



# Backup and Restore

## Technical Note

UPDATED: 27 July 2023

**© 2022 Progress Software Corporation and/or one of its subsidiaries or affiliates. All rights reserved.**

These materials and all Progress® software products are copyrighted and all rights are reserved by Progress Software Corporation. The information in these materials is subject to change without notice, and Progress Software Corporation assumes no responsibility for any errors that may appear therein. The references in these materials to specific platforms supported are subject to change.

#1 Load Balancer in Price/Performance, 360 Central, 360 Vision, Chef, Chef (and design), Chef Habitat, Chef Infra, Code Can (and design), Compliance at Velocity, Corticon, Corticon.js, DataDirect (and design), DataDirect Cloud, DataDirect Connect, DataDirect Connect64, DataDirect XML Converters, DataDirect XQuery, DataRPM, Defrag This, Deliver More Than Expected, DevReach (and design), Driving Network Visibility, Flowmon, Inspec, Ipswitch, iMacros, K (stylized), Kemp, Kemp (and design), Kendo UI, Kinvey, LoadMaster, MessageWay, MOVEit, NativeChat, OpenEdge, Powered by Chef, Powered by Progress, Progress, Progress Software Developers Network, SequeLink, Sitefinity (and Design), Sitefinity, Sitefinity (and design), Sitefinity Insight, SpeedScript, Stylized Design (Arrow/3D Box logo), Stylized Design (C Chef logo), Stylized Design of Samurai, TeamPulse, Telerik, Telerik (and design), Test Studio, WebSpeed, WhatsConfigured, WhatsConnected, WhatsUp, and WS\_FTP are registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and/or other countries.

Analytics360, AppServer, BusinessEdge, Chef Automate, Chef Compliance, Chef Desktop, Chef Workstation, Corticon Rules, Data Access, DataDirect Autonomous REST Connector, DataDirect Spy, DevCraft, Fiddler, Fiddler Classic, Fiddler Everywhere, Fiddler Jam, FiddlerCap, FiddlerCore, FiddlerScript, Hybrid Data Pipeline, iMail, InstaRelinker, JustAssembly, JustDecompile, JustMock, KendoReact, OpenAccess, PASOE, Pro2, ProDataSet, Progress Results, Progress Software, ProVision, PSE Pro, Push Jobs, SafeSpaceVR, Sitefinity Cloud, Sitefinity CMS, Sitefinity Digital Experience Cloud, Sitefinity Feather, Sitefinity Thunder, SmartBrowser, SmartComponent, SmartDataBrowser, SmartDataObjects, SmartDataView, SmartDialog, SmartFolder, SmartFrame, SmartObjects, SmartPanel, SmartQuery, SmartViewer, SmartWindow, Supermarket, SupportLink, Unite UX, and WebClient are trademarks or service marks of Progress Software Corporation and/or its subsidiaries or affiliates in the U.S. and other countries. Java is a registered trademark of Oracle and/or its affiliates. Any other marks contained herein may be trademarks of their respective owners.

Please refer to the NOTICE.txt or Release Notes – Third-Party Acknowledgements file applicable to a particular Progress product/hosted service offering release for any related required third-party acknowledgements.

# Table of Contents

---

<b>1 Backup and Restore</b>	<b>4</b>
1.1 Document Purpose	5
1.2 Intended Audience	5
<b>2 Take a Backup and Restore It</b>	<b>6</b>
<b>3 Backup/Restore WUI Options</b>	<b>8</b>
<b>4 Preparing the Remote Host for Automated Backups using SCP</b>	<b>12</b>
<b>Last Updated Date</b>	<b>13</b>

# 1 Backup and Restore

You can backup and restore the LoadMaster configuration settings as needed. You can take manual backups, but you can also save backups to a remote server. The complete configuration (the Virtual Service, GEO, ESP and base configuration) of the LoadMaster is saved to a single file on the server along with statistical data.

---

No SSL certificate information is contained within a backup.

---

The server must be running an FTP daemon or an SSH daemon. By default the remote protocol is FTP but that can be changed to SCP.

When restoring a configuration, you specify what parts of the configuration should be restored:

- The Virtual Service configuration only
- The LoadMaster base configuration only
- The GEO configuration only
- The ESP SSO configuration only
- A combination of the Virtual Service, GEO, ESP and/or LoadMaster base configuration

The base configuration contains the information about the basic configuration of the LoadMaster, that is, the IP addresses of the various interfaces and the keyboard and time zone settings.

The Virtual Service configuration contains only the settings relating to the Virtual Services and the Real Servers.

The GEO configuration contains only the settings relating to the GEO configuration.

The ESP SSO configuration stores the SSO domains, LDAP endpoints and SSO custom image sets. This does not restore the Virtual Service settings - use the **VS Configuration** option to restore those.

---

When performing a restore on the standby machine of a High Availability (HA) cluster only the base configuration can be restored. The Virtual Service configuration is taken from the active machine.

---

You can configure automated backups on a daily or weekly basis.

### 1.1 Document Purpose

This document provides further information on the backup and restore option in the Kemp LoadMaster.

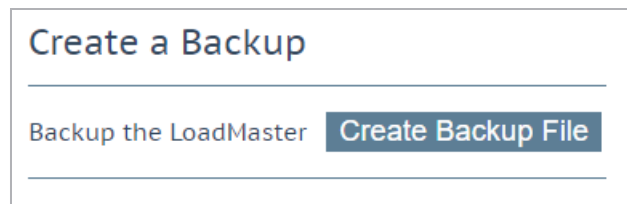
### 1.2 Intended Audience

This document is intended to be used by anyone interested in finding out more information about the backup and restore functionality in the LoadMaster.

# 2 Take a Backup and Restore It

Follow the steps in the section below to perform a manual backup of LoadMaster settings and restore it:

1. Open the Web User Interface (WUI) of the LoadMaster to back up.
2. Navigate to **System Configuration > System Administration > Backup/Restore**.

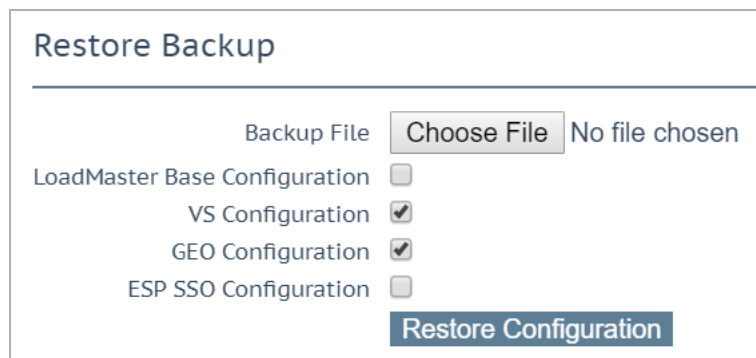


3. Click **Create Backup File**.
4. The backup file downloads.

A date and timestamp are included in the backup filename.

If you run a backup while there is another backup already running, some files may not be included in the backup.

5. Open the WUI of the LoadMaster to restore the settings to.
6. Navigate to **System Configuration > System Administration > Backup/Restore**.



7. Click **Choose File**.
8. Browse to and select the backup file.
9. Select what configuration settings you want to restore.

---

Restoring the base configuration changes the IP address of the LoadMaster to the IP address of the LoadMaster that was backed up.

---

10. Click **Restore Configuration**.

# 3 Backup/Restore WUI Options

Create a Backup

Backup the LoadMaster

Create Backup File

Restore Backup

Backup File

Choose File

No file chosen

LoadMaster Base Configuration

VS Configuration

GEO Configuration

ESP SSO Configuration

Restore Configuration

Automated Backups

Enable Automated Backups

☒

When to perform backup

00

00

Day of week

Daily

Set Backup Time

Backup Method

scp (secure)

Remote user

Set Remote User

Private Key File (Unset)

Choose File

No file chosen

Set Private Key

Remote host

Set Remote Host

Remote Pathname

Set Remote Pathname

Test Automated Backups

Test Backup

## Create Backup File

Generate a backup that contains the Virtual Service configuration, the local appliance information and statistics data. The backup does not contain license information and SSL Certificate information.

For ease of identification, the backup file name includes the LoadMaster's hostname.

By default, the LoadMaster includes a Netstat output in backups. When this is included, backups take longer to complete. You can stop including the Netstat output by disabling the **Include Netstat in Backups** option in the **Debug Options** screen (**System Configuration > Logging Options > System Log Files > Debug Options**).

Results of the **top** command are also included in LoadMaster backups. The setting used when running the **top** command are taken from the settings configured in the **Debug Options** screen (**System Configuration > Logging Options > System Log Files > Debug Options**).

## Restore Backup



When performing a restore (from a remote machine), select what information to restore:

- **VS Configuration**
- **LoadMaster Base Configuration**
- **GEO Configuration**
- **ESP SSO Configuration** (This restores the SSO domains, LDAP endpoints and SSO custom image sets. This does not restore the Virtual Service settings - use the **VS Configuration** option to restore those.)
- A combination of the options

---

It is not possible to restore a single machine configuration onto a HA machine or restore a HA configuration onto a single machine.

---

---

It is not possible to restore a configuration with ESP-enabled Virtual Services onto a machine which is not enabled for ESP.

---

### Automated Backups

If the **Enable Automated Backups** check box is selected, the system may be configured to perform daily or weekly automated backups.

For ease of identification, the backup file name includes the LoadMaster's hostname.

If the automated backups are not performed at the correct time, ensure the NTP settings are configured correctly. For further information, refer to the **Date/Time** section.

### When to Perform Backup

Specify the time (24-hour clock) of backup. Also select whether to backup daily or on a specific day of the week. When ready, click **Set Backup Time**.

---

In some situations, spurious error messages may be displayed in the system logs, such as:

---

---

```
Dec 8 12:27:01 Kemp_1 /usr/sbin/cron[2065]: (system) RELOAD (/etc/crontab)
```

---

---

```
Dec 8 12:27:01 Kemp_1 /usr/sbin/cron[2065]: (CRON) bad  
minute (/etc/crontab)
```

---

---

These can be safely ignored and the automated backup will likely still complete successfully.

---

### Backup Method

Select the file transfer method for automated backups:

- **Ftp (insecure)**
- **scp (secure)**
- **sftp (secure)**

If using scp or sftp, the **Private Key File** must be supplied.

### Remote user

Set the username required to access remote host.

### Private Key File

If using scp as the backup method, the **Private Key File** must be provided. This is the SSH private key generated using ssh-keygen on the remote scp server.

### Remote password

The **Remote password** is used when the **Backup Method** is set to **Ftp (insecure)**. Set the password required to access remote host. This field accepts alphanumeric characters and most non-alphanumeric characters. Disallowed characters are as follows:

- Control characters
- ' (apostrophe)
- ` (grave)
- The delete character

### Remote host

Set the remote host name.

### Remote Pathname

Set the location on the remote host to store the file.

#### Test Automated Backups

Clicking the **Test Backup** button performs a test to check if the automated backup configuration is working correctly. You can view the results of the test within the System Message File.

# 4 Preparing the Remote Host for Automated Backups using SCP

To prepare the remote host for automated backups using SCP, perform the following steps from the remote server that the LoadMaster backups will be sent to:

1. Run the **ssh-keygen** command to generate the public/private RSA key pair.
2. Do not assign a passphrase (leave the value empty).
3. By default, the following files are created in the **/home/user/.ssh/** directory:
  - **id\_rsa** (private key file) - this file will be uploaded to the LoadMaster.
  - **id\_rsa.pub** (public key file) - this value must be copied into the appropriate files on the remote host.
4. Run the **ssh-copy-id** command to copy the public key information into the **authorized\_keys** and **known\_hosts** files: **ssh-copy-id user@server**.
5. The **/home/user/.ssh** directory now has the following files:
  - **authorized\_keys**
  - **id\_rsa**
  - **id\_rsa.pub**
  - **known\_hosts**
6. Export the private key (**id\_rsa**) from the server.
7. Upload the private key (**id\_rsa**) as the **Private Key File** in the LoadMaster.
8. Ensure to create a backup directory on the server and enter this path as the **Remote Pathname** in the LoadMaster, for example, **/home/user/LMbackups**.

# Last Updated Date

This document was last updated on 27 July 2023.