

CA ARCserve® Backup for UNIX and Linux

**Enterprise Option for SAP R/3 for Oracle
Guide**

r16



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CA Technologies Product References

This document references the following CA Technologies products:

- BrightStor® Enterprise Backup
- CA Antivirus
- CA ARCserve® Assured Recovery™
- CA ARCserve® Backup Agent for Advantage™ Ingres®
- CA ARCserve® Backup Agent for Novell Open Enterprise Server for Linux
- CA ARCserve® Backup Agent for Open Files on Windows
- CA ARCserve® Backup Client Agent for FreeBSD
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- CA ARCserve® Backup for Windows Enterprise Option for SAP R/3 for Oracle
- CA ARCserve® Backup for Windows Enterprise Option for StorageTek ACSLS
- CA ARCserve® Backup for Windows Image Option
- CA ARCserve® Backup for Windows Microsoft Volume Shadow Copy Service
- CA ARCserve® Backup for Windows NDMP NAS Option
- CA ARCserve® Backup for Windows Storage Area Network (SAN) Option
- CA ARCserve® Backup for Windows Tape Library Option
- CA ARCserve® Backup Patch Manager
- CA ARCserve® Backup UNIX and Linux Data Mover
- CA ARCserve® Central Host-Based VM Backup
- CA ARCserve® Central Protection Manager
- CA ARCserve® Central Reporting
- CA ARCserve® Central Virtual Standby
- CA ARCserve® D2D
- CA ARCserve® D2D On Demand
- CA ARCserve® High Availability
- CA ARCserve® Replication
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Documentation Changes

The following documentation updates have been made since the last release of this documentation:

- Rebranded to CA Technologies.
- This guide was last released with BrightStor ARCserve Backup r11.5. The entire guide was updated to reflect CA ARCserve Backup r16 functionality.
- Updated to include user feedback, enhancements, corrections, and other minor changes to help improve the usability and understanding of the product or the documentation itself.

Contents

Chapter 1: Introducing the Option 9

Introduction	9
How the Option Protects SAP R/3 for Oracle Data	9
Supported Functionality	10
How the Backup Option Integration Module Works.....	11
How the Option Uses Multistreaming to Process Backups	12
How Host Duplication Works	14

Chapter 2: Installing and Configuring the Option 17

How to Complete Prerequisite Tasks	17
Install the Option.....	17
Install the Option on Database Servers.....	18
Configure the Option.....	19
Configure SAP Using the Configuration Script	19
Configuration Files	20
Add User Equivalence to the SAPDBA User	25
Set the Environment Variables on UNIX and Linux Systems	26
How to Configure User Accounts to Access SAPDBA and BR* Tools	27
How to Configure the Option to Back up and Restore Data to Data Mover Servers in a Cluster Environment.....	28
Uninstall the Option from UNIX and Linux Systems.....	30

Chapter 3: Backing Up and Restoring SAP Data 31

Overview of SAPDBA	31
SAPDBA and BR* Tools You Can Use to Administer SAP Databases	33
Database Backup Using SAPDBA and BR* Tools	33
Back Up Online Databases Using SAPDBA and BRBACKUP	33
Back Up Offline Databases Using SAPDBA and BRBACKUP	36
Back Up Offline Redo Logs Using SAPDBA and BRARCHIVE	39
Requirements for Backing Up SAP Data to Data Mover Servers	41
Data Restoration and Recovery Using SAPDBA.....	41
Restore SAP for Oracle Data to Alternative Nodes	42
Directory and File Locations	43
SAP Directories.....	43
SAP Files	44

Appendix A: Best Practices	45
Effective Backup and Recovery Strategies	45
Test Environment	46
Log File Protection.....	46
Current Option Information	46
Backups After Organizational Changes	46
Job Status Information	46
Tools You Can Use to Troubleshoot the Option	47
Debugging	47
Option Logs	48
Restore Manager.....	49
Appendix B: Troubleshooting	51
Option Not Contacted	51
Backup Jobs Fail.....	51
Backup Jobs to Data Mover Servers Fail	52
Second Backup Job Failed	52
Data is Written to Only One Storage Device	53
Index	55

Chapter 1: Introducing the Option

This section contains the following topics:

[Introduction](#) (see page 9)

[How the Option Protects SAP R/3 for Oracle Data](#) (see page 9)

[Supported Functionality](#) (see page 10)

Introduction

CA ARCserve Backup is a comprehensive storage solution for applications, databases, distributed servers, and file systems. It provides backup and restore capabilities for databases, business-critical applications, and network clients. In addition, CA ARCserve Backup helps administrators simplify running backup and restore jobs using graphical user interface (GUI), parallel streaming, and advanced device management.

Among the options CA ARCserve Backup offers is the CA ARCserve Backup for UNIX and Linux Enterprise Option for SAP R/3 for Oracle. The option lets you back up SAP R/3 for Oracle data to data mover server storage devices and recover SAP R/3 for Oracle data from data mover server storage devices. Using CA ARCserve Backup UNIX and Linux Data Mover to back up your SAP data you can avoid transferring data via TCP communication. This approach helps improve backup and restore performance.

Note: For more information about backing up and restoring data to data mover servers, see the *UNIX and Linux Data Mover Guide*.

How the Option Protects SAP R/3 for Oracle Data

The Enterprise Option for SAP R/3 for Oracle (the option) lets you back up and restore online and offline SAP R/3 databases and the objects they contain. The option handles all communications between CA ARCserve Backup and the SAP R/3 database server while data is being backed up and restored. This communication includes preparing, retrieving, and processing the data sent back and forth across the network.

The option lets you process jobs efficiently, without interrupting operations, and assists in performing the following functions:

Action	Function
Backup	When a backup request is made, the option contacts the database, retrieves the necessary data, and sends it to CA ARCserve Backup, where the objects are backed up to storage devices.

Action	Function
Restore	CA ARCserve Backup retrieves the objects that you want to restore from the storage devices and passes them to the option. The option then writes this data to the database, completing the restore process.
Inquiry	Log information is collected, providing job analysis using an analysis tool.

The option helps you manage your SAP R/3 environment by enabling you to:

- Manage remote backups
- Back up complete databases or individual database objects, table spaces, or archive logs
- Restore a complete database or individual database objects, tablespaces, control files, or archive logs
- Perform inquiries about specific SAP R/3 objects
- Back up to a wide array of storage devices
- Perform host duplication

Supported Functionality

The option provides the following functionality that enhances performance:

- **UNIX and Linux Data Mover support**--Lets you can back up and recover SAP R/3 for Oracle data from data mover server storage devices. In addition, the option lets back up and recover SAP R/3 for Oracle data from primary server and member server managed storage devices.
- **The backup option integration module**--Provides the infrastructure for the option. The backup option integration module serves as the interface that communicates information between CA ARCserve Backup and SAP R/3.
- **Multistreaming backups**--Lets you submit backups to multiple storage devices concurrently, which enhances backup performance and reduces the backup window. Multistreaming lets you subdivide jobs so that it uses multiple storage devices simultaneously. The backup option integration module provides the intelligence to stream jobs based on the number of file systems and the number of available storage devices.

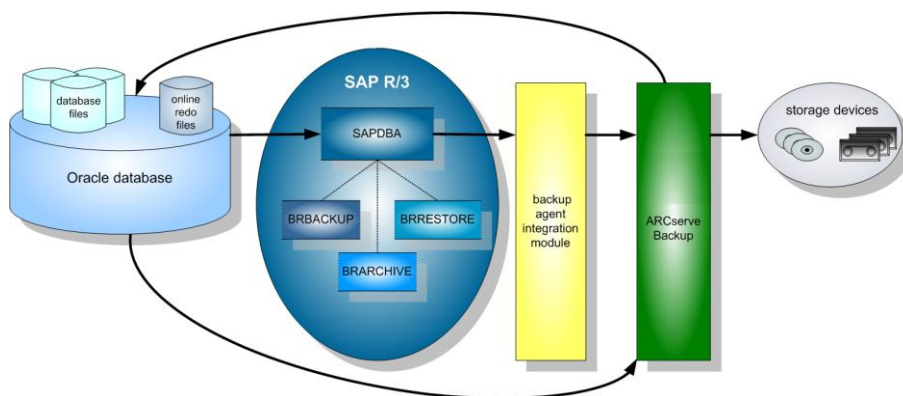
- **Host duplication**--Lets you duplicate all the data from one SAP R/3 server to another. To use the host duplication feature, the configuration on each server must be the same.
- **Enhanced destination options**--Lets you specify different destination tapes for each day of the week in single stream mode or specify media pools in multistreaming mode. Using the enhanced destination options, you can better organize your backup tapes. For more information about enhanced destination options, see "Installing the Option."

How the Backup Option Integration Module Works

The Enterprise Option for SAP R/3 for Oracle application is used to store its data in Oracle databases. The backup option integration module is the option interface for Oracle databases. The backup option integration module links CA ARCserve Backup to SAPDBA or BR* Tools. The SAPDBA and BR* Tools modules handle the activity within your database, and the backup option integration module handles the mechanics of data transfer.

For the option to be able to use SAPDBA or BR* Tools, the SAP R/3 application must be running. When SAPDBA or BR* Tools start jobs, the backup option integration module is invoked automatically. When the backup option integration module is invoked, it handles the backup, restore, and inquiry requests.

The following diagram illustrates the sequence and process of these operations:



How the Option Uses Multistreaming to Process Backups

The multistreaming capability increases the speed and efficiency of your backups by enabling you to back up a job to multiple tapes concurrently. Both online and offline procedures can be performed using the multistreaming capability.

To use the multistreaming backup feature, you must set the following variables in the `util_par_file`:

Note: The file named `util_par_file` is a parameter file that the SAP agent backup utility requires.

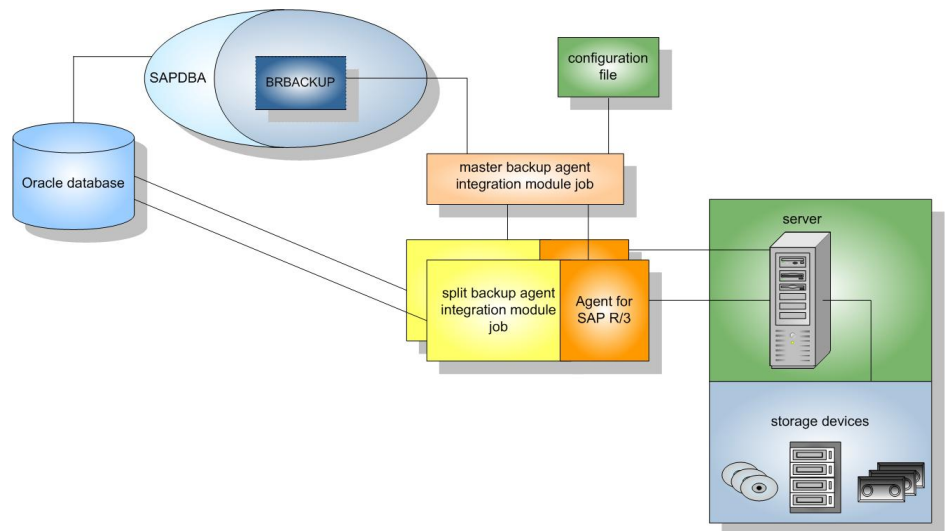
- **MULTISTREAM value**—Set this variable to true to enable the multistreaming feature.
- **MAXSTREAMS value**—Set this variable to the maximum number of storage devices that you want to run concurrently.

The default location of the `util_par_file` is as follows:

`$CASAP_HOME/opt/CA/ABSapagt`

After you set these variables, multistreaming distribution is determined based on the number of file systems to back up, using the `MAXSTREAMS` value you set. For more information on configuring these variables, see the “Installing the Option” chapter.

The following diagram illustrates how the option processes information by performing parallel jobs, without interrupting other SAP R/3 activities:



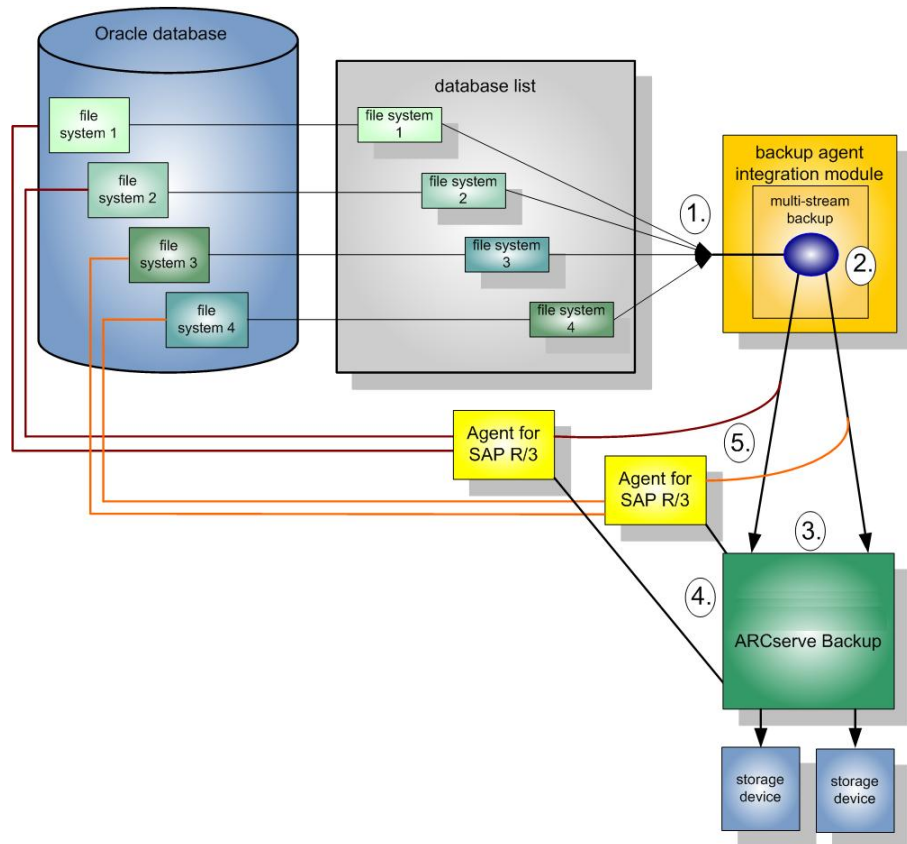
Example: How CA ARCserve Backup Backs up Oracle Data Using Multistreaming

The following example illustrates data on four file systems being backed up to two storage devices. Because there are two storage devices, two jobs are created for the four file systems. Jobs are split according to the maximum number that you set in the MAXSTREAMS value (in this example, MAXSTREAMS is set to 2).

A backup request triggers the following process:

1. When the job request is made, SAP notifies the backup option integration module of the request.
2. The backup option integration module processes the job and regroups the four file systems in accordance with the MAXSTREAMS value you set.
3. The backup option integration module sends CA ARCserve Backup the information to process the jobs.
4. CA ARCserve Backup communicates with the option to start the job request.
5. When the option finishes processing the data, the backup option integration module is contacted. The backup option integration module aggregates the results of each job.

The following diagram illustrates data on four file systems being backed up to two storage devices:

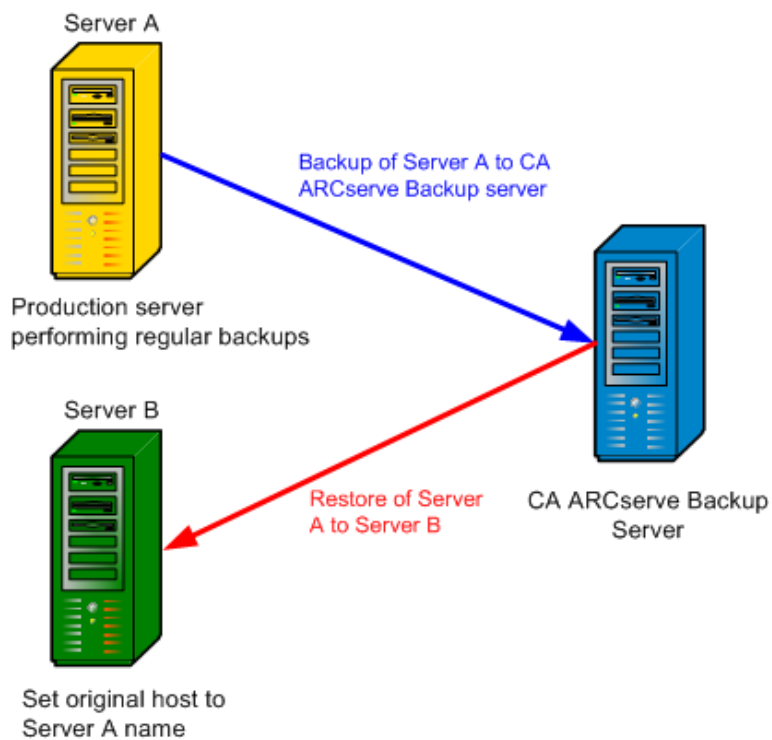


How Host Duplication Works

The host duplication facility enables you to copy all the data on the host server and transfer it to another. This feature is useful when:

- You are upgrading your server and you want to move your data to a new system without shutting it down for hardware migration.
- You want to maintain a duplicate server as a backup in case your current system fails.

The following diagram illustrates the process of host duplication:



Note: As a best practice, you should reset the host duplication parameter after the job is complete.

To enable this feature, set the original host parameter in `util_par_file` to the name of the host from which the data being backed up originated.

Note: For more information about configuring these variables, see *Installing and Configuring the Option*.

Chapter 2: Installing and Configuring the Option

This section contains the following topics:

[How to Complete Prerequisite Tasks](#) (see page 17)

[Install the Option](#) (see page 17)

[Install the Option on Database Servers](#) (see page 18)

[Configure the Option](#) (see page 19)

[Uninstall the Option from UNIX and Linux Systems](#) (see page 30)

How to Complete Prerequisite Tasks

Before installing the option, complete the following tasks:

- Verify that your system meets the minimum hardware and software requirements needed to the option. For a list of requirements, see the Readme file.
- Verify that the CA ARCserve Backup server component is installed in your system.
- Verify that you have super user privileges.
- Verify that the SAP R/3 server component is installed on the computer where you will install the option.
- (Optional) If you want to back up and restore to data mover servers, verify that CA ARCserve Backup UNIX and Linux Data Mover is installed on the node where you plan to install the option.

Install the Option

You must install the Enterprise Option for SAP R/3 for Oracle on all database servers that you want CA ARCserve Backup to manage.

Note: For more information, see [Install the Option on Database Servers](#) (see page 18).

Install the Option on Database Servers

After the installation of the option is complete, an express configuration script for the option starts automatically. The script lets you configure the Enterprise Option to back up SAP databases to data mover servers configured with locally attached devices, the primary server, or member servers. You must execute the script to complete the installation.

To install the option on database servers

1. Specify the path to the Oracle home directory.
To specify the default Oracle home directory, press Enter. The default directory is as follows:
`/opt/oracle`
To specify a different directory, input the directory path and then press Enter.
2. Specify the Oracle SID.
To specify the default SID, press Enter. The default SID is as follows:
`SAPID`
To specify a different SID, input the SID and then press Enter.
3. Specify the path to the SAP home directory.
To specify the default SAP home directory, press Enter. The default directory is as follows:
`/usr/sap`
To specify a different directory, input the directory path and then press Enter.
4. Specify the complete directory path to the backup utility parameter file and then press Enter.
5. If the script detects that the UNIX and Linux Data Mover component is installed on the node, you must specify that you want to back up SAP data to the data mover server. Do one of the following:
 - Enter "y" if you want to back up SAP data to the data mover server.
 - Enter "n" if you do not want to back up SAP data to the data mover server.

Note: If you specified "n" or the UNIX and Linux Data Mover component is not installed on the node, the script prompts you to specify the host name of the CA ARCserve Backup server where you will back up data. The CA ARCserve Backup server can be a primary server or a member server.
6. Specify the user name and password that you will use to log in to the SAP tools (for example, SAPDBA) to submit backup jobs.

The configuration is complete.

Configure the Option

After you install the ABSap and the ABbaim packages on your system, optionally, you can run the configuration script to reconfigure the option. However, before you configure the option, verify that the following information is available:

Check This Item	Your Value
The SAP Oracle SID	
The path to the Oracle home directory	
The path to the SAP home directory	
The path for the option home directory	

You are now ready to begin configuring the option.

Configure SAP Using the Configuration Script

The SAP configuration setup script lets you configure the option on SAP servers.

To configure SAP using the configuration setup script

1. Enter the following command in the option home directory:

```
./sapsetup
```

2. To select the default home directory for the option, press Enter. The default directory is:

```
/opt/CA/ABSapagt
```

To enter a directory other than the default, enter the directory path and press Enter.

3. Indicate whether Oracle and the option are installed on the same machine.

```
Is ORACLE installed on this machine? (y/n)
```

If Oracle and the option are installed on the same machine, enter y.

4. Enter the Oracle home directory path. Press Enter to use the default Oracle home directory. The default directory is:

```
/opt/oracle
```

To enter a directory other than the default, type the directory path and press Enter.

5. Enter the Oracle SID. To select the default, press Enter. The default ID is:

SAPID

To enter an SID other than the default, type the alternate SID and press Enter.

6. Enter the SAP home directory. To select the default directory press Enter. The default directory is:

/usr/sap

To enter a directory other than the default, type the directory path and press Enter.

7. The script asks you if you want to run the pfilesetup script now.

Do one of the following:

Note: You can run pfilesetup later if you want to create different utility parameter files. If you want to run the pfilesetup script later, type n.

- **Type y**

The configuration script (sapsetup) calls the utility parameter file setup script (pfilesetup). The pfilesetup script configures the utility parameter file needed by ABbaim.

The following is an example of the entries in pfilesetup:

```
HOST =<<server where CA ARCserve Backup is installed>
USERNAME=<<name of a user who has access to the SAP/Oracle files on the client node>
PASSWORD=<<password of that user>
DESTGROUP=<<CA ARCserve Backup device group>
DETTAPE=<<tape name>
MEDIAPPOOL=<<media pool name>
```

- **Type n**

The setup is complete.

Note: The next step is to edit the backup and restore configuration profiles.

Configuration Files

To configure the option, you must edit the following configuration files:

- **util_par_file**--Lets you customize the backup option integration module parameter file, which controls the backup process. The default location of this configuration file is as follows:

```
$CASAP_HOME(/opt/CA/ABsapagt)
```

Note: Optionally, you can rename util_par_file and save it in a specific location when you run pfilesetup.

- **init<SID>.sap**--Lets you define the SAPDBA or BR*Tools configuration files. These files are part of the SAP environment.

Edit util_par_file to Define Environment Variables

By editing util_par_file, you define the environment variables for the backup option integration module. To set the values for the parameters in this file, run sapsetup or pfilessetup.

When the option performs a SAP R/3 backup job, the backup option integration module creates a backup job and sends it to the CA ARCserve Backup server or the data mover server for execution. The job is submitted using the backup parameters that you set in util_par_file. In util_par_file you can:

- Designate tapes you want to use
- Define backup group properties
- Define media pool properties
- Define multistreaming properties

The complete path of the parameter file must be specified for the util_par_file entry in the init<SID>.sap configuration file. The util_par_file parameters are identical to the ca_backup parameters.

For more information about parameters, see the *Command Line Reference Guide*.

Required Options

You must set the following parameters in util_par_file:

```
HOST=    <CA_host >
USERNAME= <name of a user who has access to the SAP/Oracle files on the client node>
PASSWORD= <password of that user>
```

Additional Options

You can set the following optional parameters to customize options for tapes, group names, and media pools:

Options:

DATA_MOVER_HOST=< local data mover host name >.

ORIGINALHOST=< Original Hostname of the Backup when restoring one hosts data to another host >.

Log Options:

SNMP= < True/False >

TNG= < True/False >

EMAIL= < john.smith@ca.com >

PRINTER= < lp >

Destination Options:

EJECT= < True/False >

DETTAPE= < Tape Name >

DESTGROUP= < Device Group Name >

MEDIAPOOL= < Media Pool Name >

TAPEMETHOD= < Append / Owritesameblank / Owritesameblankany >

SPANTAPEMETHOD=< Owritesameblank / Owritesameblankany >

TAPETIMEOUT= < minutes >

SPANTAPETIMEOUT=< minutes >

Description of Additional Options:

- **SNMP**--Lets you send alert information via SNMP.
- **TNG**--Lets you send alert information via TNG.
- **EMAIL**--Lets you send alert information via EMAIL.
- **PRINTER**--Lets you send alert information to a printer.

Note: You should configure the SNMP, TNG, EMAIL, and PRINTER options using the CA ARCserve Backup Alert Manager before you configure the parameters in the util_par_file configuration file. For more information, see the *Administration Guide*.

- **EJECT**--Lets you eject tapes after backups are complete.
- **DETTAPE**--Lets you specify tape names to be used for backups.

Note: CA ARCserve Backup ignores this option when the MEDIAPOOL option is specified.
- **DESTGROUP**--Lets you specify the tape group to be used for backups.

Note: CA ARCserve Backup ignores this option when the MEDIAPOOL option is specified.
- **MEDIAPOOL**--Lets you specify the media pool to be used for the backup.
- **TAPEMETHOD**--Lets you specify the overwrite method to be used on the first tape during the backup. You can specify one of the following values:
 - Append
 - Owritesameblank
 - Owritesameblankany
- **SPANTAPEMETHOD**--Lets you specify the tape spanning method to be used on additional tapes during the backup. You can specify one of the following values:
 - Owritesameblank
 - Owritesameblankany
- **TAPETIMEOUT**--Lets you specify a timeout value for the first tape.
- **SPANTAPETIMEOUT**--Lets you specify a timeout value for additional tapes.

Multistreaming Options

To use the multistreaming feature, set the following parameters:

MULTISTREAM= < True / False >
 MAXSTREAMS= < Maximum number of streams to use >

Schedule Options

You can set the following schedule options, which enable you to use a different tape, media pool, or both, following a seven-day cycle:

DAYOFWEEK =< True / False >

Without Multi-Streaming

DETTAPESUN= < Tape Name to use on Sunday >
DETTAPEMON= < Tape Name to use on Monday >
DETTAPETUE= < Tape Name to use on Tuesday >
DETTAPEWED= < Tape Name to use on Wednesday >
DETTAPETHU= < Tape Name to use on Thursday >
DETTAPEFRI= < Tape Name to use on Friday >
DETTAPESAT= < Tape Name to use on Saturday >

With Multi-Streaming

MEDIAPOOLSUN=< Media Pool Name to use on Sunday >
MEDIAPOOLMON=< Media Pool Name to use on Monday >
MEDIAPOOLTUE=< Media Pool Name to use on Tuesday >
MEDIAPOOLWED=< Media Pool Name to use on Wednesday >
MEDIAPOOLTHU=< Media Pool Name to use on Thursday >
MEDIAPOOLFRI=< Media Pool Name to use on Friday >
MEDIAPOOLSAT=< Media Pool Name to use on Saturday >

If you do not specify a tape for the current day when you set the schedule options, the tape specified in the DESTTAPE is used as the default.

Be aware of the following behaviors:

- Tape names cannot exceed 24 characters.
- If you do not specify a media pool for the current day when using multistreaming, the media pool specified in MEDIAPOOL is used as the default.
- To comment out a line, enter # at the beginning of a line. This method applies to all options.
- If the UNIX and Linux Data Mover component is installed, the pfilesetup script asks you if you want to back up SAP data to data mover servers. If you specified y, the following item is saved in the utl_par_file:

DATA_MOVER_HOST=<local host>

This behavior lets you back up SAP data to devices that are attached locally to data mover servers.

Edit init<SID>.sap to Define Backup and Archive Parameters

The SAPDBA or BR*Tools configuration file, called init<SID>.sap, is part of the SAP environment and includes all of the backup and archive parameters. This configuration file provides the backup option integration module with critical parameters, including:

- backup_dev_type
- util_par_file

Use the following format when you specify these parameters:

- For an offline backup:

```
backup_dev_type = util_file  
util_par_file = <par_file name>
```

- For an online backup:

```
backup_dev_type = util_file_online  
util_par_file = <par_file name>
```

When specifying the value for the util_par_file parameter, you must specify the full path. For example:

```
backup_dev_type = util_file  
util_par_file = /usr/sap/OR2/SYS/exe/run/initOR2.utl
```

Note: If you do not set the default for the backup_dev_type and util_par_file parameters in init<SID>.sap, you can change the default by using the BR*Tools.

Add User Equivalence to the SAPDBA User

Before you can use the option, you must add the SAPDBA user as a CA ARCserve Backup user. This provides necessary permission and enables the backup option integration module to send jobs to the CA ARCserve Backup server. The authentication equivalence settings must be established by a user with proper privileges.

Note: Within CA ARCserve Backup, the unique key is hostname.username. You cannot use the User Profile Manager.

To add user equivalence for the SAPDBA user

1. Verify that the CA ARCserve Backup server is running.
2. Open the command line on the CA ARCserve Backup server and set the user equivalence using the following syntax:

```
ca_auth [-cahost <BackupServer hostname>] -equiv add <SAPDBAUser> <SAPAgent hostname>  
<ABBackupUser> [<ABUsername> <ABpassword>]
```

Example:

```
$>ca_auth -cahost oraserver -equiv add oracer ultra2 caroot caroot ""
```

This command authorizes SAPDBA user, oracer, on the ultra2 machine, to use the CA ARCserve Backup user name, caroot, on the oraserver host.

Note: In this example, caroot has no password, which is why “ ” is used.

For more information about setting user equivalence, see the *Command Line Reference Guide*.

Set the Environment Variables on UNIX and Linux Systems

Before you can back up your database, you must set the following environment variables on UNIX and Linux systems:

- CASAP_HOME (to the path of the option)
- ORACLE_HOME

In addition, you must set the path to CASAP_HOME when you upgrade from a previous release of the option.

The following table describes the library path required for each operating system:

System	Library Path
Linux	LD_LIBRARY_PATH=\$CASAP_HOME/lib:/opt/CA/ABcmagt
Solaris	LD_LIBRARY_PATH=\$CASAP_HOME/lib:/opt/CA/ABcmagt
HP-UX	SHLIB_PATH=\$CASAP_HOME/lib:/opt/CA/ABcmagt
AIX	LIBPATH=\$CASAP_HOME/lib:/opt/CA/ABcmagt

You can now submit a backup through SAPDBA or BR* Tools.

How to Configure User Accounts to Access SAPDBA and BR* Tools

SAPDBA and BR* Tools let you log in to SAP Oracle databases using any user account that is recognized by your computer's operating system. For example: oracle user, sap administrator, and so on.

To help ensure that the operating system account can perform SAP backup and restore operations using SAPDBA and BR* Tools, verify the following configurations:

- **User Accounts**--The user account must have privileges that allow it to access SAP Oracle databases while logged in to SAPDBA and BR* Tools.

The following steps describe an example of how to configure this requirement on Oracle 10gr2 platforms:

1. Verify that the Oracle user account is a member of the SAP Oracle installation group. The following screen describes how to allow user accounts to join a group named oinstall.

```
[root@ -rhel5-ia logs]# id sapadmin
uid=504(sapadmin) gid=2502(oinstall) groups=2502(oinstall),2503(dba),2505(casap)
[root@ -rhel5-ia logs]#
```

2. Next, use the SQL*Plus utility to configure the operating system to authenticate the user.

Obtain the value of the Oracle OS_AUTHENT_PREFIX initialization parameter as illustrated by the following screen:

```
SQL> show parameter OS_AUTHENT_PREFIX;
NAME                                TYPE                                VALUE
-----                                -                                -
os_authent_prefix                    string                               ops$
SQL>
```

3. Create an Oracle user account using standard procedures. However, you must create the Oracle account by concatenating the value of OS_AUTHENT_PREFIX with the user.

Example: ops\$ + sapadmin = ops\$sapadmin

4. To verify that the user name does not exist, execute SQL*Plus using the following commands:

```
SQL> select username from dba_users where username = 'OPSSAPADMIN';
USERNAME
-----
OPSSAPADMIN
SQL>
```

5. If the account does not exist, create the account using the following SQL*Plus commands:

```
SQL> CREATE USER ops$sapadmin IDENTIFIED EXTERNALLY;
```

6. After you create the account, verify that the account contains the DBA and CONNECT roles using the following SQL*Plus commands:

```
SQL> select * from USER_ROLE_PRIVS where username = 'OPSSAPADMIN';
```

USERNAME	GRANTED_ROLE	ADM	DEF	OS_
OPSSAPADMIN	CONNECT	NO	YES	NO
OPSSAPADMIN	DBA	NO	YES	NO

```
SQL>
```

7. If the Oracle user account does not contain these roles, grant the roles DBA and CONNECT to the account using the following SQL*Plus commands:

```
SQL> grant connect to ops$sapadmin;
```

Grant succeeded.

```
SQL> grant dba to ops$sapadmin;
```

Grant succeeded.

8. Verify that the newly created account can access SAP Oracle databases. To do this, log in with newly created account and execute the following command:

```
[sapadmin@rhel5-ia ~]$ sqlplus /
```

```
SQL*Plus: Release 10.2.0.4.0 - Production on Sun Aug 8 17:59:35 2010
Copyright (c) 1982, 2007, Oracle. All Rights Reserved.

Error accessing PRODUCT_USER_PROFILE
Warning: Product user profile information not loaded!
You may need to run PUPBLD.SQL as SYSTEM

Connected to:
Oracle Database 10g Enterprise Edition Release 10.2.0.4.0 - 64bit Production
With the Partitioning, Data Mining and Real Application Testing options

SQL> select * from V$DATABASE;
```

- **SAP BR* Tools**--The SAP BR* Tools executables (for example, brbackup and brrestore) must have read and write privileges to the subfolder named sapbackup. sapbackup is located in the SAP Oracle data file folder when you log in using the operating system account.

How to Configure the Option to Back up and Restore Data to Data Mover Servers in a Cluster Environment

To successfully back up and restore SAP data that resides in clusters to data mover servers, you must do the following:

- Install and configure the option and UNIX and Linux Data Mover on the active node.
- Register the data mover servers with the CA ARCserve Backup primary server using the host name of each node in the cluster.

In the event failover occurs, do the following:

- Verify that the active node is registered with the CA ARCserve Backup primary server using the host name of the active node.
- Using sapsetup, repeat the configuration process on the active node.

Be aware of the following:

- When you are prompted to back up data to local data mover server devices, specify 'y' as illustrated by the following screen. This approach helps ensure that the 'DATA_MOVER_HOST' was specified as the host name of the active node in initSAPSID.utl.

```
Do you want to back up data to local Data Mover devices  
(currently: n) (y/n)? y
```

- If you want to restore data from another node, specify the host name of the other node when you are prompted to specify the name of the original server. If you do not need to restore data from another node, do not specify a host name and press Enter.

```
Please enter the ORIGINAL server host name. If you want  
to restore data from another node to this one. (currentl  
y: undefined):
```

If the backup was completed on the active node before failover occurred, specify the host name of the node that was active before failover occurred.

Uninstall the Option from UNIX and Linux Systems

CA ARCserve Backup contains an uninstallation script lets you uninstall the option from UNIX and Linux systems.

To uninstall the option from UNIX and Linux systems

1. Use the following steps to uninstall the option from your computer:
2. From the command prompt, access the CA ARCserve Backup Common Agent directory using the following command:

```
# cd $CAAGENT_HOME
```

3. Execute the following command:

```
# ./uninstall
```

4. Follow the on-screen instructions to complete the uninstallation process.

Note: Optionally, you can use the package management tool provided with your operating system to uninstall the option. The package management tools are as follows:

- **Linux platforms**--Use the rpm tool from command line prompt and execute the following command:

```
rpm -e ABSap
```

- **Solaris platforms**--Execute the following command:

```
pkgm ABSap
```

- **HP-UX platforms**--Use the sam tool to uninstall the option.
- **AIX platforms**--Use the smit tool to uninstall the option.

Chapter 3: Backing Up and Restoring SAP Data

You can perform operations such as backups, restores, or inquiries by using the SAPDBA menu or by entering SAPDBA commands at the command line. This chapter provides information about using the SAPDBA menu to back up and restore data. For information about using the command line, see the SAP R/3 documentation.

This section contains the following topics:

[Overview of SAPDBA](#) (see page 31)

[SAPDBA and BR* Tools You Can Use to Administer SAP Databases](#) (see page 33)

[Database Backup Using SAPDBA and BR* Tools](#) (see page 33)

[Requirements for Backing Up SAP Data to Data Mover Servers](#) (see page 41)

[Data Restoration and Recovery Using SAPDBA](#) (see page 41)

[Restore SAP for Oracle Data to Alternative Nodes](#) (see page 42)

[Directory and File Locations](#) (see page 43)

Overview of SAPDBA

SAPDBA is an Oracle database administration tool that lets you perform various database administration functions, including:

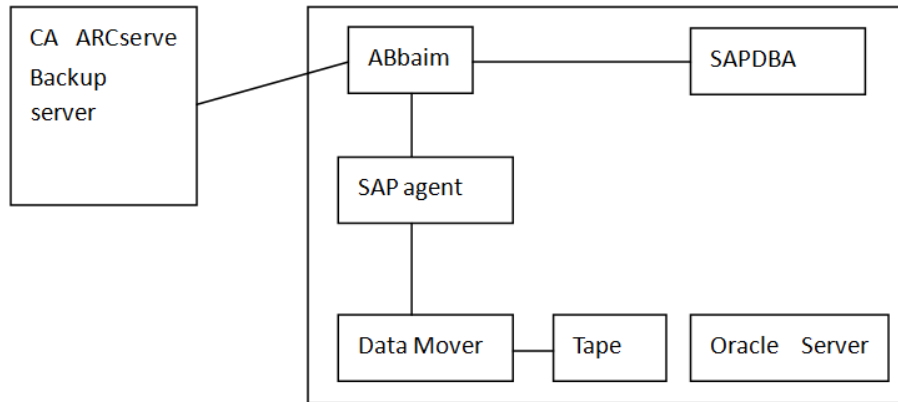
- Backing up, restoring, and recovering data
- Starting up and shutting down databases
- Extending tablespaces
- Monitoring and analyzing space on the database
- Reorganizing databases
- Recovering databases

SAPDBA uses BRBACKUP, BRARCHIVE, and BRRESTORE modules (which are embedded in the menu structure of SAPDBA) to integrate with the database backup, restore, and inquiry functions.

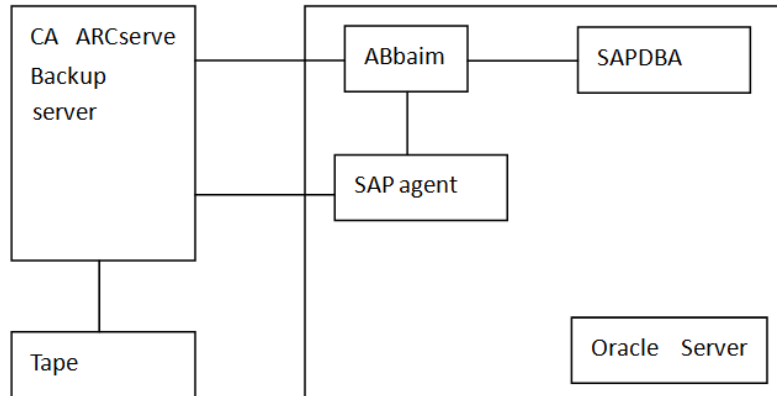
SAPDBA evaluates logs to decide if data can be recovered using the selected backups. SAPDBA evaluates the selected backup method and determines if it will prevent recovery between the time of the backup and the selected recovery end time (point in time). If SAPDBA cannot perform a recovery, it rejects the selected backup or recovery procedure.

In addition to the SAPDBA tool, BR* Tools let you execute commands to perform backup, restore, and inquire operations.

The following diagram illustrates how SAP R/3 databases are backed to local data mover servers:



The following diagram illustrates how SAP R/3 databases are backed up to remote CA ARCserve Backup servers:



SAPDBA and BR* Tools You Can Use to Administer SAP Databases

Integrating SAPDBA and BR* Tools with the option lets you back up and restore entire databases and reset database to a previous state. The SAPDBA and BR* Tools functions are determined by the properties that are set in `util_par_file`.

For more information on setting `util_par_file` properties, see [Edit util_par_file to Define Environment Variables](#) (see page 21).

The following modules are available for Oracle database administration:

- **BRBACKUP**--Brings database servers online or offline, checks the file status, and places database tablespaces into backup mode to maintain consistency.
- **BRARCHIVE**--Provides online and offline backup of control files, data files, and offline redo log files as well as profiles and logs for backups.
- **BRRESTORE**--Recovers database data files, control files, and offline redo log files. Checks for available space prior to a restore while removing files that may be overwritten during the recovery.

When these modules are used, events are logged in the file system and corresponding database tables. When BRBACKUP or BRARCHIVE runs, backup logs and profiles are saved, enabling sophisticated volume management.

Database Backup Using SAPDBA and BR* Tools

SAPDBA and BR* Tools let you back up complete databases or individual database objects such as tablespaces, control files, or archive logs. It works with CA ARCserve Backup to back up data while the database is online or offline. When performing an online backup, the database is running and still accessible to users; when performing an offline backup, the database shuts down and is inaccessible to users.

Back Up Online Databases Using SAPDBA and BRBACKUP

When you back up an online database, BACKINT is called with a file list and the environment is defined in `util_par_file`. BACKINT initiates the backup with CA ARCserve Backup and synchronizes the process between BRBACKUP and CA ARCserve Backup.

An example of synchronization is when a tablespace is put into backup mode. If BRBACKUP successfully puts the tablespace into backup mode, BACKINT communicates the file name to the option. When the option has finished moving the data, BACKINT tells BRBACKUP to remove the backup mode on the tablespace. At the end of the backup, BACKINT exits with the appropriate exit code.

To back up online databases using SAPDBA and BRBACKUP

1. Log on to SAPDBA.

The SAP Database Administration screen displays.

```
-----
SAPDBA V4.6D - SAP Database Administration
-----
ORACLE version : 8.1.7.0.0
ORACLE_SID     : CIS
ORACLE_HOME    : /dsk600/oracle/product/8.1.7PAS
DATABASE       : open
SAPR3          : not connected

a - Startup/Shutdown instance      h - Backup database
b - Instance information           i - Backup offline redo files
c - Tablespace administration      j - Restore/Recovery
d - Reorganization                k - DB check/verification
e - Export/import                  l - Show/Cleanup
f - Archive mode                   m - User and Security
g - Additional functions

q - Quit

Please select ==> _                                     "Copyright by SAP AG"
```

2. Select h - Backup database.

The Backup Database screen displays.

```
-----
Backup Database
-----
Current value
a - Backup Function                Normal backup
b - Parameter file                 initPAS.sap
c - Backup Device type             external backup tool <backint>
d - Objects for backup             all
e - Backup type                    force
g - Query only                    no
h - Special Options ...

i - Standard backup                yes
j - Backup from disk backup
k - Restart backup
l - Make part. backup compl.

S - Start BRBACKUP <V4.6D>
q - Return
Please select ==> _                                     "Copyright by SAP AG"
```

3. Select c - Backup Device type.

The Select backup device type screen displays.

```

-----
                          Select backup device type <2003-04-16>
-----

Current Selection: external backup tool <backint> online

a - local tape
b - local tape auto changer
c - local tape juke box
d - remote tape
e - remote tape auto changer
f - remote tape juke box
g - external backup tool <backint>
h - external backup tool <backint> online
i - external backup tool <backint> with rman
k - local disk
l - local disk <create database copy>
m - local disk <create standby database>
n - remote disk
o - remote disk <create database copy>
p - remote disk <create standby database>

q - Return

Please select ==>                                     "Copyright by SAP AG"

```

4. Select h - external backup tool <backint> online.

5. Enter q to return to the Backup Database screen.

6. From the Backup Database screen, select e – Backup type.

7. From the Select backup type screen, select a – online.

8. Enter q to return to the Backup Database screen and select d - Objects for backup.

The Backup Mode/Backup Objects screen displays.

```

-----
                          Backup Mode/Backup Objects
-----

Current selections: "all"

a - "all" - whole database backup
b - "all_data" - whole database backup without index tablespaces
c - "full" - full backup <level 0>
d - "incr" - incremental backup <level 1>
e - "sap_dir" - SAP directories backup
f - "ora_dir" - ORACLE directories backup
g - "all" - a tablespace name
h - "all" - an ORACLE file id <number>
           or a range of file ids <number>-<number>
i - - an absolute file or directory name
j - - a combination: <item> or <item>,<item>,
q - Return

Please select ==>                                     "Copyright by SAP AG"

```

9. Specify the mode and objects to apply to this backup.

10. Enter q to return to the Backup Database screen.

11. Select s - Start BRBACKUP.

The back up starts.

Note: Optionally, you can call the brbackup command line utility to execute online database backup. The syntax for this command is as follows:

```
brbackup -d util_file -t online -m all
```

Back Up Offline Databases Using SAPDBA and BRBACKUP

You can back up database files that were detected during the last online connection to the option.

Note: The control file is not backed up when an offline database is backed up.

To back up offline databases using SAPDBA and BRBACKUP

1. Log on to SAPDBA.

The SAP Database Administration screen displays.

```
-----  
SAPDBA V4.6D - SAP Database Administration  
-----  
ORACLE version : 8.1.7.0.0  
ORACLE_SID    : CIS  
ORACLE_HOME   : /dsk600/oracle/product/8.1.7  
DATABASE      : open  
SAPR3         : not connected  
  
a - Startup/Shutdown instance      h - Backup database  
b - Instance information           i - Backup offline redo files  
c - Tablespace administration     j - Restore/Recovery  
d - Reorganization                k - DB check/verification  
e - Export/import                  l - Show/Cleanup  
f - Archive mode                   m - User and Security  
g - Additional functions  
  
q - Quit _  
  
Please select ==>  _  
  
"Copyright by SAP AG"
```

2. Select h - Backup database.

The Backup Database screen displays.

```

-----
Backup Database
-----
Current value
a - Backup Function          Normal backup
b - Parameter file          initCER.sap
c - Backup device type      external backup tool <backint>
d - Objects for backup      all
e - Backup type              offline <force>
g - Query only              no
h - Special options...

i - Standard backup         yes
j - Backup from disk backup
l - Restart backup
m - Make part. backups compl.

S - Start BRBACKUP <V4.6D>
q - Return

Please select ==> _
"Copyright by SAP AG"

```

3. From the Backup Database screen, select c - Backup device type.

The Select backup device type screen displays.

```

-----
Select backup device type <2003-04-16>
-----

Current Selection: external backup tool <backint>

a - local tape
b - local tape auto changer
c - local tape juke box
d - remote tape
e - remote tape auto changer
f - remote tape juke box
g - external backup tool <backint>
h - external backup tool <backint> online
i - external backup tool <backint> with rman
k - local disk
l - local disk <create database copy>
m - local disk <create standby database>
n - remote disk
o - remote disk <create database copy>
p - remote disk <create standby database>

q - Return

Please select ==> _
"Copyright by SAP AG"

```

4. From the Select backup device type screen, select g - external backup tool <backint>.
5. Enter q to return to the Backup Database screen.
6. From the Backup Database screen, select e - Backup type, and confirm that the current value is set to offline.
7. Enter q to return to the Backup Database screen.

- From the Backup Database screen, select d - Objects for backup.

The Backup Mode/Backup Objects screen displays:

```
-----  
Backup Mode/Backup Objects  
-----  
  
Current selections: "all"  
  
a - "all" - whole database backup  
b - "all_data" - whole database backup without index tablespaces  
c - "full" - full backup <level 0>  
d - "incr" - incremental backup <level 1>  
e - "sap_dir" - SAP directories backup  
f - "ora_dir" - ORACLE directories backup  
g - "all" - a tablespace name  
h - "all" - an ORACLE file id <number>  
or a range of file ids <number>-<number>  
i - - an absolute file or directory name  
j - - a combination: <item> or <item>,<item>,...  
q - Return  
  
Please select ==> _ "Copyright by SAP AG"
```

- Specify the mode and objects to apply to this backup.
- Enter q to return to the Backup Database screen.
- Select s - Start BRBACKUP

The backup starts.

Note: Optionally, you can call the brbackup command line utility to execute the offline database backup. The syntax for this command is as follows:

```
brbackup -d util_file -t offline -m all
```

Back Up Offline Redo Logs Using SAPDBA and BRARCHIVE

You can back up offline redo logs using SAPDBA and BRARCHIVE.

To back up offline redo logs using SAPDBA and BRARCHIVE

1. Log on to SAPDBA.
2. The SAP Database Administration screen displays.

Note: Verify that you are in archive log mode and that automatic archiving is enabled. For more information, see the SAP R/3 documentation.

```

-----
SAPDBA V4.6D - SAP Database Administration
-----
ORACLE version : 8.1.7.0.0
ORACLE_SID     : CIS
ORACLE_HOME    : /dsk600/oracle/product/8.1.7PAS
DATABASE       : open
SAPR3          : not connected

a - Startup/Shutdown instance      h - Backup database
b - Instance information            i - Backup offline redo files
c - Tablespace administration      j - Restore/Recovery
d - Reorganization                 k - DB check/verification
e - Export/import                   l - Show/Cleanup
f - Archive mode                    m - User and Security
g - Additional functions

q - Quit

Please select ==> _                                     "Copyright by SAP AG"

```

3. From the SAP Database Administration screen, select i – Backup offline redo files.

The Backup Offline Redo Logs screen displays.

```

-----
Backup Offline Redo Logs
-----
Current value
a - Archive function                Save offline redo logs
b - Parameter file                  initCER.sap
c - Archive device type              external backup tool <backint>
d - Number of redo logs              1000
f - Query only                       no
g - Fill tapes permanently           no
h - Special options...

i - Standard backup of offline redo files  yes
j - Backup from disk backup              no

q - Return

S - Start BRBACKUP <V4.6D>
Please select ==> _                                     "Copyright by SAP AG"

```

4. From the Backup Offline Redo Logs screen, select h – Special options.

The Backup Offline Redo Logs: Special Options screen displays.

```
-----  
-  
                          Backup Offline Redo Logs: Special Options  
-----  
Current value  
a - Confirm archive parameters          no  
b - Backup utility parameter file      /opt/CA/BABsapagt/initCER.utl  
c - Enter password interactively       no  
d - Apply logs into standby DB         don't apply  
j - Language                            English  
  
l - Show installed versions  
q - Return  
Please select ==> _  
                                     "Copyright by SAP AG"
```

5. Specify any additional options to apply to this backup. The Backup Offline Redo Logs screen displays.
6. Enter i to select - Standard backup of offline redo files.
7. Enter d - Number of redo logs. When prompted, enter the number of redo logs to be included in the backup.
8. Enter q to return to the Backup Archive Logs screen.
9. Enter s - Start BRARCHIVE.

The backup starts.

Note: Optionally, you can call the brbackup command line utility to execute the offline redo logs backup. The syntax for this command is as follows:

```
brarchive -d util_file -s
```

Requirements for Backing Up SAP Data to Data Mover Servers

CA ARCserve Backup lets you back up SAP data to data mover servers. Data Mover servers are UNIX or Linux based computers that are configured with locally accessible disks or shared tape libraries. Using this approach to back up SAP data helps improve the overall performance of your backups.

To back up data to data mover servers, verify the following configurations are complete:

- Verify that the Enterprise Option for SAP R/3 for Oracle is installed on the node containing SAP data.
- Verify that the UNIX and Linux Data Mover component is installed on the node where you installed the Enterprise Option for SAP R/3 for Oracle.

Note: The first time you install the option on a data mover server, the installation script asks you if you want to back up SAP data to the data mover server. If you want to back up data to the data mover server, specify the y option.

- Verify that the data mover server is registered to a CA ARCserve Backup primary server.

Note: For information about how to register data mover servers with the primary server, see the *UNIX and Linux Data Mover Guide*.

After all configurations are complete, CA ARCserve Backup will always perform your SAP data backup and restore operations via the data mover server.

Note: If the option is installed and configured to back up SAP data to data mover servers, however, the current configuration is not successfully backing up data to the data mover servers, you can reconfigure the option using a script file named `pfilesetup`. The `pfilesetup` script file is stored in the option's home directory.

Data Restoration and Recovery Using SAPDBA

SAPDBA and BR* Tools can be used to restore and recover data. To do this you must be in expert mode. For more information on enabling expert mode and using the SAPDBA menu to restore and recover data, see the SAP R/3 documentation.

Restore SAP for Oracle Data to Alternative Nodes

CA ARCserve Backup lets you restore SAP for Oracle backup data to alternative nodes.

The following steps describe the tasks that you must perform to prepare the alternative node for the restore operation. You perform the restore operation using SAP tools.

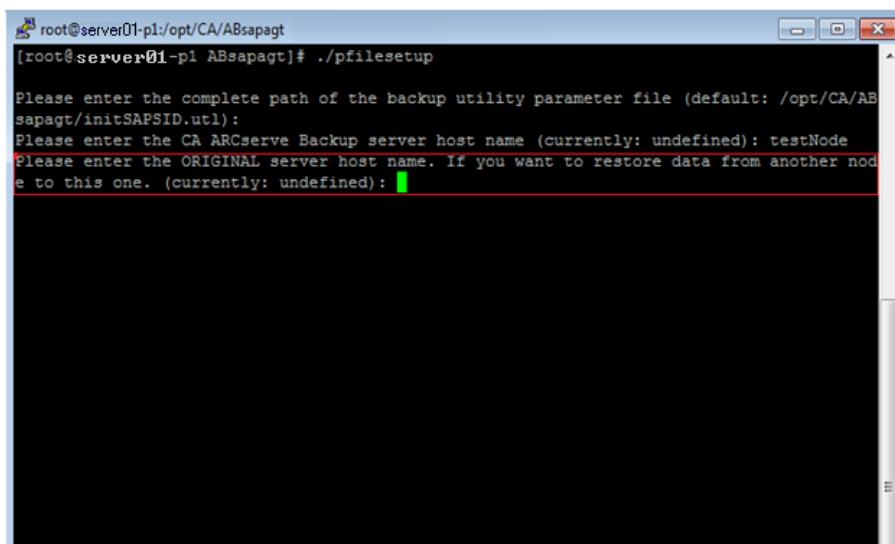
To restore SAP for Oracle data to alternative nodes

1. Verify that the backup node and the alternative node share the same tape library.

Note: The backup node is the node where the SAP for Oracle database resides and the server where you backed up the database.

2. Run pfilesetup on the alternative node to configure the SAP agent.

Note: When running pfilesetup, specify the name of the server that executed the backup for the SAP for Oracle database, as illustrated by the following screen:



```
root@server01-p1:/opt/CA/ABsapagt
[root@server01-p1 ABsapagt]# ./pfilesetup
Please enter the complete path of the backup utility parameter file (default: /opt/CA/ABsapagt/initSAPSID.utl):
Please enter the CA ARCserve Backup server host name (currently: undefined): testNode
Please enter the ORIGINAL server host name. If you want to restore data from another node to this one. (currently: undefined):
```

3. Copy the SAP backup log files from the backup node to the alternative node.

The SAP backup log files are stored in the folder named sapbackup, which is subordinate to the SAP for Oracle data file folder for the SAP instance.

Example:

The following example illustrates the path to the SAP backup log files.

`$ORACLE_HOME/CER/sapbackup`

- **ORACLE_HOME**--Defines the location of the home directory for the SAP for Oracle instance.
- **CER**--Defines the name of the instance

For all SAP for Oracle backups, the backint utility creates unique backup IDs that identify a backup. You can identify all backup content based on backup IDs. In addition, BR*Tools save backup IDs in backup log files.

If you know the name of the backup ID that you need to perform the restore, copy only the specific backup log files that you need to the alternative node. If you do not know the name of the backup ID, copy all backup log files stored in the sapbackup directory to the alternative node.

Note: Optionally, you can run the backint utility on the target node to restore the backup log files. If you chose this approach, you should identify the backup ID that was used to back up the backup log files, and then prepare for the input file content for the restore operation. For more information about using the backint utility, see the SAP for Oracle documentation.

4. You are now ready to restore the SAP for Oracle database to an alternative node using SAP tools.

For more information, see [SAPDBA and BR* Tools You Can Use to Administer SAP Databases](#) (see page 33).

Directory and File Locations

The following sections provide a reference for the directories and files that are located in `$CASAP_HOME`.

SAP Directories

The following directories are located under `$CASAP_HOME`:

- **data**--internal data (release-specific information)
- **logs**--log files
- **nls**--messages files

SAP Files

The following files are located in `$CASAP_HOME`:

- **backint**--The interface between SAP and the option that needs to be copied into the SAPEXE dir.
- **ca_backup**--The program used to submit backup jobs.
- **cas_encr**--The program used to encrypt passwords during setup.
- **ca_restore**--The program used to submit restore jobs.
- **ckyorn**--The program used to read user information during setup.
- **InitCER.utl**--The .utl file created after setup.
- **pfilesetup**--The script used to create the .utl file.
- **sapagentd**--The daemon called by the common agent to perform a job.
- **sapsetup**--The script used to set up the option.

The following data file is located under `$CASAP_HOME/data`:

- **relversion**--Stores the CA ARCserve Backup build number that the option was built against.

The following log files are located under `$CASAP_HOME/logs`:

- **ca_backup.log**--Logs the output of the latest `ca_backup` command
- **ca_restore.log**--Logs the output of the latest `ca_restore` command
- **sapagentd.log**--Logs option activity

Appendix A: Best Practices

This chapter presents best practices for using the Enterprise Option for SAP R/3 for Oracle to backup and restore Oracle databases managed by SAP R/3 for Oracle.

This section contains the following topics:

[Effective Backup and Recovery Strategies](#) (see page 45)

[Test Environment](#) (see page 46)

[Log File Protection](#) (see page 46)

[Current Option Information](#) (see page 46)

[Backups After Organizational Changes](#) (see page 46)

[Job Status Information](#) (see page 46)

[Tools You Can Use to Troubleshoot the Option](#) (see page 47)

Effective Backup and Recovery Strategies

Plan your backup and recovery strategies for a database before you create the database, and maintain a regular backup schedule to ensure smooth recovery in case of database or media failure. If such planning is not considered before database creation, database recovery may not be possible in certain cases.

For more information about disaster recovery planning, see the "Disaster Recovery" appendix.

When you develop your backup and recovery strategy, consider the following:

- **Full backups**—Full database backups should be performed regularly; it is easier to recover a database from a full backup.
- **Tablespace-level backups**—Recoverable databases allow tablespace-level backups, which can be done online or offline. For an isolated application error, it is easier to restore from a tablespace-level backup image.
- **Online or offline backups**—Offline backups are usually faster, but require exclusive access to the database. Online backups reduce the database downtime; however, they allow other connections to the database while the backup is taking place.
- **Performance tuning**—You can improve performance of backup and restore operations by tuning your SAP R/3 parameters.

For more information about tuning SAP R/3 parameters for performance, see your SAP R/3 documentation.

Test Environment

Test your backup and recovery strategy in a test environment before you move to a production system. By thoroughly testing your proposed backup and recovery strategy, you can identify and correct unexpected problems before they occur in a production situation.

Log File Protection

Do not overwrite log files if you archive and retrieve files on the same directory. To protect your archived log files, restore them to a separate retrieval directory.

Current Option Information

To ensure that you are current with the latest information about the option, visit CA Technologies Technical Support at <http://ca.com/support>.

Backups After Organizational Changes

Initiate a backup each time you take the following actions:

- Rename a tablespace.
- Restore a tablespace that has been renamed, using the new tablespace name.
- Reorganize a table.
- Back up a corresponding tablespace after you reorganize a table.
- Change the tablespace or database configuration.
- Change anything in the configuration or organization of a database or tablespace.

Job Status Information

When the option is used to back up or restore a database, you can view the status of the job. To monitor the job activity, click the Job Status Manager icon in the CA ARCserve Backup Quick Start window.

After a backup or restore job is submitted to CA ARCserve Backup by the option, you can monitor the status of the job using the Job Status Manager.

For more information about the Job Status Manager, see the *Administration Guide*.

Tools You Can Use to Troubleshoot the Option

You can use the following resources to troubleshoot backups and restores:

- Debugging
- Option Logs
- Restore Manager

Debugging

You can use debug methods to help you troubleshoot problems. The following information will assist you in finding errors. When setting the debug level, set the number high to log more information or low to log less information. When you set the debug level, a value of 1 is the lowest and a value of 4 is the highest.

To set the debug mode of the option, add the environment statements shown in the following `/opt/CA/ABcmagt/agent.cfg` file.

```
[20]
# SAP/Oracle Agent
NAME SAPAgent
VERSION 16.0
HOME /opt/CA/ABcmagt
ENV CA_ENV_DEBUG_LEVEL=value
ENV ORACLE_HOME=/opt/oracle
ENV SAPSID=C11
ENV LD_LIBRARY_PATH=/opt/CA/CAlib:/opt/CA/ABcmagt:$LIBPATH
ENV SHLIB_PATH=/opt/CA/CAlib:/opt/CA/ABcmagt:$LIBPATH
ENV LIBPATH=/opt/CA/CAlib:/opt/CA/ABcmagt:$LIBPATH
#BROWSER
AGENT sapagentd
```

Use the CA ARCserve Backup Job Status Manager to view the activity log.

Configure ABbaim Debugging

You can configure the ABbaim module to create a trace file that you can use for debugging.

To configure ABbaim debugging

1. Set the following environment variables for the Oracle user that will perform backup and restore operations:

- ASSAP_DEBUG

Set the value of this variable to 1 to enable ABbaim debugging.

- ASSAP_DESTDIR

Set the value of this variable to the directory where you want to store the ABbaim trace file.

Note: The Oracle user must have write permission to this directory to create the trace file.

After you enable debugging, the ABbaim module creates a trace log file named backint.trc in the directory that you specified.

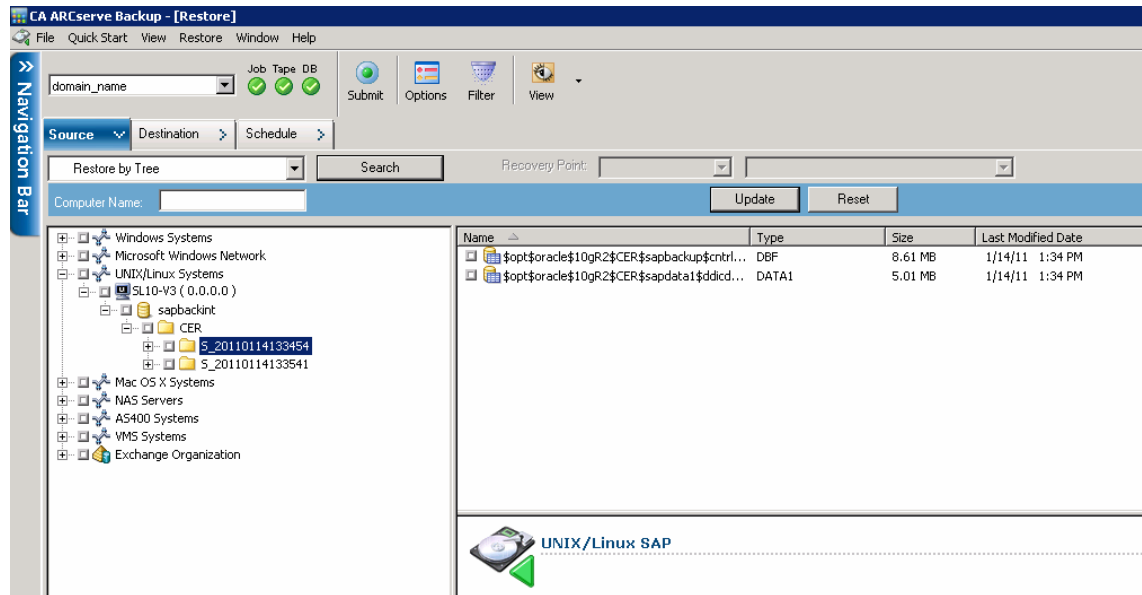
Option Logs

The option logs are found in `$CASAP_HOME/logs/sapagentd.log`. Option logs record information about jobs. This information can help solve problems you may encounter when performing an operation.

Restore Manager

Use the Restore Manager to view detailed information about your backup job. You can view backed up file names and session information.

The following figure shows a view of the Restore Manager containing file names and session information:



Appendix B: Troubleshooting

This section contains the following topics:

[Option Not Contacted](#) (see page 51)

[Backup Jobs Fail](#) (see page 51)

[Backup Jobs to Data Mover Servers Fail](#) (see page 52)

[Second Backup Job Failed](#) (see page 52)

[Data is Written to Only One Storage Device](#) (see page 53)

Option Not Contacted

Valid on Windows, UNIX, and Linux systems.

Symptom:

The option not contacted when a backup job starts.

Solution:

If the option is not contacted, verify that you have user privileges. Check the backup log to see if you are an authorized user. You must have user privileges to perform backups.

Backup Jobs Fail

Valid on UNIX and Linux systems.

Symptom:

After you submit a backup of SAP R/3 for Oracle data from the UNIX console or Linux terminal, the following error message appears in the console or terminal:

```
sh: /usr/sap/CER/SYS/exe/run/backint: Execute permission denied.
```

Solution:

This message appears when you submit a backup immediately after you installed the option. When you install the option, sapsetup assigns your Oracle account to the casap group. The error condition occurs only if you did not log off and log in to Oracle to update the group assignment for your Oracle account.

To remedy this problem, log off and log in to Oracle, and then resubmit the backup.

Backup Jobs to Data Mover Servers Fail

Valid on all UNIX and Linux operating systems supported by UNIX and Linux Data Mover.

Symptom:

A backup job was submitted to a data mover server and the job failed.

Solution:

The util_par_file configuration file contains a parameter named HOST that defines the host name of the primary server to which the data mover server is registered. The values contained in the configuration file were populated when you ran the sapsetup script. If a data mover server is registered with a different primary server after you ran sapsetup, the util_par_file configuration file will contain a value of HOST that is not correct. This condition will cause backup jobs to data mover servers to fail.

To remedy this problem run the sapsetup script to reconfigure the util_par_file configuration file. This solution lets you update the value of HOST to the correct primary server.

Second Backup Job Failed

Valid in Windows, UNIX, and Linux systems.

Symptom:

Initial backups are successful, but subsequent backups of the same job are not successful.

Solution:

Verify that the eject parameter is set to true. If the eject parameter is set to true, it will automatically eject the tape after the first backup, causing the next backup job to fail because there is no available tape to write to.

Data is Written to Only One Storage Device

Valid on Windows, UNIX, and Linux systems.

Symptom:

The multistreaming parameter set to true, the MAXSTREAMS value set to 2, and there are two available storage devices. However, CA ARCserve Backup writes backup data to only one storage device.

Solution:

Multistreaming backups are based on the parameter values that you specify. If the MAXSTREAMS value specified is 2, and the second storage device is in use during the backup, or there is only one file system on the operating system, CA ARCserve Backup writes the backup data to only one storage device.

Index

\$

\$CASAP_HOME • 26, 43

A

agent

- configuration • 20
- configuration checklist • 19
- features • 10
- home path • 26

archive parameters, for SAP • 25

B

backing up

- offline databases, using SAPDBA • 36
- offline redo log files • 39
- online databases, using SAPDBA • 33
- using multi-streaming • 12
- using the database manager • 49

backup agent integration module

- configuration • 21
- critical parameters for • 25
- overview • 10
- parameters • 19

backup parameters, for SAPDBA • 25

C

CA ARCserve Backup

- introduction to • 9

checklist

- agent configuration • 19

configuration

- checklist • 19
- file editing • 20
- of the agent • 19
- of the utility parameter • 19

customizing

- util_par_file • 20

D

database manager • 49

debugging method • 47

destination options

- enhanced • 10

duplicating a server • 14

E

environment variables, setting • 26

errors, troubleshooting • 47

H

hardware migration • 14

host duplication

- explanation of • 11
- using • 14

I

init<SID>.sap • 25

integration module • 10

J

job

- queue, using • 46
- results, checking • 46, 49

L

library paths, setting • 26

M

MAXSTREAMS value • 12

moving data • 14

multi-streaming

- backups • 12
- definition of • 10

O

offline

- backups • 36
- redo log file backups • 39

online backups • 33

options, for setting util_par_file • 21

Oracle home path • 26

original host parameter

- resetting • 14

P

parameter

- file in setup script • 19
- formats • 25
- pfilessetup • 19

R

- restore and recovery, using SAPBDA • 41
- running the setup script • 19

S

SAPDBA

- configuration file • 25
- menu options • 31
- offline backups • 36
- offline redo log file backups • 39
- online backups • 33
- restore and recovery operations • 41
- sapsetup • 19
- server duplication • 14
- setting
 - environment variables • 21
 - library paths • 26
- setup script • 19

T

- transferring data from one server to another • 14
- troubleshooting methods • 47

U

using

- multi-streaming • 12
- SAPDBA to back up • 33
- the job queue • 46

util_par_file

- customizing • 21
- specifying a path • 25

V

variables

- environment • 21
- setting the environment • 26

viewing a job status • 46