

Recovering HADR on DB2 with Responsiv Assist



Customer is a large investment bank with a long standing, pre-existing relationship with Responsiv.

Challenge

Customer raised a ticket with Responsiv Assist for support in recovering their standby DB2 database for their IBM Security Identity Management (ISIM), which is located in-house to control access to their Open Banking Platform.

The database had entered a split-brain state where both primary and standby High Availability Disaster Recovery (HADR) databases assumed they were the master.

The original standby database was taken offline, and a reintegration was attempted from a backup of the primary database using the provided helper scripts. The helper script failed and Responsiv was contacted to assist with recovery of the standby database and reintegration of the HADR.

Solution

Responsiv worked alongside the in-house team to guide them through the steps to manually recover the standby database.

Steps included transferring the latest backup from the primary server to standby server, restoring the database using a native DB2 command, updating the HADR configuration, restarting the HADR on the standby database and then the primary, and confirming the databases were synchronised and in peer state.

The failed helper script was investigated, tested, and updated with a verification fix before being made available to the customer for future reference.

About Responsiv

Responsiv specialise in integration and automation solutions, securely connecting people to businesses, and businesses to markets. We provide cloud platforms, professional consulting, as well as support and managed services.

Responsiv partner with your existing teams to understand and solve complex technical challenges and enhance enterprise IT capabilities.

Industry

Financial Services

Investment Bank

Solution Components

Responsiv Assist

IBM Security Identity Management

DB2

Key Benefits

Remote Support

Quick Turnaround and Response

Restored Access to Core Banking System

Update and Configuration of High Availability Disaster Recovery (HADR)