

Savvis Symphony Database Startup Guide Oracle

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About Your Service

Symphony Database is a highly available and scalable cloud based relational database platform built on Oracle Real Application Clusters. With Symphony Database developers do not have to install, configure, maintain or manage any database server software. High availability and fault tolerance are built into the architecture and no systems administration is necessary. Because Symphony Database uses Oracle Enterprise Edition as its underlying technology, existing client applications and software require little to no modification to begin using the service. Additionally, the same powerful development and management tools used for traditional Oracle deployments work seamlessly with Symphony Database (including, but not limited to, the SQL*Plus Client).

Purchasing a Symphony Database provides you with:

- Assured access to compute resources
- Tiered storage billed by usage
- Dedicated firewall rules and a dedicated SQLNet Listener Port
- An SFTP site for access to your files
- Portal based user management.

The Symphony Database portal has been designed to be used in conjunction with popular database access tools, including SQLPlus, Toad, etc. This allows very little difference from a traditional environment in regards to database management and design.

When Savvis initially configures your Symphony Database service, an Admin account is created that you can use to access your databases for administrative purposes. The Admin account password is randomized and not provided after installation, the password must be reset through the SavvisStation Portal in order to use this account.

Once you have initiated a Symphony Database configuration, you may create schemas using the portal and then import any data into those schema(s) via the portal interface or login into SQLPlus and manually create objects. The route you choose will depend on your application. To import a schema into your Symphony Database you will need to enable SFTP access which is covered later in this document.

Access to your Symphony Database databases is limited to the IP Addresses and/or Subnets you allow in the Symphony Database firewall.

By default Savvis creates a backup of your entire Service Tier nightly; this can be disabled via a phone call to the support desk. Savvis does support Tape Backups, but tape backups are not included; please see the Tape Backup SSG for details around backups, backup retention policies and integration with Tape Backups.

Monitoring

Symphony Database is a fully managed offering, and all critical systems are monitored 24x7. Due to the shared/multi-tenant architecture of the Symphony Database environment, and the significant investment in redundant components, access to the infrastructure monitoring feeds will be limited to Savvis personnel. Savvis does provide trap feeds for customer level components, like the database, and these traps are outlined in the Savvis service guide (SSG). Savvis does not have the ability to provide custom monitoring from within the environment but can provide remote monitoring from the client side. This custom monitoring could include health checks validating everything from network latency to simple connectivity tests.

System Maintenance

An important component of system administration and management is keeping the system up-to-date. System maintenance includes keeping the system current with all patches, to help prevent security compromises or operational reliability issues. Savvis will, from time to time, schedule the installation of system patches, as deemed necessary by Savvis' support staff. Savvis will schedule the installation with you in advance. The advanced notification will allow both parties to prepare for the patching, as well as provide ample time for discussion regarding the potential impact the patch may have on your specific applications.

Support

If you need support for any reason, please call the **Savvis Hosting Help Desk at 888-638-6771 opt. 2** or email Request@Savvis.net before performing the maintenance. The Help Desk is available on a 24/7 basis.

Getting Started

How to create your Symphony Database subscription

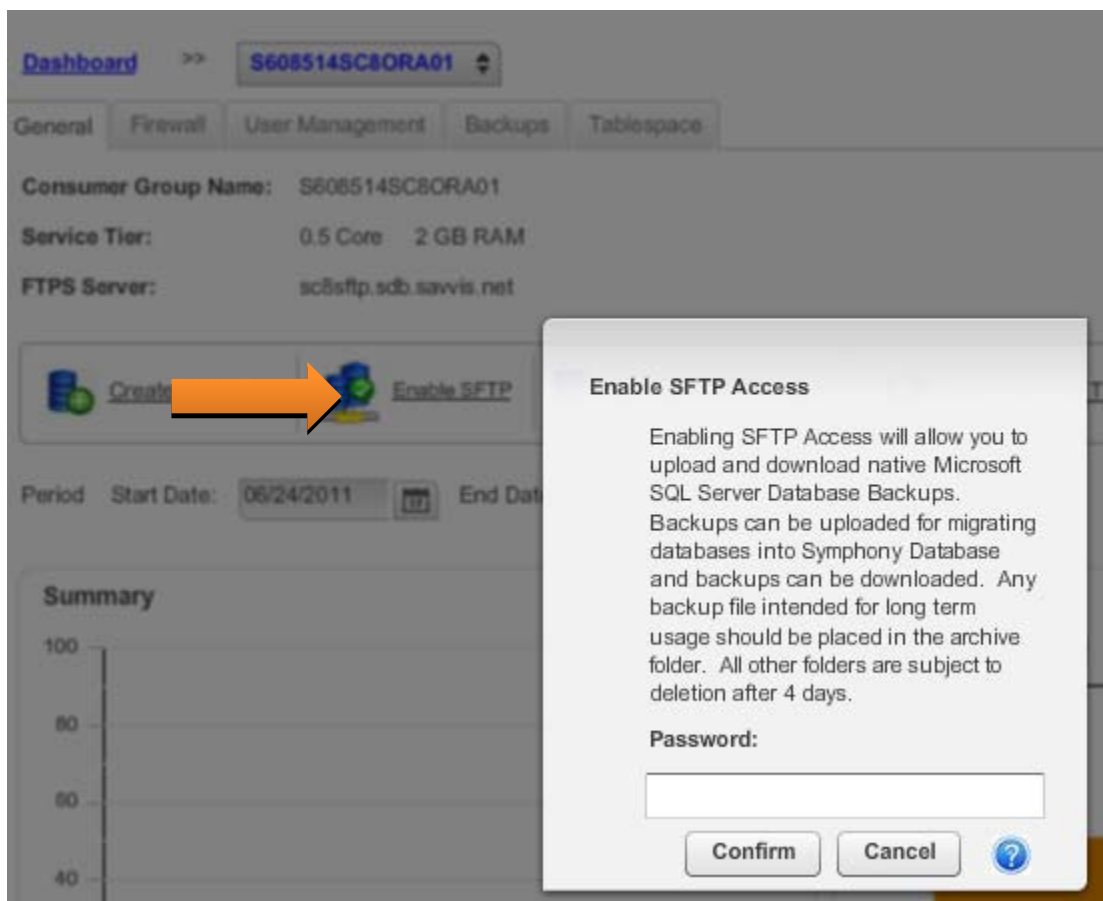
Symphony Database Resources are created in the Savvis Marketplace. This action creates a new Symphony Database Compute Resource providing the compute layer, sftp framework and firewall for databases. When creating a Symphony Database you will need to select the Database Platform of "Oracle" and enter at least one IP Address for the firewall to be created. The IP Address prepopulated is the IP Address you are currently coming from, and no more than five IP Addresses can be added during the creation of the service.

Note: Symphony Database Compute Resources are not accessible from Private IP Addresses like those found in the following three ranges: 10.0.0.0 thru 10.255.255.255, 172.16.0.0 thru 172.31.255.255 & 192.168.0.0 thru 192.168.255.255 the firewall only accepts IPv4 addresses at this time, contact the Savvis helpdesk if an IPv6 address is required.

The screenshot displays the Savvis Marketplace interface. At the top, the navigation bar includes: Home > Services > Reports > Utilities > Security > Marketplace > Support > Settings > | Sy. An orange arrow points to the 'Marketplace' menu item. Below the navigation bar, the 'Marketplace' section is visible. On the left, there is a sidebar with 'Add Services' listed: »Symphony Dedicated, »Symphony Open, »Symphony VPDC, »Utility Storage, »Customer Access Extension, and »Symphony Database. An orange arrow points to the 'Symphony Database' option in this sidebar. The main content area shows a 'Welcome to the Symphony Cloud Marketplace' message and an 'Add:' panel with a list of services: Symphony Dedicated, Symphony Open, Symphony VPDC, Utility Storage, Customer Access Extension, and Symphony Database. An orange arrow points to the 'Symphony Database' option in this panel. Below the 'Add:' panel is a 'Change:' panel with a list of services: Symphony Open, Symphony Dedicated, Symphony VPDC, and Symphony Database.

How to enable SFTP access

SFTP access to your Symphony Database Subscription can be enabled in the General tab of your Symphony Database as "Enable SFTP", this action enables SFTP access to the backup folder of a Symphony Database Compute Resource. The process includes creating an account to access the SFTP site and granting access to the site to this user. If you forget the password to your SFTP user account you can either disable and enable SFTP access or call the Savvis helpdesk and have them reset the password. The password submitted when enabling SFTP must have at least 1 number, lower case & upper case letter and special character.



How to add rules to the firewall

Firewall rules can be added from the Firewall tab of your Symphony Database as “Add IP Address”, this action will open the firewall allowing network access to the Symphony Database Compute Resource databases and data to the requested IP Address or Subnet.

Each Symphony Database Compute Resource has its own firewall rules that are managed through the SavvisStation Portal. The Firewall must have at least 1 IP Address or Subnet defined at all times, and subnets can be no larger than /24 (255.255.255.0). The firewall does not prohibit access to the SavvisStation Portal, but to accessing the databases and data within. The firewall is not limited in the number of IP Addresses or Subnets defined for a Symphony Database Compute Resource.

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[Dashboard](#) >> **S608514SC8ORA01**

General | **Firewall** | User Management | Backups | Tablespace


Consumer Group Name: S608514SC8ORA01
IP Address: 165.193.6.20
DNS Name: S608514SC8ORA01.SDB.SAVVIS.
TCP Port: 1595

Add IP Address to Firewall

Server Hosts:

IP Address: - 

Subnet Mask: 24 26 28 30 32


 255.255.255.255 /32 

Add IP Address to Firewall


IP Address
 - - -

Subnet Mask
 24 26 28 30 32

 255.255.255.192 /26

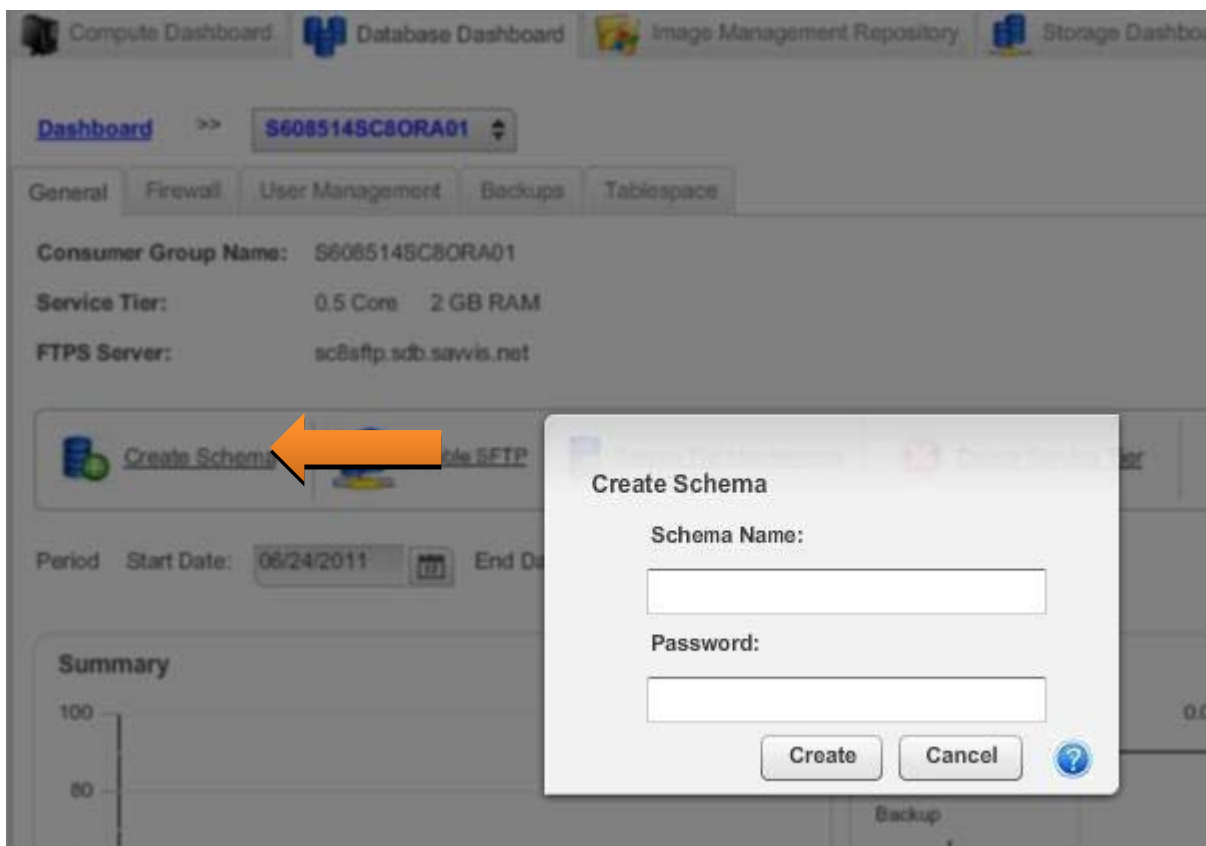


Allowed IP Addresses

IP Address	
10.12.142.131	 Remove

How to create logins/schemas

Available in the User Management tab of your Symphony Database as "Create Schema", this action creates a Oracle Database Login. Logins may be used by Applications/developers/administrators to access, manage, maintain, design or manipulate the databases. Users by default do not have access to any other schemas in your Service tier. Rights to databases are granted to other schemas via the SavvisStation Portal using the "Grant User Access" feature. When a user is created you will be prompted to supply the username and password for the new user, the username will actually have your Symphony Database name appended to it like "john_doe_s123456sc8ora01" when "John_Doe" was entered by you as the username.



How to grant access to another schema in your service tier

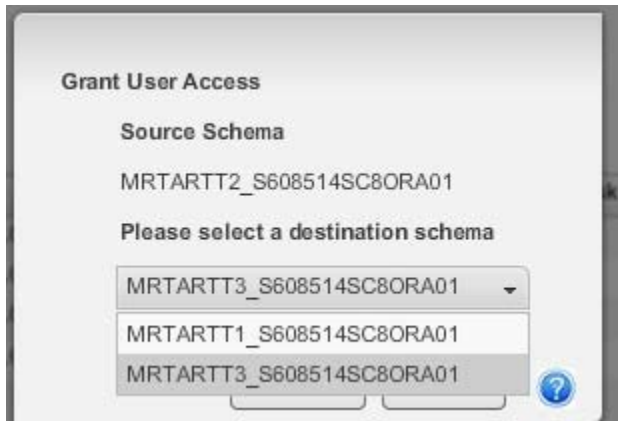
Available in the Security tab of your Symphony Database Databases as “Grant User Access”, this task will allow you to grant read only or read-write access to another schema. This task gives a user access to select insert, update and delete from another schemas objects. If access to schemas in another service tier of the same client ID are required, this can be accomplished via a call to the savvis help desk.

Consumer Group Name: S608514SC8ORA01



Authentication

Username	Type	Task				
ADMIN_S608514SC8ORA01	ORA_LOGIN					
MRTARTT2_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access
MRTARTT3_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access
MRTARTT1_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access



Connecting To Your Database

When connecting to your database you will need to gather the following information from the SavvisStation Portal in order to properly generate the appropriate connection string:

- ServerName
- TCP Port
- User Name
- Password

Each database in the SavvisStation Portal has an example SqlNet connection string under the General tab, the details in this string can be used to create other connection strings like the examples below.

Note: the username and password for the connection string in the portal use "?" for the values, the "?" must be replaced with an actual username and password for the connection string to work.

SQLNet Connect String for JDBC

```
jdbc:oracle:thin:[USER/PASSWORD]@//[HOST][:PORT]/SERVICE
```

TNSNAMES.ORA Entry:

```
CLOUDDB_SAVVIS =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP)(HOST = myhost)(PORT = myport))
    (CONNECT_DATA =
      (SERVER = DEDICATED)
      (SERVICE_NAME = myservice_name)
    )
  )
```

Managing Your Symphony Database Service

The Symphony Database service has been designed to be managed from both the SavvisStation Portal and via SQL*Plus. You can create schema objects via SQLPlus Scripts from your local client or you can use any third party tool capable of connecting to the database.

Using third party management tools

Third party management tools like Quest Toad, iSQL, etc. can connect to your Symphony Database Databases but the functionality may be limited because of more restrictive permissions in Symphony Database than a standard Oracle Server.

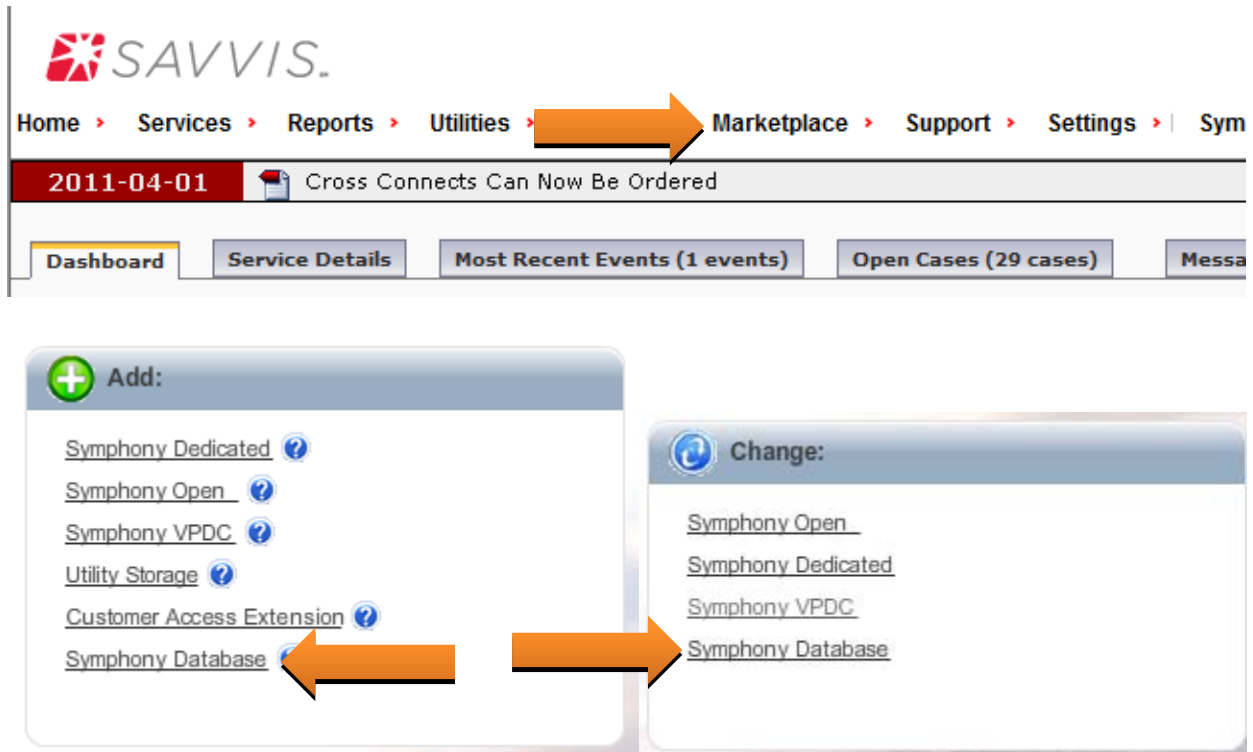
Navigating the SavvisStation Portal

The SavvisStation Portal has two interfaces for Symphony Database; Marketplace and Orchestrator.

Marketplace

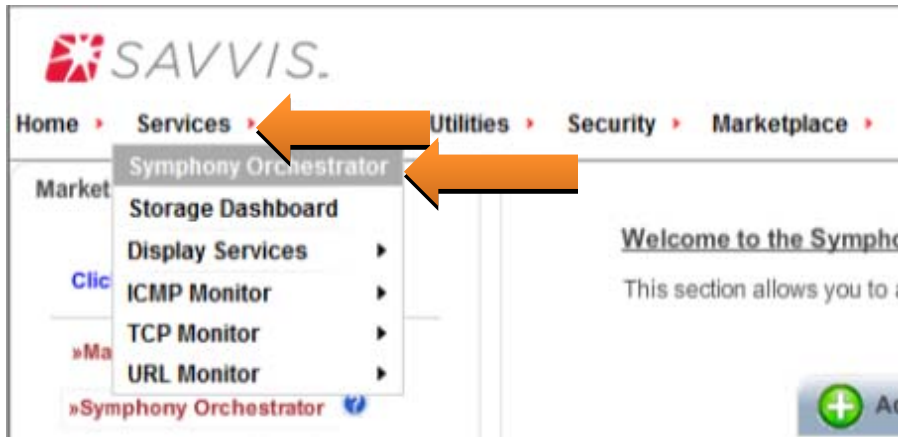
Marketplace is where new Symphony Database subscriptions can be created and existing subscriptions can be altered by increasing and decreasing the service tier.

The SavvisStation Portal provides the functionality that is not available via SQL*Plus in Marketplace:



Orchestrator

Orchestrator is available to all customers who have purchased Symphony Database services. Symphony Orchestrator allows you to manage several operational aspects of your Symphony Database services such as managing the firewall, creating additional schemas, adding and deleting users etc.



When you first open the Orchestrator Database Dashboard you are presented with a hierarchical view of all your Symphony Databases. This view provides both health at a glance and the ability to drill down into your services. The tree provides a root for each data center, and the immediate children are Symphony Database subscriptions with child schemas.

Object	Health	CPU Usage
ZZDC3	N/A	
S603107DC3SQL01	●	0.0 %
S603107_NAT0619510	●	
S608514DC3ORA01	●	N/A
NAT0619511_S608514DC3ORA01	●	
ZZSC8	N/A	
S608514SC8ORA01	●	N/A
MRTARTT1_S608514SC8ORA01	●	
MRTARTT2_S608514SC8ORA01	●	
MRTARTT3_S608514SC8ORA01	●	

Managing your subscription

How to change your Symphony Database subscription

Symphony Database Resources can be increased or decreased in the Savvis Marketplace or the Database Dashboard in Orchestrator. This action changes the service tier for a Symphony Database Compute Resource. The service tier can be increased or decreased at any time without downtime within available capacity. ¹

Dashboard >> S608514SC8ORA01

General Firewall User Management Backups Tablespace

Consumer Group Name: S608514SC8ORA01
 Service Tier: 0.5 Core 2 GB RAM
 FTPS Server: sc8sftp.sdb.savvis.net

Create Schema Enable SFTP Service Tier Maintenance ~~Delete Service Tier~~ Change Service Tier

Change Symphony Database Order Form

Step 1: Service Selection

Cart Name:

Database Platform:

Resource Name:

Current Tier: 0.5 CPU Core / 2 GB RAM

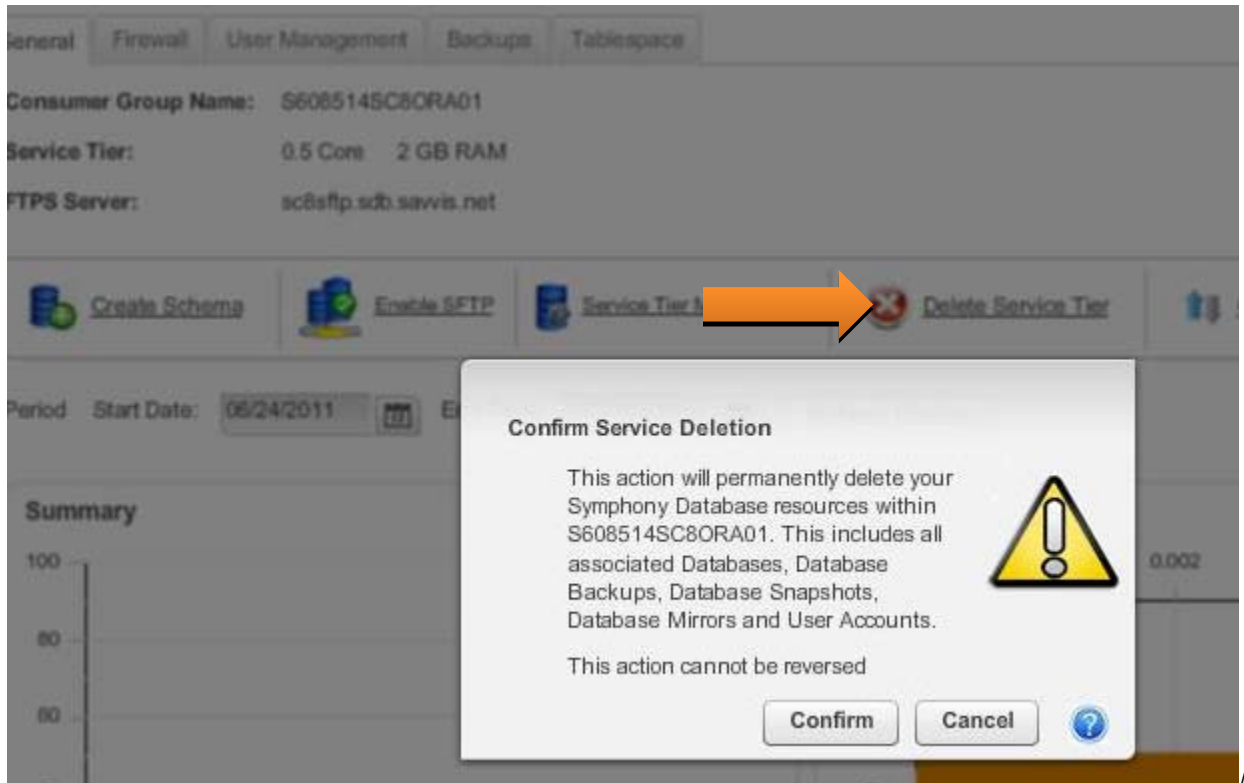
New Tier:

- 0.5 CPU Core / 2 GB RAM
- 1 CPU Core / 4 GB RAM
- 2 CPU Core / 8 GB RAM
- 4 CPU Core / 16 GB RAM
- 8 CPU Core / 32 GB RAM

¹ When capacity is not available, but the data center can satisfy the request a migration of the entire Symphony Database Compute Resource will be required which is an offline operation.

How to delete your Symphony Database Subscription

Available in the General tab of your Symphony Database as “Delete”, this action allows a Symphony Database to be permanently deleted including all schemas and backups. **WARNING: THIS ACTION CANNOT BE REVERSED.**

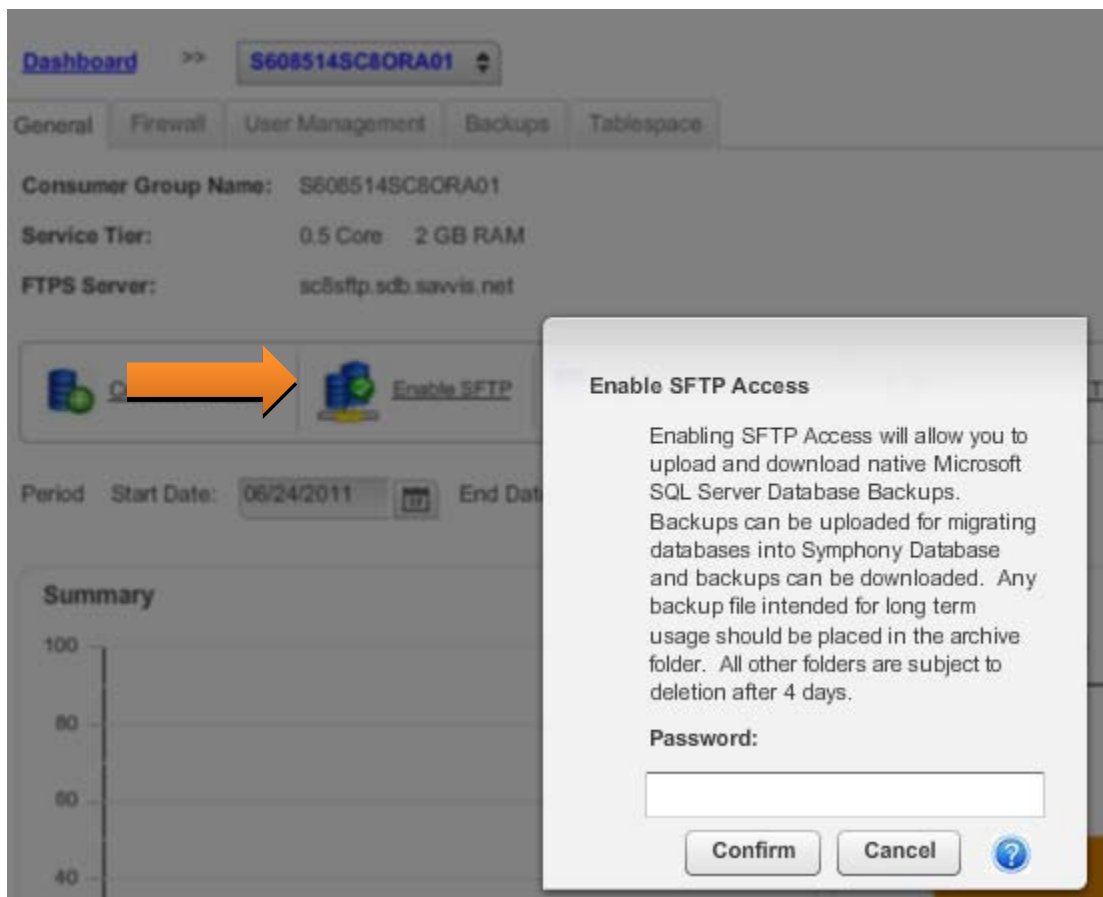


ote: when a Symphony Database Subscription is deleted its contents are unrecoverable, this includes backups, snapshots, mirrors and databases. If you have inadvertently deleted your subscription contact the Savvis helpdesk immediately.

Managing SFTP access

How to enable SFTP access

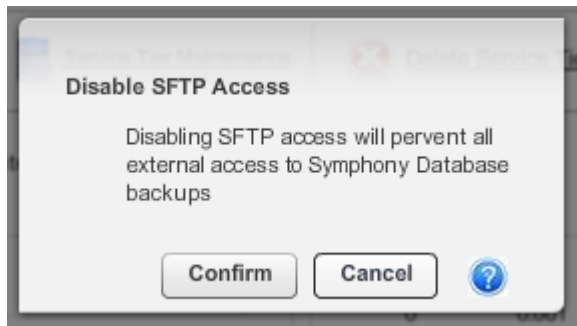
SFTP access to your Symphony Database Subscription can be enabled in the General tab of your Symphony Database as "Enable SFTP", this action enables SFTP access to the backup folder of a Symphony Database Compute Resource. The process includes creating an account to access the SFTP site and granting access to the site to this user. If you forget the password to your SFTP user account you can either disable and enable SFTP access or call the Savvis helpdesk and have them reset the password. The password submitted when enabling SFTP must have at least 1 number, lower case & upper case letter and special character.



The screenshot displays the Symphony Database management interface. At the top, the 'Dashboard' tab is selected, and the instance ID 'S608514SC8ORA01' is shown. Below this, there are tabs for 'General', 'Firewall', 'User Management', 'Backups', and 'Tablespace'. The 'General' tab is active, showing details for the 'Consumer Group Name' (S608514SC8ORA01), 'Service Tier' (0.5 Core 2 GB RAM), and 'FTPS Server' (sc8sftp.sdb.savvis.net). A button labeled 'Enable SFTP' is highlighted with an orange arrow. A modal dialog box titled 'Enable SFTP Access' is open, providing instructions: 'Enabling SFTP Access will allow you to upload and download native Microsoft SQL Server Database Backups. Backups can be uploaded for migrating databases into Symphony Database and backups can be downloaded. Any backup file intended for long term usage should be placed in the archive folder. All other folders are subject to deletion after 4 days.' Below the instructions is a 'Password:' label and an empty text input field. At the bottom of the dialog are 'Confirm' and 'Cancel' buttons, along with a help icon.

How to disable SFTP access

SFTP Access can be disabled from the General tab of your Symphony Database as "Disable SFTP", this action deletes the user and removes the SFTP configuration for the Symphony Database Compute Resource SFTP Access.



Managing the firewall

How to add rules to the firewall

Firewall rules can be added from the Firewall tab of your Symphony Database as “Add IP Address”, this action will open the firewall allowing network access to the Symphony Database Compute Resource databases and data to the requested IP Address or Subnet.

Each Symphony Database Compute Resource has its own firewall rules that are managed through the SavvisStation Portal. The Firewall must have at least 1 IP Address or Subnet defined at all times, and subnets can be no larger than /24 (255.255.255.0). The firewall does not prohibit access to the SavvisStation Portal, but to accessing the databases and data within. The firewall is not limited in the number of IP Addresses or Subnets defined for a Symphony Database Compute Resource.

Note: Symphony Database Compute Resources are not accessible from Private IP Addresses like those found in the following three ranges: 10.0.0.0 thru 10.255.255.255, 172.16.0.0 thru 172.31.255.255 & 192.168.0.0 thru 192.168.255.255 the firewall only accepts IPv4 addresses at this time, contact the Savvis helpdesk if an IPv6 address is required.

[Dashboard](#) >> **S608514SC8ORA01**

General | **Firewall** | User Management | Backups | Tablespace

Consumer Group Name: S608514SC8ORA01
IP Address: 165.193.6.20
DNS Name: S608514SC8ORA01.SDB.SAVVIS.NET
TCP Port: 1595

Add IP Address to Firewall

Server Hosts: ←

IP Address: - - - →

Subnet Mask: 24 | 26 | 28 | 30 | 32

 255.255.255.255 /32

Allowed IP Addresses

IP Address	
10.12.142.131	<input type="button" value="Remove"/>

Add IP Address to Firewall

IP Address: 24 - 178 - 51 - 64
 Subnet Mask: 24 | 26 | 28 | 30 | 32

 255.255.255.192 /26

How to remove rules from the firewall

Firewall rules can be removed from the Firewall tab of your Symphony Database as "Remove", this action will remove network access to a Symphony Database Compute Resource Service Tier and data for a requested IP Address or subnet that has access.

Note: the firewall must have at least 1 IP address or subnet at all times.

Allowed IP Addresses

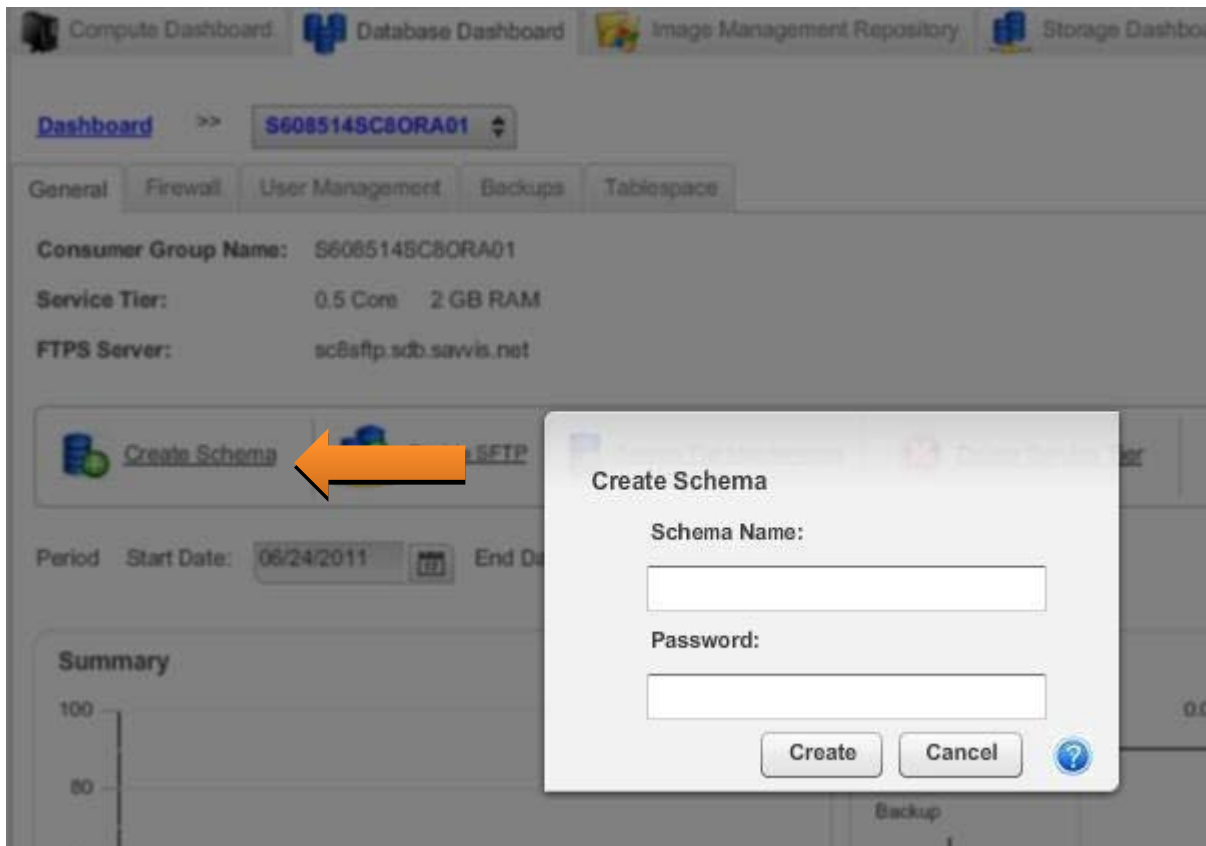
IP Address	
10.12.142.100	 Remove



Managing Logins

How to create logins/Schemas

Available in the User Management tab of your Symphony Database as "Create Schema", this action creates a Oracle Database Login. Logins may be used by Applications/developers/administrators to access, manage, maintain, design or manipulate the databases. Users by default do not have access to any other schemas in your Service tier. Rights to databases are granted to other schemas via the SavvisStation Portal using the "Grant User Access" feature. When a user is created you will be prompted to supply the username and password for the new user, the username will actually have your Symphony Database name appended to it like "john_doe_s123456sc8ora01" when "John_Doe" was entered by you as the username.




How to delete logins/Schemas

Available in the User Management tab of your Symphony Database as “Delete”, this action permanently deletes a schema from the Symphony Database Compute Resource.

[Dashboard](#) >> **S608514SC8ORA01**

General | Firewall | **User Management** | Backups | Tablespace

Consumer Group Name: S608514SC8ORA01

 [Create Schema](#)

Authentication

Username	Type	Task			
ADMIN_S608514SC8ORA01	ORA_LOGIN	Delete	Disable	Grant Access	Revoke Access
MRTARTT2_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access
MRTARTT3_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access
MRTARTT1_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access

Note: When a login is deleted its permissions are also deleted and will no longer appear under a database.



How to unlock logins and reset passwords


Available in the User Management tab of your Symphony Database as “Reset Password”, this action is used to reset the password for a login. By default an Admin account is created with a random password, use this feature to reset the accounts password, or the password of any account whose password has been forgotten, lost or compromised.

Username	Type		
ADMIN_S608514SC8ORA01	ORA_LOGIN		
MRTARTT2_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password
MRTARTT3_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password
MRTARTT1_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password



Reset Password

Enter new password:

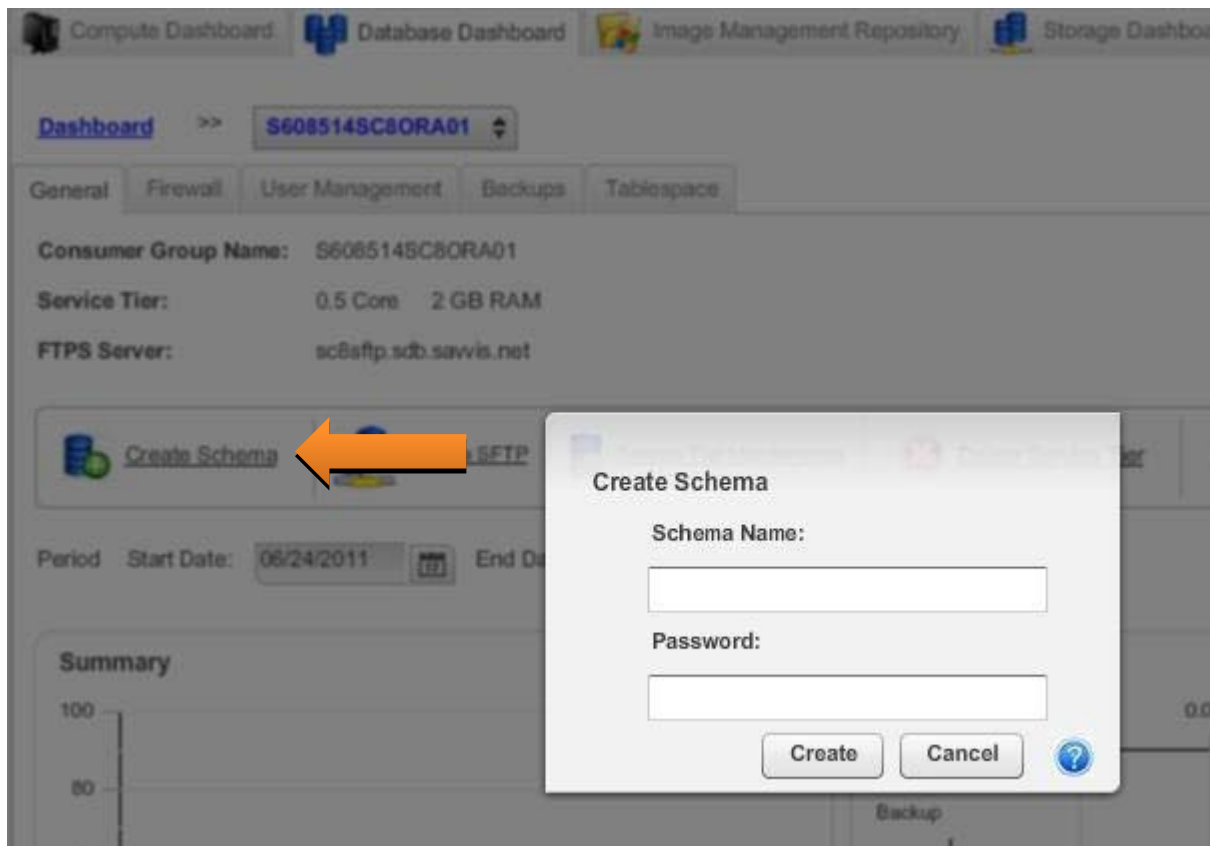


Managing your Symphony Database subscriptions

Schemas can be managed from the Databases tab of your subscription or from the Symphony Orchestrator dashboard.

How to create schemas

Available in the User Management tab of your Symphony Database as “Create Schema”, this action creates a Oracle Database Login. Logins may be used by Applications/developers/administrators to access, manage, maintain, design or manipulate the databases. Users by default do not have access to any other schemas in your Service tier. Rights to databases are granted to other schemas via the SavvisStation Portal using the “Grant User Access” feature. When a user is created you will be prompted to supply the username and password for the new user, the username will actually have your Symphony Database name appended to it like “john_doe_s123456sc8ora01” when “John_Doe” was entered by you as the username.



How to delete schemas

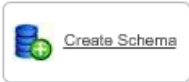
Available in the General tab of your Symphony Database Databases as “Delete”, this action will permanently delete a schema from the Symphony Database Compute Resource along with the databases backups, snapshots and any other related objects.

WARNING: This action is not-recoverable.

[Dashboard](#) >> **S608514SC8ORA01**

General | Firewall | **User Management** | Backups | Tablespace

Consumer Group Name: S608514SC8ORA01

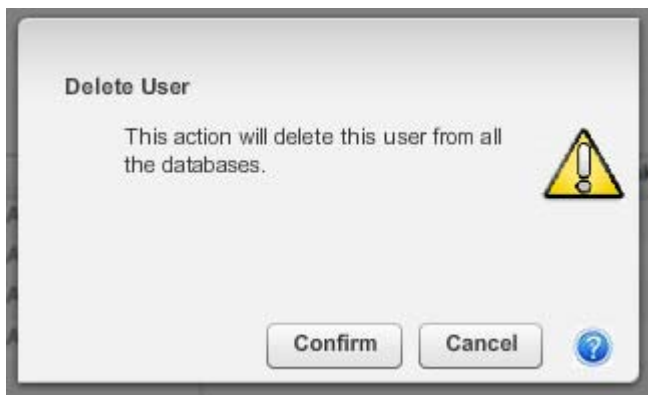


Authentication

Username	Type	Task			
ADMIN_S608514SC8ORA01	ORA_LOGIN	Delete	Disable	Grant Access	Revoke Access
MRTARTT2_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access
MRTARTT3_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access
MRTARTT1_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access



Note: When a login is deleted its permissions are also deleted and will no longer appear under a database.



Managing database maintenance

All database management is handled by Savvis support staff. If you wish to disable backups, you can do so by contacting the Savvis service center.

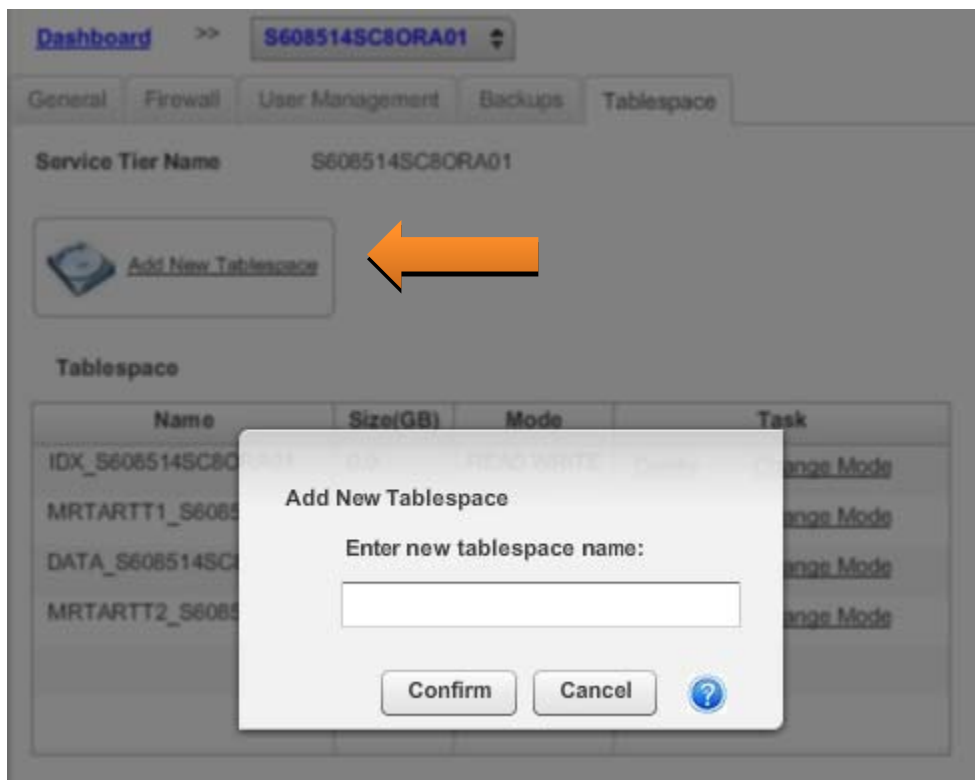
Statistics are computed nightly for all database objects and any functions that are available via a

Managing Symphony Database Database storage

How to add a tablespace

Available in the Storage tab of your Symphony Database Databases as “Add Tablespace”, this action creates a tablespace named by the requester to create database objects in. This is normally done for logical separation of objects. By default, an index(IDX) and data(DATA) tablespace is created with each service tier. All tablespaces have your customer ID appended(e.g. DATA2_*customerID*).

Note: Custom tablespace names that do not include the customer ID are not allowed at this time.



How to add Symphony Database database files

All tablespaces and the associated datafiles are ASM based. Savvis will manage all underlying storage provisioning. Savvis monitors disk group usage and will add additional space as required.

How to shrink and grow Symphony Database database files

Resizing of Symphony Database database files is not required as tablespace storage is handled via ASM and all tablespaces are 'locally managed' by oracle.

Managing database security

How to grant access to a schema

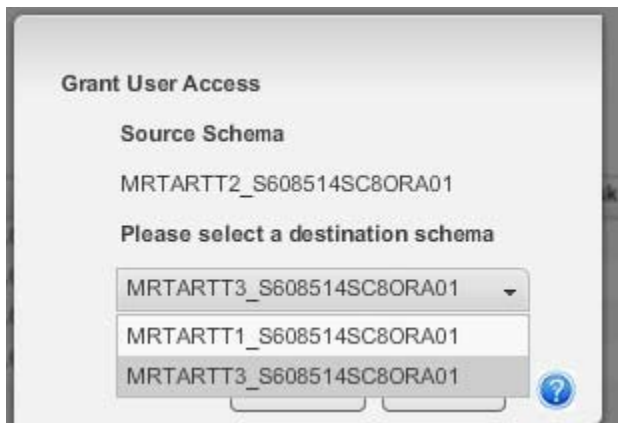
Available in the Security tab of your Symphony Database Databases as "Grant User Access", this task will allow you to grant read only or read-write access to another schema. This task gives a user access to select insert, update and delete from another schemas objects. If access to schemas in another service tier of the same client ID are required, this can be accomplished via a call to the savvis help desk.

Consumer Group Name: S608514SC8ORA01



Authentication

Username	Type	Task				
ADMIN_S608514SC8ORA01	ORA_LOGIN					
MRTARTT2_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access
MRTARTT3_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access
MRTARTT1_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access




How to revoke access to a schema

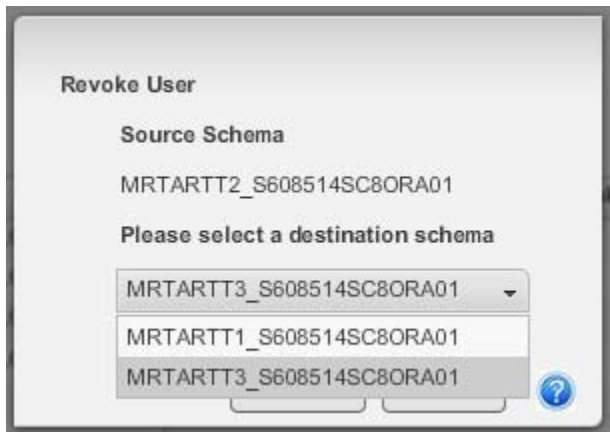
Available in the Security tab of your Symphony Database Databases as “Revoke”, this task revokes access to another user’s schema, but does not remove the schema from your service tier. The user will simply no longer be able to perform any actions on another users table. Select “revoke access” and then select the user that you want to no longer allow privileges to. This user will no longer be able to select, update or insert on the ‘source Schemas’ tables.

Consumer Group Name: S608514SC8ORA01



Authentication

Username	Type	Task				
ADMIN_S608514SC8ORA01	ORA_LOGIN					
MRTARTT2_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable		Revoke Access
MRTARTT3_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access
MRTARTT1_S608514SC8ORA01	ORA_LOGIN	Delete	Reset Password	Disable	Grant Access	Revoke Access



How to change a tablespace write mode


Available in the Storage tab of your Symphony Database Databases as “Change Write Mode”, this task will make a tablespace Read-Only or Read-Write. If a database is Read-Only data cannot be changed, access cannot be modified and data within the tablespace cannot be manipulated (but can still be selected).

Note: When a database is in Read-Only mode the SavvisStation Portal will provide read only access to that tablespace until the tablespace is placed into Read-Write mode.

[Dashboard](#) >> **S608514SC8ORA01**


General | Firewall | User Management | Backups | **Tablespace**

Service Tier Name S608514SC8ORA01

 [Add New Tablespace](#)


Tablespace

Name	Size(GB)	Mode	Task	
IDX_S608514SC8ORA01	0.0	READ WRITE	Delete	Change Mode
MRTARTT1_S608514SC8OI	0.0	READ WRITE	Delete	Change Mode
DATA_S608514SC8ORA01	0.0	READ WRITE	Delete	Change Mode
MRTARTT2_S608514SC8OI	0.0	READ WRITE	Delete	Change Mode



Change Mode

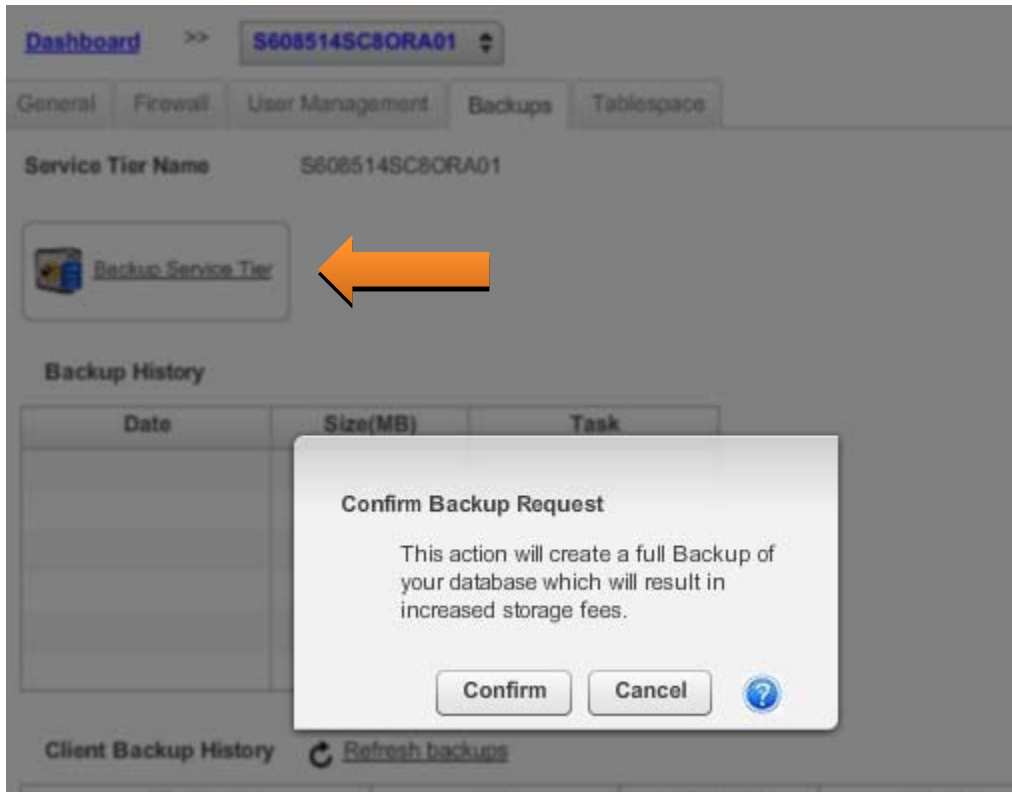
This action will changes the access mode for this tablespace to Read Only mode



Managing Symphony Database database backups


How to create a Symphony Database database backup

Available in the Backups tab of your Symphony Database Databases as “Backup Database”, this action will create a full database backup of a service tier to be used for database recovery. All schemas within your service tier will be backed up via oracle’s expdp tool.




How to restore a Symphony Database database

Available in the Backups tab of your Symphony Database Databases as "Restore", this action will restore an entire service tier(all schemas) to the point in time that the database was created.




[Dashboard](#) >> **S608514SC8ORA01** 


General | Firewall | User Management | **Backups** | Tablespace

Service Tier Name S608514SC8ORA01

 Backup Service Tier

Backup History

Date	Size(MB)	Task
01-JUL-11		 Restore
09-JUN-11		 Restore
15-MAY-11		 Restore

Client Backup History  [Refresh backups](#)

File Name	Date	Size(MB)	



Appendix A: Importing and Exporting Databases

Savvis provides access to Import (upload) and export (download) databases to and from your Symphony Database through Secure FTP. You may see this access referred to as SFTP, FTP, FTPS or FTPES. Technically the access is FTPES which standard for FTP over Explicit SSL. FTPES is a secure form of FTP that is fully encrypted like an HTTPS website. By default no Symphony Database can be accessed using FTP, this access has to be enabled in the SavvisStation Portal. Only when FTP access is enabled in the SavvisStation Portal is a Symphony Database accessible through FTP.

FTP is open to the internet from a firewall perspective, however when SFTP is not enabled for a Symphony Database there is no attack surface. This is important as Savvis recommends enabling SFTP access only when it is needed, and disabling it when not in use. Savvis does have precautions in place to mitigate attacks ranging from account lockouts on invalid login attempts and explicit home directory mapping to command filters, URL sequence filters and file type filters.

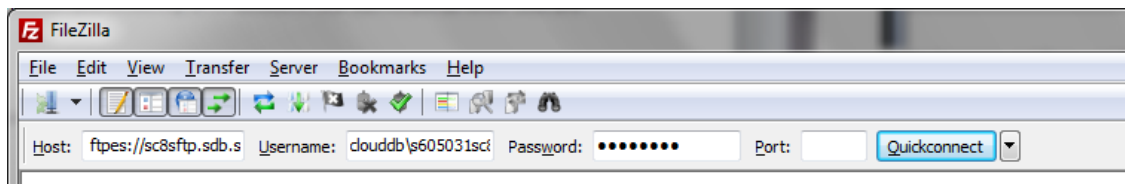
If your company limits outbound access you will need to have your corporate or personal firewalls updated to allow FTP over TCP port 21 to Symphony Database for the control channel and TCP ports 5000 through 5999 for the Data channel. It is important to reiterate that this is not plain FTP, and attempts to connect with traditional FTP are prohibited by Savvis' systems. Only FTPES is allowed making some traditional command line utilities inoperable for accessing your Symphony Database. Because of this limitation with traditional command line utilities Savvis recommends the use of FileZilla or WS_FTP for connecting to your Symphony Database FTPES site.

Using FileZilla

This is a step by step guide on how to use the free FileZilla client to connect using FTPES to your Symphony Database.

Connect using quickconnect

1. In the "Host:" textbox type ftpes:// in front of the domain name you are connecting to.



2. The "Username:" and "Password:" textboxes will be filled out with your username and password for FTP access. The Username was emailed to you when SFTP access was enabled, and the password was set when the account was created.
3. The "Port:" should be set to the standard 21
4. You are ready to connect, just click the "Quickconnect" button and accept the security certificate.

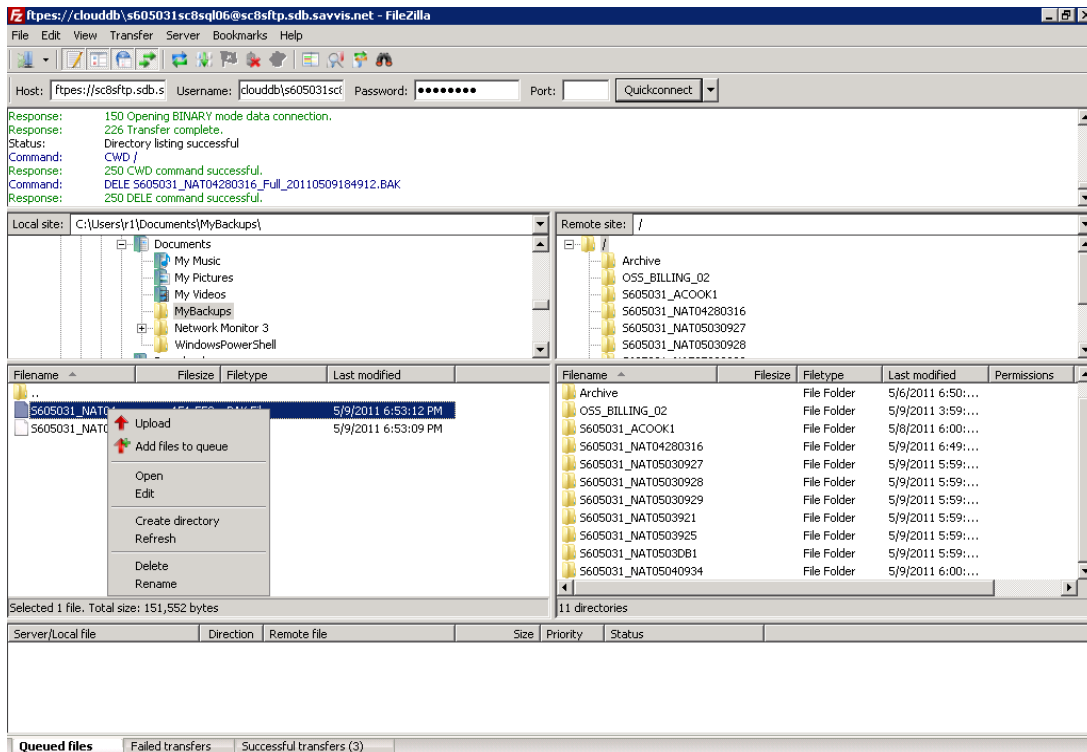
Uploading files

The files on your local computer are in the left pane and the files in your Symphony Database are in the right pane. It is important to note the following:

- Only .dmp files can be uploaded into your Symphony Database
- Only Oracle 'expdp' files can be uploaded
- Only schema level backups are supported at this time
- All folders other than the \Archive folder have content retention policies deleting all contents older than 4 days. If you need to keep a backup for more than 4 days it should be placed in the \Archive folder.

To upload files into your Symphony Database:

1. Connect to the Savvis SFTP server using Quickconnect
2. Navigate to the folder in the right pane that you want to place the file(s) typically the Archive folder.
3. Navigate to the local folder in the left pane that contains the backup file(s)
4. Right click the file(s) in the left pane and select "Upload"



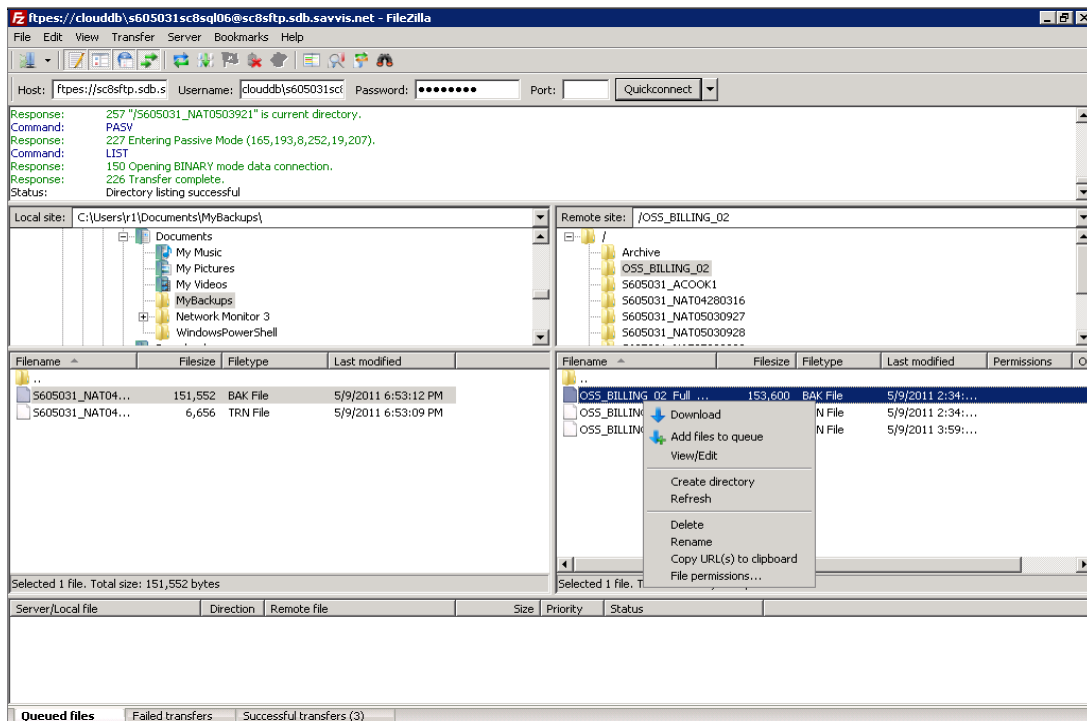
Downloading files

The files on your local computer are in the left pane and the files in your Symphony Database are in the right pane. It is important to note the following:

- All database backups are listed with the .DMP extension and have the date embedded in the filename
- Exports are done in the 'expdp' format using oracle 11GR2.

To download files from your Symphony Database:

1. Connect to the Savvis SFTP server using Quickconnect
2. Navigate to the folder in the left pane that you want to place the file(s) on your local computer.
3. Navigate to the remote folder in the right pane that contains the backup file(s) you want to download
4. Right click the file(s) in the right pane and select "Upload"

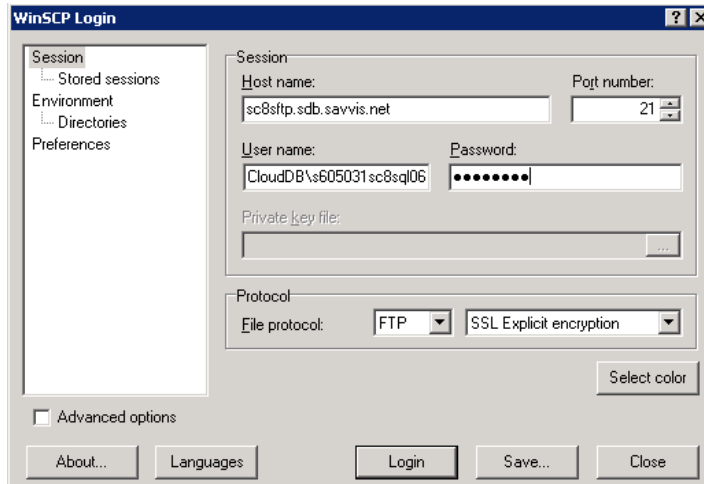


Using WinSCP

This is a step by step guide on how to use the free WinSCP client to connect using FTPES to your Symphony Database.

Connect screen

1. In the "Host name:" textbox enter the domain name you are connecting to.



2. Select "FTP" in the "File Protocol" drop down list
3. Select "SSL Explicit encryption" in the drop down list
4. The "Username:" and "Password:" textboxes will be filled out with your username and password for FTP access. The Username was emailed to you when SFTP access was enabled, and the password was set when the account was created.
5. The "Port:" should be set to the standard 21
6. You are ready to connect, just click the "Login" button and accept the security certificate.

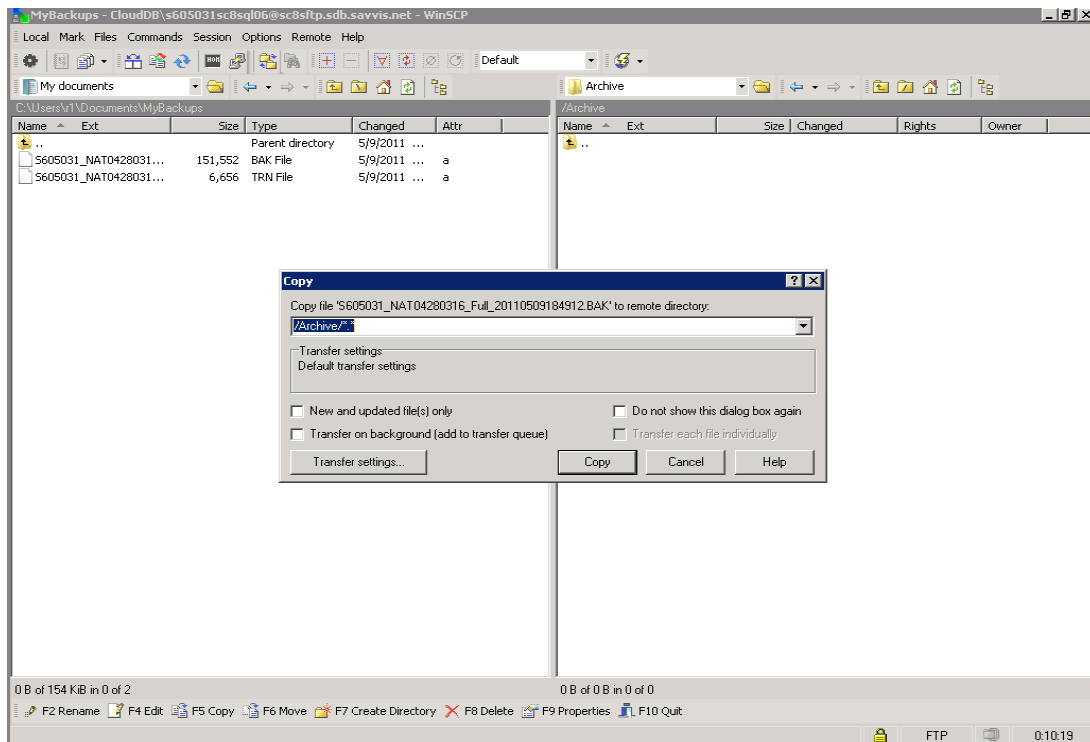
Uploading files

The files on your local computer are in the left pane and the files in your Symphony Database are in the right pane. It is important to note the following:

- Only Oracle expdp formatted files can be uploaded into your Symphony Database
- 11GR2 is the recommended source version to perform the expdp with. Other versions may experience problems and require Savvis support to successfully import into your schema
- Only 'schema' backups are supported at this time. No grants or permissions to other objects will be imported
- All folders other than the \Archive folder have content retention policies deleting all contents older than 4 days. If you need to keep a backup for more than 4 days it should be placed in the \Archive folder.

To upload files into your Symphony Database:

1. Connect to the Savvis SFTP server using the Connect screen
2. Navigate to the folder in the right pane that you want to place the file(s) typically the Archive folder.
3. Navigate to the local folder in the left pane that contains the backup file(s)
4. Drag the file(s) from the left screen into the right screen and select "Copy" on the dialog as shown below:

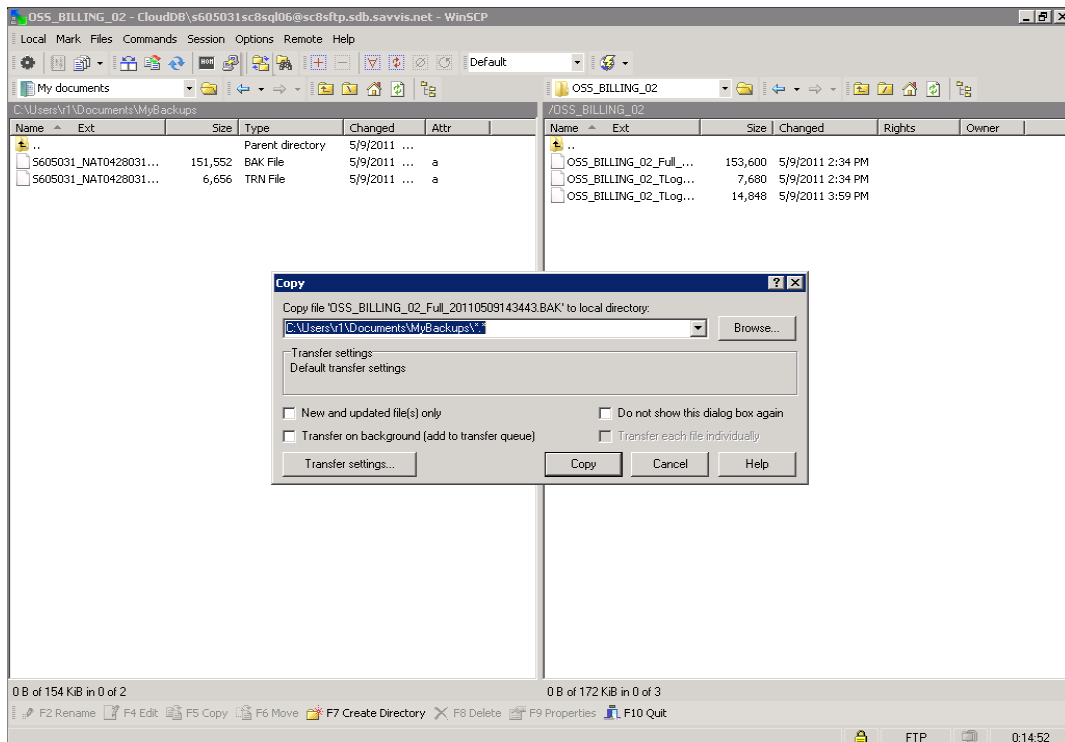


Downloading files

The files on your local computer are in the left pane and the files in your Symphony Database are in the right pane. It is important to note the following:

To download files from your Symphony Database:

1. Connect to the Savvis SFTP server using the connect screen
2. Navigate to the folder in the left pane that you want to place the file(s) on your local computer.
3. Navigate to the remote folder in the right pane that contains the backup file(s) you want to download
4. Drag the file(s) from the right screen into the left screen and select "Copy" on the dialog as shown below:



Appendix B: Network Access and Proxies

The greatest hurdle to consuming your Symphony Database subscription may be your network access to the service.

If you have to make any network changes you should note the following:

- The protocol is TCP
- The destination address is the IP Address of your Symphony Database subscription ²
- The destination port is the port of your Symphony Database subscription³
- The source port is 1024 through 65535
- The source address can be ANY, an IP Address or a Subnet

Accessing your Symphony Database service from a Savvis data center

Accessing your service from a Savvis data center may require an outbound firewall rule be created to allow your web and/or application servers to access and consume your Symphony Database subscription. If a firewall rule must be created you should open a ticket with the Savvis helpdesk and complete a firewall change request form.

Accessing your Symphony Database service from your corporate office

Accessing your service from your corporate office may require an outbound firewall rule be created to allow your web and/or application servers to access and consume your Symphony Database subscription. If you traverse a proxy server to access your subscription and your application is not proxy aware you may have to alter your proxy server to make an exclusion for SQLNet which may include configuring a direct NAT/PAT connection.

Accessing your Symphony Database service remotely

Most home and small business routers and firewalls allow all outbound connections, however if your device limits outbound connections to web services you may have to alter your device to allow access to your Symphony Database

² Available in the SavvisStation Portal under the firewall tab as "IP Address"

³ Available in the SavvisStation Portal under the firewall tab as "TCP Port"

Appendix C: Management Software

Oracle SQL*Plus Instant Client

<http://www.oracle.com/technetwork/database/features/instant-client/index-097480.html>

Oracle SQLDeveloper

<http://www.oracle.com/technetwork/developer-tools/sql-developer/downloads/index.html>

FileZilla

<http://filezilla-project.org/>

WinSCP

<http://winscp.net>

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