



# InfoWorkSpace Technical Bulletin



TB#: **TB02-015**

InfoWorkSpace Technical Services (800) 760-3205

TB Title:

**Certificates and Keystores are not included in the Backup and Restore process.**

Platform:

**All**

Change Request(s)

**6279**

Category(s)

**Backup and Restore**

Version:

**InfoWorkSpace 2.x**

**Synopsis:**

When performing a Backup and Restore of an InfoWorkSpace 2.x server, certificates and keystore files are not included in the Backup and Restore process. A new version of InfoWorkSpace Backup & Restore will mitigate the problem for iPlanet based InfoWorkSpace servers. The Windows OS “Backup” utility must be used for InfoWorkSpace servers with Microsoft IIS web servers.

**Solution (for InfoWorkSpace servers with iPlanet or Sun One server):**

1. On the destination server, check for files in the \alias directory under the <netscape or iplanet server install directory> (NOTE: If you accepted the default path, this would be \iplanet\servers for InfoWorkSpace 2.5 systems and \netscape\server4 for InfoWorkSpace 2.1 systems.).
2. If files exist, then create an \alias\_orig (or similar) directory and move the files into that directory.
3. Conduct the Backup and Restore process.
4. After the Restore is complete, **copy and paste** all the files in the \alias directory of the source server to the \alias directory of the destination server.
5. **Reboot** the server.
6. **Re-enable** SSL on the destination server.

**Solution (for IWS servers with Microsoft IIS server):**

1. Use the OS “Backup” utility and set it to backup the “local registry” on Windows NT or set it to backup “System State Data” on Windows 2000. IIS servers store at least part of keystore/certificate information in the Window’s registry/system data stores.
2. Backup the drive where IIS is installed as well as the “C:” drive (almost always, IIS will be installed on the “C:” drive). Backing up the “C:” drive ensures the system and registry data are saved.
1. Reverse the process for restore.