

PROPERLY BACKING UP A MACHINE THAT IS HAVING TAPE DRIVE AND OR BACKUP PROBLEMS!

Problem:

In our example, we have a customer that has not had a proper tape backup in over a week. This particular customer's Server is running a dual processor, which is raided. This customer is running 5.05 SCO Enterprise Software on a networked system.

To update you on the steps we have taken are as follows

- a. We have tried replacing tape drives several times with no avail.
- b. We have tried changing from an on-board controller, to a 2940 Ultrawide controller (off board), with no luck.
- c. When trying one final process, which was to replace the controller card by removing the network card. The raid controller failed.

At this time all data could be lost. This particular customer has 3 stores. It is a very real fact that a lot of work will have to be re-entered into the computer in the event we cannot salvage a backup.

Solution: Before any work is done on this machine!

- a. FTP files from the primary Dual system to a backup Single or Dual. Make sure that all files are FTP'd.

TO TRANSFER FILES via FTP and Mlink

**!!!IMPORTANT !!!
!!! MAKE SURE YOU ARE NOT IN ROOT ON EITHER !!!
!!! COMPUTER !!!**

FTP

1. Type **ftp xxx.xxx.xxx.xxx** <ENTER>
(Ex. 216.132.142.182 (this is the IP address of the system you are connecting to))

You now have an ftp prompt that looks like this ---- ftp>

2. Type **cd /work** <ENTER>
3. Type **mkdir ftpstest** <ENTER>
4. Type **cd /ftpstest** <ENTER>
5. Type **put** [name of file] <ENTER> or Type **get** [name of file] <ENTER>
(To send) (to receive)
6. Type **ls** <ENTER> (to make sure file is there)
7. Type **quit** <ENTER>

Mlink

1. Call in to customer's system
2. Type **cd** [directory you need] <ENTER> (FOR SAFTEY ALWAYS BE IN / tmp)
3. Type **transfer** <ENTER>
4. Type **s** (to send file) or **r** (to receive) <ENTER>
5. Type [name of file] <ENTER>
6. Type <CTRL><R>
7. <ENTER>

Files should start sending or receiving

If you can not FTP the files to a backup server..

Contact Mr. Greg Matatall, then have him walk you through the proper way of copying the specified indexes from the server to the floppies.

Grn 02/02