

Microsoft System Center 2012 R2

Disaster Recovery Guide for System Center 2012 R2 Service Manager

Microsoft Corporation

Published: November 1, 2013

Authors

John Downing

Applies To

System Center 2012 - Service Manager

System Center 2012 Service Pack 1 (SP1) - Service Manager

System Center 2012 R2 Service Manager

Feedback

Send suggestions and comments about this document to sc2012docs@microsoft.com.

Copyright

This document is provided "as-is". Information and views expressed in this document, including URL and other Internet website references, may change without notice.

Some examples depicted herein are provided for illustration only and are fictitious. No real association or connection is intended or should be inferred.

This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes. You may modify this document for your internal, reference purposes.

© 2013 Microsoft Corporation. All rights reserved.

Microsoft, ActiveX, Active Directory, Bing, Internet Explorer, MSDN, SharePoint, Silverlight, SQL Server, Visual Basic, Visual Studio, Windows, Windows Intune, Windows PowerShell, Windows Server, and Windows Vista are trademarks of the Microsoft group of companies. All other trademarks are property of their respective owners.

Revision History

Release Date	Changes
October 17, 2013	Original release of this guide.
November 1, 2013	Minor updates to this guide.

Contents

Disaster Recovery Guide for System Center 2012 - Service Manager	4
Disaster Recovery Scenarios Overview	4
Prepare for Service Manager Disaster Recovery	6
Deployment Strategy for Service Manager	7
Backing Up Service Manager Management Servers	7
How to Back Up the Encryption Key in Service Manager	8
Backing Up Service Manager Databases	8
How to Start the SQL Server 2008 Script Wizard	10
How to Start the SQL Server 2008 R2 Script Wizard	11
Backing Up Unsealed Management Packs in Service Manager	12
How to Back Up Unsealed Management Packs	13
Implement Service Manager Disaster Recovery	13
Database Recovery in Service Manager	14
Management Server Disaster Recovery in Service Manager	14
How to Restore the Service Manager Encryption Key	15
How to Recover a Service Manager Management Server	16
How to Recover a Data Warehouse Management Server	17
How to Promote a Service Manager Management Server	18
Import Unsealed Management Packs in Service Manager	19
How to Import Management Packs	20

Disaster Recovery Guide for System Center 2012 - Service Manager

A recovery plan for potential software and equipment failures in your System Center 2012 – Service Manager environment requires a deployment strategy that separates the Service Manager and data warehouse management servers from the computers that host their respective databases. During installation, you must back up the encryption keys on all the management servers, both the Service Manager management server and data warehouse management servers.



Note

The encryption keys on the Service Manager management server and data warehouse management server are different and each must be backed up.

You must also back up the Service Manager databases and your unsealed management packs.

Disaster recovery topics

- [Disaster Recovery Scenarios Overview](#)
Provides an overview of the potential disaster recovery scenarios that are presented in this guide.
- [Prepare for Service Manager Disaster Recovery](#)
Describes the steps you can take to prepare for potential disaster recovery.
- [Implement Service Manager Disaster Recovery](#)
Describes the steps you can take to implement disaster recovery procedures if problems arise.

Downloadable Documentation

You can download a [copy of this technical documentation from the Microsoft Download Center](#). Always use the TechNet library for the most up-to-date information.

Disaster Recovery Scenarios Overview

This topic provides an overview of the disaster recovery processes for each of the major parts of a System Center 2012 – Service Manager installation:

1. Service Manager Management Server
2. Data Warehouse Management Server
3. Service Manager Databases

Service Manager Management Server

You can take two approaches to restoring a failed Service Manager management server. You can replace the management server, or you can promote an additional management server to the primary role if an additional management server exists. The option of replacing the management server or promoting it depends largely on your time frame. If you can bring up another computer quickly, you might choose that option. Otherwise, you can promote an additional management server to the primary role and then add another management server later.

Promoting an additional management server involves the following procedures:

1. Promote an additional Service Manager management server. For more information, see [How to Promote a Service Manager Management Server](#) in this guide.
2. When a replacement server is available, install an additional Service Manager management server. For more information, see "How to Install an Additional Management Server" in the [Deployment Guide for Service Manager for System Center 2012](#).

If promoting an additional Service Manager management server is not an option, you have to install a replacement management server. Installing a replacement Service Manager management server involves the following procedures:

1. Start with a new computer that has the same computer name as the computer that failed.
2. Restore the encryption key that you saved from the original Service Manager management server. For more information, see [How to Restore the Service Manager Encryption Key](#) in this guide.
3. Install a Service Manager management server. For more information, see "Service Manager for System Center 2012 Deployment Scenarios" in the [Deployment Guide for Service Manager for System Center 2012](#).

Data Warehouse Management Server

Only one recovery scenario is possible for the data warehouse management server: you must install a new data warehouse management server on a computer with the same computer name as the computer that failed. Installing a replacement data warehouse management server involves the following procedures:

1. Start with a new computer that has the same computer name as the computer that failed.
2. Restore the encryption key that you saved from the original data warehouse management server. For more information, see [How to Restore the Service Manager Encryption Key](#) in this guide.
3. Install a data warehouse management server. For more information, see "Service Manager for System Center 2012 Deployment Scenarios" in the [Deployment Guide for Service Manager for System Center 2012](#).

Service Manager Databases

Recovery procedures are the same for both the Service Manager database and the data warehouse database. You use a computer with the same name, and then you restore the

Microsoft SQL Server databases using the same instance as the original. Recovery of a Service Manager database and a data warehouse database involves the following procedures:

1. Start with a new computer with the same computer name and with the same SQL Server instance as the computer that failed.
2. Restore the SQL Server database or databases using the same instance name as the original. For more information, see [Database Recovery in Service Manager](#) in this guide.

Prepare for Service Manager Disaster Recovery

This section describes the steps that you must take for System Center 2012 – Service Manager disaster recovery before problems occur. The steps that you take to recover from a disaster are based on completion of the steps that are outlined here. In general, preparing your Service Manager environment for disaster recovery involves the following:

1. Deploying Service Manager with management servers and databases on separate computers.
2. Backing up the encryption keys on the Service Manager and data warehouse management servers.
3. Backing up the SQL databases.
4. Backing up your unsealed management packs.

In This Section

[Deployment Strategy for Service Manager](#)

Describes the deployment strategy that you must use to prepare for disaster recovery.

[Backing Up Service Manager Management Servers](#)

Describes the steps that you must take to back up Service Manager management servers.

[Backing Up Service Manager Databases](#)

Describes the steps that you must take to back up Service Manager databases.

[Backing Up Unsealed Management Packs in Service Manager](#)

Describes the steps that you must take to back up unsealed management packs.

Deployment Strategy for Service Manager

As a best practice, deploy your management servers and associated databases for System Center 2012 – Service Manager on separate computers. Isolating the management servers and databases provides for a successful disaster recovery operation in the event of potential software and equipment failures.

You must have a functioning database to restore a failed management server. Recovery of a management server is impossible if the management server and the associated database are on the same physical computer and that computer fails. For more information, see "Installing Service Manager on Four Computers" in the [Deployment Guide for System Center 2012 - Service Manager](#).

Backing Up Service Manager Management Servers

When you deploy System Center 2012 – Service Manager, an encryption key is created and stored in the registry on the management servers. A matching encryption key is created in the associated databases. The encryption keys for the Service Manager and data warehouse management servers are stored in the Service Manager database. The matching encryption key for the data warehouse management server is stored in the DWStagingAndConfig database. By backing up the SQL Server databases, you back up the encryption key.

In addition, the computer name of the management server and Self-Service Portal is stored in the associated databases. Regardless of whether you encounter a software or hardware failure of a management server or Self-Service Portal, your recovery process is based on restoring a computer that has the same computer name as the computer that failed.

The steps for recovering from a management server failure are as follows:

1. Restore the encryption keys before you run Setup, and install the new management servers.
2. Install the new management server on a computer that has the same name as the original computer.
3. When you install the management server, select **Use an existing database**, and then specify the name of the computer that hosts the associated database.

For more information about these steps, see the topic [Management Server Disaster Recovery in Service Manager](#) in this guide.

In This Section

[How to Back Up the Encryption Key in Service Manager](#)

Describes how to back up the Service Manager encryption key.

How to Back Up the Encryption Key in Service Manager

Your disaster recovery strategy for System Center 2012 – Service Manager depends on backing up the encryption keys as soon as you complete the Service Manager installation. After you back up the encryption keys and store them in a safe location, you can recover from software or hardware failures on the Service Manager and data warehouse management servers.

You use the Encryption Key Backup or Restore Wizard to back up encryption keys on the management servers and Self-Service Portal. This wizard is located on the Service Manager installation media in the Tools\SecureStorageBackup folder.

To back up the encryption key

1. Log on to the computer that hosts the Service Manager management server of data warehouse management server by using an account that is a member of the Administrators group.
2. In Windows Explorer, open the Tools\SecureStorageBackup folder on the installation media.
3. Right-click **SecureStorageBackup.exe** then click **Run as administrator** to start the Encryption Key Backup or Restore Wizard.
4. On the **Introduction** page, click **Next**.
5. On the **Backup or Restore?** page, select **Backup the Encryption Key**, and then click **Next**.
6. On the **Provide a Location** page, type the path and file name for the encryption key. For example, if you want to specify the file name SMBBackupkey.bin for the encryption key on the MyServer server in the Backup shared folder, type **\\MyServer\Backup\SMBBackupkey.bin**, and then click **Next**.
7. On the **Provide a Password** page, in the **Password** box type a password that contains at least eight characters. In the **Confirm Password** box, retype the same password, and then click **Next**.



Important

Recovery of the password is not possible if the password is lost or forgotten.

8. After you see the message “Secure Storage Backup Complete,” click **Finish**.

Backing Up Service Manager Databases

There are up to eight databases in a System Center 2012 – Service Manager environment:

- ServiceManager
- DWDataMart
- DWRepository
- DWStagingAndConfig
- ReportServer

- Analyst
- OMDWDataMart
- CMDWDataMart

The first four databases in this list need to connect and exchange data with the Service Manager and data warehouse management servers. Data is encrypted during these exchanges. On the management servers, the encryption keys are backed up and restored as necessary, as explained in this guide. For more information about the encryption keys on the management servers, see [Backing Up Service Manager Management Servers](#). For the servers that host databases, the encryption keys are stored in the databases themselves.

If a computer that hosts a database fails, all you need for recovery is the ability to restore the databases, which include the encryption keys, to a computer with the same name as the original computer. Your disaster recovery strategy for the Service Manager databases should be based on procedures for general SQL Server 2008 disaster recovery. For more information, see [SQL Server 2008 R2 Books Online: Planning for Disaster Recovery](#).

As part of your disaster recovery preparation, you run a script to capture the Security log to preserve user role information for each database. After you deploy Service Manager and, if necessary, run the Data Warehouse Registration Wizard, you use the SQL Server Script Wizard to create a script that captures SQL Server logon permissions and object-level permissions. Then, if you need to restore a new server for the Service Manager databases, you can use this script to recreate the necessary logon permissions and object-level permissions. The wizard that is used to generate scripts in SQL Server 2008 differs from the wizard in SQL Server 2008 R2. Instructions for both the SQL Server 2008 wizard and the SQL Server 2008 R2 wizard are presented in this guide.

Enable Common Language Runtime on SQL Server

During installation of the Service Manager database, Service Manager Setup enables common language runtime (CLR) on the computer that is running SQL Server. If you restore a Service Manager database to another computer running SQL Server, you must enable CLR manually. For more information, see [Enabling CLR Integration](#).

In This Section

[How to Start the SQL Server 2008 Script Wizard](#)

Describes how to generate a script to capture SQL Server 2008 logon permissions and object-level permissions.

[How to Start the SQL Server 2008 R2 Script Wizard](#)

Describes how to generate a script to capture SQL Server 2008 R2 logon permissions and object-level permissions.

How to Start the SQL Server 2008 Script Wizard

You can use the following procedure as part of your disaster recovery preparation steps for System Center 2012 – Service Manager to generate a script to capture SQL Server logon permissions and object-level permissions. You perform this procedure on the computer that hosts SQL Server Reporting Services (SSRS) and on the computers that host the following Service Manager and data warehouse databases:

- DWDataMart
- DWRepository
- DWStagingAndConfig
- ServiceManager
- ReportServer

▶ To start the SQL Server Script Wizard

1. Using an account with Administrator privileges, log on to the computer that hosts the Service Manager or data warehouse database.
2. On the Windows desktop, click **Start**, point to **Programs**, point to **Microsoft SQL Server 2008**, and then click **SQL Server Management Studio**.
3. In the **Connect to Server** dialog box, do the following:
 - a. In the **Server Type** list, select **Database Engine**.
 - b. In the **Server Name** list, select the server and the instance for your Server Manager database. For example, select **computer\INSTANCE1**.
 - c. In the **Authentication** list, select **Windows Authentication**, and then click **Connect**.
4. In the **Object Explorer** pane, expand **Databases**.
5. Right-click the database name, point to **Tasks**, and then click **Generate Scripts**. For this example, right-click **ServiceManager**, point to **Tasks**, and then click **Generate Scripts**.
6. In the **Script Wizard** dialog box, do the following:
 - a. On the **Welcome to the Generate SQL Server Scripts Wizard** page, click **Next**.
 - b. On the **Select Database** page, select the database for which you are generating the script. In this example, select **ServiceManager**, and then click **Next**.
 - c. On the **Choose Script Options** page, set all True/False entries to **False**. In the **General** area, set **Script Logins** and **Script Object-Level Permissions** to **True**, and then click **Next**.
 - d. On the **Choose Object Types** page, click **Select All**, and then click **Next**.
 - e. On the **Choose Assemblies** page, click **Select All**, and then click **Next**.
 - f. On the **Choose Database Roles** page, click **Select All**, and then click **Next**.
 - g. On the **Choose Schemas** page, click **Select All**, and then click **Next**.
 - h. On the **Choose Stored Procedures** page, click **Select All**, and then click **Next**.
 - i. On the **Choose Tables** page, click **Select All**, and then click **Next**.
 - j. On the **Choose User-Defined Table Types** page, click **Select All**, and then click **Next**.

- k. On the **Choose User-Defined Functions** page, click **Select All**, and then click **Next**.
 - l. On the **Choose Users** page, click **Select All**, and then click **Next**.
 - m. On the **Choose Views** page, click **Select All**, and then click **Next**.
 - n. On the **Choose XML Schema Collections** page, click **Select All**, and then click **Next**.
 - o. On the **Choose full text catalogs** page, click **Select All**, and then click **Next**.
 - p. On the **Output Option** page, select **Script to file**, and in **File name**, type a location and file name for the script (for example, type **C:\Backup\ServiceManagerDatabaseScript.sql**), and then click **Next**.
 - q. On the **Script Wizard Summary** page, click **Finish**.
 - r. On the **Generate Script Progress** page, make sure that **Success** appears, and then click **Close**.
7. Save the script file that you just created on a separate physical computer, usually at the same location where you are saving your Service Manager encryption keys.
 8. Run this same procedure on each of the three data warehouse databases and SSRS.
 9. If you need to restore a database, use these scripts to restore permissions to the new server.

How to Start the SQL Server 2008 R2 Script Wizard

You can use the following procedure as part of your disaster recovery preparation steps for System Center 2012 – Service Manager to generate a script to capture SQL Server logon permissions and object-level permissions. You perform this procedure on the computer that hosts SQL Server Reporting Services (SSRS) and on the computers that host the following Service Manager and data warehouse databases:

- DWDataMart
- DWRepository
- DWStagingAndConfig
- ServiceManager
- ReportServer

To start the SQL Server Script Wizard

1. Using an account with Administrator privileges, log on to the computer that hosts the Service Manager or data warehouse database.
2. On the Windows desktop, click **Start**, point to **Programs**, point to **Microsoft SQL Server 2008 R2**, and then click **SQL Server Management Studio**.
3. In the **Connect to Server** dialog box, do the following:
 - a. In the **Server Type** list, select **Database Engine**.
 - b. In the **Server Name** list, select the server and the instance for your Service Manager database. For example, select **computer\INSTANCE1**.

- c. In the **Authentication** list, select **Windows Authentication**, and then click **Connect**.
 4. In the **Object Explorer** pane, expand **Databases**.
 5. Right-click the database name, point to **Tasks**, and then click **Generate Scripts**. For this example, right-click **ServiceManager**, point to **Tasks**, and then click **Generate Scripts**.
 6. In the Generate and Publish Scripts Wizard, do the following:
 - a. On the **Introduction** page, click **Next**.
 - b. On the **Choose Objects** page, select **Select specific database objects**, and then click **Select All**.
 - c. In the database objects list, expand **Tables**.
 - d. Clear the check box for the following tables:
 - **dbo.STG_Collation**
 - **dbo.STG_Locale**
 - **dbo.STG_MTD_ConverisonLog**
 - e. Scroll up to the top of the list, and then collapse **Tables**.
 - f. Expand **Stored Procedures**.
 - g. Clear the check box for the following stored procedures:
 - **dbo.STG_DTS_ConvertToUnicode**
 - **dbo.STG_DTS_CreateClonedTable**
 - **dbo.STG_DTS_InsertSQL**
 - **dbo.STG_DTS_ValidateConversion**
 - h. Click **Next**.
 - i. On the **Set Scripting Options** page, select **Save scripts**, select **Save to file**, select **Single file**, specify a file location in **File name**, and then click **Next**.
 - j. On the **Summary** page, click **Next**.
 - k. When the script is complete, on the **Save or Publish Scripts** page, click **Finish**.
 7. If you need to restore a database, use this script to set permissions.

Backing Up Unsealed Management Packs in Service Manager

Part of the disaster recovery plan for your System Center 2012 – Service Manager management server involves backing up your unsealed management packs. The following procedure describes how to back up your unsealed management packs.

In This Section

[How to Back Up Unsealed Management Packs](#)

Describes how to back up your unsealed management packs.

How to Back Up Unsealed Management Packs

You can use the Windows PowerShell command-line interface to identify and copy your unsealed management packs to a folder on your hard disk drive. After you copy them, save these management packs so that—as part of your disaster recovery plan for System Center 2012 – Service Manager—you can later import these management packs.

► To back up unsealed management packs

1. On the computer that hosts the Service Manager management server, create a folder on the hard disk drive where you will store the backup copy of the management packs. For example, create the folder C:\mpbackup.
2. On the Windows desktop, click **Start**, point to **Programs**, point to **Windows PowerShell 1.0**, right-click **Windows PowerShell**, and then click **Run as administrator**.
3. In the Service Manager console, click **Administration**.
4. In the **Tasks** pane, click **Start PowerShell Session**
5. At the Windows PowerShell command prompt, type the following command:

```
Get-SCSMManagementPack|Export-SCSMManagementPack -Path  
C:\mpbackup
```
6. Save the unsealed management packs on a separate physical computer.

Implement Service Manager Disaster Recovery

This section of the Disaster Recovery Guide for System Center 2012 – Service Manager describes the steps for recovering from potential software and equipment failures in your System Center 2012 – Service Manager environment. It includes information about how to recover Service Manager databases, management servers, and unsealed management packs.

In This Section

[Database Recovery in Service Manager](#)

Describes the steps that you can take to recover Service Manager databases.

[Management Server Disaster Recovery in Service Manager](#)

Describes the steps that you can take to recover Service Manager management servers.

[Import Unsealed Management Packs in Service Manager](#)

Describes the steps that you can take to import unsealed management packs.

Database Recovery in Service Manager

To restore a database (which includes the encryption keys) for System Center 2012 – Service Manager, you rebuild a new computer using the same computer names and instance names as the original. Your disaster recovery strategy for the Service Manager databases should be based on general procedures for SQL Server 2008 disaster recovery. For more information, see [SQL Server 2008 R2 Books Online: Planning for Disaster Recovery](#). Remember that if you restore a database, you must give the new computer the same name as the original computer and use the same instance name as the original instance.

In addition, you must use the script that you created in the [Backing Up Unsealed Management Packs in Service Manager](#) section in this guide. You use this script to restore permissions for the recreated database.

Warning

Long-term historical data is stored in the Service Manager data warehouse and the current snapshot of the system is stored in the Service Manager database. Recreating the Service Manager data warehouse databases should only be used as a measure of last resort. When possible, you should try to restore the Service Manager data warehouse databases from backups and avoid recreating those databases. If reinstalled, the newly created Service Manager data warehouse databases will be able to synchronize the current snapshot of the system from the Service Manager database—however, historical data will be lost.

Management Server Disaster Recovery in Service Manager

This section describes how to recover a System Center 2012 – Service Manager management server or a data warehouse management server. If you installed additional Service Manager management servers, you have the option of promoting an additional Service Manager management server. Regardless of whether you encounter software or hardware failures of the Service Manager management server, your recovery process is based on restoring a computer that has the same computer name.

For either management server, your first step must be to restore the encryption key *before* you start the management server setup.

In This Section

[How to Restore the Service Manager Encryption Key](#)

Describes how to restore the Service Manager encryption key.

[How to Recover a Service Manager Management Server](#)

Describes how to recover a Service Manager management server.

[How to Recover a Data Warehouse Management Server](#)

Describes how to recover a data warehouse management server.

[How to Promote a Service Manager Management Server](#)

Describes how to promote a secondary Service Manager management server.

How to Restore the Service Manager Encryption Key

You can use the following procedure to restore the encryption keys before you run Setup.exe to restore a part of System Center 2012 – Service Manager.

▶ To restore the encryption key

1. Log on to the computer that will host the Service Manager part that you are attempting to recover by using an account that is a member of the Administrators group. For example, log on to the computer that will host the Service Manager or data warehouse management servers.
2. In Windows Explorer, open the Tools\SecureStorageBackup folder on the installation media.
3. Right-click **SecureStorageBackup.exe** then click **Run as administrator** to start the Encryption Key Backup or Restore Wizard.



Note

In this release, the wizard contains references to “Operations Manager.” This issue will be resolved in a future release.

4. On the **Introduction** page, click **Next**.
5. On the **Backup or Restore?** page, select **Restore the Encryption Key**, and then click **Next**.
6. On the **Provide a Location** page, type the path and file name for the encryption key. For example, if you want to specify the file name **SMBBackupkey.bin** for the encryption key on the server **MyServer** in the Backup shared folder, type **\\MyServer\Backup\SMBBackupkey.bin**, and then click **Next**.
7. On the **Provide a Password** page, type the password that you used to back up the encryption key in the **Password** box. In the **Confirm Password** box, reenter the same password, and then click **Next**.
8. After you receive the message, “Secure Storage Key Restore Complete,” click **Finish**.

How to Recover a Service Manager Management Server

You can use the following procedure to reinstall a management server in System Center 2012 – Service Manager.



Note

You must restore the encryption key before starting this procedure. For more information, see [How to Restore the Service Manager Encryption Key](#).

▶ To recover a Service Manager management server

1. Log on to the computer that will host the new Service Manager management server using an account that has administrator rights.
2. On the Service Manager installation media, double-click the **Setup.exe** file.
3. On the **Service Manager Setup Wizard** page, click **Service Manager management server**.
4. On the **Product registration** page, type the information in the text boxes. If applicable, click **I have read, understood, and agree with the terms of the license agreement**, and then click **Next**.
5. On the **Installation location** page, verify that sufficient free disk space is available, and then click **Next**. If necessary, click **Browse** to change the location in which you want to install the Service Manager management server.
6. On the **System check results** page, make sure that the prerequisite check passed or at least passed with warnings, and then click **Next**.
7. On the **Configure the Service Manager database** page, do the following:
 - a. In **Database server**, type the name of the computer that is hosting the Service Manager database, and then press the TAB key.
 - b. Select **Use an existing database**.
 - c. Click the **Database** list, select the database name for the Service Manager database (the default name is **ServiceManager**), and then click **Next**.
8. On the **Configure the Service Manager management group**, wait until the **Management group name** and **Management group administrators** fields have been populated. Then, click **Next**.
9. On the **Configure the account for Service Manager services** page, click **Domain account**; specify the user name, password, and domain for the account; and then click **Test Credentials**. Make sure that you receive the following message: "The credentials were accepted." and then click **Next**.
10. On the **Help improve System Center** page, indicate your preference for participation in both the Customer Experience Improvement Program and Error Reporting. For more information, click **Tell me more about the program**, and then click **Next**.
11. On the **Installation summary** page, click **Install**.
12. On the **Setup completed successfully** page, click **Close**.

How to Recover a Data Warehouse Management Server

You can use the following procedure to reinstall a data warehouse management server for System Center 2012 – Service Manager.



Note

You must restore the encryption key before starting this procedure. For more information, see [How to Restore the Service Manager Encryption Key](#).

▶ To recover a data warehouse management server

1. Log on to the computer that will host the new data warehouse management server using an account that has administrator rights.
2. On the Service Manager installation media, double-click the **Setup.exe** file.
3. On the **Service Manager Setup Wizard** page, click **Service Manager data warehouse management server**.
4. On the **Product registration** page, type the information in the boxes. If applicable, click **I have read, understood, and agree with the terms of the license agreement**, and then click **Next**.
5. On the **Installation location** page, verify that sufficient free disk space is available, and then click **Next**. If necessary, click **Browse** to change the location in which you want to install the Service Manager data warehouse management server.
6. On the **System check results** page, make sure that the prerequisite check passed or at least passed with warnings, and then click **Next**.
7. On the **Configure the data warehouse database** page, do the following:
 - a. In the **Select a database to change its default properties** area, select **Staging and Configuration**.
 - b. In **Database server**, type the name of the computer that is hosting data warehouse databases, and then press the TAB key.
 - c. Select **Use an existing database**.
 - d. Click the **Database** list, select the database name for the Staging and Configuration database (the default name is **DWStagingAndConfig**), and then click **Next**.
8. On the **Configure the data warehouse management group** page, wait until the **Management group name** and **Management group administrators** fields have been populated, and then click **Next**.
9. On the **Configure the reporting server for the data warehouse** page, in the **Report server** text box, type the computer name of the computer that hosts SQL Server Reporting Services (SSRS), and then click **Next**.



Note

You must use the original URL for the Reporting Server.

10. On the **Configure the account for Service Manager services** page, click **Domain account**; specify the user name, password, and domain for the account; and then click **Test Credentials**. Make sure that you receive the following message: "The credentials

were accepted.", and then click **Next**.

11. On the **Configure the reporting account** page, specify the user name, password, and domain for the account, and then click **Test Credentials**. After you receive a "The credentials were accepted" message, click **Next**.
12. On the **Help improve System Center** page, indicate your preference for participation in both the Customer Experience Improvement Program and Error Reporting. For more information, click **Tell me more about the program**, and then click **Next**.
13. On the **Use Microsoft Update to help keep your computer secure and up-to-date** page, indicate your preference for using Microsoft Update to check for Service Manager updates, and then click **Next**.
14. On the **Installation summary** page, click **Install**.
15. On the **Setup completed successfully** page, click **Close**.

How to Promote a Service Manager Management Server

When you first ran Setup for System Center 2012 – Service Manager, you installed the initial Service Manager management server and you defined the management group for your installation. The initial management server handles all the workflows in your Service Manager environment. You can use additional Service Manager management servers to load-balance Service Manager console connections. Also, you can promote one of the additional Service Manager management servers to take over the role of a failed initial Service Manager management server. For more information, see "Deploying Additional Service Manager Management Servers" in the [Deployment Guide for System Center 2012 - Service Manager](#)

You can use the following procedures to promote a secondary Service Manager management server.

► To prepare the secondary management server

1. On the secondary management server, close the Service Manager console.
2. On the Windows desktop, click **Start**, and then click **Run**.
3. In the **Run** dialog box, in the **Open** text field, type **services.msc**, and then click **OK**.
4. In the **Services** window, in the **Services (Local)** pane, locate the following three services, and for each one click **Stop**:
 - System Center Data Access Service
 - System Center Management
 - System Center Management Configuration
5. Leave the **Services** window open.
6. Open Windows Explorer. Locate the folder \Program Files\Microsoft System Center 2012\Service Manager.
7. In this folder, delete the Health Service State folder and all of its contents.

▶ **To define the computer name for the Service Manager database**

1. On the Service Manager database, on the Windows desktop, click **Start**, point to **Programs**, point to **Microsoft SQL Server 2008**, and then click **SQL Server Management Studio**.
2. In the **Connect to Database Engine** dialog box, do the following:
 - a. In **Server name**, type the name of the server that hosts the Service Manager database.
 - b. In **Authentication**, select **Windows Authentication**.
 - c. Click **Connect**.
3. In the **Object Explorer** pane, expand **Databases**, and then click **ServiceManager**.
4. On the toolbar, click **New Query**.
5. In the **SQLQuery1.sql** pane (the center pane), type the following, where <FQDN of your server> is the fully qualified domain name (FQDN) of the management server that you are promoting:

```
EXEC p_PromoteActiveWorkflowServer '<FQDN of your server>'
```
6. On the toolbar, click **Execute**.
7. At the bottom of the **SQLQuery1.sql** pane (the center pane), confirm that the “Query executed successfully” message appears.
8. Exit Microsoft SQL Server Management Studio.

▶ **To restart the services on the secondary management server**

1. On the secondary management server, on the Windows desktop, click **Start**, and then click **Run**.
2. In the **Run** dialog box, in **Open**, type **services.msc**, and then click **OK**.
3. In the **Services** window, in the **Services (Local)** pane, locate the following three services, and for each one click **Start**.
 - System Center Data Access Service
 - System Center Management
 - System Center Management Configuration

Your secondary management server is now the primary management server for the management group.

Import Unsealed Management Packs in Service Manager

After you have restored your System Center 2012 – Service Manager management server, the next step is to import unsealed management packs.

In This Section

[How to Import Management Packs](#)

Describes how to import your backup copy of unsealed management packs.

How to Import Management Packs

You can use this procedure to import the unsealed management packs that you saved earlier as part of your disaster recovery procedures for System Center 2012 – Service Manager.

To import management packs

1. In the Service Manager console, click **Administration**.
2. In the **Administration** pane, expand **Administration**, and then click **Management Packs**.
3. In the **Tasks** pane, under **Management Packs**, click **Import**.
4. In the **Select Management Packs to Import** window, under **Favorite Links**, specify the location where you backed up your unsealed management packs, select the files, and then click **Open**.
5. In the **Import Management Pack** window, click **Import**.