

Database Maintenance

ZENworks® Mobile Management 3.0.x

September 2014

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Database Maintenance

Database cleanup and backup are two key elements in maintaining and insuring efficient system performance. The best practices outlined below should be incorporated into your organization's system maintenance routine.

Transaction Log Configuration

With *ZENworks Mobile Management* versions 2.6.0 or greater, the database is configured to prevent the transaction log from growing too large. Simple recovery mode is enabled and the maximum size for the log is set to 16 GB. When the log approaches the maximum size, alerts are issued. High volume systems may want to monitor the transaction log to determine whether the maximum size should be set to a value higher.

An upgrade from versions 2.5.4 or less will shrink the database transaction log, set the maximum size for the log to 16 GB or to the size of the shrunken log plus 1 GB (whichever is greater), and enable simple recovery mode.

Database Cleanup

Verify that the database cleanup tasks have been enabled. When the *ZENworks Mobile Management* server software is installed, tasks are enabled, by default, with parameters for a system accommodating 1000 devices. Administrators of larger systems should adjust the task parameters according to the recommendations in the [Database Task Scheduler](#) section of this guide. To verify that the jobs are running, access the *Database Task Scheduler* from the dashboard and view the task grid. The grid displays which cleanup jobs are enabled, the last time each job was executed, and when each job will run again.

If a database task fails to run, you can check the *DatabaseTaskSchedulerLogs* database table for errors. See the [System Administration Guide](#): Server Logging.

System Backup

Periodically backing up the database is an essential practice for system maintenance. A daily backup of the database, preferably streamed off site, is recommended at minimum.

In addition, back up the MDM.ini file on the Web/Http server. This file is found under the *ZENworks* directory. Default directory: C:\Program Files\Novell\ZENworks\mobile

Regular backups ensure that data can be recovered if the database becomes compromised. With both a database backup and a backup of the MDM.ini file, a system can be fully restored if necessary.

The Database Task Scheduler

When devices connect to the *ZENworks Mobile Management Server*, information regarding those connections is logged in the database and stored for potential troubleshooting purposes.

The amount of information that is logged depends on several factors, such as the number of users on the *ZENworks Mobile Management Server*, the type of traffic being sent back and forth, the amount of logging taking place, and the frequency of device connection intervals. Over time, this information can build up in the database and become difficult to manage.

Administrators can use the *Database Task Scheduler* to set cleanup jobs to run at regular intervals in order to clear excess data and maintain optimal database performance.

The ZENworks Mobile Management Database Cleanup Tasks

Database jobs are enabled by default when the *ZENworks Mobile Management* server software is installed. The jobs are configured with recommended parameters for a system accommodating up to 1000 devices. Administrators of larger systems should adjust the task parameters according to the recommendations listed in the [best practices](#) guidelines in this document.

Tasks can be edited, added, or removed through the *Database Task Scheduler*. You can also use the task scheduler to manually initiate a task so that it bypasses the frequency interval and runs immediately.

Additional tasks can be created to run customized SQL scripts at regular intervals.

Most of the default database tasks are cleanup jobs. There is also a default job that defragments the database indexes.

Database Task Descriptions

| | |
|-----------------------------------|--|
| AirProxyLogs | Cleans up device sync logs. |
| Alerts | Cleans up messages from the <i>Alerts</i> grid. |
| APNTracking | Cleans up iOS APN request logs. |
| DatabaseTaskSchedulerLogs* | Cleans up the database task scheduler traffic; all tasks that executed successfully or that gave an error. |
| DataUsageLogs | Cleans up device traffic information. |
| Defragment Indexes* | Reorganizes data stored in SQL database indexes in order to maintain optimal database query performance. |

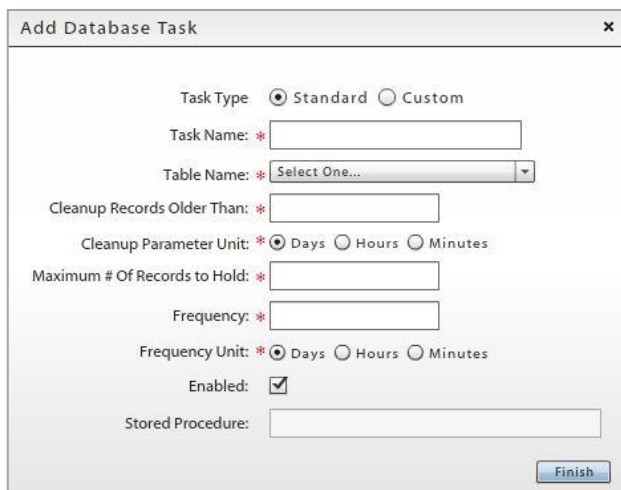
| | |
|--|---|
| DeviceLocations | Cleans up device location data. |
| DeviceLogs | Cleans up logs retrieved from the device when device logging is enabled. |
| DeviceStatistics | Cleans up general device information. |
| ErrorChainLogs | Cleans up detailed error messages when an APN command is not executed successfully. |
| iOSDeviceInformation | Cleans up specific device information related to an iOS device. |
| iOSDeviceNetworkInformation | Cleans up an iOS device's hardware address, phone number, SIM card, and cellular information. |
| iOSInstalledApplications | Cleans up information about apps installed on an iOS device. |
| iOSInstalledCertificates | Cleans up information about all the certificates installed on an iOS device. |
| iOSInstalledConfigurationProfiles | Cleans up information about various configuration profiles installed on the iOS devices. When information is deleted from this table, it is also deleted from two other tables that it references: <code>iOSProfileSignerCertificates</code> and <code>iOSInstalledConfigurationProfilePayloads</code> . |
| iOSMDMSyncLogs | Cleans up iOS APN traffic logs. |
| iOSSecurityInfo | Cleans up iOS device security-related information, such as encryption capabilities and whether the device is passcode protected. |
| LicensingLogs* | Cleans up server licensing logs. |
| MailMessageLogs* | Cleans up records of group emails sent from the dashboard. |
| MDMSyncLogs | Cleans up ZENworks device app logs. |
| PhoneLog | Cleans up device phone logs. |
| Recover License Seats | Cleans up devices that have been in a pending delete state for 30 days, after an administrator has issued the <i>Stop Managing Device</i> command. |
| Rollover Logs | Removes all records in <code>DataUsageLogs</code> , <code>Alerts</code> , and <code>DeviceAppsUsage</code> tables if the SAkey has reached more than 2 billion. |
| TextMessageLog | Cleans up device text message logs. |
| Warnings* | Cleans up server and device warning logs. |

* Data is system based; all other tasks clean up user data

Adding a Database Task

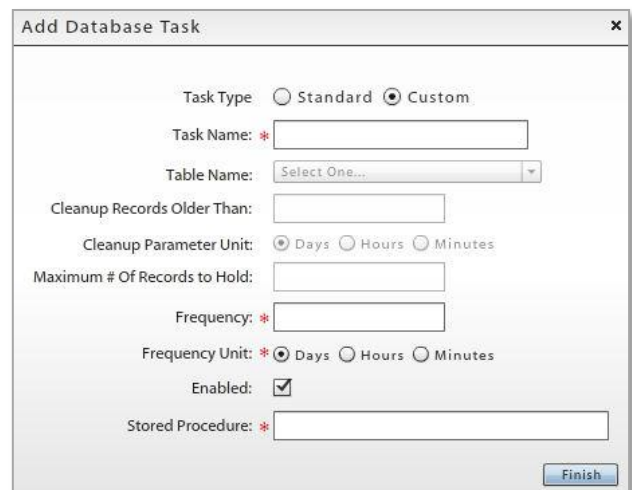
Administrators can access the *Database Task Scheduler* through the *System* view of the *ZENworks Mobile Management* dashboard. You must have full administrative login credentials.

1. Select **System > System Administration > Database Task Scheduler.+**
2. Click the **Add Database Task** button.
3. Select the **Task Type**.
 - Choose **Standard** to schedule a cleanup job for one of the database tables listed in the *Table Name* drop-down list.
 - Choose **Custom** to schedule a stored procedure (or SQL script).



The screenshot shows the 'Add Database Task' dialog box with the 'Standard' radio button selected. The fields are: Task Name (text input), Table Name (dropdown menu), Cleanup Records Older Than (text input), Cleanup Parameter Unit (radio buttons for Days, Hours, Minutes), Maximum # Of Records to Hold (text input), Frequency (text input), Frequency Unit (radio buttons for Days, Hours, Minutes), Enabled (checked checkbox), and Stored Procedure (text input). A 'Finish' button is at the bottom right.

Adding a Standard Table Cleanup Task



The screenshot shows the 'Add Database Task' dialog box with the 'Custom' radio button selected. The fields are: Task Name (text input), Table Name (dropdown menu), Cleanup Records Older Than (text input), Cleanup Parameter Unit (radio buttons for Days, Hours, Minutes), Maximum # Of Records to Hold (text input), Frequency (text input), Frequency Unit (radio buttons for Days, Hours, Minutes), Enabled (checked checkbox), and Stored Procedure (text input). A 'Finish' button is at the bottom right.

Adding a Custom Task

4. Enter a **Task Name**. If you are creating a *Custom* task, skip to *Frequency*.
5. Select the database **Table Name** from the drop-down list.
6. Enter the cleanup parameters, which define the age of the records to be deleted from the database table. In the **Cleanup Records Older Than** and **Cleanup Parameter Unit** fields, enter a number and select **Days**, **Hours**, or **Minutes**.

Example: If you enter **7 Days**, each time the task runs, it deletes records older than 7 days.
7. Enter the **Maximum # of Records to Hold**. This puts a limit on the number of records to store in the database table. If the task is configured to keep 7 days of information, but the records still exceed the maximum, the oldest records are deleted until the maximum is reached.

Enter 0-999999999.
8. Enter the frequency parameters, which define how often the task runs. In the **Frequency** and **Frequency Unit** fields, enter a number and select **Days**, **Hours**, or **Minutes**.

Example: If you enter **1 Days**, the task runs every day.
9. Select the **Enabled** box to activate the task.

10. If you are creating a *Custom* task, enter the name of the **Stored Procedure**. Verify that you have entered the name correctly.

Note: If the Database Task grid shows that a custom task has not run, it is likely that the name of the stored procedure was entered incorrectly. Click the *Run Database Task* button and select the *Last Runtime* field in the grid to test the stored procedure.

11. Click **Finish** to save the task.

Managing the Database Tasks

Database tasks can be added, edited, or removed by using the scheduler. You can also manually initiate a task so that it bypasses the frequency interval and runs immediately.

Access the *Database Task Scheduler* by selecting **System > System Administration > Database Task Scheduler**.

The options bar at the top of the view includes the following management options:

- Add Database Task
- Remove Database Task
- Run Database Task
- Save Changes (select after editing a task)

The *Database Task Scheduler* displays a grid of the standard and custom tasks that have been configured. Select a task from the grid to edit its parameters, to remove it, or to run the task immediately.

The screenshot shows the 'Database Task Scheduler' interface. At the top, there are buttons for '+ Add Database Task', '- Remove Database Task', 'Run Database Task', and 'Save Changes'. Below these is a navigation pane on the left with 'Database Task Scheduler' selected. The main area contains a table of tasks and a configuration form for the selected 'DataUsageLogs' task.

| Task Name | Table Name | Cleanup Re | Cleanup Parame | Maximum # Of | Frequency | Frequency Unit | Enabled | La |
|------------------|------------------|------------|----------------|--------------|-----------|----------------|---------|-------|
| AirProxyLogs | AirProxyLogs | 30 | Days | 1800000 | 1 | Days | True | 06/14 |
| APNTTracking | APNTTracking | 60 | Days | 10000000 | 1 | Days | True | 06/14 |
| DatabaseTaskSch | DatabaseTaskSch | 30 | Days | 300000 | 1 | Days | True | 06/14 |
| DataUsageLogs | DataUsageLogs | 30 | Days | 100000000 | 1 | Days | True | 06/14 |
| DeviceLocations | DeviceLocations | 180 | Days | 6000000 | 1 | Days | True | 06/14 |
| DeviceLogs | DeviceLogs | 365 | Days | 50000 | 1 | Days | True | 06/14 |
| DeviceStatistics | DeviceStatistics | 30 | Days | 1000000 | 1 | Days | True | 06/14 |

Configuration for 'DataUsageLogs':

- Task Name: DataUsageLogs
- Table Name: DataUsageLogs
- Cleanup Records Older Than: 30
- Cleanup Parameter Unit: Days Hours Minutes
- Maximum # Of Records to Hold: 100000000
- Frequency: 1
- Frequency Unit: Days Hours Minutes
- Enabled:
- Last Run Time: 06/14/2012 8:41 AM (-04:00 GMT)
- Next Run Time: 06/15/2012 8:41 AM (-04:00 GMT)

Troubleshooting Tip: If a database task has failed to run, you can check the *DatabaseTaskSchedulerLogs* database table for errors.

Task Parameters: Best Practices/Recommendations

The following recommendations for database cleanup task parameters assume that systems have been configured according to the hardware requirements for scaling outlined in the *ZENworks Mobile Management System Performance: Sizing and Tuning* guide.

Database Tables that Accumulate Data Quickly

Because of rapid data accumulation, several tables in the database are configured, by default, to retain only the data from the last synchronization cycle of each device. The most recent values continuously replace data stored from the previous synchronization of each device. Historical data is not maintained.

Database tables that retain only the most recent values are:

- DeviceStatistics
- iOSDeviceInformation
- iOSDeviceNetworkInformation
- iOSInstalledApplications
- iOSInstalledCertificates
- iOSInstalledConfigurationProfiles (*and tables it references*)
- iOSSecurityInfo

If organizations want to maintain historical data instead of just the recent values for these tables, administrators can run a script to remove these constraints and implement the recommended job parameters (a future version of *ZENworks Mobile Management* will include dashboard access to configuration settings). Organizations that elect to maintain historical data for these tables might need to reevaluate and scale their hardware configuration to accommodate the additional data.

Note: Organizations should not keep historical data for these tables when they are using Microsoft SQL Express.

The iOSInstalledConfigurationProfiles Table

iOSInstalledConfigurationProfiles references two other tables:

- *iOSProfileSignerCertificates*
- *iOSInstalledConfigurationProfilePayloads*

When information is deleted from *iOSInstalledConfigurationProfiles*, it is also deleted from these two tables. When only the most recent values are stored for *iOSInstalledConfigurationProfiles*, the same is true for these two tables.

The DeviceLocations Table

The *DeviceLocations* table can also accumulate data quickly when organizations elect to track device locations. If historical location data is not a necessity, this table can also be configured to store only data from

the last synchronization cycle of each device. Currently, this is accomplished with a database script (a future version of *ZENworks Mobile Management* will include dashboard access to configuration settings).

The parameters in the table below are the default settings for the database cleanup jobs, which are automatically enabled when *ZENworks Mobile Management* is initially installed.

These parameters are recommended for a system accommodating 1,000 devices. Administrators of larger systems should adjust the task parameters according to the recommendations in the best practices guidelines outlined below this table.

For tables marked with an asterisk, the default behavior is to retain only the data from the last synchronization cycle of each device; although recommended settings are given if you want to keep historical data. (Administrators can run a script to remove these constraints and implement the recommended job parameters. A future version of *ZENworks Mobile Management* will include Dashboard access to accomplish this.)

*Tables that, by default, retain only the data from the last synchronization cycle of each device.

| Task Name | Cleanup Records Older Than | Frequency | Maximum # of Records to Hold |
|--|----------------------------|-----------|------------------------------|
| Database Cleanup Jobs | | | |
| AirProxyLogs | 30 Days | Daily | 1,800,000 |
| Alerts | 14 Days | Daily | 250,000 |
| APNTracking | 60 Days | Daily | 10,000,000 |
| DatabaseTaskSchedulerLogs <i>System data is not affected by number of devices</i> | 30 Days | Daily | 300,000 |
| DataUsageLogs | 30 Days | Daily | 100,000,000 |
| DeviceLocations | 180 Days | Daily | 6,000,000 |
| DeviceLogs | 365 Days | Daily | 50,000 |
| DeviceStatistics* If you keep historical data: | 30 Days | Daily | 1,000,000 |
| ErrorChainLogs | 30 Days | Daily | 100,000 |
| iOSDeviceInformation* If you keep historical data: | 30 Days | Daily | 1,000,000 |
| iOSDeviceNetworkInformation* If you keep historical data: | 30 Days | Daily | 1,000,000 |
| iOSInstalledApplications* If you keep historical data: | 30 Days | Daily | 60,000,000 |
| iOSInstalledCertificates* If you keep historical data: | 180 Days | Daily | 12,000,000 |
| iOSInstalledConfigurationProfiles* If you keep historical data: | 180 Days | Daily | 36,000,000 |
| iOSMDMSyncLogs | 30 Days | Daily | 10,000,000 |
| iOSSecurityInfo* If you keep historical data: | 30 Days | Daily | 1,000,000 |
| LicensingLogs <i>System data is not affected by number of devices</i> | 365 Days | Daily | 500 |
| MailMessageLogs | 365 Days | Daily | 500,000 |
| MDMSyncLogs | 30 Days | Daily | 1,000,000 |
| PhoneLog | 365 Days | Daily | 4,000,000 |

| | | | |
|--------------------------|----------|--------|------------|
| Recover License Seats | - | Daily | - |
| Rollover Logs | - | Daily | - |
| TextMessageLog | 365 Days | Daily | 20,000,000 |
| Warnings | 30 Days | Daily | 250,000 |
| Stored Procedures | | | |
| Defragment Indexes | - | Weekly | - |

Systems with More than 1000 Devices

For systems accommodating more than 1,000 devices, the **Maximum # of Records to Hold** recommendations listed above should be multiplied to arrive at a figure that accommodates multiples of one thousand devices. You can enter values up to 999,999,999.

For example, maximum records for the *DataUsageLogs* and *AirProxyLogs* tables should be configured as follows:

| DataUsageLogs Table | | Maximum # of Records to Hold | Approximate Records per Device |
|-----------------------|----------------------|--|--------------------------------|
| 1,000 Device System | 100,000,000 | 100,000,000 | 100,000 |
| 5,000 Device System | 5 x 100,000,000 | 500,000,000 | 100,000 |
| 25,000 Device System | 25 x 100,000,000 | 999,999,999 <i>enforced maximum</i> | 40,000 |
| 100,000 Device System | 100 x 100,000,000 | 999,999,999 <i>enforced maximum</i> | 10,000 |
| 125,000 Device System | 125 x 100,000,000 | 999,999,999 <i>enforced maximum</i> | 8,000 |

| AirProxyLogs Table | | Maximum # of Records to Hold | Approximate Records per Device |
|-----------------------|-----------------|------------------------------|--------------------------------|
| 1,000 Device System | 1,800,000 | 1,800,000 | 2,000 |
| 5,000 Device System | 5 x 1,800,000 | 9,000,000 | 2,000 |
| 25,000 Device System | 25 x 1,800,000 | 45,000,000 | 2,000 |
| 100,000 Device System | 100 x 1,800,000 | 180,000,000 | 2,000 |
| 125,000 Device System | 125 x 1,800,000 | 225,000,000 | 2,000 |

Click the **Save Changes** button in the options bar after you edit a task.

Moving the ZENworks Mobile Management Database

Back Up Before you Begin

- Back up the *ZENworks Mobile Management* database on the original server.
- If you will also be moving the *ZENworks Mobile Management Web/Http Component*, back up the MDM.ini file on the Web/Http server. This file is found under the *ZENworks* directory. Default directory: C:\Program Files\Novell\ZENworks\mobile.

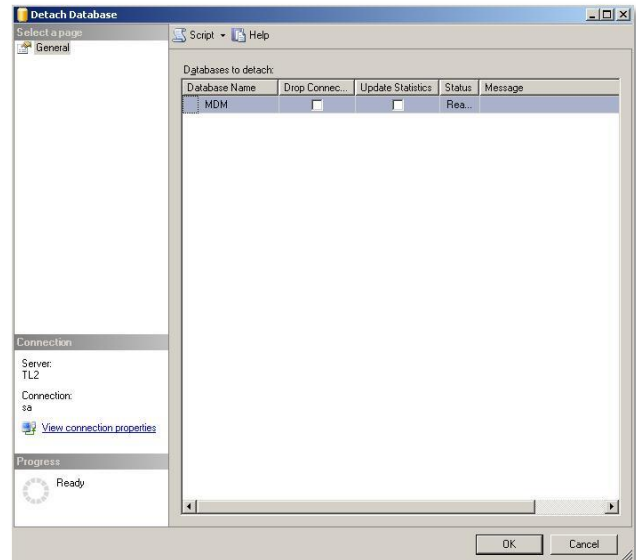
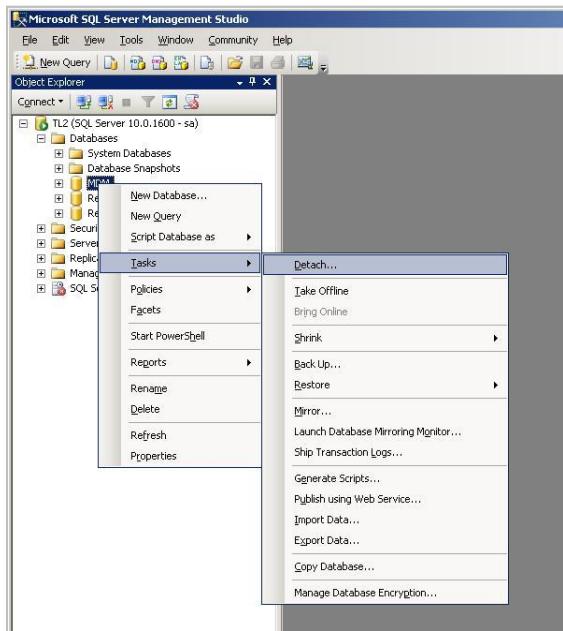
Setting up the New Database Server

1. Fully install the *ZENworks Mobile Management Server* software to the new server. In order to perform updates on the new server, both the *ZENworks Mobile Management Web/Http component* and the SQL database component must be installed.
2. Using the *ZENworks Mobile Management Update Manager*, patch the new system to the same version as the original system. Both systems must be patched to the same version to successfully complete the database move.
3. If you are moving only the SQL component and leaving the Web/Http component installed on the original machine, the Web component should be removed from the new server when the Update Manager has patched the system.

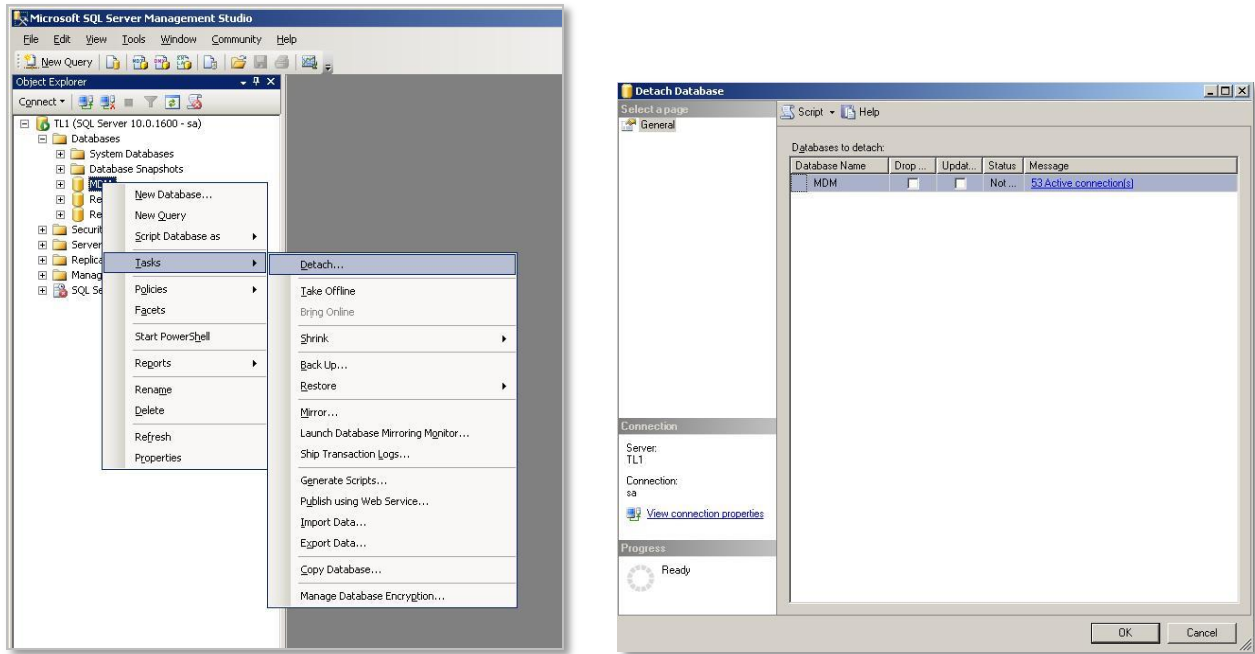
The Web/Http component, wherever it is housed, points to the new SQL component location and facilitates any future updates.

Moving the Database

1. Stop IIS on the server where the Web/Http Component resides.
2. From the SQL Server Management Studio, detach the *ZENworks Mobile Management* database from the new server:
 - a. Right-click the **MDM** database and select **Tasks > Detach**.
 - b. Select **OK** at the next screen to complete the Detach.

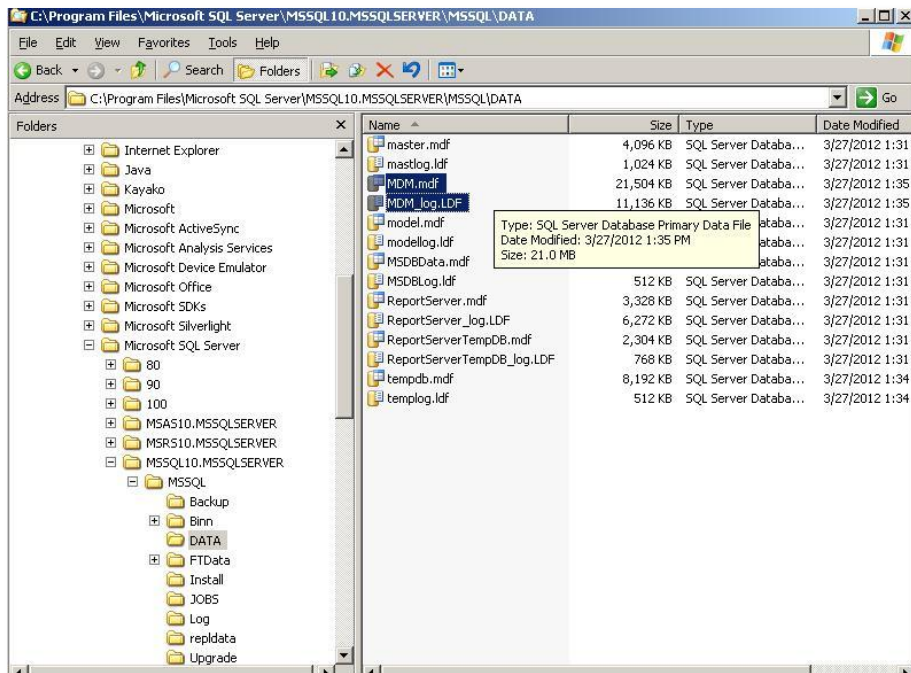


3. Detach the *ZENworks Mobile Management* database from the original server:
 - a. Right-click the **MDM** database and select **Tasks > Detach**.
 - b. Select **OK** at the next screen to complete the Detach.

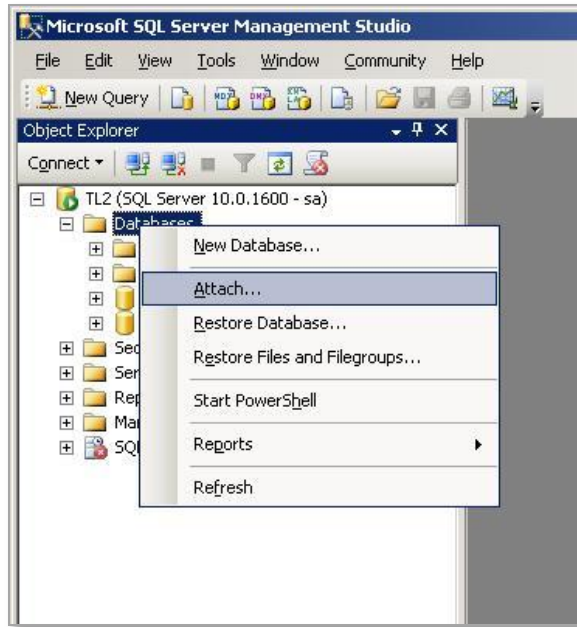


4. Move the .mdf and .ldf files from the original server to the new server:

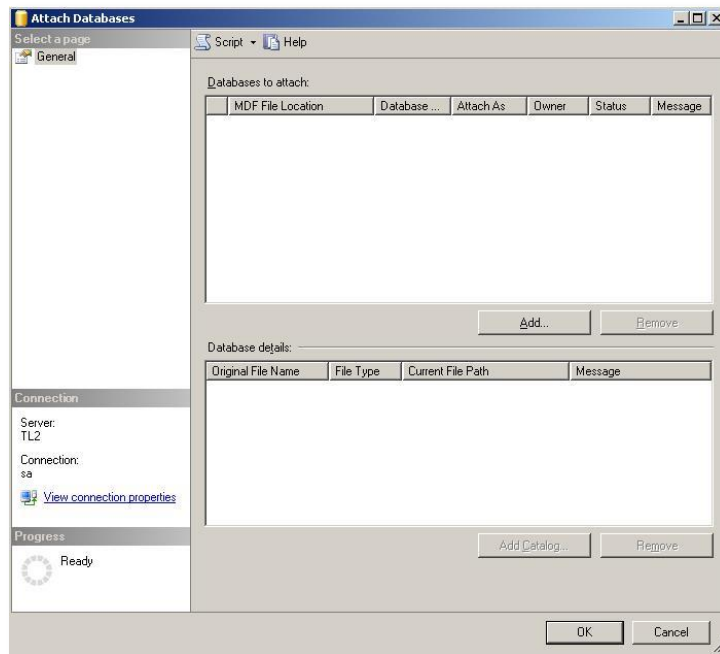
Default directory: C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\DATA



5. Attach the *ZENworks Mobile Management* database to the new server.
 - a. Right-click **Database** and select **Attach**.



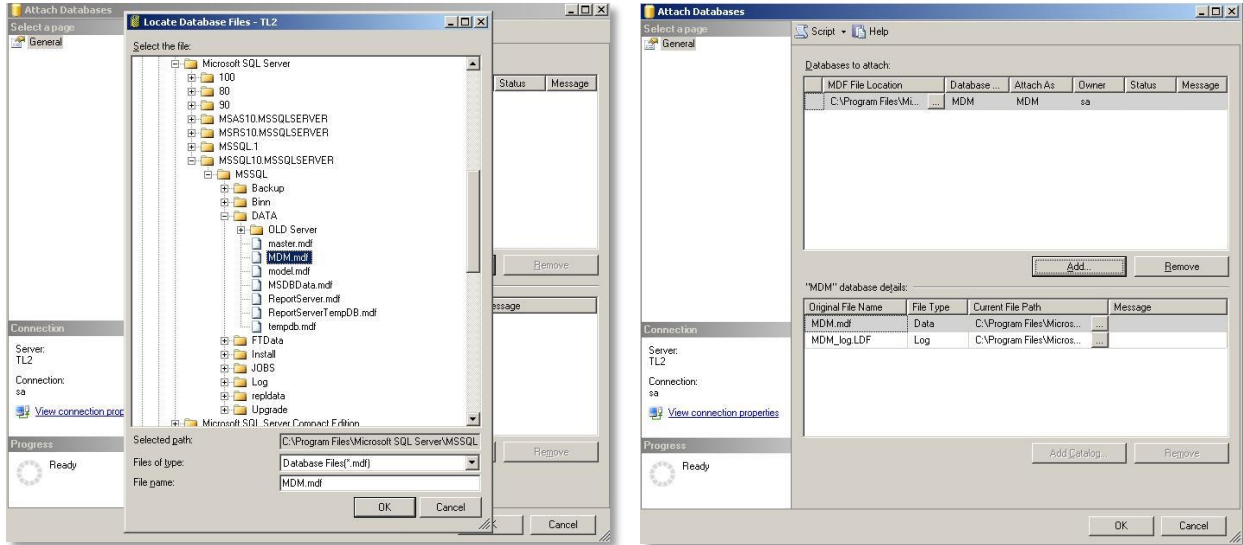
- b. Select **Add** to add the database to the server.



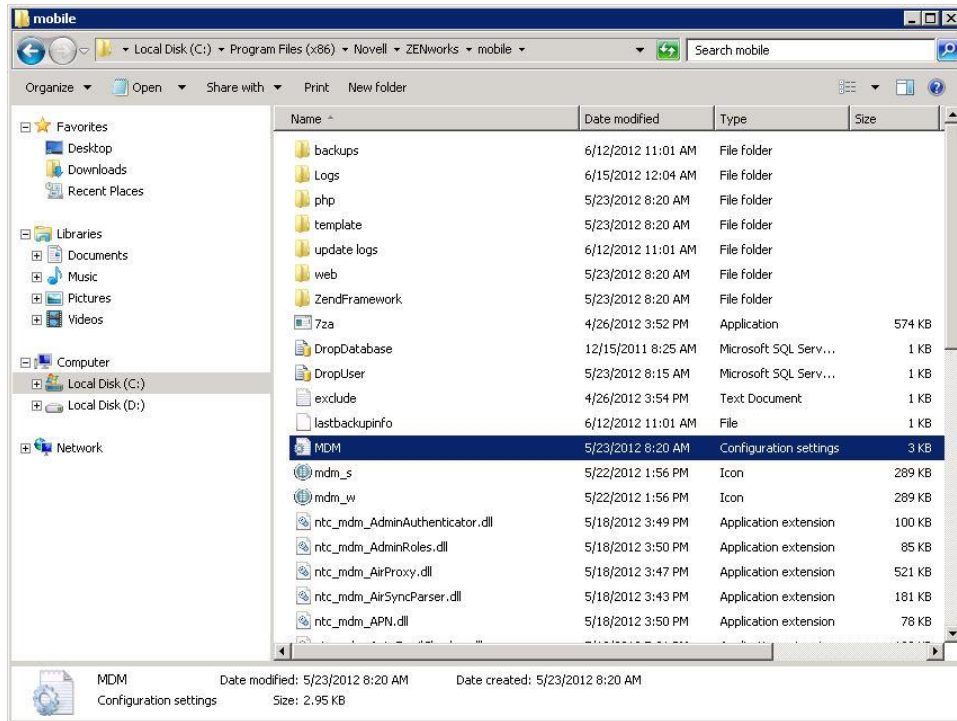
- c. Locate the MDM.mdf file copied from the original server.

Default directory: C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\DATA

- d. Select **OK** to complete the Attach.



6. If you are also moving the Web component, copy the MDM.ini file from the original system to the new system.
7. The MDM.ini file must be updated to point to the new SQL Server regardless of whether the Web component is remaining on the original server or being moved to a new server. Contact Technical Support for assistance in updating this file.



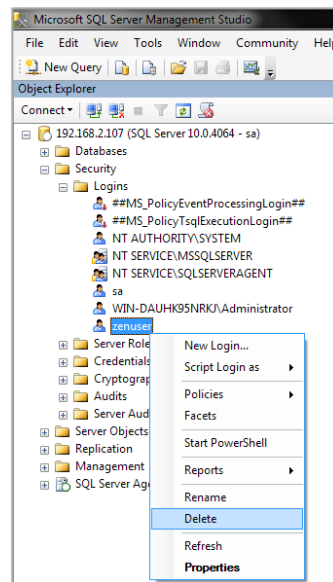
Completing and Verifying the Move

1. Start IIS on the Web server.
2. Perform an ODBC test from the Web server to ensure a successful connection to the database server.
3. Verify the new setup by logging in to the *ZENworks Mobile Management* dashboard and ensuring that devices are actively syncing.

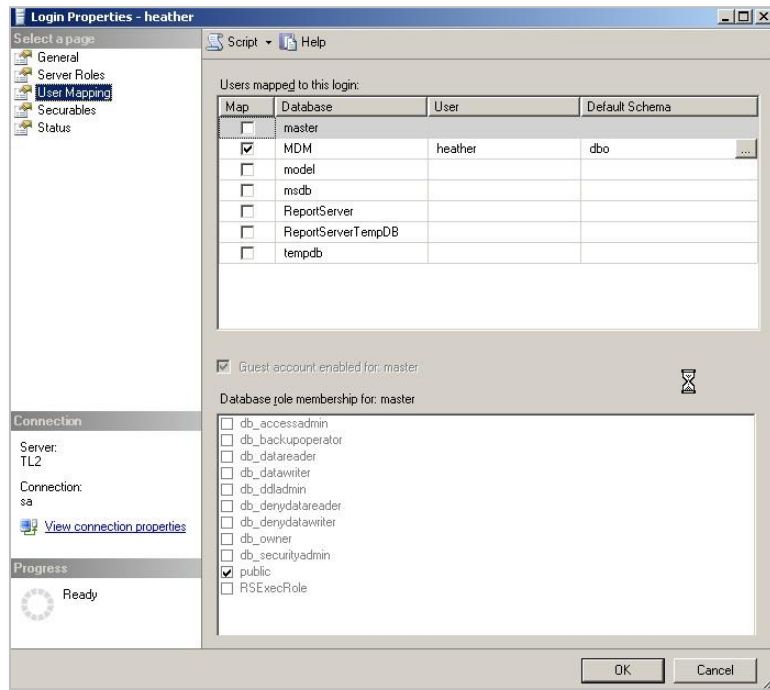
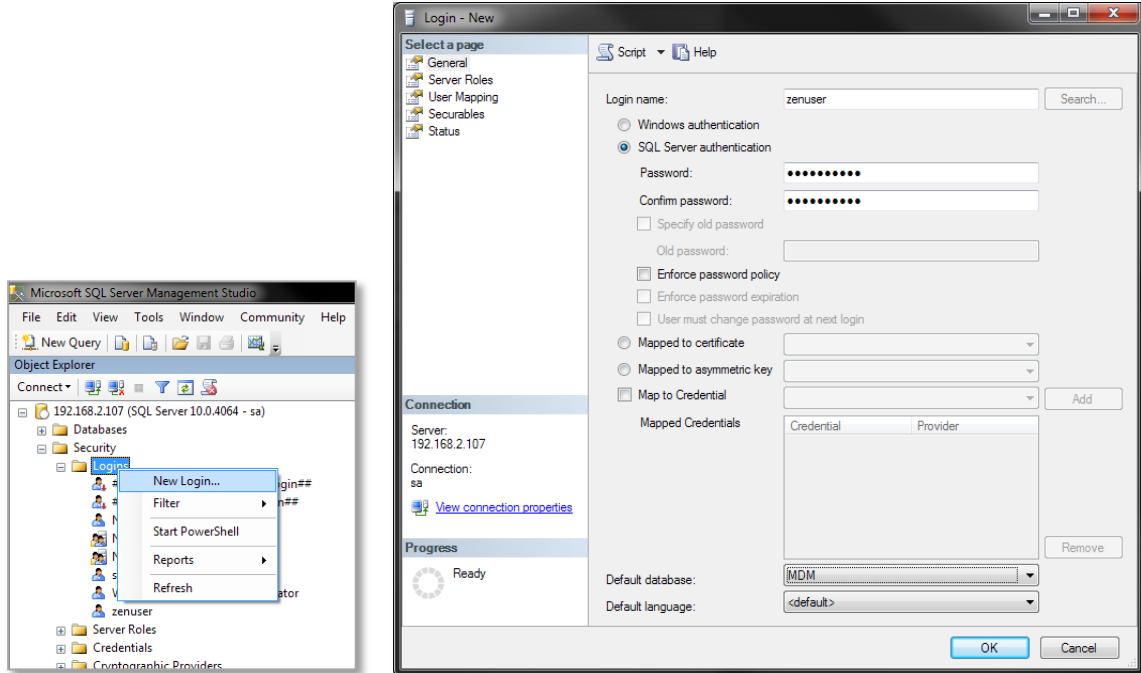
Additional Steps

If you have completed all of the steps in this guide and are experiencing issues, you might need to remove and re-create the *ZENworks Mobile Management* user within SQL.

1. Delete the ZENworks Mobile Management user.



2. Re-create the ZENworks Mobile Management user.



- a. Select **SQL Server Authentication** and set the password.
- b. Deselect the **Enforce password policy** option so it does not change.

- c. Set the **Default Database** to MDM.
- d. Under **User Mapping**, verify that MDM is selected.

NOTE: If you do not recall the credentials you used previously, you can create a new user. Creating a new user requires you to update the username and password within the MDM.ini file. Contact Technical Support for assistance in updating that file.