SHUTTING DOWN YOUR SOCIALCAST COMMUNITY

Once you have established a transition plan and notified your end-users that the Socialcast service will no longer be available, you can begin to decommission your Socialcast community. Here are a few easy steps you should follow to shut down your community:
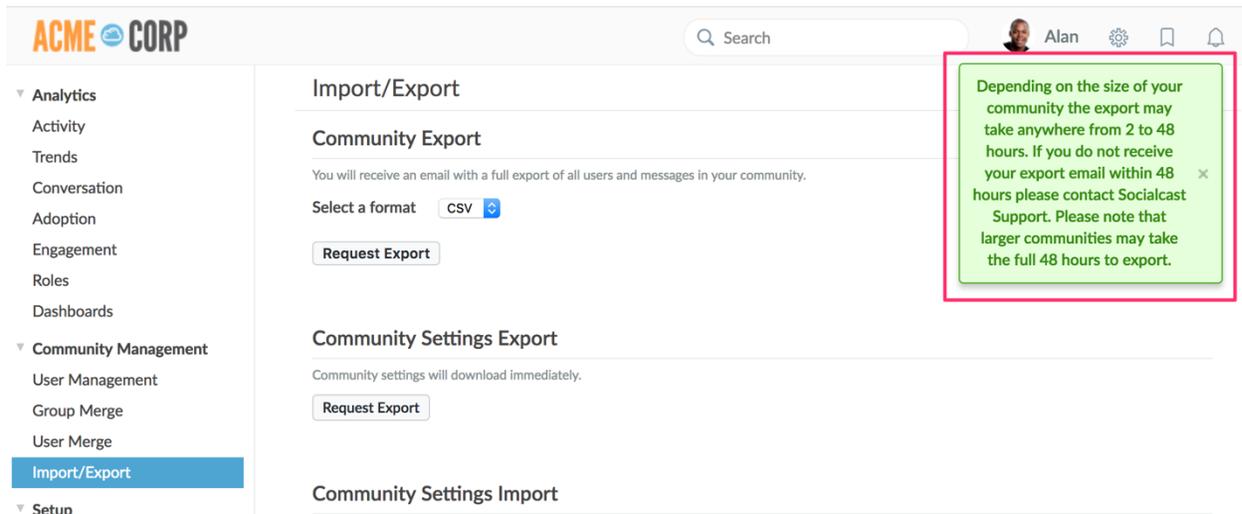
For SaaS Customers:

1. As a community admin, go to Admin Settings > Community Management > Import/Export > Community Export. You can learn more about the Community Export here.

2. Select a format and click "Request Export". Depending on the size of your community, the export can take up to 48 hours to complete. You will receive an email with a download link to the export.

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3. Download the files and store in archives. There should be around 60+ different files containing all the data in our MySQL database.

4. Contact VMware Technical Support or email us at SocialcastEOL@vmware.com to deactivate your community. Please provide us your community URL. If no action is taken, your community will be automatically deactivated on the End of General Support date. Note: earlier deactivation timelines may apply for non-premium customers.

For On-Premise Customers:

There are two pieces of data to achieve a full backup: the database and the filestore assets. The database export is a full database dump in SQL format (database.sql), which contains all community information such as posts, groups, projects, etc. The filestore assets get exported into a directory tree of tenant data files, which contains attachment files, profile photos, logos, and external media icons, etc. Both the database.sql and filestore tree will get zipped up into a compressed bundle that can be archived or used for emergency restore.

If you are on OP version 3.0 or higher, the new 3.x **Migrator Utility** allows you to export complete data sets from your Socialcast community through these simple steps:

1. Collect attachment and storage sizing information:
   ssh into any Application node from SCMC as scadmin
   sudo su - eventrobot
   cd /var/www/centurion/current
   rails runner -e production 'puts "Attachment size: #{(Attachment.sum(:data_file_size) + ProfilePhoto.sum(:data_file_size)) / 1024} KB" '

   Note: Please plan on 3x the amount of storage specified here as this estimate does not include thumbnails, media icons, nor the actual database SQL dump. You may need to mount external NFS storage, so it does not fill the local disk.

2. Run full backup of database and filestore:
   ssh into any Application node from SCMC as scadmin
   sudo su - eventrobot

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```
cd /var/www/centurion/current
bundle exec thor migrator:export /path/to/large/ARCHIVE
```

This will generate a file named like:
```
/path/to/large/ARCHIVE/socialcast-export-123456.tar.gz
```
which contains all database and filestore data.

Adopted from the 3.3 Davis Backup and Restore Section

Please contact VMware Technical Support for any technical issues or email us at SocialcastEOL@vmware.com for general inquiries.