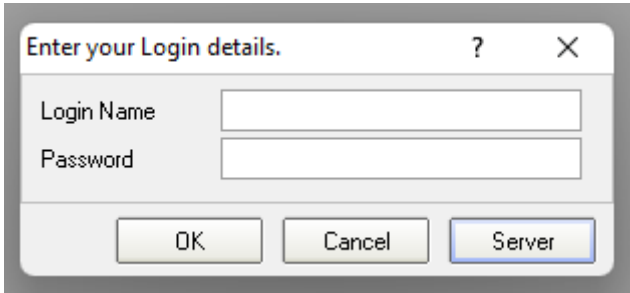Moving the PSD Logistics Server onto a new server involves 5 main stages.
1) Installing all necessary third party interfaces.
2) Creating a backup file in the current version.
3) Installing the current version on the new server.
4) Restoring the backup file onto the new server.
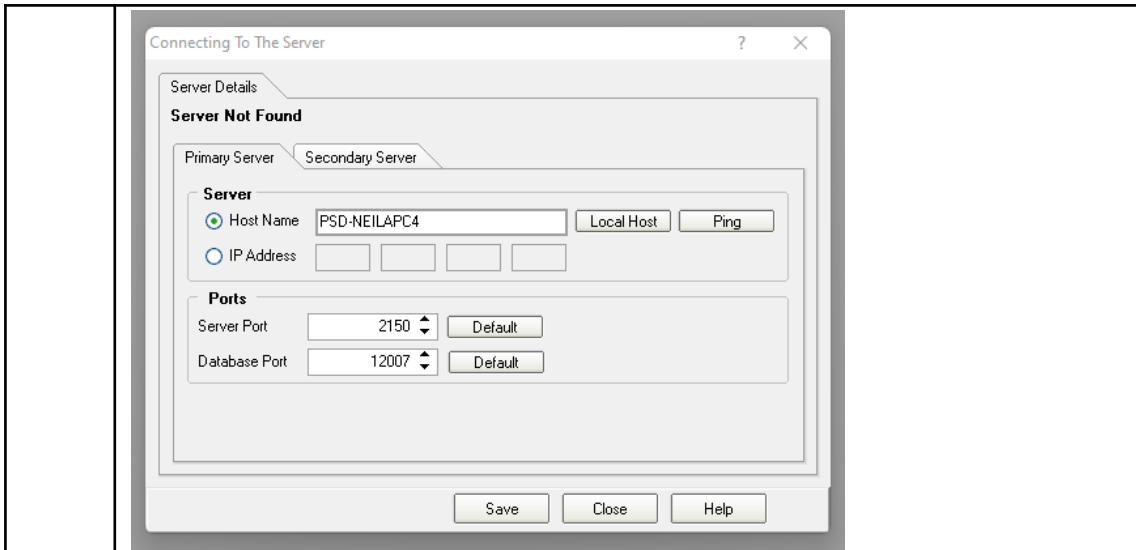5) Updating any hostnames or IP addresses if required.

Before you begin.

Step	Action
1	Copy the PSD Logistics installation file onto the new server. PSD recommends creating a C:\PSDLogisticsInstalls\ folder on the new server. Check to see if this folder exists on the old server, as the installation file on the old server may be located there and can therefore simply be copied across.
2	Install and configure all required Access Management Software interfaces and software required for PSD Logistics. A number of interfaces will need to be installed depending upon your access control system. These interfaces will need to be installed, configured and verified by your licenced security integrator. PSD is unable to assist with these interfaces as they are provided by the access control company and not PSD. PSD Logistics is compatible with the following access control systems: 1) Gallagher/Cardax. Install and configure the Gallagher OPC Bridge if required. Install and configure the Gallagher FT Import Export Service if required. Run the Gallagher Read Only utility to create an account for SQL Server if required. Install and configure the Gallagher RESTCardholders web service if required. Install and configure the Gallagher RESTEvents web service if required.

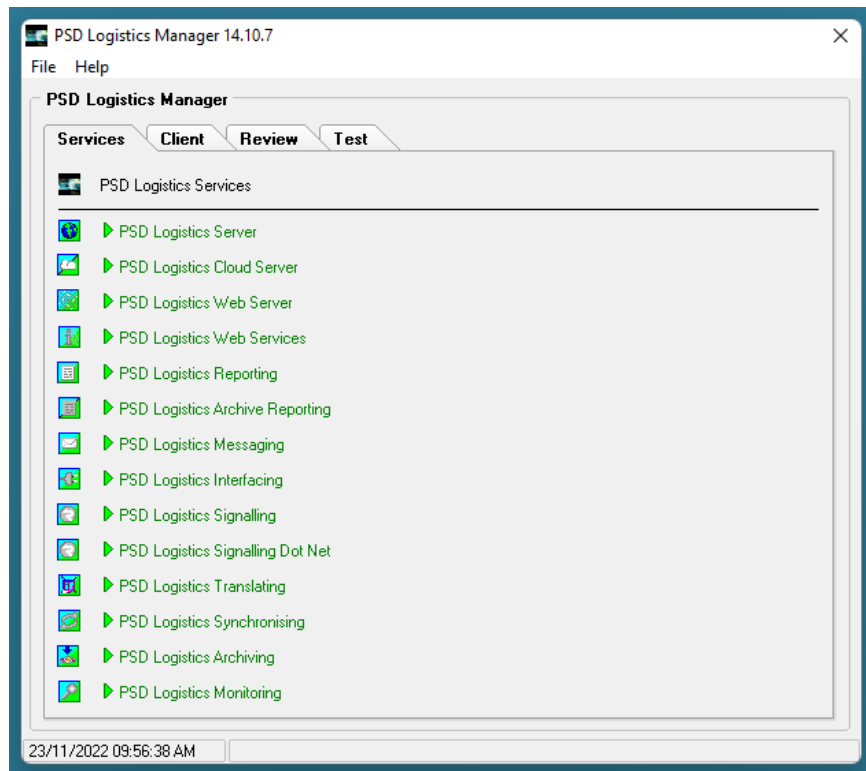|	
	2) Lenel OnGuard Install and configure the Lenel OnGuard Open Access subscription API if required. 3) PSD AcceptNet. Install and configure PSD AcceptNet to run on the same server first. Do not attempt to install PSD Logistics on the new server until all required interfaces have been verified as being installed and configured correctly.
3	Configure and MS Windows permissions. This will include, but not be limited to: 1) Configuring any Anti Virus software to exclude the entire PSDLogistics folder and subfolders from any scanning. 2) Configuring any Firewalls from blocking any of the required ports or interfaces from being used.
4	Install and configure Google Chrome.
5	Install and configure any required software to enable SMTP (e-mail) access for PSD Logistics if required.
6	Install and configure any required software to enable SNMP access for PSD Logistics if required.

Stage 2 : Creating a backup on the current server.

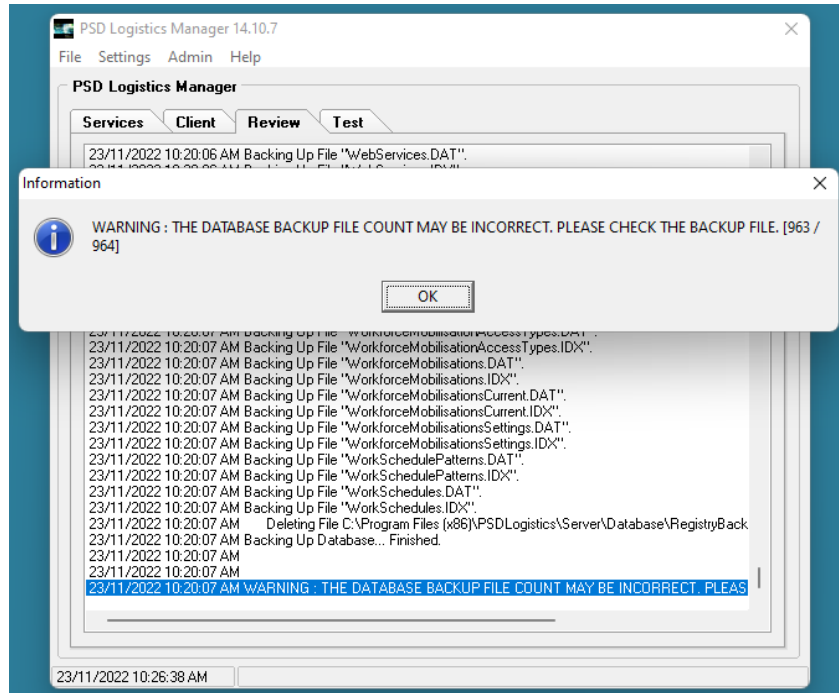| Step	Action
1	Log into the Server on which the PSD Logistics Services are installed. You must be logged into MS Windows as a MS Windows Administrator. If you are unsure of the server name, run a PSD Logistics Client, but do **NOT** log in. The login details window will be displayed.
2	Click the server button and the PSD Logistics Server's hostname or IP address will be displayed.

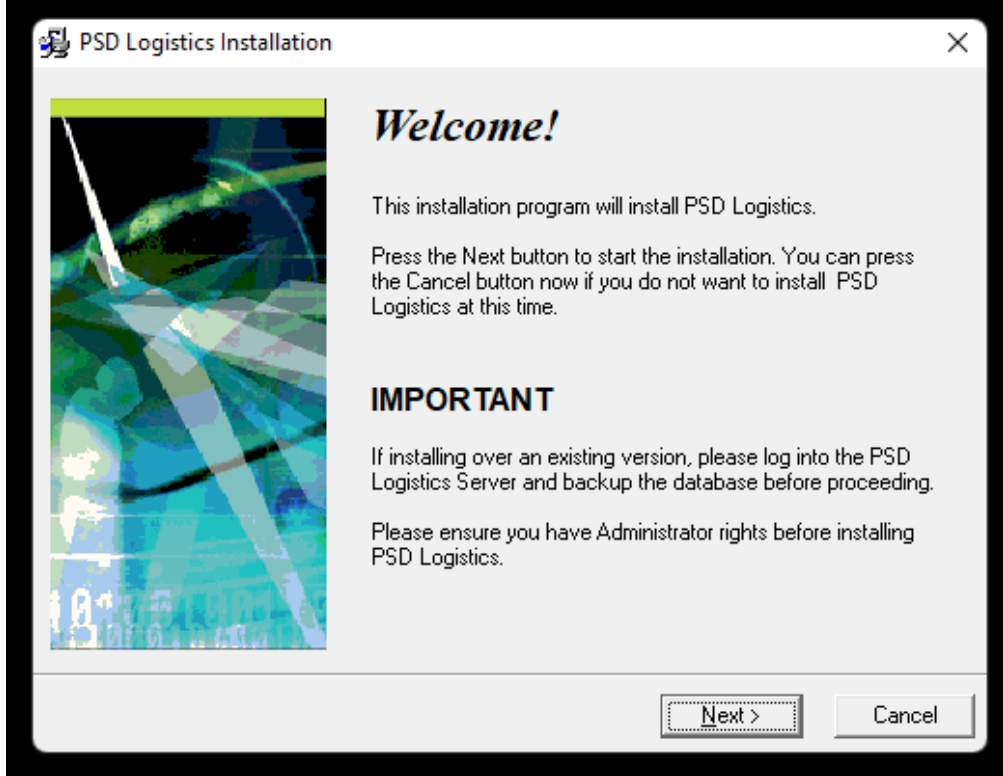| 3	Run PSDLogisticsManager.exe using "Run As Administrator". This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default.
4	Select "File" -> "Login" and log into the PSD Logistics Manager using the admin account. The default password is "admin". A number of menu items and features will be displayed.

5	Select "Admin" -> "Database" -> "Backup To Zip", and create a new backup file. Make a note of the filename and folder of the backup file. Filename : _____ Folder : _____
6	Select the "Review" tab sheet and wait until all files are backed up. At the completion of the backup, it will display "Backup to Zip Succeeded".
7	Check to make sure an error has not been recorded during the backup such as :

	"WARNING : THE DATABASE BACKUP FILE COUNT MAY BE INCORRECT. PLEASE CHECK THE BACKUP FILE. [500 / 501]" This message can be raised if there is insufficient disc space to add all files into the backup file.
8	Select the "Services" tab sheet and click the "Stop All" button. Wait until all services are stopped.
9	Select "Admin" -> "Services" -> "Disable All Services" to prevent services from running again on this server.
10	Select "File" -> "Exit".
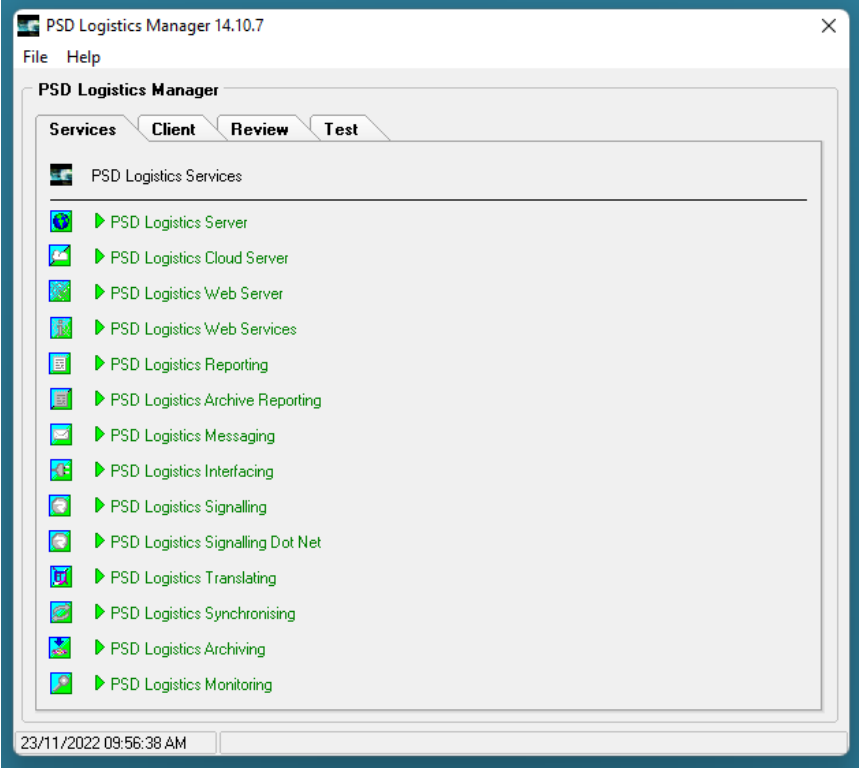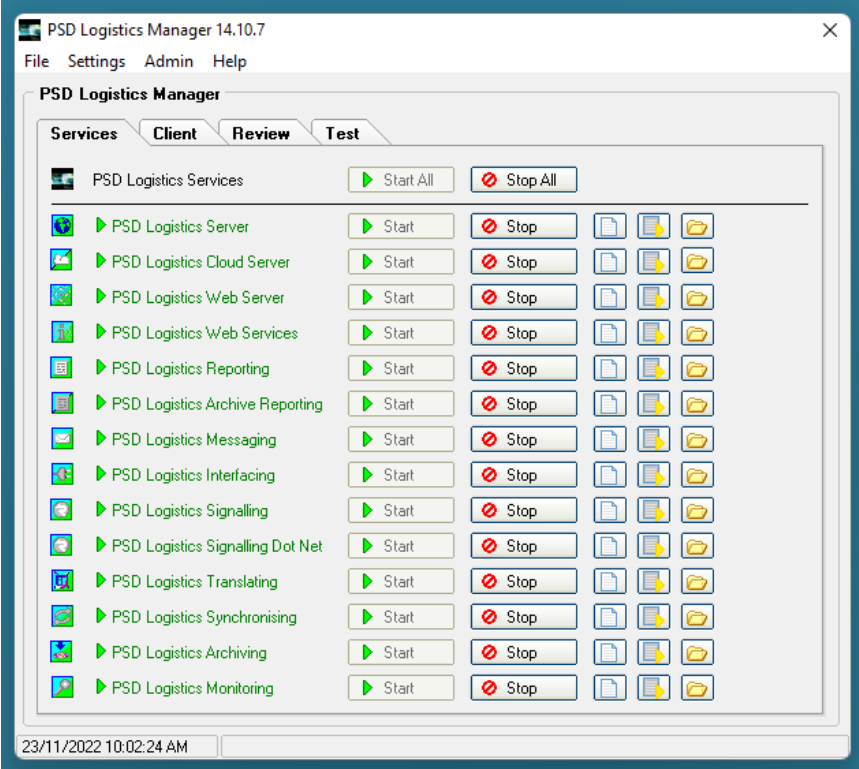
Stage 3 : Installing PSD Logistics on the new server

Step	Action
1	Run the installation file (Install_PSD_Logistics.exe) and follow the prompts. 1) Click "Next". 2) Select "I Accept the terms in the Licence Agreement" then click "Next". 3) Enter your Name and Company if blank then click "Next". 4) Select the default location then click "Next". 5) Select "Client" and "Server" then click "Next". 6) Click "Next" then wait while the software is installed. 7) Click "Finished". If any PSD Logistics services or applications are still running on the server, the installation will pause and ask you to stop the services or applications first. If so, end the install and run the PSD Logistics Manager using "Run As Administrator". Log into the PSD Logistics Manager and click the "Stop All Services" button. This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default. If the still running application is a PSD Logistics Client, you may need to run MS Windows Task Manager and end task PSDLogisticsClient (e.g. if another operator is running the client in another MS Windows session. If all else fails, run MS Windows Task Manager and End Task all processes starting with PSDLogistics.
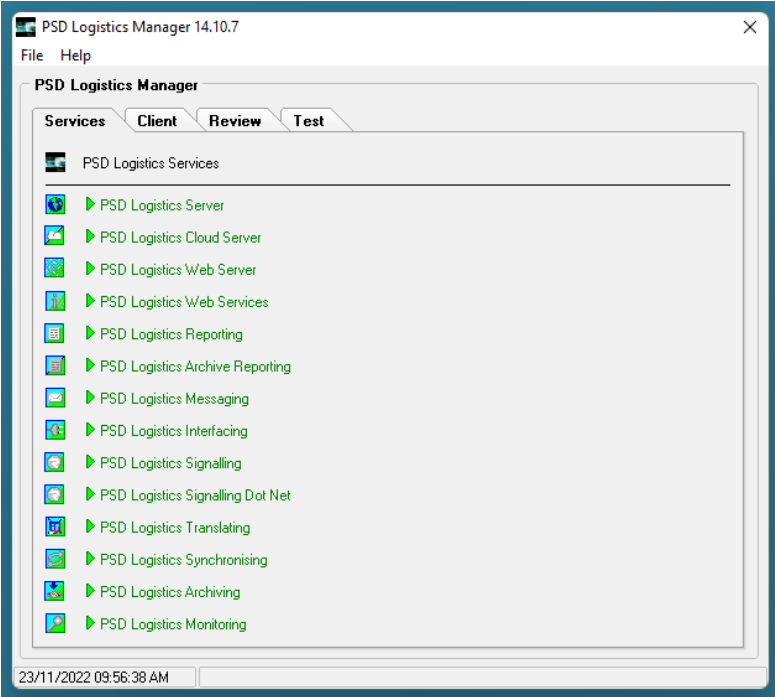
Stage 4 : Restoring the backup file into the new version.

Step	Action
1	Run PSDLogisticsManager.exe using "Run As Administrator". This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default.
2	Select "File" -> "Login" and log into the PSD Logistics Manager using the admin account. The default password is "admin". A number of menu items and features will be displayed.

3	Select "Admin" -> "Database" -> "Restore From Zip" and browse to the file created in Stage 1.
4	Wait until the backup file has been restored.
5	If this is not a major version upgrade, proceed to the next Step. If this is a major version upgrade, select "Settings" -> "Registration" then contact PSD for a new unlock code. Enter the new unlock code then select "Save" and "Close".
6	In the PSD Logistics Manager, click the PSD Logistics Server "Start" button and wait until the server is marked as "Started".
7	In the PSD Logistics Manager, select "File" -> "Exit".

Stage 5 : Updating any hostnames or IP addresses if required.

Step	Action
1	If the new server is assigned the same hostname and IP address of the old server, then everything should work and this set can be ignored. Otherwise, perform these steps to update any hostname and IP addresses.
2	Run PSDLogisticsManager.exe using "Run As Administrator". This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default.
3	Select "File" -> "Login" and log into the PSD Logistics Manager using the admin account. The default password is "admin". A number of menu items and features will be displayed.

4	Select "Settings" -> "Access Management Software"
	Depending upon your access control system, and depending upon whether or not the access control system has been moved onto the new server as well, the following settings may need to be updated. PSD Logistics is compatible with the following access control systems:
	    1) Gallagher/Cardax.
	       Update the Gallagher/Cardax server details if required.
	
	Access Management Software Settings ✕
	Access Management Software
	Software Name Gallagher\Cardax ▼
	Main SQL Server APIs DCOM Card Access Events Misc
	Gallagher Server
	● Host Name PSD-NEILAPC4 [Local Host] [Ping]
	○ IP Address
	
	[Save] [Close] [Help]
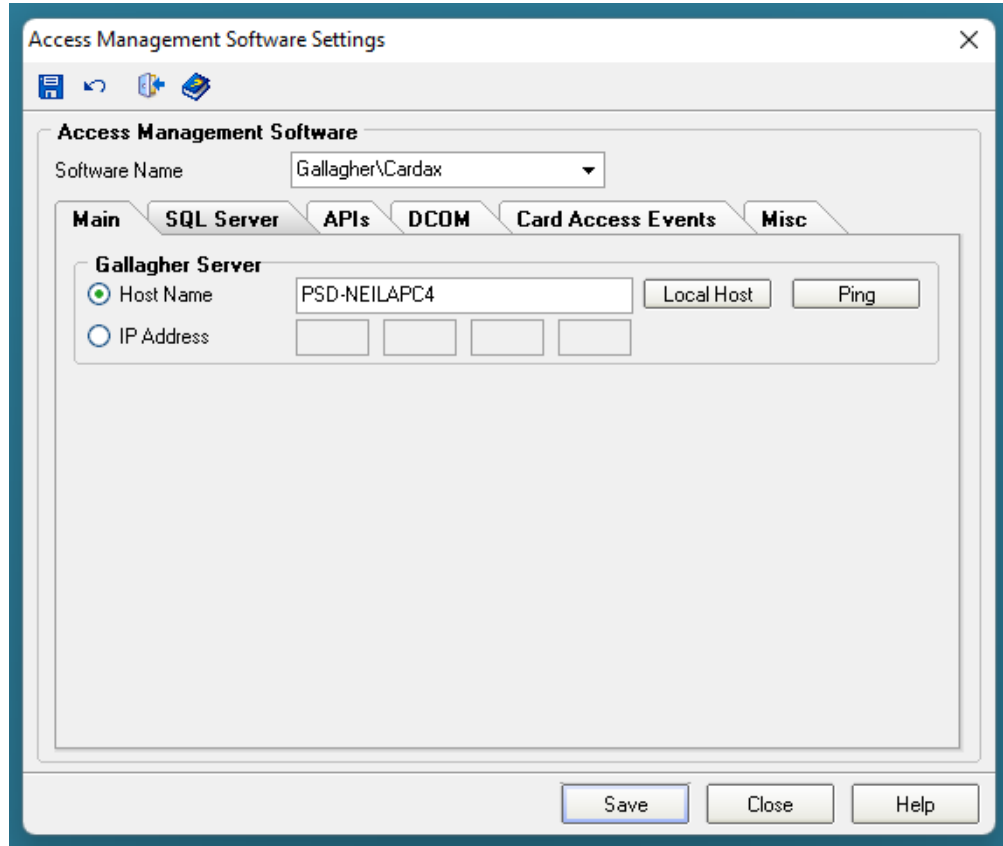
Update the Gallagher/Cardax SQL Server server details if required.

Update the Gallagher/Cardax folder paths if required. (e.g. The path may or may not contain (x86).

2) Lenel OnGuard
   Update the Lenel OnGuard Server details if required.

Access Management Software Settings   ✕

Access Management Software

Software Name   Lenel OnGuard ▼

| Main | Open Access | Signalling | Card Access Events | Misc |

Lenel OnGuard Server

⦿ Host Name   PSD-NEILAPC4   Local Host   Ping

◯ IP Address

        Save   Close   Help

3) PSD AcceptNet.
   Update the PSD AcceptNet Server details if required.

Access Management Software Settings   ✕

Access Management Software

Software Name   PSD AcceptNet ▼

| Main | Panels | Card Access Events | Import | Misc |

PSD AcceptNet Server

⦿ Host Name   PSD-NEILAPC4   Local Host   Ping

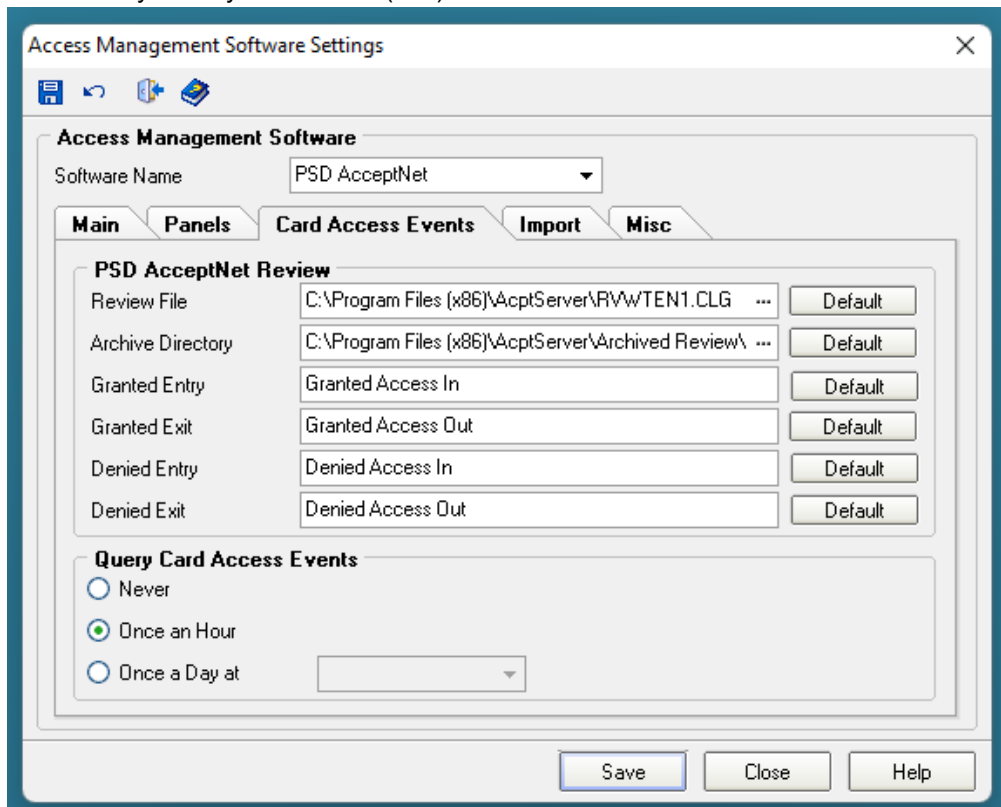◯ IP Address

CCTV Port   10001 ⬍   Default

Query People At   ☑   12:30 AM ▼
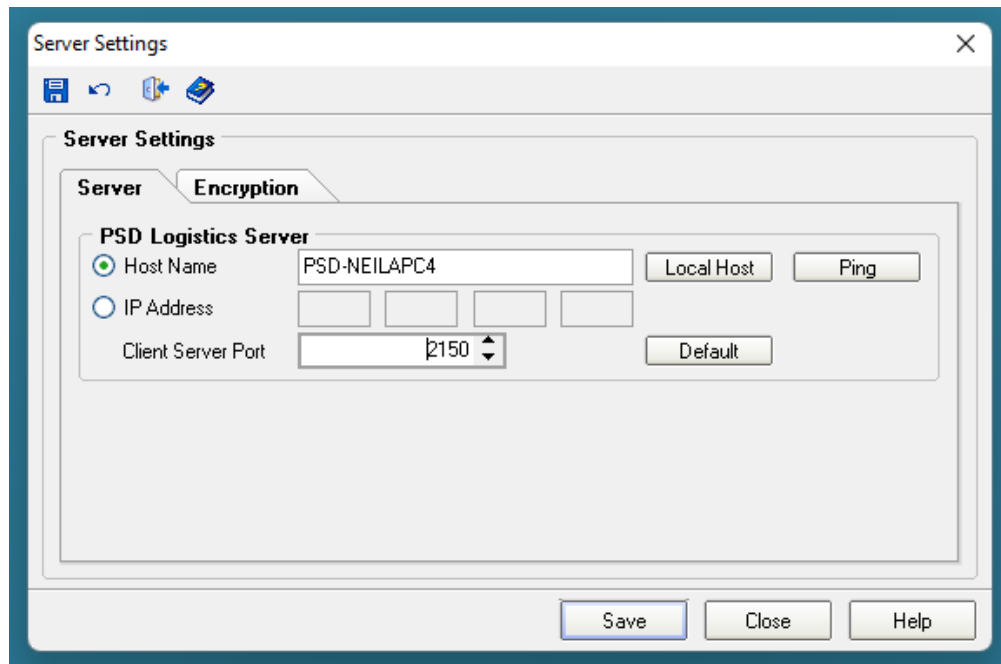
Query Extras   ☑

        Save   Close   Help

Update the PSD AcceptNet Query Directory if required. (e.g. The path may or may not contain (x86).
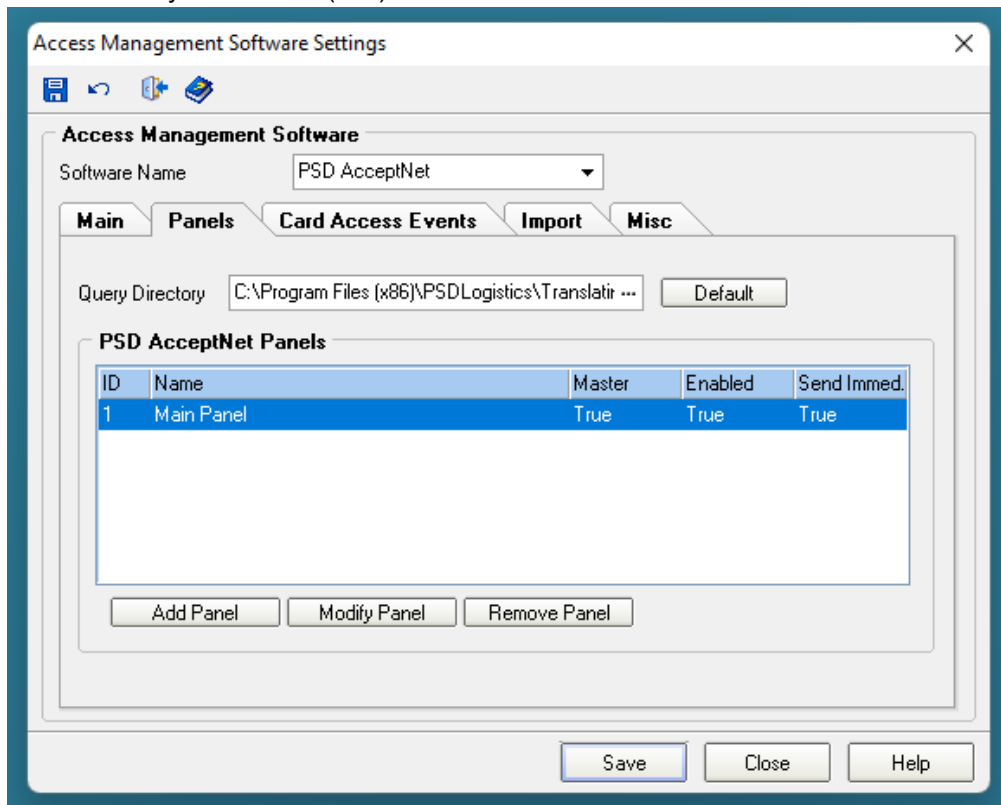
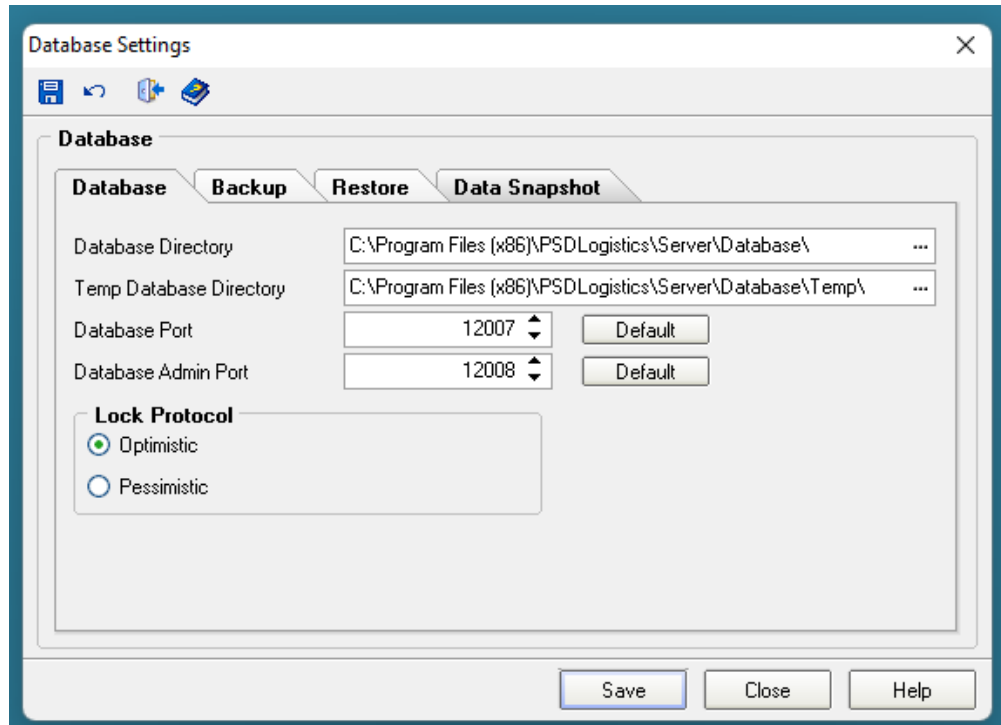Update the PSD AcceptNet Files and Directories if required. e.g. The path may or may not contain (x86).

| 5 | Save and Close. |

6	Select "Settings" -> "Server". Update the PSD Logistics server details if required.
	Save and Close.
7	Select "Settings" -> "Database". Update the PSD Logistics directory details if required. e.g. The paths may or may not contain (x86).
	Save and Close.

8	Select "Settings" -> "E-Mail Settings". Update the PSD Logistics SMTP details if required. Click the Test button to determine if the settings have been configured correctly. Save and Close.
9	Select "Settings" -> "SMS Settings". Update the PSD Logistics SMS details if required. Click the Test button to determine if the settings have been configured correctly. Save and Close.

10	Select "Settings" -> "SNMP Settings". Update the PSD Logistics SNMP details if required. Click the Test button to determine if the settings have been configured correctly. Save and Close.
11	Log into every PSD Logistics Client, but do **NOT** log in. The login details window will be displayed. Click the server button and the PSD Logistics Server's hostname or IP address will be displayed.

Update the PSD Logistics server details if required.

Connecting To The Server	? ✕

Server Details

Server Not Found

Primary Server | Secondary Server

Server

◉ Host Name PSD-NEILAPC4   [Local Host] [Ping]

◯ IP Address [   ] [   ] [   ] [   ]

Ports

Server Port [2150 ▲▼] [Default]

Database Port [12007 ▲▼] [Default]

[Save] [Close] [Help]