

CASE STUDY

BACKUP CONTENTION REMEDIATED

The Challenge

MULTIPLE BACKUP METHODOLOGIES IN CONTENTION, PREVENTING POINT IN TIME RECOVERABILITY

The client is an independent company with global market leadership in B-to-B distribution of electrical products and related services. The company is growing rapidly. With a 30+ database server environment, securely managed and backed up databases are critical.

A recent server virtualization effort unknowingly created a contention between server and database backup methodologies and exposed a vulnerability that could lead to critical data loss if left undetected.

FEATURES & BENEFITS

- Monitoring Detects & Averts Serious Data Loss Scenario
- Dual Backup Methodologies Configured to Work Correctly in Tandem
- Backup Contention Monitoring Fine-Tuned and Extended to All Customers

The Solution

CONFIGURE BACKUP METHODOLOGIES TO WORK IN TANDEM CORRECTLY

The issue occurred when the VM backup utility was configured with certain options (Application Aware Full Backups; Transaction log truncation) that introduce contention scenarios that broke the backup chain within each methodology, leaving data gaps in the backups, and preventing SQL Server database point in time recoverability.

To resolve the issues, Aspect Remote DBA team members took the following steps:

- Assessed Impacts Across the Database Environment
- Presented Recommendations
- Implemented Reconfiguration Recommendations

The Advantage

DATA LOSS WAS PROACTIVELY AVERTED AND REMEDIATED RESULTING IN NO LOSS DATA

Aspect's team of DBAs detected a critical backup and recovery contention between server-side and SQL Server database backup methodologies, leaving gaps in backups, and preventing SQL Server database point in time recoverability.

Aspect alerted the client, informed stakeholders of the correct configurations, and coordinated with system administrators to reconfigure and remove the contention scenarios. As a result, data loss was proactively averted and remediated before any data loss situations occurred.

Backup Contention Monitoring was Extended Across Aspect's Client Base and backup contention scenarios were detected and remediated within all client environments. experts are available on demand for or any advanced analysis requests.