



***PowerScribe<sup>®</sup> 360 Reporting***  
***Hot Spare Management for Administrators***  
***(V3.5.1 and Above)***



The latest version of this manual is available from the  
Oracle iSupport Library on Solution 17010.



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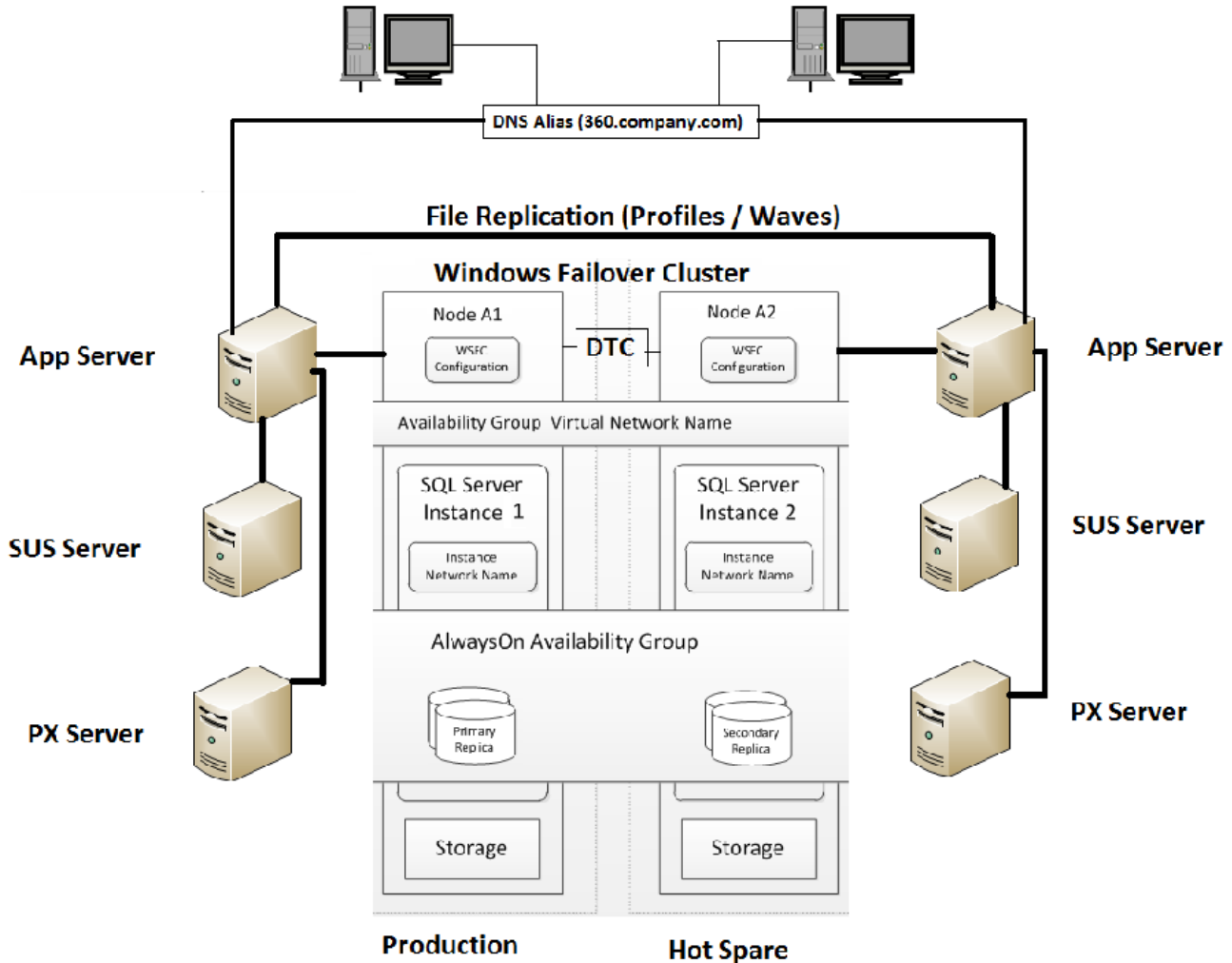
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# Introduction

## Validated Configuration

The following diagram represents the validated configuration for a PowerScribe 360 | Reporting Hot Spare system. Variations of this configuration are not currently supported.



*The Hot Spare with AlwaysOn, will operate most efficiently when MSSQL is on a separate server. It is required that the Hot Spare Application and SQL servers match the production system exactly.*

*If the facility has a Level I server or Level II system where the Application and SQL are installed and run on the same server, the Hot Spare may also have the Application and SQL on the same server. If, this configuration impacts performance (due to circumstances outside of the application), the Client will need to separate the SQL functions to a separate server from the PS360 Application.*

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## Before Beginning

- You must have created an Alias in your Domain Name System (DNS) for PowerScribe clients to use.
  - SQL AlwaysOn requires Microsoft SQL 2014 Enterprise Edition or Microsoft SQL 2016 Standard Edition.
  - You must have all Microsoft updates applied.
  - You must have PowerScribe 360 Reporting V3.5 or higher fully installed on both the Production system and hot spare system.
- 

## Configure Client Alias

In order to properly use Hot Spare, the 360 system connections need to be installed and configured to use a DNS.

The Alias is configured in the site's DNS (Domain Name Server). The Alias will redirect communications to the proper server. This allows all clients to connect to the proper system without reconfiguring during a hot spare scenario.

**Example:**

Alias Set up in Network Domain Name Service (DNS) = PS360

Prod Application Server = Application1

Hot Spare Application Server = Application2

RadPortal Configuration:

Portal URL = <http://PS360.Company.Com/RadPortal>

DragonUsers Directory = [http:// PS360.Company.Com/DragonUsers](http://PS360.Company.Com/DragonUsers)

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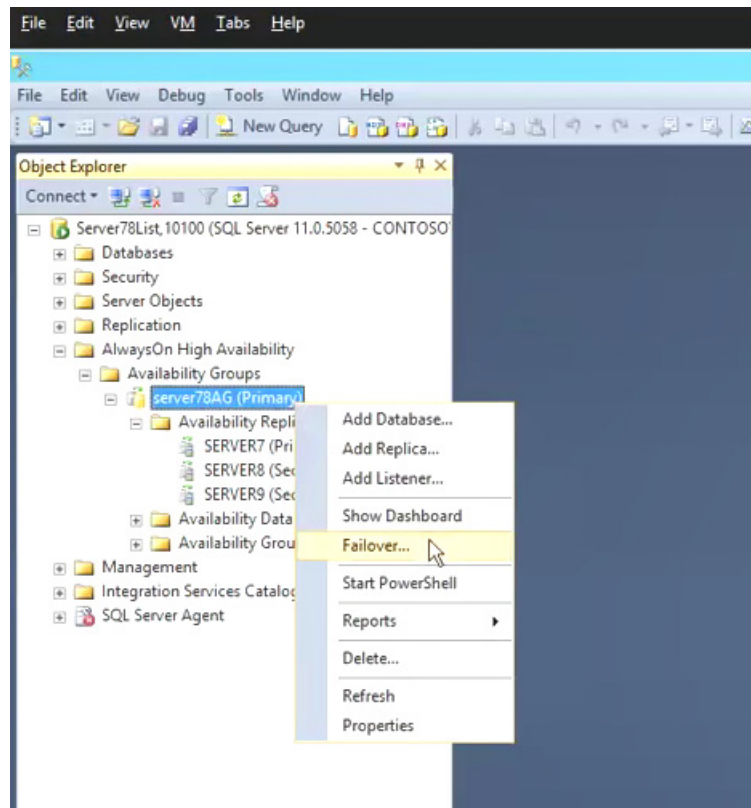
# Manually Failover the SQL Availability Group



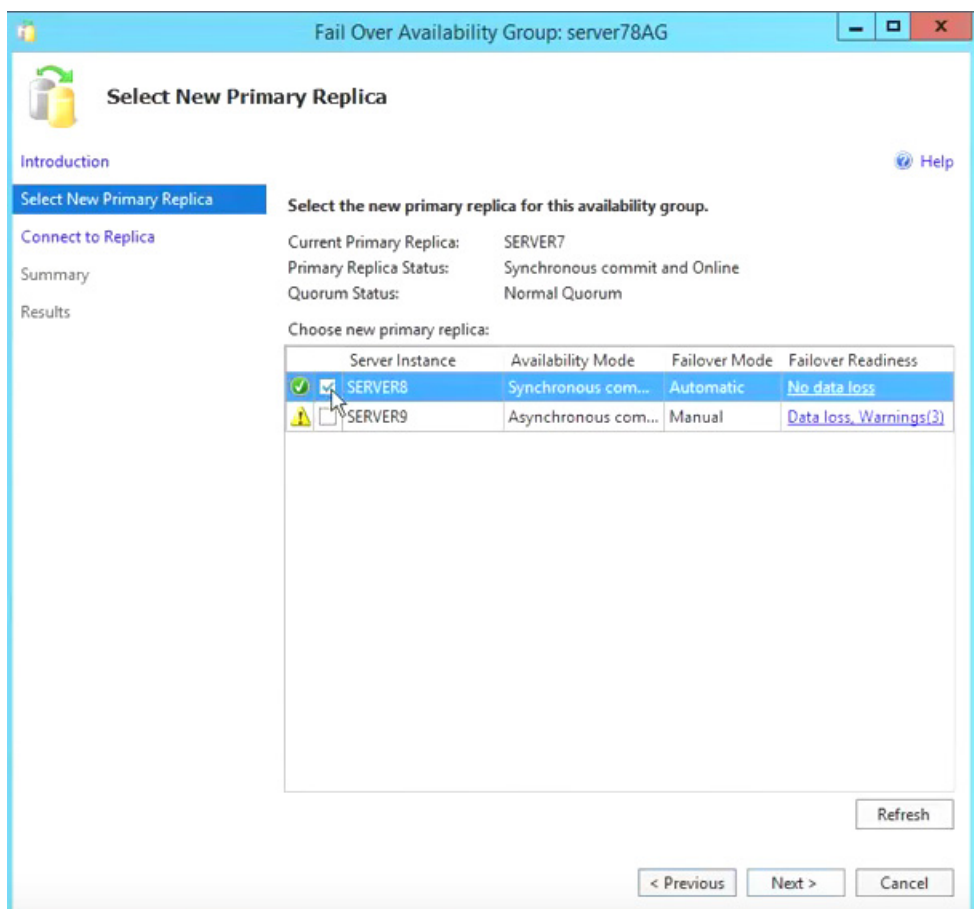
*This should only be performed by the site's DBA (Database Administrator) or a qualified IT person.*

To manually fail over an availability group:

1. In Object Explorer, connect to a server instance that hosts the availability group that needs to be failed over, and expand the server tree node.
2. Expand the AlwaysOn High Availability and the Availability Groups nodes.
3. In the Availability Group, right-click the server to failover, and then select **Failover**. The Failover Availability Group dialog displays.



4. Check the server you want to be as the new primary server.

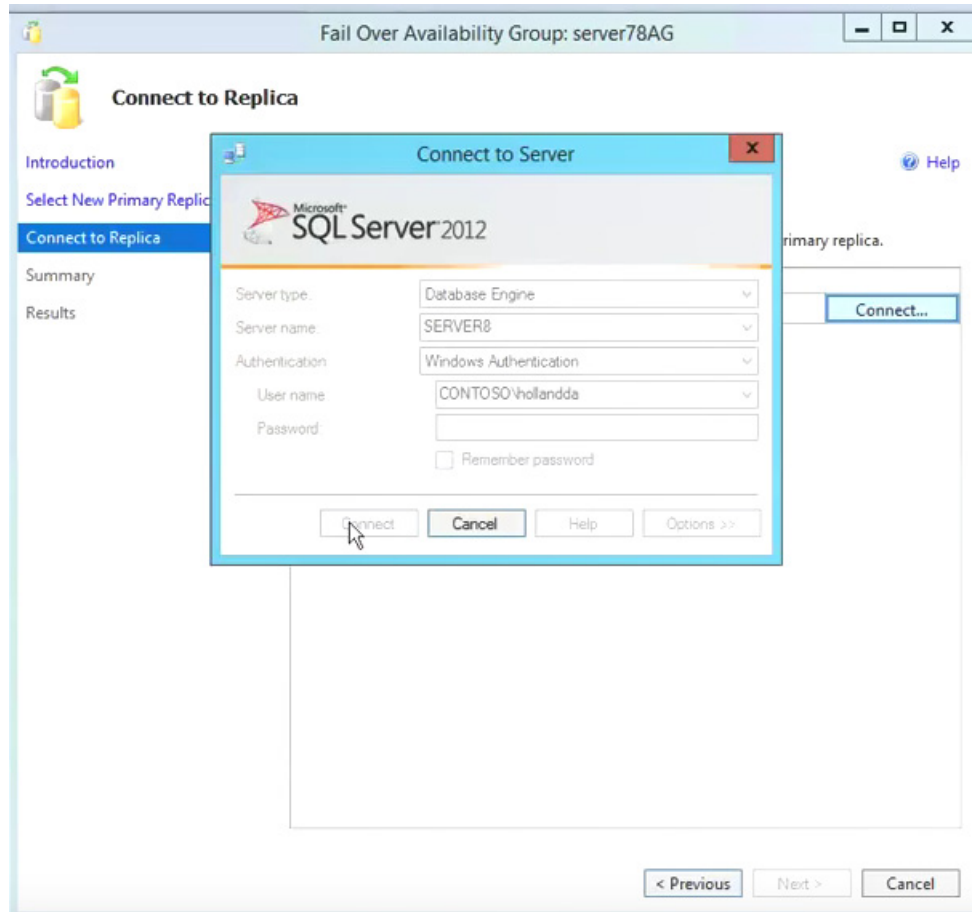


5. Click **Next**.



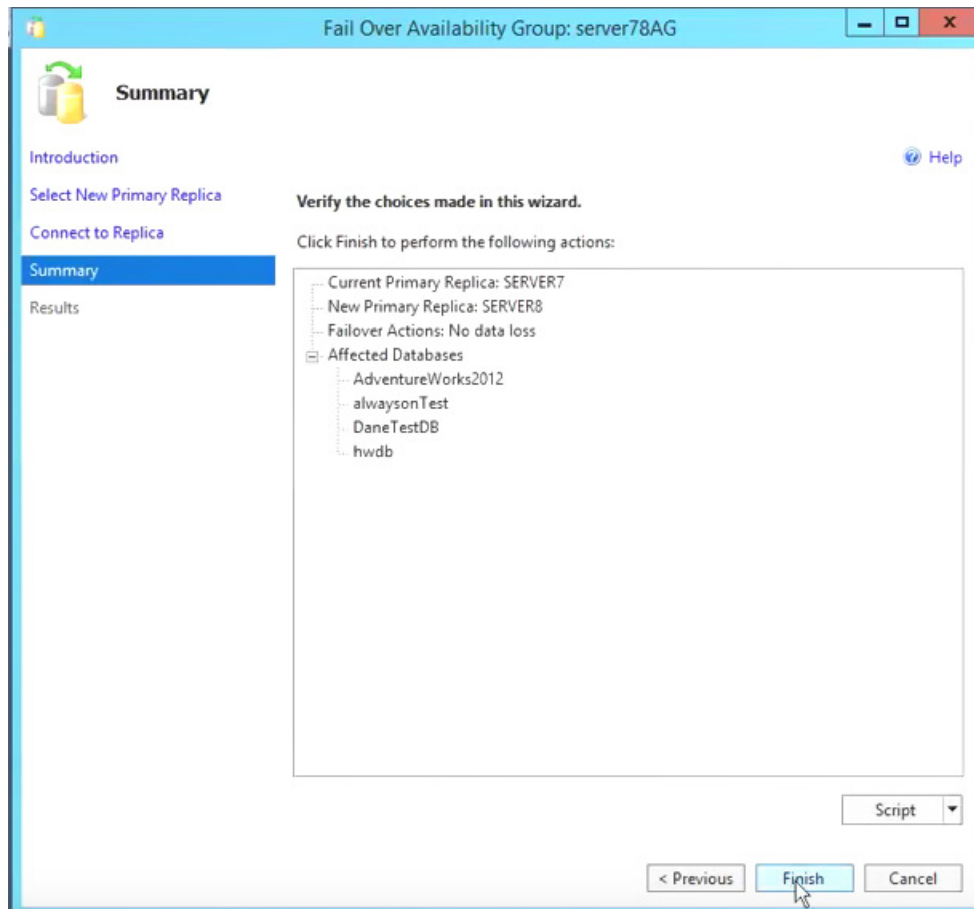
The Connect to Replica dialog displays.

6. On the Connect to Replica dialog, click **Connect**. The Connect to Server dialog displays.



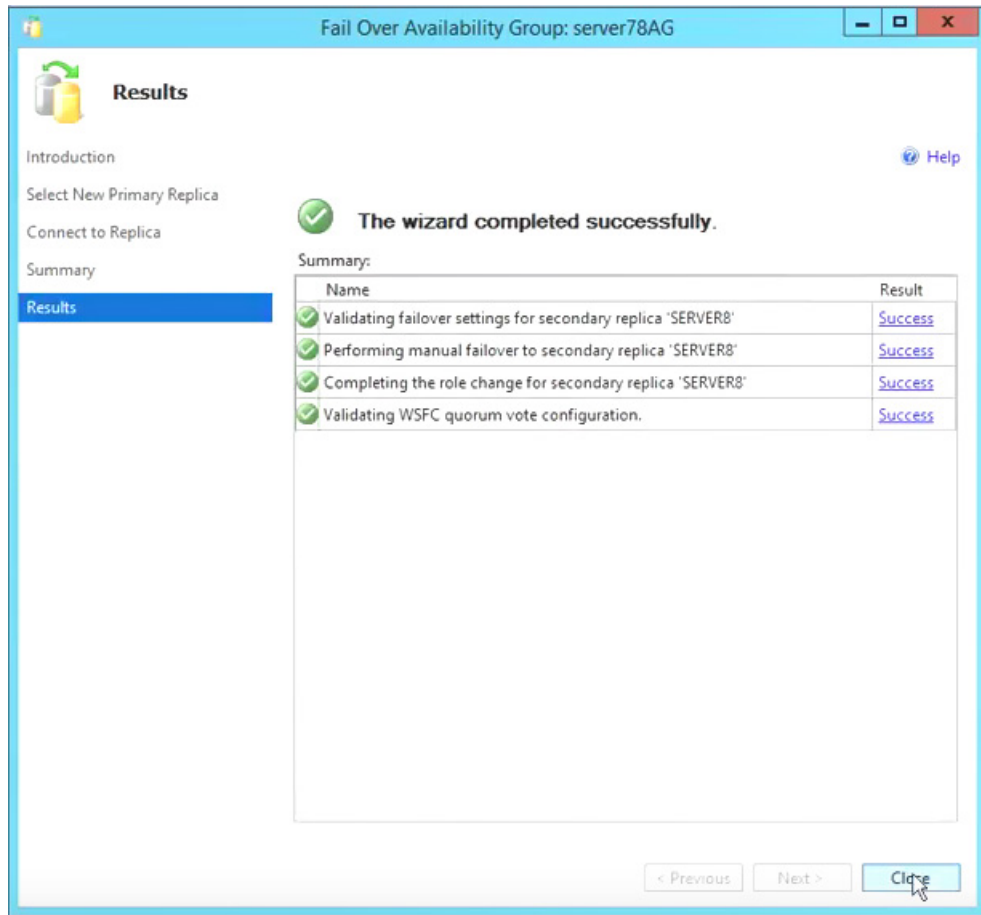
7. Enter the login credentials and click **Connect**, then click **Next**.

The Summary dialog displays.



8. Review the choices, and click **Finish**.

Once the fail over completes, the Results dialog displays.



9. Click **Close**.

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# Cutting Over to the Hot Spare

When the SQL AlwaysOn fails over, either automatically or manually, you will have to restart the RadBridge Service on the active system.

If your site performs a full cut over (Application and SQL), to the Hot Spare System, the following steps must be taken:

1. Have all users log out.
2. IT needs to update the Client FQDN DNS entry to point the client to the Hot Spare Application Server.
3. IT needs to execute a manual failover of the SQL AlwaysOn to the secondary DB server (Hot Spare).
4. IT needs to execute the Activate HotSpare.bat file on the Hot Spare Application Server. This will automatically stop and start the appropriate application server services on both systems.