

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.

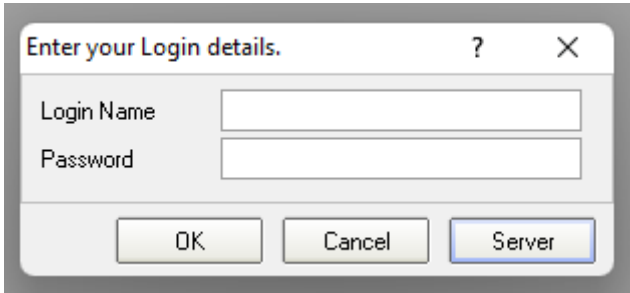
- 1) Installing all necessary third party interfaces.
- 2) Creating a backup file in the current version.
- 3) Installing the current version on the new server.
- 4) Restoring the backup file onto the new server.
- 5) Updating any hostnames or IP addresses if required.

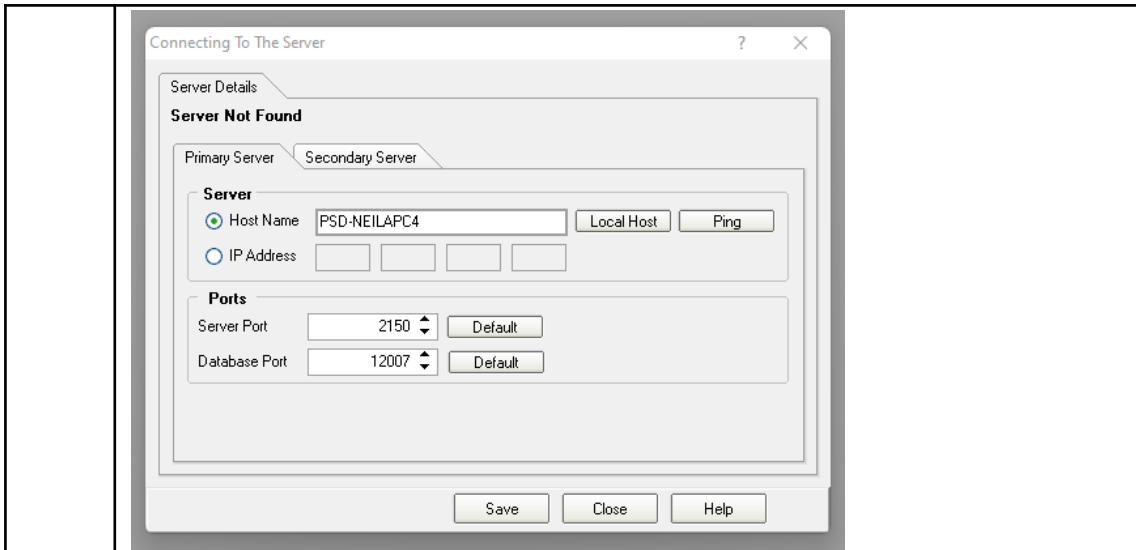
Before you begin.

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: <ol style="list-style-type: none">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.

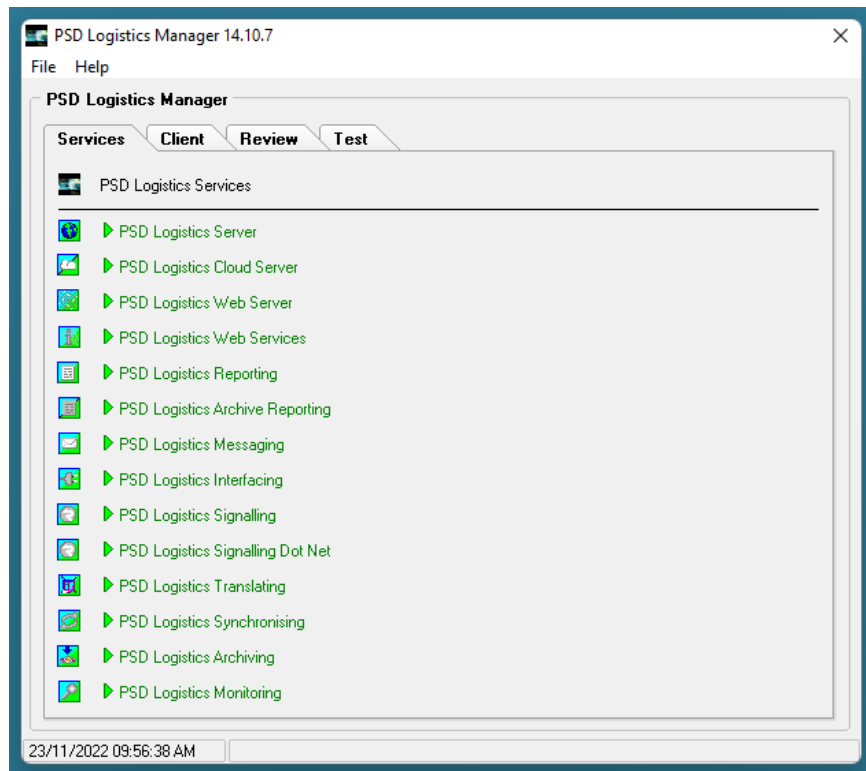
	<p>2) Lenel OnGuard Install and configure the Lenel OnGuard Open Access subscription API if required.</p> <p>3) PSD AcceptNet. Install and configure PSD AcceptNet to run on the same server first.</p> <p>Do not attempt to install PSD Logistics on the new server until all required interfaces have been verified as being installed and configured correctly.</p>
3	<p>Configure and MS Windows permissions. This will include, but not be limited to:</p> <ol style="list-style-type: none"> 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	<p>Log into the Server on which the PSD Logistics Services are installed. You must be logged into MS Windows as a MS Windows Administrator.</p> <p>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.</p> 
2	Click the server button and the PSD Logistics Server's hostname or IP address will be displayed.

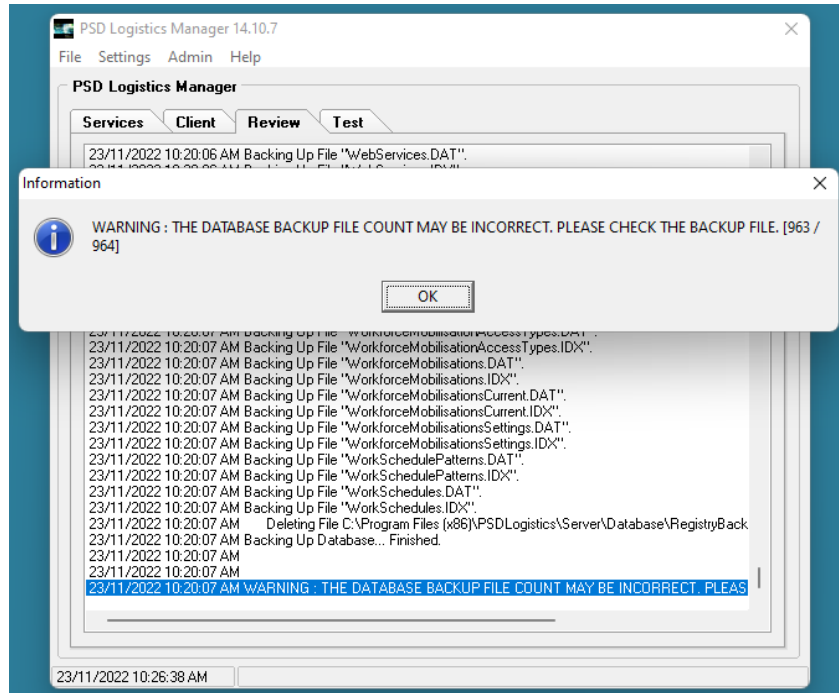


- Run PSDLogisticsManager.exe using "Run As Administrator". This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default.



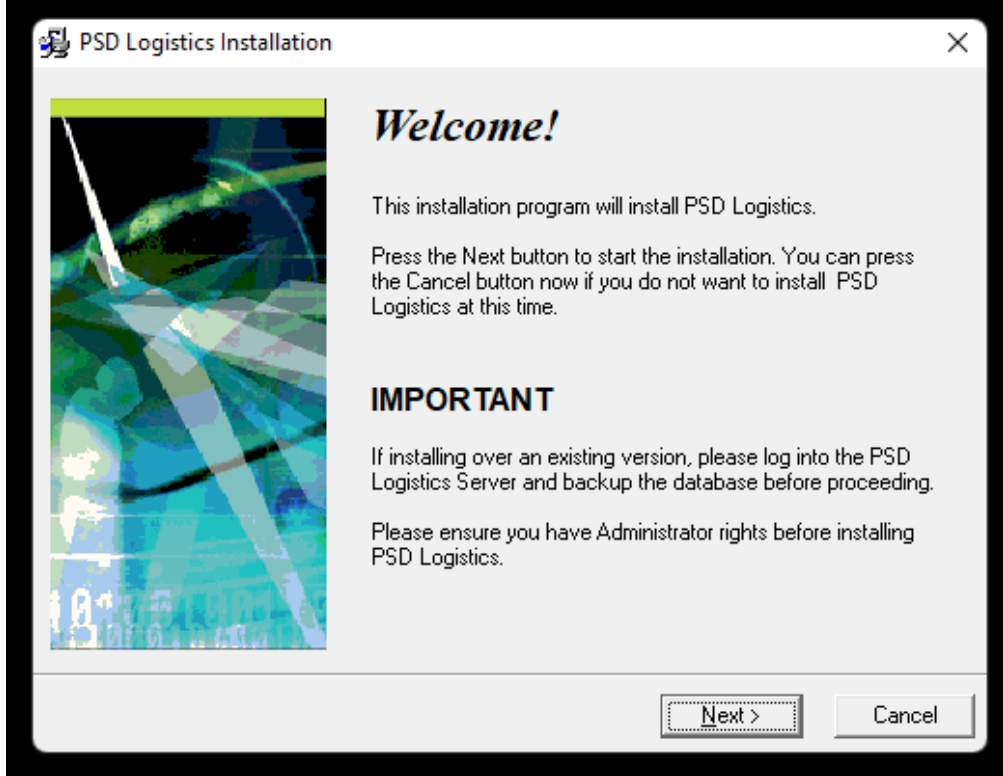
- Select "File" -> "Login" and log into the PSD Logistics Manager using the admin account. The default password is "admin". A number of menu items and features will be displayed.

“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.

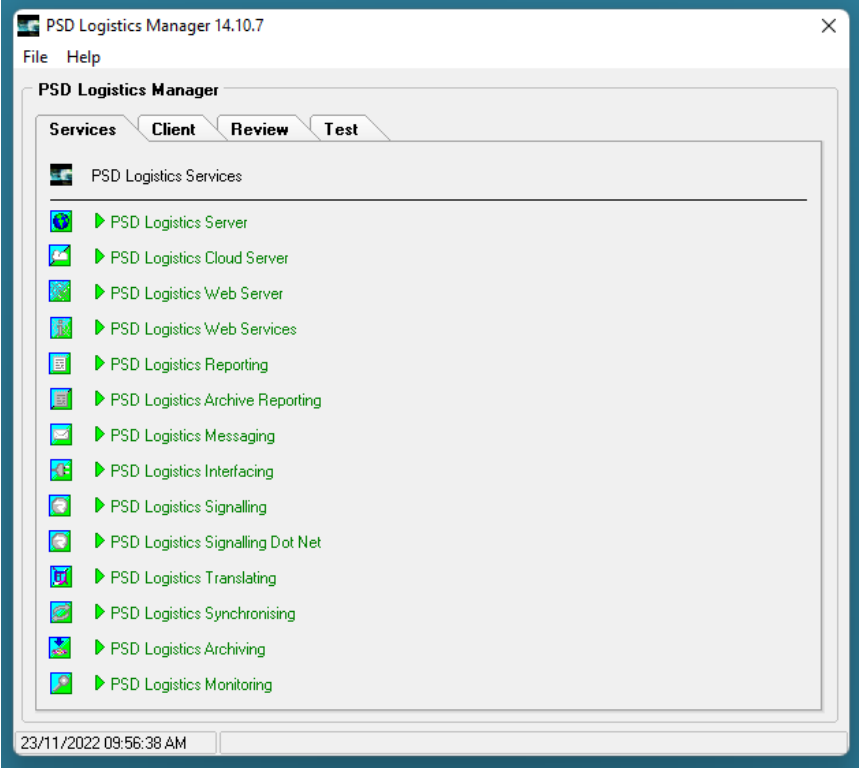
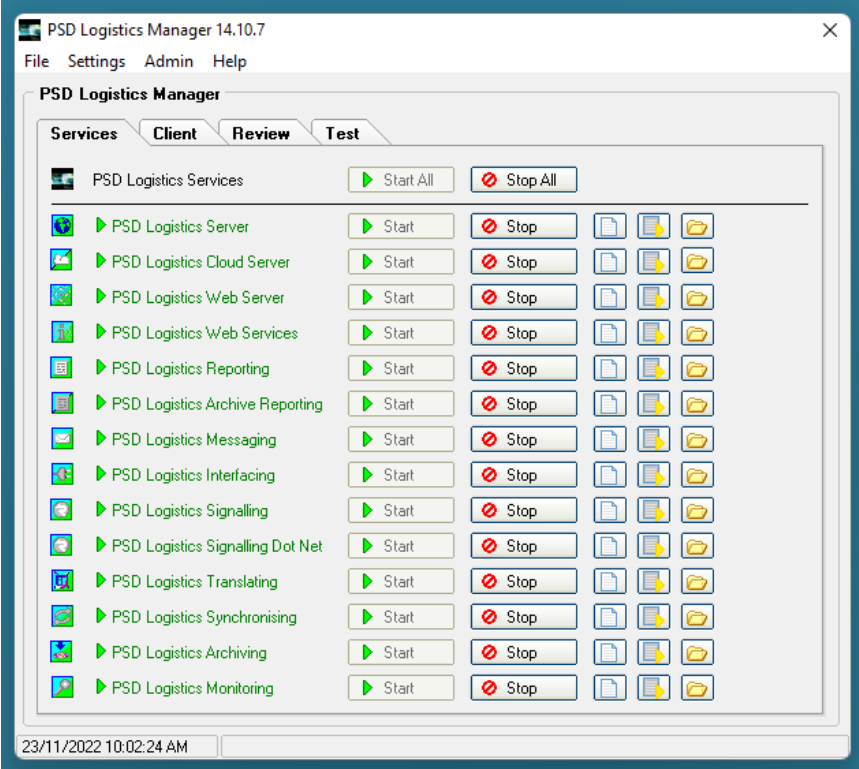


- | | |
|----|---|
| 8 | Select the “Services” tab sheet and click the “Stop All” button. Wait until all services are stopped. |
| 9 | Select “Admin” -> “Services” -> “Disable All Services” to prevent services from running again on this server. |
| 10 | Select “File” -> “Exit”. |

Stage 3 : Installing PSD Logistics on the new server

Step	Action
1	<p data-bbox="338 295 1359 327">Run the installation file (Install_PSD_Logistics.exe) and follow the prompts.</p> <div data-bbox="347 360 1353 1133" style="border: 1px solid black; padding: 10px;">  <p data-bbox="718 465 906 504">Welcome!</p> <p data-bbox="718 555 1165 577">This installation program will install PSD Logistics.</p> <p data-bbox="718 604 1260 676">Press the Next button to start the installation. You can press the Cancel button now if you do not want to install PSD Logistics at this time.</p> <p data-bbox="718 743 901 772">IMPORTANT</p> <p data-bbox="718 801 1284 851">If installing over an existing version, please log into the PSD Logistics Server and backup the database before proceeding.</p> <p data-bbox="718 878 1268 927">Please ensure you have Administrator rights before installing PSD Logistics.</p> <p data-bbox="1013 1057 1149 1093">Next ></p> <p data-bbox="1184 1057 1321 1093">Cancel</p> </div> <ol data-bbox="395 1176 1276 1400" style="list-style-type: none"> 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". <p data-bbox="347 1433 1340 1774">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.</p>

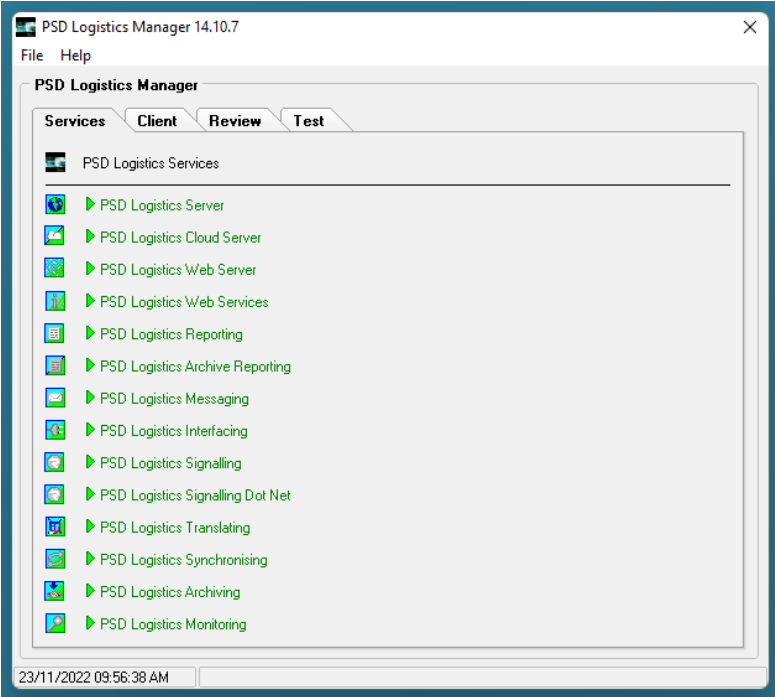
Stage 4 : Restoring the backup file into the new version.

Step	Action
1	<p>Run PSDLogisticsManager.exe using “Run As Administrator”. This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default.</p>  <p>The screenshot shows the PSD Logistics Manager 14.10.7 application window. The 'Services' tab is selected, displaying a list of services under 'PSD Logistics Services'. The services listed are: PSD Logistics Server, PSD Logistics Cloud Server, PSD Logistics Web Server, PSD Logistics Web Services, PSD Logistics Reporting, PSD Logistics Archive Reporting, PSD Logistics Messaging, PSD Logistics Interfacing, PSD Logistics Signalling, PSD Logistics Signalling Dot Net, PSD Logistics Translating, PSD Logistics Synchronising, PSD Logistics Archiving, and PSD Logistics Monitoring. Each service has a green play button icon next to it. The window title bar shows 'PSD Logistics Manager 14.10.7' and the system tray shows the date and time '23/11/2022 09:56:38 AM'.</p>
2	<p>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.</p>  <p>The screenshot shows the PSD Logistics Manager 14.10.7 application window after logging in. The 'Services' tab is selected, and the interface is now more detailed. At the top right of the services list, there are 'Start All' and 'Stop All' buttons. For each service, there are now 'Start' and 'Stop' buttons, along with icons for configuration files, help, and logs. The window title bar shows 'PSD Logistics Manager 14.10.7' and the system tray shows the date and time '23/11/2022 10:02:24 AM'.</p>

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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".

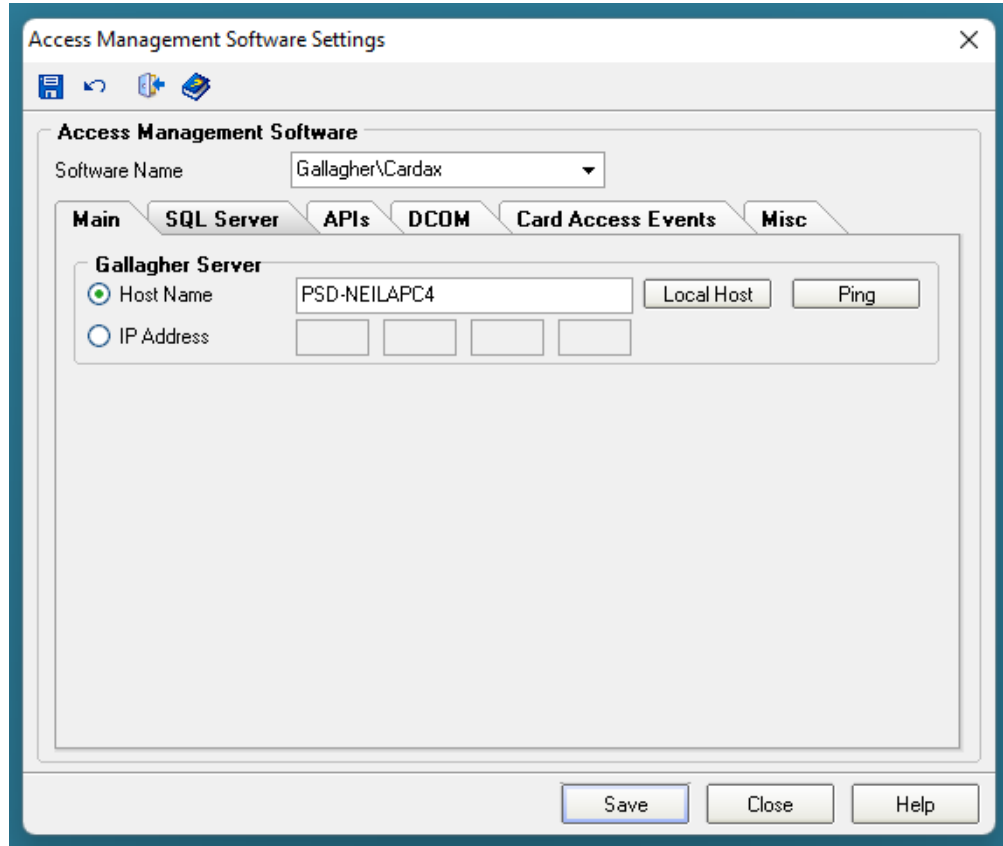
Stage 5 : Updating any hostnames or IP addresses if required.

Step	Action
1	<p>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.</p>
2	<p>Run PSDLogisticsManager.exe using “Run As Administrator”. This application is located in the C:\Program Files (x86)\PSDLogistics\Manager\ folder by default.</p>  <p>The screenshot shows the PSD Logistics Manager 14.10.7 application window. The 'Services' tab is selected, displaying a list of services under 'PSD Logistics Services'. The services listed are: PSD Logistics Server, PSD Logistics Cloud Server, PSD Logistics Web Server, PSD Logistics Web Services, PSD Logistics Reporting, PSD Logistics Archive Reporting, PSD Logistics Messaging, PSD Logistics Interfacing, PSD Logistics Signalling, PSD Logistics Signalling Dot Net, PSD Logistics Translating, PSD Logistics Synchronising, PSD Logistics Archiving, and PSD Logistics Monitoring. Each service has a green play button icon next to it.</p>
3	<p>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.</p>  <p>The screenshot shows the PSD Logistics Manager 14.10.7 application window after logging in. The 'Services' tab is selected, and the interface is now more detailed. At the top right of the services list, there are 'Start All' and 'Stop All' buttons. For each service, there are now 'Start' and 'Stop' buttons, along with icons for configuration files and folders. The services listed are the same as in the previous screenshot.</p>

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.



Update the Gallagher/Cardax SQL Server server details if required.

The screenshot shows the 'Access Management Software Settings' dialog box with the 'SQL Server' tab selected. The 'Software Name' is set to 'Gallagher\Cardax'. The 'SQL Server for Gallagher Database' section contains the following fields and options:

- Server Name: PSD-NEILAPC4\Gallagher (with 'Default' and 'Test' buttons)
- Login Name: psd123
- Password: [Redacted]
- Windows Authentication:
- Query People At: 12:30 AM
- Query PDFs:

Buttons at the bottom: Save, Close, Help.

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

The screenshot shows the 'Access Management Software Settings' dialog box with the 'DCOM' tab selected. The 'Software Name' is set to 'Gallagher\Cardax'. The 'DCOM XML Import Settings' section contains the following fields and options:

- Login Name: PSDLogisticsImport (with 'Recommended' button)
- Password: [Redacted]
- Num Attempts: 10
- Import Timeout: 30 Minutes
- Max Sync Delay: 60 Minutes
- Session Reset: 60 Minutes
- Session Reset On Fail: Use Priority Queue:
- Cardholders Schema (on server): C:\Program Files (x86)\Gallagher\Comman ... (with 'Default' button)
- Errors Folder: C:\Program Files (x86)\PSDLogistics\Serv ... (with 'Default' button)

Buttons at the bottom: Save, Close, Help.

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

Access Management Software Settings

Access Management Software

Software Name: Lenel OnGuard

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

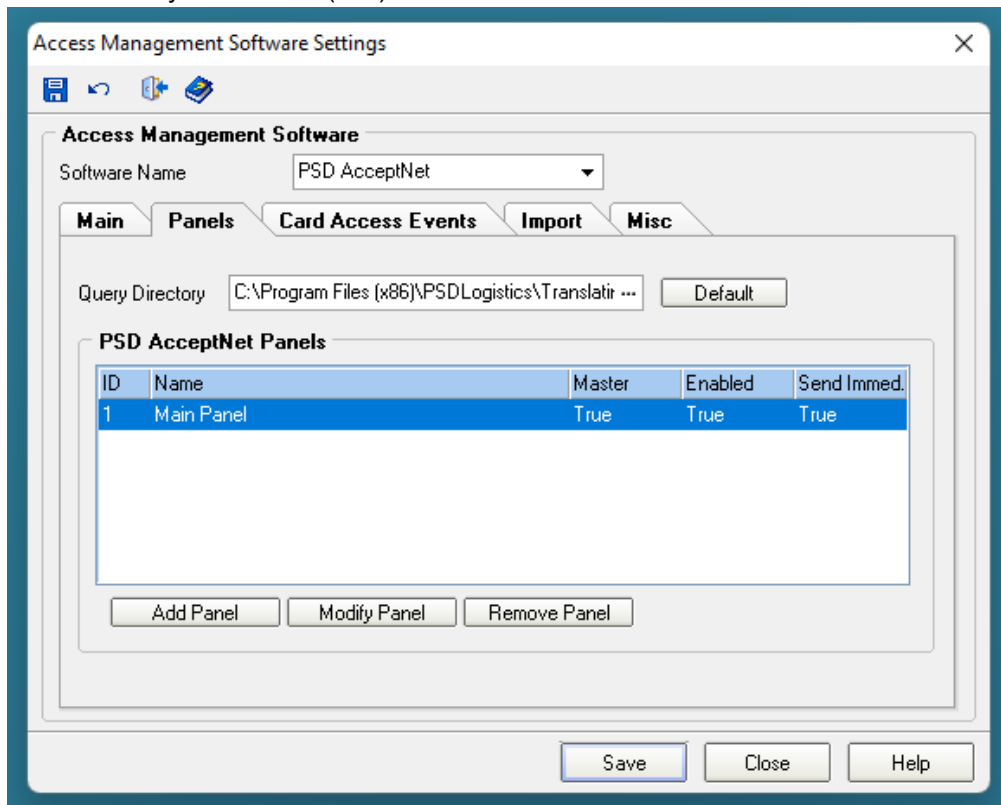
Software Name: PSD AcceptNet

Host Name: PSD-NEILAPC4 [Local Host] [Ping]
 IP Address: [] [] [] []
 CCTV Port: 10001 [Default]

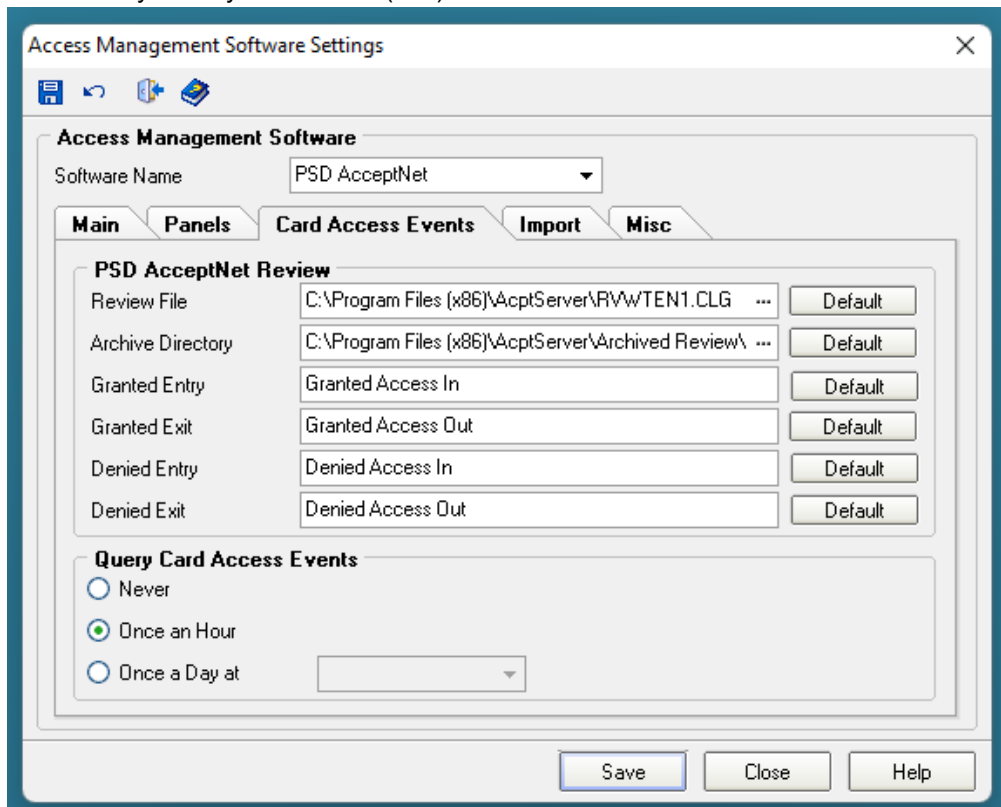
Query People At: 12:30 AM
 Query Extras:

[Save] [Close] [Help]

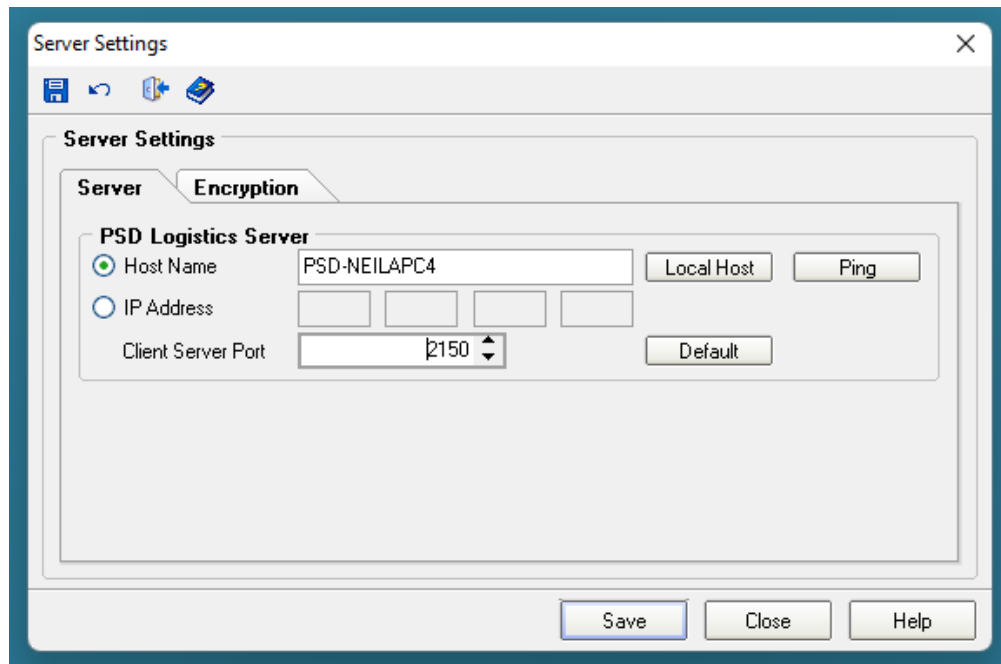
Update the PSD AcceptNet Query Directory if required. (e.g. The path may or may not contain (x86)).



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

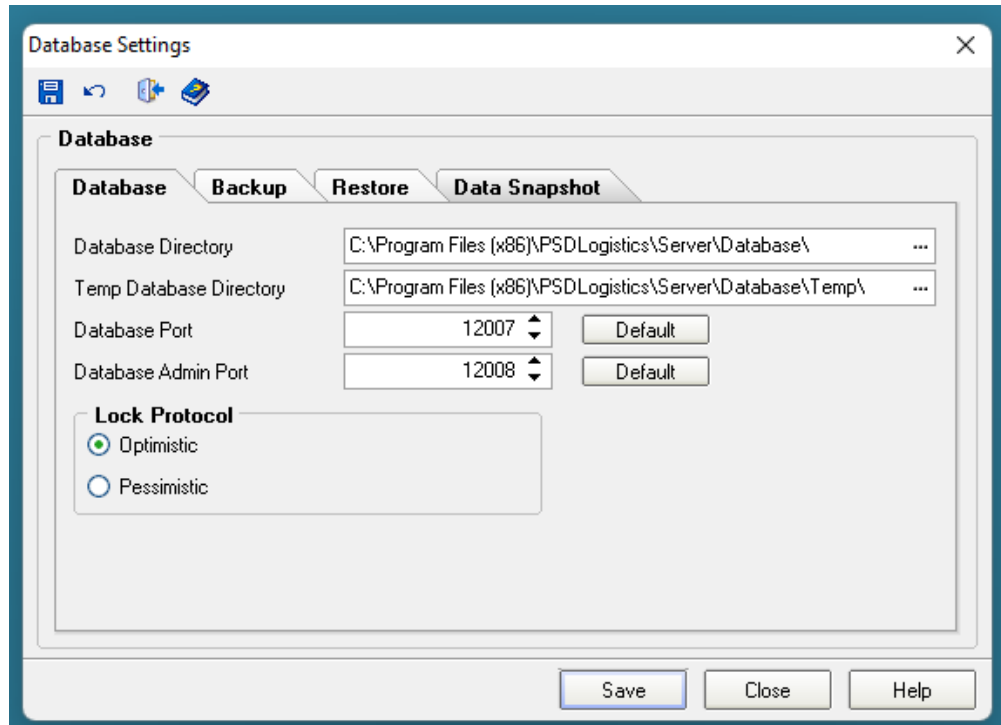


- 6 Select "Settings" -> "Server". Update the PSD Logistics server details if required.



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.

The screenshot shows the 'E-mail Settings' dialog box with the 'Advanced' tab active. The 'SMTP Client' section contains the following fields and values:

- Server: smtp.gmail.com
- Port: 587 (with a 'Default' button next to it)
- From: neila@psdlogistics.com
- Username: neila@psdlogistics.com
- Password: masked with asterisks

At the bottom right of the dialog is a 'Test' button. At the bottom center are 'Save', 'Close', and 'Help' buttons.

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.

The screenshot shows the 'SMS Settings' dialog box with the 'SMS Provider' section active. The fields and options are:

- Domain: messagingnet.com.au
- Prefix With Country Code:
- Set Message Length: (value: 0)
- Set Subject to Blank:

A 'Test' button is located at the bottom right of the dialog. At the bottom center are 'Save', 'Close', and 'Help' buttons.

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.

The screenshot shows a window titled "SNMP Settings" with a close button (X) in the top right corner. Below the title bar are icons for save, undo, redo, and help. The main content area has two tabs: "Trap" (selected) and "Events". Under the "Trap" tab, there are five rows of settings:

- Host: PSD-NEILAPC4
- Port: 161 (with a "Default" button to its right)
- Trap Port: 162 (with a "Default" button to its right)
- Community: public (with a "Default" button to its right)
- Enterprise OID: 1.3.6.1.4.1.45372.1 (with a "Default" button to its right and a "Test" button to the far right)

At the bottom of the window are three buttons: "Save", "Close", and "Help".

Save and Close.

11

Log into every PSD Logistics Client, but do **NOT** log in. The login details window will be displayed.

The screenshot shows a dialog box titled "Enter your Login details." with a question mark icon and a close button (X) in the top right corner. It contains two input fields: "Login Name" and "Password". At the bottom, there are three buttons: "OK", "Cancel", and "Server".

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