**Q&A Session for BSA Best Practices Webinar Series – Maintenance and DB Cleanup**

**Date: Tuesday, December 04, 2012**
**Starting time: 8:00 AM Pacific**

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**Q:** Will you be providing us the slides at the end of your presentation?
**A:** The materials get posted to BMC Communities --> https://communities.bmc.com/communities/docs/DOC-21692

**Q:** Has anyone every experienced a batch job being modified as the result of running cleanup? We have users who cringe on the days we run cleanup because they believe the cleanup process is 'evil' and deletes items it should not (i.e. steps in a batch job) .
**A:** Only objects that are dependent on objects that have been deleted should be removed as part of cleanup. No other objects are expected to be deleted as a result of a cleanup. More details coming up in Sean's presentation.-

**Q:** In regard to batch jobs...the jobs themselves don't get deleted, only references from within the batch job are getting deleted.
**A:** That does not sound like expected behavior. We will have to look at the details of the specific issue.-

**Q:** Jobs that run when I run 'cleanupDatabase' frequently encounter foreign key reference problems and fail to start, is that common and expected?
**A:** This is not a common / expected behavior. We will have to look at the specific issue here.-

**Q:** Can anyone provide file server cleanup command to clean deleted objects from BSA
**A:** that is coming up later in the presentation - in the DB cleanup section -

**Q:** if the recommendation is to keep nothing longer than 7-10 days; it implies that ETL must run very often. are certain tables in the OM database not carried over to the warehouse?
**A:** ETL should normally be run before you want to run DB Cleanup.
ETL transfers tables for all the domains for which we provide reporting support like compliance, inventory, patch, etc. Certain tables related to infrastructure data which are not needed in reporting don't get transferred in ETL. Stuff like job logs etc. are typically not used for reporting, so they aren't ETL'd over. If you don't need job logs older than 7-10 days (or whatever), you could clean those up regularly, independent of your ETL frequency.

**Q:** What about the Dictionary cleanup ? Do you plan to improve this feature (delete) ?
**A:** DB Cleanup does not delete the properties dictionary data as of today and currently properties are deprecated. We plan to address this issue post 8.5.

**Q:** Does the BSA Recommended Database Cleanup Job consist of historical "soft" and "hard" db deletions?
**A:** no. The soft delete happens when you delete from the UI and the hard delete happens when you run the cleanup jobs , Assuming you have executed the retention policy before that to get it into effect - You'd typically run the soft delete jobs daily, and hard delete jobs on a weekly basis-

**Q:** The BSA Recommended Database Cleanup Job than would be the hard delete for once a week?
**A:** Please see the docs here: https://docs.bmc.com/docs/display/public/bsa82/Marking+data+for+deletion and https://docs.bmc.com/docs/display/public/bsa82/Understanding+database+cleanup
The first link is about soft-deletes, the second one about hard-delete-

**Q:** How frequently do you recommend running the "Update Server Properties", given the amount of data that potentially then gets transferred via the ETL to BDSSA?

**A:** USP job is intended to update Appserver database with latest state (agent status, server properties and registered configuration objects) on the server. Running an USP job is recommended whenever there is any change in configuration of the server. Otherwise it could be run based on the specific need like Inventory reports to know the latest status of the server.

**Q:** Update server properties generates MILLIONS of rows that get transferred to BDSSA via ETL! Once a day seems excessive! Is it REALLY BMC's recommendation to do this?
**A:** USP job run updates the latest status of the server in Application server. The frequency of business case like inventory reports to capture the latest state of servers would determine the regular USP job run schedule. The data captured by USP job from the server can be minimized/controlled by selecting/unselecting the check boxes for data types of collection (Update Agent Status, Update Server Properties, Update Configuration Objects Registration) seen on first screen. If you are seeing millions of rows getting generated by Update Server Properties, then we can setup a call to understand more about the details of your use case and usage.

**Q:** Even though these are Packages and not logs, does it delete them from the GUI
**A:** yes, if you set the retention policy on them

**Q:** Connection performance user is impacted on Citrix environment by a copy from the AppServer to the user profile. Is it plan to change this behavior? 4 Mb need to be copied for each connection between the storage of user profile to the Citrix machine.
The copy is about image icons from the Appserver to the console. Why they are not delivered with the BSA console package?
**A:** We don't plan to change this behavior in the short term. The icon copy is needed for new custom objects which may have got installed.

**Q:** can blade login determine that there no activity on a server and detect that the server is down
**A:** If "server is down" means the server is power down, it can be reported in Inventory report using USP job.

**Q:** Is there a way to exempt certain package's data from the agent cleanup.
**A:** No, this is as per design

**Q:** What is the recommended method to upgrade 7.6.224 Agent to 8.2?
**A:** Please refer to the product documentation for upgrade guidelines

**Q:** Can blade logic deploy a patch and roll it back if required
**A:** Yes, BSA can deploy a patch on windows, linux, solaris, aix and hpux
-Rollback is possible on all platforms but supported only for windows

**Q:** Regarding upgrade, is there a plan to include a psexec which is compatible with uac?
**A:** psexec is not distributable but the version we support and the command we use for Agent Install job in 8.2 works around UAC.

**Q:** Other than direct NFS mounts on Linux app servers, what is the way to scale out (rather than up) the file server function both for performance and resilience? For example, have you looked into supporting Quantum StorNext (cvfs) or IBM GPFS on the file srv
**A:** You can use any shared file system you want – as long as it supports concurrent access from multiple clients. All access to the file server is via a rscd agent so you have:
Appserver -> RSCD -> file server file system. File server filesystem can be anything.
So we could use GFS (gluster) I think instead of nfs, as long as there is an agent in front of it. We don't have any short term plans to certify the two distributed file server technologies mentioned