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Backup and Restore Guide

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Backup and Restore Guide for WorkZone Find

PURPOSE

The purpose of this guide is to enable administrators to backup and restore WorkZone Find as well as make a scheduled backup.

This document provides an overview of the files that must be included in the backup procedure to enable a complete restore of WorkZone Find.

TARGET AUDIENCE

The intended audience of this guide is administrators.

Backup and restore of ScanJour WorkZone Find

ScanJour WorkZone Find free text index backup procedures should be taken into consideration as a complete backup can be very large. Consequently, it can take too long to finish a backup. ScanJour WorkZone Find index can also be restored by running WorkZone Find connectors as a part of the restore procedure.

Backup frequency and required disk space

ScanJour recommends that you configure the system to create the backup file every day.

The size of the backup folder is up to 20% of WorkZone Find index size, where the index takes up to 40% of the repository size.

Make sure that there is enough space on the hard disk at all the time, for example by having a procedure to delete old backup files if the latest backup jobs has succeeded.

ScanJour recommends that you store backup folders for the last 2 weeks.

Settings files

You must include the settings.xml file in the backup procedure. It is located on:

```
[%ALLUSERSPROFILE%]\iBox\Settings.xml
```

If the WorkZone Find web search is located on a different server than the WorkZone Find index, there will be a settings.xml located at the same place on the web server that needs to be backed up.

The settings.xml file contains settings for WorkZone Find server and the communication between WorkZone Find server and WorkZone Find connectors.

Using console for performing backup

To back up ScanJour WorkZone Find, use the command line tool located on WorkZone Find server:

```
C:\Program Files\ScanJour\WorkZone Find\Miscellaneous\iBoxConsole\ibox.exe
```

With this tool you can create scripts that can be set up as scheduled tasks on the server, and you will be able to backup the complete index containing information model, WorkZone Find security model and the applied metadata on a regular basis.

The command line syntax for creating a full backup of the index is:

```
ibox savecomplete path=%iBOXBackupLocation%\iBOXIndexBackup.dat
```

Where `iBOXBackupLocation` is a system environment variable that specifies the folder where the backup file should be stored.

Note: For safety reasons, you should not store WorkZone Find backup files on the same drive as WorkZone Find index server. The files older than one month can be deleted to save space.

ACCESS TO THE CONSOLE TOOL

To access WorkZone Find Console tool on the index server, open a command prompt and type `ibox`. You will be able to work "inside" WorkZone Find console.

You can additionally send commands to WorkZone Find console through the following syntax:

```
ibox command [parameter] [=value]
```

To view the complete list of commands, type `ibox help` in a command prompt or access WorkZone Find console by typing `ibox` and then type `help` when you are inside. For a complete list of commands with descriptions, in a command prompt type:

```
ibox help path=c:\iboxhelp.txt
```

The help file `iboxhelp.txt` will then be located on C drive. See also [Appendix: Console commands](#).

Backup procedure

ScanJour recommends that scheduled backup jobs on the server are executed on a daily or weekly basis. Frequency of backups should be determined based on the size of the installation and the frequency of changes made to the index. If frequent manual model changes and manual tagging are involved, the model as well as tags should be backed up on a daily basis.

Note: All this is not required if an installation is small and it can be restored by re-scanning data and doing automatic metadata classification fast enough for your needs.

The standard practice is to backup tags and model every day, and backup the complete index every week.

A sample powershell script for setting up scheduled backup tasks can be found in the installation media under

```
C:\Program Files\ScanJour\WorkZone Find\Resources\Scripts\Operation\Backup\
```

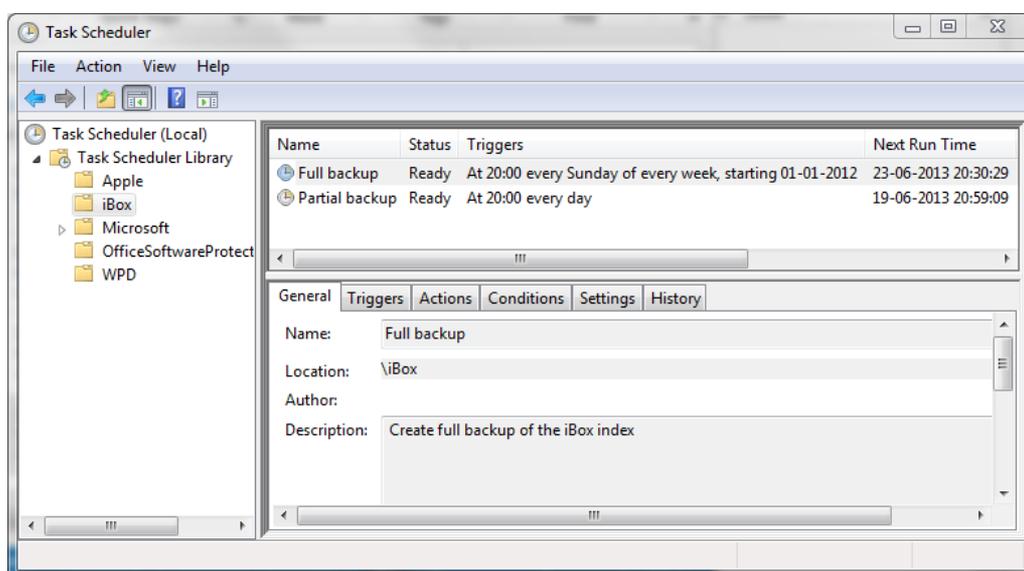
To set up the backup tasks, run the following command (in a CMD window opened with administrative privileges):

```
schedule_backup.cmd <backup location>
```

Note: Specify the backup location as a UNC path, not as a mapped drive. If the path contains whitespace characters, enclose it in double quotes.

The script will ask for the credentials for the account of the backup task.

When completed, the script will have created two new scheduled tasks, **Full backup** and **Partial backup**. To modify the tasks, use the **Task Scheduler**, which can be found under **Administrative Tools** in the **Windows Control Panel** (or by running `taskschd.msc` in a command prompt). Both tasks are located in the iBox folder.



Note: **Task Scheduler** should be used if the tasks need to be removed at some point in the future.

Restore procedure

The complete set of metadata can only be restored when the free text indexing process has been completed.

PROCEDURE

1. Open WorkZone Find Index Manager.
2. In the **Index Manager** window click **File > Load complete index**. Locate the latest .dat backup of the complete index. Loading the complete model can take some time depending on the data size.
3. Click **Search Index > Expand tags and inverted lists** to force the update of the folder and related tags in the WorkZone Find search index.

Note: If the Expand tags and inverted lists menu item is disabled, click **Search Index > Initialize**.

Expanding will take some time depending on the amount of metadata.

Logs

Each specific log entry created by WorkZone Find is stored in a separate folder.

You can set the location for the WorkZone Find Index logs and UCF logs while performing initial configuration via the Configuration wizard. For more information, see section 2 Configuring WorkZone Find Server of the Configuration_Guide.pdf document.

All other logs are stored on C:\ProgramData\iBox\Log

This section provides an overview of WorkZone Find logs, their purpose and location on WorkZone Find server.

List of logs stored in the default locations

WORKZONE FIND MODEL SERVICE LOGS

File Name	Purpose	Location
Log <YYYY-MM>	Contains the WorkZone Find Model Service activities log.	C:\programData\iBox\ModelService\Log
Error <YYYY-MM>	Contains the log of errors thrown by WorkZone Find Model Service.	C:\programData\iBox\ModelService\Log
Time <YYYY-MM-DD>	Contains the log of time when the WorkZone Find Model Service log is updated.	C:\programData\iBox\ModelService\Log

ACTIVE DIRECTORY LOGS

File Name	Purpose	Location
ErrorLog <YYYY-MM-DD>	Contains the log of errors thrown by WorkZone Find AD Connector.	C:\programData\iBox\ADScanner
DebugLog <YYYY-MM-DD>	Contains the log on debug information for the errors thrown by WorkZone Find AD Connector.	C:\programData\iBox\ADScanner

CONFIGURATION WIZARD LOGS

File Name	Purpose	Location
iBoxConfigurationWizard_Log <YYYY-MM>	Contains the log on activities and errors thrown by the Configuration wizard.	C:\programData\iBoxConfiguration\Log

SEARCH LOGS

File Name	Purpose	Location
Log <YYYY-MM>	Contains the log on the activities performed and the errors thrown by the search component.	C:\programData\iBox\Search\Log

ISAC LOGS

File Name	Purpose	Location
DiagnosticEngine_Log<YYYY-MM>	Contains the log of the entries created by the iSAC Diagnostics engine.	C:\programData\iSac\Log
DiagnosticEngine_Error<YYYY-MM>	Contains the log of errors thrown by the iSAC diagnostics engine.	C:\programData\iSac\Log

ISAC LOGS FOR INDIVIDUAL DIAGNOSTICS TESTS

Each file contains the log and error entries thrown by individual diagnostic tests in iSAC.

File Name	Location
Active Directory Connector Service diagnostic	C:\ProgramData\iSac\Log\iBox Active-directory connector service<GUID>\
Backup folder metrics	C:\ProgramData\iSac\Log\iBox Backup folder metrics<GUID>\
COM+ service	C:\ProgramData\iSac\Log\iBox iBox FreetextExtractor<32/64>COM+<GUID>\
Index folder metrics	C:\ProgramData\iSac\Log\iBox index folder metrics<GUID>\
Index service diagnostic	C:\ProgramData\iSac\Log\iBox index service<GUID>\
Log folder metrics	C:\ProgramData\iSac\Log\iBox log folder metrics<GUID>\
NTFS connector metrics	C:\ProgramData\iSac\Log\iBox NTFS Connector metrics<GUID>\
NTFS connector service	C:\ProgramData\iSac\Log\iBox NTFS Connector service<GUID>\
ScanJour connector metrics	C:\ProgramData\iSac\Log\iBox ScanJour Connector service<GUID>\
ScanJour connector service	C:\ProgramData\iSac\Log\iBox ScanJour Connector service<GUID>\

List of logs stored in the user specified location

File Name	Purpose
Index_Log<YYYY-MM>	Contains the entries on log index activities.
Index_Error<YYYY-MM>	Contains the errors thrown by WorkZone Find index.
Index_SearchQueries<YYYY-MM-DD>	Contains the log of the search queries performed on the specific day.
iBox AutoTermService.exe_Log	Contains the log of activities performed by AutoTerm Rule generator.
iBox AutoTermService.exe_Error	Contains the errors thrown by AutoTermRule generator.
iBox NtfsConnector_FileaccessError.txt	Contains the errors log created by WorkZone Find NTFS connector when it encounters problems in accessing a file while scanning.
iBox NtfsConnector_FreetetError.txt	Contains the errors log created by WorkZone Find NTFS connector when it encounters problems in extracting the freetext.
iBox NtfsConnector Performance.	Contains the performance log of the NTFS scan. After every scanning an entry is added to the log.
iBox MossConnector.exe_Log	Contains the log of activities performed by WorkZone Find SharePoint Connector.
iBox MossConnector.exe_Error	Contains the errors log created by WorkZone Find SharePoint Connector when it encounters an error while scanning.
iBox SJConnector.exe_Log	Contains the log of activities performed by ScanJour ECM Connector.
iBox SJConnector.exe_Error	Contains the errors log created by ScanJour ECM Connector when it encounters an error while scanning.
UcfManager.exe_Log	Contains the logs created by UCF Manager on performed activities.
UcfManager.exe_Error	Contains the errors log created by UCF Manager when it encounters an error (regardless of the connectors in it).

Appendix: Console commands

Below is the complete list of all the commands for use in ScanJourWorkZone Find console:

Command	Description
BACKUPTAGS	Backups the index tags to a file.
CHECKSCRIPT	Checks the interpretation of the commands in the provided .ibe script.
CLS	Clears the screen.
CONNECT	Connects to the index.
DISCONNECT	Disconnects from the index.
EXIT	Exits the application.
HELP	Lists the help on the screen and saves to a file.
LISTBLOCKS	Lists the help on the screen and saves to a file.
LISTBLOCKTYPES	Lists on the screen or saves to a file the information about the specified iBlocks.
LISTPROPERTYTYPES	Lists on the screen or saves to a file the iBlock types.
LISTRELATIONTYPES	Lists on the screen or saves to a file the property types.
LOADBLOCKS	Lists on the screen or saves to a file the relation types.
LOADCOMPLETE	Loads iBlocks from .bin or .xml file.
PAUSE	Loads the index from a file.
REMOVEBLOCKS	Waits with closing the application window for pressing any key.
RESET	Resets the index.
RESTORETAGS	Restores the index tags from a file.
SAVEBLOCKS	Saves the iBlocks to .bin or .xml file or displays on the screen.
SAVECOMPLETE	Saves the index to a file.
SCRIPT	Runs the commands from given .ibe script.
SEARCHINDEX	Executes the specified SearchModelJob towards the index.
SERVICESTATUS	Gets WorkZone Find Index service status.
STARTSERVICE	Starts the WorkZone Find Index service.
STATUS	Displays on the screen or saves to file current index status information.
STOPSERVICE	Stops the WorkZone Find Index service.
TEXTINDEX	Executes management commands towards the TextIndex.

Terms and conditions

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