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User's Guide

Performing Data Backup

5/10/2025

Performing Data Backup

It is important perform regular backups of the data in your License Reporting Manager database to prevent data loss. Backup of the LRM database is the responsibility of the Database Administrator at the customer site. The tables in the LRM database that Genesys requires that you backup by using the tools in your particular RDBMS are LRM_CONCURRENT_SEAT, LRM_ENABLED_SEAT, LRM_CONCURRENT_GROUP_USAGE, LRM_ENABLED_GROUP_DETAILS, LRM_ENABLED_GROUP_SUMMARY, and LRM_JOURNAL.