**INS-CGN-PG-015 EMERGENCY PLAN GENIS**

In case of problems with GENIS, you can report it personally to one of the following people:

* LR
* TvH

If they are not there please contact:

* TvdZ, xxx.xxxxxxxxxx@wur.nl, 0317-48nnnn / 06-nnnnnnnn or
* SV, xxxxxxx.xxxxxxx@wur.nl, 0317-48nnnn or
* Servicedesk DBA.co.uk, xxxxxxxxxxx@dba.nl, 088-nnnnnnn or
* ICT helpdesk WUR, xxxxxxxxxxx.xxx@wur.nl, 0317-4nnnnnn

They can check if a server is not started (properly), in such a case it is not possible to log into GENIS. The servers in question are Production database server SPSGxxxxx and/or Production application server SPSGxxxxx.

If the problem is not solved by rebooting a server, there is probably an Oracle software problem. In such a case, Theo and Laura ensure that the necessary expertise (from DBA.co.uk) is made available.

**Back up Genis**

1. Every working day, Tupola creates an image of the ORACLE server. This is an uninterpreted copy that can be used to bring the system back online quickly in the event of a disaster. In the event of a crash, everything is restored to a new disk or server.
2. Every working day at 10pm, a total export of the ORACLE database is created via a scheduled Windows task and put on a backup disk. When this export is created, a log file is used to check the ORACLE database for errors.
3. The daily exports of the ORACLE database by Tupola are kept as backups for 20 working days in a fireproof safe. In addition, one of the backups made once every 20 working days is kept for 12 months and one of these backups kept for 12 months is kept for another year through a system of rotation.
4. Restoring files or exports is performed by DBA.co.uk or system administrator (Tupola).