

# Protecting your OpenText Documentum Content Management System with OpenText Data Protector 24.1

OpenText Documentum Content Management (CM) is a well-established distributed, cloud-native enterprise content platform. As with all software-based solutions, a secure backup and recovery strategy is key for protecting your digital assets and regular backups are essential to prevent data loss caused by human errors, cyberattacks, or hardware malfunctions



## At a Glance:

- Protects all digital assets stored within OpenText Documentum CM from modifications or attacks.
- Uses advanced backup and recovery technologies and AI/machine learning to assist with the detection of anomalies.
- Provides powerful restore capabilities to enable the quick recovery of any lost data.

Organizations of all sizes are grappling with the volume and diversity of content. Managing documents, emails, forms, and process-created data has never been more challenging. Increased regulations, additional content types and new ways of working can make the task seem overwhelming. Beyond these challenges, however, is the opportunity to transform organizations by extracting value from information while enhancing governance.

OpenText™ Documentum™ CM provides a broad set of capabilities that manage content across file stores, enterprise applications, such as SAP, and collaborative tools, including Microsoft® SharePoint®. Its extensibility makes custom integrations simple. With OpenText Documentum CM, organizations ensure information is organized, preserved and easily accessible, while adhering to privacy and security protocols.

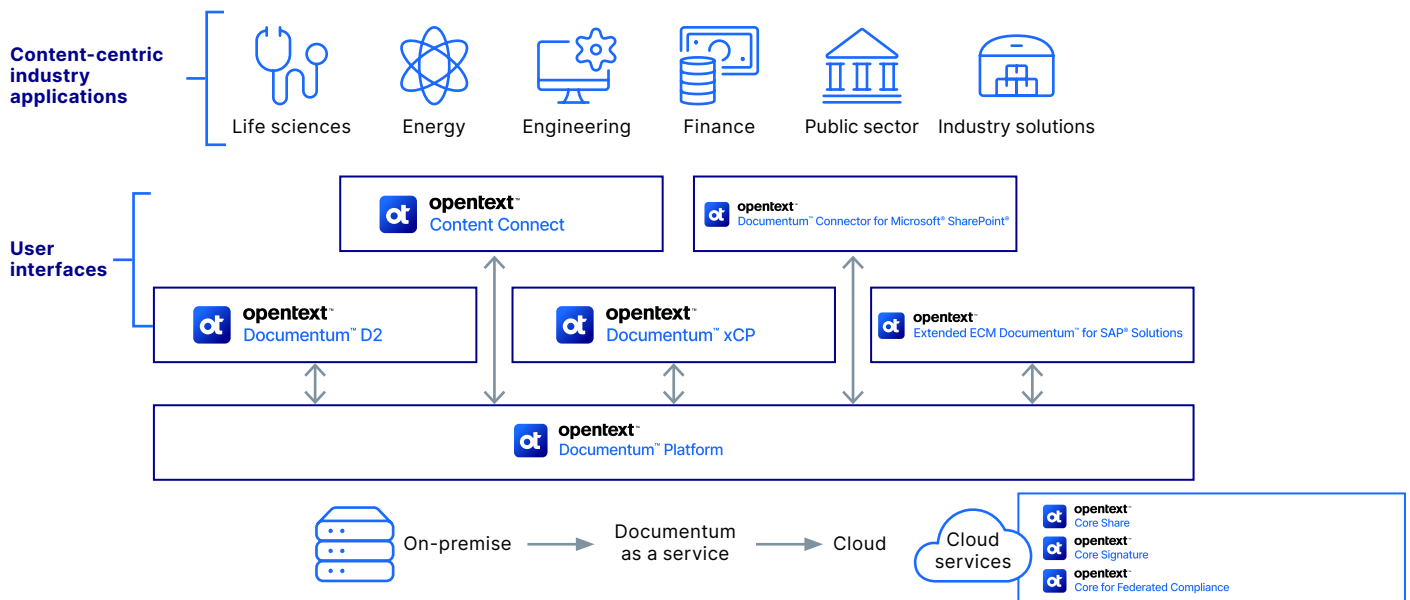


Figure 1. OpenText Documentum CM platform components

However, just like any software, OpenText Documentum CM is susceptible to human errors, cyberattacks, or hardware malfunctions, which can lead to data loss and disruption. This is why regularly backing up your system is crucial, even if you have data replication or redundancy in place.

## Data replication and redundancy: Not enough

Data replication involves creating multiple copies of data across different servers or storage devices. This ensures that if one copy becomes unavailable or corrupted, there are other versions to fall back on. Redundancy, on the other hand, focuses on providing multiple paths for data access in case of hardware failure or network connectivity issues.

While both replication and redundancy can enhance data availability, they don't eliminate the need for backups. Here's why:

- 1. Human error:** Even with replication and redundancy in place, human error remains a significant threat to data integrity. A mistaken deletion, accidental overwrite, or incorrect configuration change could render valuable documents inaccessible or even permanently lost. OpenText Data Protector Backup Agent for OpenText Documentum CM serves as a safety net, enabling you to perform individual restores of files or parts of your database, or even restore to a previous state before the error occurred.
- 2. Cyberattacks and ransomware:** Cyberattacks are becoming increasingly sophisticated, and document management systems are often targeted due to their potential to store sensitive data. Malware infections, phishing scams, and ransomware attacks can compromise your OpenText Documentum CM environment, making data inaccessible or even encrypting it until a ransom is paid. OpenText Data Protector backups provide a lifeline in these situations, allowing you to restore to a clean state and minimize the impact of the attack.
- 3. Testing and development:** Backups are not only essential for disaster recovery but also play a crucial role in testing and development. When implementing new features or making changes to your OpenText Documentum CM system, you can use a backup copy to test the functionality without affecting your live system. This allows for thorough testing, ensuring that new changes are stable and don't introduce errors or data loss.

4. **Regulations and data governance:** In regulated industries, data security and compliance with data governance policies are paramount. OpenText Data Protector backups provide concrete evidence of data integrity and availability, which can be crucial for audits and compliance checks. Having regular backups demonstrates diligence in data management and helps businesses meet regulatory requirements.
5. **Business continuity:** Data loss or system downtime due to a hypothetical OpenText Documentum CM outage can have severe consequences for businesses. Lost documents, disrupted workflows, and negative impacts on customer service can significantly impact operations and profitability. Regular backups automatically scheduled by OpenText Data Protector ensure that you can quickly restore the system in case of an outage, minimizing downtime and maintaining business continuity.

## Syncing document and database backups

Effective backups require synchronization between document backups and the OpenText Documentum CM database. This ensures that the backup accurately reflects the current state of the system, including any changes made to documents, versioning, audit trails, workflows, and user rights.

Regular synchronization helps maintain data integrity and facilitates rapid recovery in case of an incident. By syncing backups frequently, organizations can minimize the data loss window and ensure that they can quickly restore OpenText Documentum CM to its operational state.

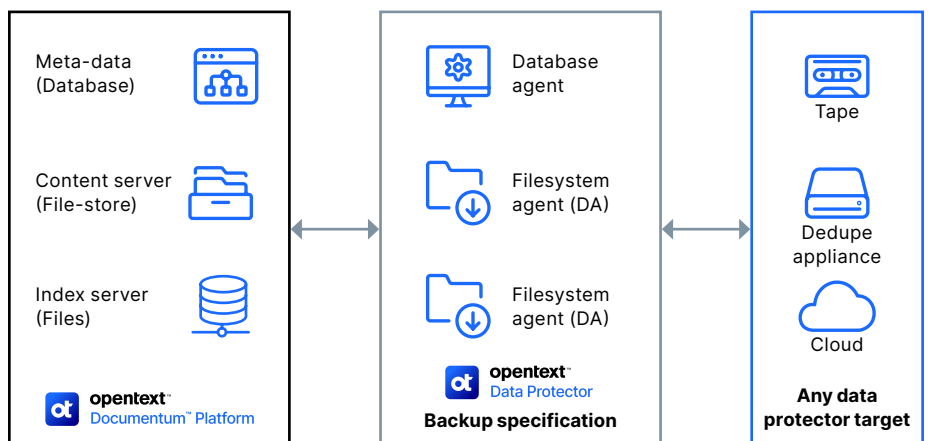


Figure 2. OpenText Data Protector integration for OpenText Documentum CM

## Back up

Scheduling a backup job in OpenText Data Protector is a breeze and can be completed in just a few simple steps:

- **Create a backup specification:** This is the blueprint for your backup job and, thanks to the new integration, it includes the information for both the content server and the database. The backup specification defines what you want to back up and where you want to back it up to and can be either scheduled or manually triggered.
- **Choose the backup type:** There are two main types of backups for OpenText Documentum CM: full and incremental. Full backups back up the entire repository, while incremental backups only back up the changes that have been made since the last backup.
- **Select the backup destination:** You can back up your repository to a variety of destinations, including disk, deduplication repositories, tape, or the cloud.
- **Set the backup schedule:** You can schedule your backup job to run on a regular basis, such as daily, weekly, or monthly.

Once you have created your backup job, you can start it manually or schedule it to run automatically. OpenText Data Protector will take care of the rest, natively integrating with OpenText Documentum CM and ensuring that the repository is backed up regularly and securely.

## Restore

OpenText Data Protector backups include all the necessary information to restore a complete system or an individual item at a repository level. This means that you can restore the system to a previous state if it is accidentally deleted or corrupted. You can also restore individual items, and both the backup and the restore can be done without taking the server down.

In conclusion, while replication and redundancy can offer some level of protection, backups remain the foundation of data security for document management systems like OpenText Documentum CM. By consistently backing up the system, you can safeguard your valuable documents from a variety of threats, including human error, cyberattacks, and testing mishaps. This proactive approach will help maintain data integrity, ensure compliance, and minimize downtime, keeping your organization's operations secure and resilient.

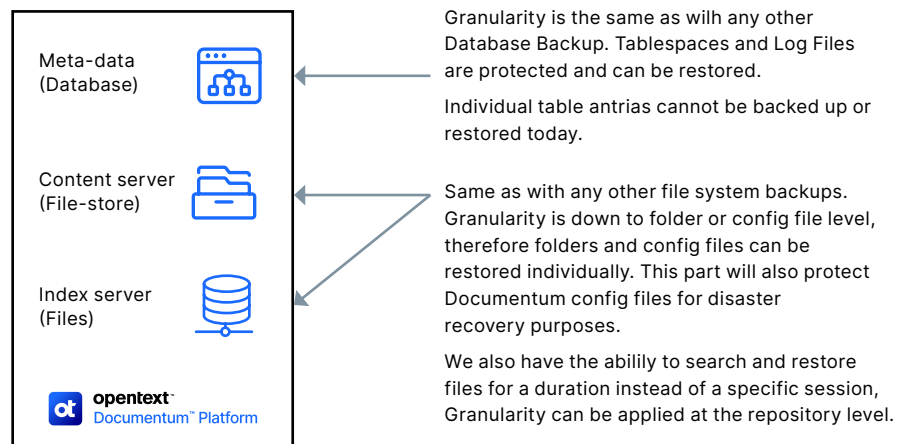


Figure 3. Restore granularity

## OpenText Data Protector

OpenText Data Protector is an enterprise grade backup and disaster recovery solution for large, complex, and heterogeneous IT environments. Built on a scalable architecture that combines security and analytics, it enables customers to meet their continuity needs reliably and cost-effectively.

## OpenText Documentum CM

OpenText Documentum CM is a distributed, cloud-native enterprise content platform that offers a compliant, secure single-source-of-truth for all users. Built on a modular foundation, it integrates into enterprise business applications to enable access from any UI. OpenText Documentum CM products scale to meet the high-volume content demands of highly regulated organizations.