

# CA ARCserve® Backup for Windows

**Agent for Oracle Guide**

**r12**



This documentation and any related computer software help programs (hereinafter referred to as the "Documentation") is for the end user's informational purposes only and is subject to change or withdrawal by CA at any time.

This Documentation may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA. This Documentation is confidential and proprietary information of CA and protected by the copyright laws of the United States and international treaties.

Notwithstanding the foregoing, licensed users may print a reasonable number of copies of the Documentation for their own internal use, and may make one copy of the related software as reasonably required for back-up and disaster recovery purposes, provided that all CA copyright notices and legends are affixed to each reproduced copy. Only authorized employees, consultants, or agents of the user who are bound by the provisions of the license for the Product are permitted to have access to such copies.

The right to print copies of the Documentation and to make a copy of the related software is limited to the period during which the applicable license for the Product remains in full force and effect. Should the license terminate for any reason, it shall be the user's responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

EXCEPT AS OTHERWISE STATED IN THE APPLICABLE LICENSE AGREEMENT, TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO THE END USER OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED OF SUCH LOSS OR DAMAGE.

The use of any product referenced in the Documentation is governed by the end user's applicable license agreement.

The manufacturer of this Documentation is CA.

Provided with "Restricted Rights." Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

Copyright © 2008 CA. All rights reserved.

## CA Product References

This documentation set references the following CA products:

- Advantage™ Ingres®
- BrightStor® ARCserve® Backup for Laptops and Desktops
- BrightStor® CA-1® Tape Management
- BrightStor® CA-Dynam®/B Backup for VM
- BrightStor® CA-Dynam®/TLMS Tape Management
- BrightStor® CA-Vtape™ Virtual Tape System
- BrightStor® Enterprise Backup
- BrightStor® High Availability
- BrightStor® Storage Resource Manager
- BrightStor® VM:Tape®
- CA ARCserve® Backup Agent for Novell Open Enterprise Server for Linux
- CA ARCserve® Backup Agent for Open Files on NetWare
- CA ARCserve® Backup Agent for Open Files on Windows
- CA ARCserve® Backup Client Agent for FreeBSD
- CA ARCserve® Backup Client Agent for Linux
- CA ARCserve® Backup Client Agent for Mainframe Linux
- CA ARCserve® Backup Client Agent for NetWare
- CA ARCserve® Backup Client Agent for UNIX
- CA ARCserve® Backup Client Agent for Windows
- CA ARCserve® Backup Enterprise Option for AS/400
- CA ARCserve® Backup Enterprise Option for Open VMS
- CA ARCserve® Backup for Microsoft Windows Essential Business Server
- CA ARCserve® Backup for Windows
- CA ARCserve® Backup for Windows Agent for IBM Informix
- CA ARCserve® Backup for Windows Agent for Lotus Domino
- CA ARCserve® Backup for Windows Agent for Microsoft Data Protection Manager
- CA ARCserve® Backup for Windows Agent for Microsoft Exchange
- CA ARCserve® Backup for Windows Agent for Microsoft SharePoint

- CA ARCserve® Backup for Windows Agent for Microsoft SQL Server
- CA ARCserve® Backup for Windows Agent for Oracle
- CA ARCserve® Backup for Windows Agent for Sybase
- CA ARCserve® Backup for Windows Agent for VMware
- CA ARCserve® Backup for Windows Disaster Recovery Option
- CA ARCserve® Backup for Windows Disk to Disk to Tape Option
- CA ARCserve® Backup for Windows Enterprise Module
- CA ARCserve® Backup for Windows Enterprise Option for IBM 3494
- 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 Serverless Backup Option
- CA ARCserve® Backup for Windows Storage Area Network (SAN) Option
- CA ARCserve® Backup for Windows Tape Library Option
- CA XOsoft™ Assured Recovery™
- CA XOsoft™
- Common Services™
- eTrust® Antivirus
- eTrust® Firewall
- Unicenter® Network and Systems Management
- Unicenter® Software Delivery
- Unicenter® VM:Operator®

## Contact CA

### **Contact Technical Support**

For online technical assistance and a complete list of locations, primary service hours, and telephone numbers, contact Technical Support at <http://ca.com/support>.

### **Provide Feedback**

If you have comments or questions about CA product documentation, you can send a message to [techpubs@ca.com](mailto:techpubs@ca.com).

If you would like to provide feedback about CA product documentation, please complete our short [customer survey](#), which is also available on the CA Support website.



# Contents

---

<b>Chapter 1: Introducing the Agent</b>	<b>9</b>
Agent Features .....	9
Agent Functionality .....	10
Online Database Backups .....	10
Offline Database Backups .....	10
<b>Chapter 2: Installing the Agent</b>	<b>11</b>
Installation Prerequisites .....	11
Agent Installation .....	12
Perform Post-Installation Tasks .....	12
Check ARCHIVELOG mode .....	12
Start ARCHIVELOG Mode .....	13
Automatic Archiving .....	13
ARCHIVELOG to NOARCHIVELOG Mode Comparison .....	15
Agent Customization in the Windows Registry .....	17
Check the Backup Agent RPC Server Service Status .....	18
Uninstall the Agent .....	18
<b>Chapter 3: Using the Agent with Recovery Manager</b>	<b>19</b>
How the Agent and CA ARCserve Backup Work with RMAN .....	19
Configure the Agent to Support RMAN .....	21
Registry Settings for RMAN Support .....	23
Oracle Recovery Manager Back Up .....	24
Use RMAN to Back Up .....	25
<b>Chapter 4: Using the Agent</b>	<b>27</b>
Backup, Restore, and Recovery Strategies .....	27
Develop a Backup Strategy .....	28
Oracle Server Organization .....	28
Complete Database Backup .....	29
Online Redo Log Files .....	29
Back Up Using the Agent for Oracle .....	31
Back Up Offline Databases Using CA ARCserve Backup .....	31
Back Up One or More Databases Online .....	32
Back Up Multiple Databases to Multiple Tape Drives .....	33

---

Back Up in an Oracle Fail Safe Environment .....	34
Restore Using the Agent .....	35
Restore Views .....	36
Recovery After Restoring .....	36
Restore Complete Databases, Tablespaces, Data Files, or Control Files .....	37
Restore Archive Logs .....	38
Restore a System Tablespace .....	39
Restore a Database Backed Up Offline .....	40
Restore in the Oracle Fail Safe Environment .....	41
Restore Database to a Point in Time .....	42
Backup and Restore Limitations .....	42
Database Recovery .....	43
Recover Complete Databases .....	44
Recover Complete Databases and Control Files .....	46
Recover Tablespaces or Data Files .....	47
Recover Offline Full Backups .....	48
<b>Appendix A: Troubleshooting</b> .....	<b>49</b>
Backup Agent Errors .....	49
<b>Appendix B: Disaster Recovery Scenarios</b> .....	<b>53</b>
Scenarios for Restoring to the Original Windows Server .....	53
Recover the ORCL1 Database .....	54
Recover the ORCL2 Database .....	56
Scenarios for Restoring to an Alternate Server .....	57
Restore to a Server that Supports the Exact Directory Structures .....	57
Restore to a Server with Different Directory Structures .....	58
<b>Index</b> .....	<b>61</b>

# Chapter 1: Introducing the Agent

---

CA ARCserve Backup is a comprehensive, distributed storage solution for applications, databases, distributed servers, and file systems. It provides backup and restore capabilities for databases, business-critical applications, and network clients.

Among the agents CA ARCserve Backup offers is the CA ARCserve Backup Agent for Oracle. This agent lets you:

- Manage backups remotely
- Back up tablespaces belonging to online databases by taking advantage of the Oracle backup features
- Restore a complete database or individual database objects such as a tablespace, data files, control files, archive log, or parameter file
- Schedule your backups
- Back up to a wide array of media storage devices

The agent handles all communications between the CA ARCserve Backup and the Oracle database during backup and restore jobs, including preparing, retrieving, and processing the data that is sent back and forth between the Oracle database and CA ARCserve Backup.

This section contains the following topics:

[Agent Features](#) (see page 9)

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

## Agent Features

The Agent for Oracle contains a number of features that improve performance. Among those features is RMAN. The agent works with Recovery Manager (RMAN), an Oracle utility that you can use to backup, restore, and recover databases. The agent also lets you submit backup and restore jobs through the Oracle Backup Manager GUI.

**Note:** For additional information about Recovery Manager, see the Oracle's *Backup and Recovery Guide*.

## Agent Functionality

The agent and the Oracle reside on the same computer. When the CA ARCserve Backup starts to back up a database object, it sends a request to the agent. The agent retrieves the object from Oracle and sends it to the CA ARCserve Backup, where the object is backed up to media. Similarly, the agent transfers the database object when the file is restored from media.

For more information about backing up databases and database objects, see the chapter "Using the Agent" and for information about Oracle backup and recovery procedures, see the Oracle Documentation.

**Note:** In an Oracle Fail Safe Cluster environment, a copy of the agent resides on the local drives of each node in the environment. Otherwise, the backup operation is essentially the same.

## Online Database Backups

The agent takes advantage of the Oracle tablespace backup mode to back up tablespaces, data files, archive log files, parameter files, and control files from an online database. During a backup operation, the agent instructs Oracle to begin backup mode operation for each online tablespace selected for backup. The agent then retrieves one of the tablespaces and passes it directly to CA ARCserve Backup, where it is backed up to a media drive. When the backup is complete, the agent instructs Oracle to end backup mode operation.

**Note:** The agent and CA ARCserve Backup can back up a complete database or objects within the database.

## Offline Database Backups

Using CA ARCserve Backup, you can back up complete offline databases, including their tablespaces, data files, redo log files, parameter files, and control files.

However, offline backups are performed directly by CA ARCserve Backup Client Agent for Windows. In this case, CA ARCserve Backup backs up the Oracle database files the same way, as it backs up other files.

**Note:** You can back up offline databases in their entirety only.

# Chapter 2: Installing the Agent

---

The Agent for Oracle is a client program, you install either on the server machine with the Oracle server or on the local drives of all nodes, in an Oracle Fail Safe Cluster environment.

This section contains the following topics:

[Installation Prerequisites](#) (see page 11)

[Agent Installation](#) (see page 12)

[Perform Post-Installation Tasks](#) (see page 12)

[Agent Customization in the Windows Registry](#) (see page 17)

[Check the Backup Agent RPC Server Service Status](#) (see page 18)

[Uninstall the Agent](#) (see page 18)

## Installation Prerequisites

Before installing the agent, verify the following prerequisites:

- Your system meets the software requirements needed to install the agent.  
For a list of these requirements, see the *Readme*.
- You have the following applications installed and working properly:
  - CA ARCserve Backup r12 and all of the latest service packs.  
**Note:** CA ARCserve Backup and the agent can be installed on different computers. For example, you can install CA ARCserve Backup on a local computer and the agent on a remote computer.
  - The appropriate version of Windows
  - The appropriate version of Oracle Server
- If you do not use the default installation path, make a note of the installation path you use for easy reference, oracle instance name, dbusername and password for agent configuration.
- If you are installing the agent on nodes in an Oracle Fail Safe Cluster environment, make a note of the Oracle Fail Safe Cluster computer names and the Oracle Fail Safe Cluster login IDs and passwords.
- You have administrative privileges or the proper authority to install software on the computers where you will be installing the agent.  
**Note:** Contact your CA ARCserve Backup administrator to obtain the proper privileges if you do not have them.

## Agent Installation

You must install the agent on each database server managed by CA ARCserve Backup.

For information about how to install the agent, see the *Implementation Guide*.

## Perform Post-Installation Tasks

After installation is complete, perform the following tasks:

### To perform post-installation tasks

1. Check whether Oracle Server is operating in ARCHIVELOG mode.  
For instructions, see [Check the ARCHIVELOG Mode](#) (see page 12).
2. Start ARCHIVELOG mode if it is not running.  
For more information, see [Start ARCHIVELOG Mode](#).
3. Enable the database for automatic archiving. For more information, see [Enable Automatic Archiving](#) (see page 15).

**Note:** For an Oracle 10g or 11g database, after you start archivelog mode, Oracle enables automatic archiving for you. For all other databases, you must follow all the steps in the Automatic Archiving section to enable automatic archiving.

## Check ARCHIVELOG mode

Use the following procedure to ensure that the ARCHIVELOG mode is enabled before starting the ARCHIVELOG mode.

### To check if the ARCHIVELOG mode is enabled

1. Log in as an Oracle user with SYSDBA equivalent privileges.
2. Enter the following command at the SQLPlus prompt:

```
ARCHIVE LOG LIST
```

This command displays the settings and status of the archive log files. The database log mode displays Archive Mode if the mode is enabled, else it is No Archive Mode. The Automatic Archival status is displayed in the second line. However, the database is not performing automatic archiving if the status is disabled. For agent backup, database log mode must be ARCHIVE MODE and Automatic Archival must be ENABLED.

## Start ARCHIVELOG Mode

You must start the ARCHIVELOG MODE for backup of database after installing the agent.

### To start ARCHIVELOG mode

1. Shut down Oracle Server.
2. Execute the following statements in Oracle:

- At the SQLPlus prompt in Oracle:

```
CONNECT SYSTEM/SYSTEM_PASSWORD AS SYSDBA
STARTUP MOUNT EXCLUSIVE
ALTER DATABASE ARCHIVELOG;
ALTER DATABASE OPEN;
ARCHIVE LOG START;
```

If you are not using a flash recovery area with your Oracle 10g or Oracle 11g server, then you must include the following entries in either the PFILE or the SPFILE :

```
LOG_ARCHIVE_DEST_1='C:\Oracle\oradata\ORCL\archive'
```

```
LOG_ARCHIVE_FORMAT='ARC%S_%R.%T'
```

**Note:** With Oracle 10g or Oracle 11g, the LOG\_ARCHIVE\_START and LOG\_ARCHIVE\_DEST entries are considered obsolete and should not be made, in either the PFILE or the SPFILE.

For more information about why to start the Archive Log Mode, contact Technical Support at <http://ca.com/support>.

## Automatic Archiving

To back up tablespaces from an online database, you must configure the database for automatic archiving.

## Enable Automatic Archiving for Oracle Installations Using PFILE

To configure the database for automatic archiving if your Oracle installation is configured to use PFILE, add the following log parameter lines to the INIT(SID).ORA file in your Oracle home directory:

```
LOG_ARCHIVE_START=TRUE  
LOG_ARCHIVE_DEST="C:\Oracle\oradata\ORCL\archive"  
LOG_ARCHIVE_FORMAT="ARC%S.%T"
```

**Note:** The actual value of LOG\_ARCHIVE\_DEST is specific to your environment.

The following table lists each log parameter and explains its function:

### **LOG\_ARCHIVE\_START**

Enables automatic archiving

### **LOG\_ARCHIVE\_DEST**

Specifies the path to the archived redo log files. The agent queries Oracle Server parameters for the archive log destination in the following order: LOG\_ARCHIVE\_DEST, LOG\_ARCHIVE\_DEST\_1 and so on through LOG\_ARCHIVE\_DEST\_10. The agent backs up the archive logs from the first local destination it finds.

### **LOG\_ARCHIVE\_FORMAT**

Specifies the filename format for the archived redo log files where %S specifies the log sequence number and %T specifies the thread number. For example, "ARC%S.%T" is acceptable.

## Enable Automatic Archiving for Oracle Installation Using SPFILE

You can enable automatic archiving for the Oracle installation using SPFILE.

### To configure the database for automatic archiving if your Oracle installation is configured to use SPFILE

1. Verify the value of the log parameters by entering the following command at the SQLPlus prompt:

```
show parameter log
```

2. If the parameters do not have the correct values, change them by entering the following commands at the SQLPlus prompt after you shut down the server:

```
CONNECT SYSTEM/SYSTEM_PASSWORD AS SYSDBA
```

```
STARTUP MOUNT EXCLUSIVE
```

```
ALTER SYSTEM SET LOG_ARCHIVE_START = TRUE SCOPE = SPFILE;
```

```
ALTER SYSTEM SET LOG_ARCHIVE_DEST='c:\oracle\oradata\ORCL\archive'
```

```
SCOPE = SPFILE;
```

```
ALTER SYSTEM SET LOG_ARCHIVE_FORMAT='ARC%S.%T' SCOPE = SPFILE;
```

**Note:** The actual value of LOG\_ARCHIVE\_DEST is specific to your environment.

3. Restart the Oracle instance to make the changes effective.

For more information about setting automatic archiving, see Oracle Documentation.

## ARCHIVELOG to NOARCHIVELOG Mode Comparison

The following table explains the advantages and disadvantages of ARCHIVELOG mode and NOARCHIVELOG mode.

Mode	Advantages	Disadvantage
ARCHIVELOG mode	You can perform hot backups (backups when the database is online).	It requires additional disk space to store archived log files. However, the agent offers the option to purge the logs after they have been backed up, giving you the opportunity to free disk space if you need it.

Mode	Advantages	Disadvantage
	<p>The archive logs and the last full backup (offline or online) or an older backup can completely recover the database without losing any data because all changes made in the database are stored in the log file.</p>	
<p>NOARCHIVELOG mode</p>	<p>It requires no additional disk space to store archived log files.</p>	<p>If you must recover a database, you can only restore the last full offline backup. As a result, any changes made to the database after the last full offline backup are lost.</p>
		<p>Database downtime is significant because you cannot back up the database online. This limitation becomes a very serious consideration for large databases.</p>

**Note:** Because NOARCHIVELOG mode does not guarantee Oracle database recovery if there is a disaster, the Agent for Oracle does not support this mode. If you need to maintain Oracle Server in NOARCHIVELOG mode, then you must backup full Oracle database files without the agent using CA ARCserve Backup while the database is offline to ensure disaster recovery. When you are working with RMAN, ensure that the database runs in ARCHIVELOG mode.

## Agent Customization in the Windows Registry

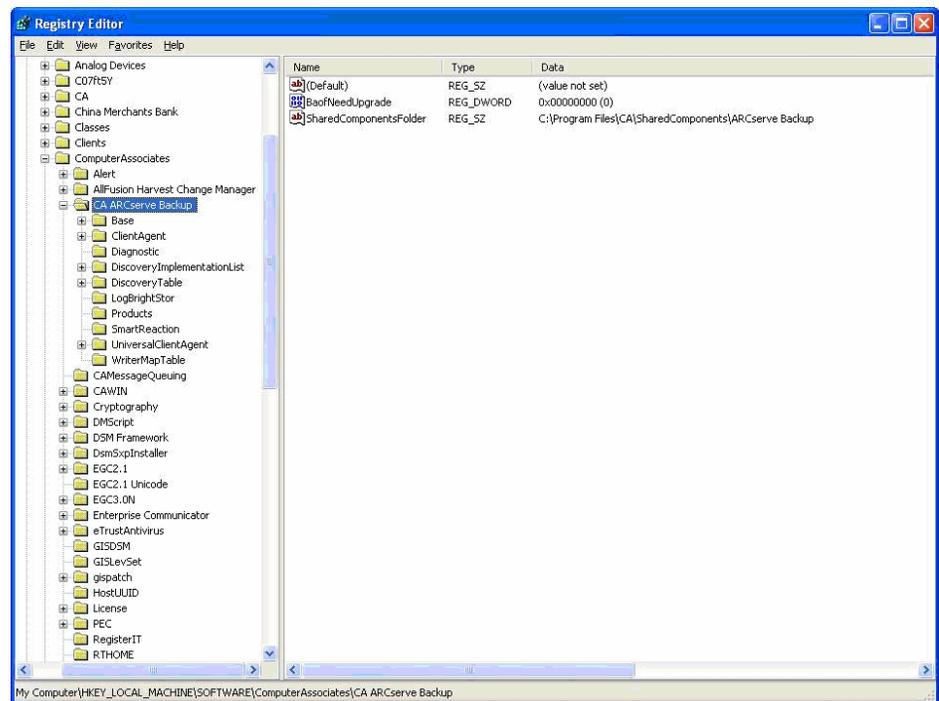
You can customize the agent by modifying registry entries in the Windows 2000, or 2003 Registry using the Regedit32 utility. Registry entries for the agent are listed in the HKEY\_LOCAL\_MACHINE window under the following key:

```
SOFTWARE\ComputerAssociates\CA ARCserve Backup\DSAgent\CurrentVersion\agent\dbaora7@SID
```

where SID is the Oracle Database instance name. If you are unable to view the back up information, you must ensure configuration of agent has the same SID(either lowercase or uppercase).

**Important!** Be very careful when making changes to the registry. Changes in the registry can affect the functionality of the agent.

The modifiable registry entries for the agent under the dbaora7 key are listed in the right pane of the following sample HKEY\_LOCAL\_MACHINE window:



The following registry entries are modifiable:

- **Debug**—Lets you enable debug trace files for the agent. Change the default value only if instructed to by CA Technical Support.

You can set Debug to 0, 1, 2, or 3. The default value is 0 (off). Any value other than 0 generates a debug trace file. A value of 1 generates a debug summary. A value of 3 generates a debug detail trace log. This log, called dbaora7.trc, is located in the agent home directory.

**Note:** The agent normally provides an activity log with information about backup or restore jobs and their conditions. The agent log is called dbaora7.log and is located in the directory in which the agent is installed. If errors appear in the CA ARCserve Backup job logs, check the agent log for more information about why the errors occurred.

- **Dll**—Specifies the location of the agent files.
- **LogPurge**— Lets you enable or disable the function that purges the archive redo logs after they have been backed up a second time. Purging the archive redo logs frees disk space. The default value is 0 (off).

## Check the Backup Agent RPC Server Service Status

The Backup Agent RPC (Remote Procedure Call) Server, which lets the agent support remote backup and restore for the Oracle database, operates as a Windows service. You can configure this server to start automatically during setup; or after setup, configure the server using the Control Panel Services.

### To check the Backup Agent RPC Server service status

1. Open Control Panel; and then open Services.
2. Locate the Backup Agent RPC Server service icon. The current mode of the service is displayed.
3. To start or stop the service, highlight the Backup Agent RPC Server service icon and click Start or Stop, respectively.

## Uninstall the Agent

You can use Add or Remove Programs option in Windows and uninstall the Agent.

**Note:** When using the agent with the Oracle Recovery Manager, you must stop Oracle services before uninstalling the agent to be able to delete all of the agent files. If you do not stop Oracle services, the agent files are deleted when you restart the server.

# Chapter 3: Using the Agent with Recovery Manager

---

Recovery Manager (RMAN) is an Oracle utility used to backup, restore, and recover database files. RMAN performs important backup and recovery procedures, and greatly simplifies the task that administrators perform during these procedures.

**Note:** If you decide to back up the Oracle database using RMAN, you must restore the database using RMAN. Similarly, if you back up the Oracle database using CA ARCserve Backup, you must restore the database using CA ARCserve Backup.

For more information about the Recovery Manager, see the Oracle's *Backup and Recovery Guide*.

Before you start an RMAN backup or restore job, you must have all CA ARCserve Backup engines running. If the CA ARCserve Backup server is on a remote machine, the local Backup Agent RPC Server must also be running.

This section contains the following topics:

[How the Agent and CA ARCserve Backup Work with RMAN](#) (see page 19)  
[Oracle Recovery Manager Back Up](#) (see page 24)

## How the Agent and CA ARCserve Backup Work with RMAN

During setup, the agent file called orasbt.dll is copied to your %SystemRoot%\system32 directory. The Oracle server loads it when the Oracle server is started. When RMAN is started for backup or restore, orasbt.dll and the agent file called dbaora8.dll transfer data to and from the CA ARCserve Backup server. The CA ARCserve Backup server saves the data to media.

If you use the Oracle Recovery Manager to perform backups to tape, you must have media management software integrated with your Oracle software. CA ARCserve Backup and the agent provide this media management layer for you.

When a successful backup is complete, a new entry for each backup file is written to sbtio.log, under your Oracle agent home directory, in the following format:

```
<MM/DD/YY:HH:MM:SS>:Database_name\Backup_file_name::CA_ARCserve_
Backup_server_name
```

The first part of the entry contains the backup time. The second part contains the name of the database that was backed up and the backup file name. The third part contains the name of the CA ARCserve Backup server used for the backup.

Before an RMAN restore begins, the tape containing the backup file should be ready and in the tape drive connected to the CA ARCserve Backup server. If it is not, CA ARCserve Backup will display a message asking you to mount the correct media.

After an RMAN backup or restore job is done, you can check the job status in the CA ARCserve Backup Activity Log or using the CA ARCserve Backup Database Manager.

## Configure the Agent to Support RMAN

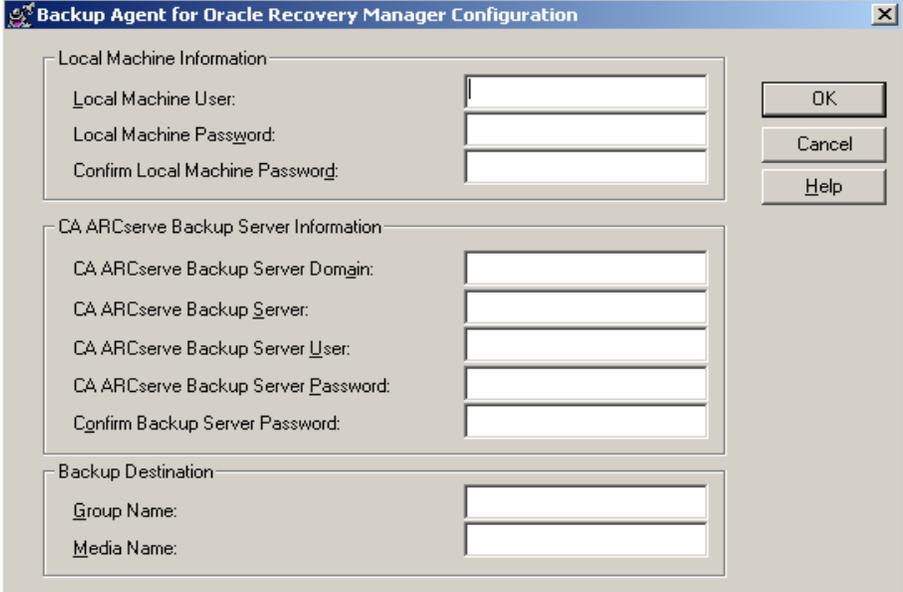
Before starting any backup or restore with RMAN, you must run the Backup Agent Configuration for Recovery Manager utility to configure the CA ARCserve Backup Agent for Oracle. The path to this utility is:

Program Files\CA\CA ARCserve Backup Agent for Oracle\RmanCfg.exe

### To run the Configuration for Recovery Manager utility

1. Start the Configuration for Recovery Manager utility.

The Backup Agent for Oracle Recovery Manager Configuration dialog appears as shown in illustration:



The screenshot shows a dialog box titled "Backup Agent for Oracle Recovery Manager Configuration". It contains three main sections with input fields:

- Local Machine Information:** Includes fields for "Local Machine User:", "Local Machine Password:", and "Confirm Local Machine Password:".
- CA ARCserve Backup Server Information:** Includes fields for "CA ARCserve Backup Server Domain:", "CA ARCserve Backup Server:", "CA ARCserve Backup Server User:", "CA ARCserve Backup Server Password:", and "Confirm Backup Server Password:".
- Backup Destination:** Includes fields for "Group Name:" and "Media Name:".

On the right side of the dialog, there are three buttons: "OK", "Cancel", and "Help".

2. In the Local Machine Information, enter the local machine user name and the password for the local machine user. Reenter the password for the local machine user in the Confirm Local Machine Password field to confirm the password.

**Note:** To specify a single Windows domain account, enter only the user details and not the Domain Name/ User name.

3. In the CA ARCserve Backup Server Information enter the necessary details:
  - The CA ARCserve Backup server domain name.
  - The CA ARCserve Backup server name. This is the name of the machine on which CA ARCserve Backup is installed.
  - The CA ARCserve Backup Server user name. Enter *caroot*.
  - The password for the CA ARCserve Backup server user.
  - The password for the CA ARCserve Backup server user again in the Confirm Backup Server Password field.
4. Under Backup Destination enter the necessary details:
  - The tape group name for the backup destination
  - The media name for backups and restores

**Note:** You can enter an asterisk (\*) for the tape group name and tape name if you want to use the default. The default is the current, active tape group and tape name.

5. Click OK.

## Registry Settings for RMAN Support

The agent uses a separate registry entry for RMAN support under the following key:

```
SOFTWARE\ComputerAssociates\CA ARCserve Backup\DSAgent\Current\Version\agent\dbaora8@RMAN
```

Depending on circumstances, you may want to add or change the following registry parameters under this key:

- Timeout
- SessionStartTimeout
- Debug

The following sections explain what the parameters are and the circumstances in which you may want add or change them.

**Important!** Before you add or change any values in the registry, consult with CA Technical Support to ensure the changes you intend to make are necessary and valid.

### Timeout

Timeout is the time in seconds the agent waits for Oracle to respond to calls made by orasbt.dll during a backup using RMAN. If the time exceeds the Timeout value, the agent stops the backup and the backup fails.

The Timeout parameter does not initially exist in the registry. Instead, the agent has a default, programmatic Timeout value of ten minutes. If you are experiencing frequent backup failures because Oracle fails to respond to orasbt.dll calls in the allotted time, you can create a Timeout parameter in the registry and set its value to greater than ten minutes. The value you set in the registry becomes the value the agent uses.

### SessionStartTimeout

SessionStartTimeout is the time in seconds that the agent waits for the CA ARCserve Backup server to begin an RMAN tape backup session. If the time exceeds the SessionStartTimeout value, the agent stops the backup and the backup fails.

The SessionStartTimeout parameter does not initially exist in the registry. Instead, the agent has a default, programmatic SessionStartTimeout value of ten minutes. If you are experiencing frequent backup failures because the CA ARCserve Backup fails to start an RMAN tape backup session in the allotted time, you can create a SessionStartTimeout parameter in the registry and set its value to greater than ten minutes. The value you set in the registry becomes the value the agent uses.

## Debug

Changing the Debug parameter to the following setting activates the debug trace logs for the agent, called orasbt.trc and dbaora8.trc:

```
debug:REG_DWORD:1 (TRUE)
```

The logs are written to the agent home directory. Change this setting only when requested to by CA Technical Support.

**Note:** The default value of Debug is 0 (FALSE).

## Oracle Recovery Manager Back Up

Before performing any backup or restore operations with RMAN, run the Backup Agent Configuration for Recovery Manager utility.

For more information, see [Configure the Agent to Support RMAN](#) (see page 21) in this chapter.

You can use Oracle RMAN to back up any online database object by running RMAN on the command line.

**Important!** If you backed up data using the RMAN interface, you can only restore that data using the RMAN interface. Similarly, if you backed up data using the CA ARCserve Backup interface, you can only restore that data using the CA ARCserve Backup interface.

**Note:** CA ARCserve Backup Agent for Oracle does not support Automatic Storage Management (ASM) for backup jobs submitted using the CA ARCserve Backup GUI. However, ASM is supported for backup jobs that are submitted using the RMAN command line.

## Use RMAN to Back Up

Use the following procedure to back up the database objects using RMAN.

### To start RMAN at the command line and back up database objects

1. Open a Command Prompt window and enter the following command:

```
C:\>rman nocatalog
```

2. Enter the following commands in RMAN to back up database test:

```
RMAN> connect target system/manager@test
```

```
RMAN> run {
```

```
2> allocate channel dev1 type 'sbt_tape';
```

```
3> backup database format 'as_%s_%t';
```

```
4> release channel dev1;
```

```
5> }
```

The database objects are backed up.

**Note:** To make using RMAN easier and more efficient, you can write or execute your own RMAN scripts.



# Chapter 4: Using the Agent

---

This chapter explains how to back up, restore, and recover Oracle server databases using CA ARCserve Backup, the Agent for Oracle, and the Oracle backup, restore, and recovery features.

This section contains the following topics:

[Backup, Restore, and Recovery Strategies](#) (see page 27)

[Oracle Server Organization](#) (see page 28)

[Back Up Using the Agent for Oracle](#) (see page 31)

[Restore Using the Agent](#) (see page 35)

[Backup and Restore Limitations](#) (see page 42)

[Database Recovery](#) (see page 43)

## Backup, Restore, and Recovery Strategies

You should plan your backup, restore, and recovery strategies for a database before you create the database. If you do not plan these strategies before you create a database, database recovery may not be possible in certain cases.

For more information on disaster recovery planning, see the appendix Disaster Recovery Scenarios.

You should check your backup and recovery strategy in a test environment before and after you move to a production system. Testing can minimize problems before they occur in a real situation.

For more information about Oracle backup and recovery procedures, see the Oracle's *Server Administrator's Guide* or *Administrator Reference*.

## Develop a Backup Strategy

You can use the following guidelines to develop a backup strategy.

### To have a backup strategy

- Perform a full online backup of your Oracle databases.
- Perform an offline backup of the entire database using CA ARCserve Backup with the Client Agent for Windows. This provides copies of all data files, redo log files, and control files of your database.
- Back up database objects to update the full database backup. Heavily used tablespaces should be backed up frequently to reduce database recovery time.
- Back up the database control file each time you make a structural change to the database.
- Mirror Oracle online redo logs. The agent does not perform this procedure. For more information about mirroring online redo logs, see the Oracle Documentation.

**Note:** The Oracle Agent performs a license check only during the backup process.

For more information about Oracle backup and recovery procedures, see the Oracle Documentation.

## Oracle Server Organization

Oracle Server is organized into databases that are subdivided into database objects. An Oracle database contains the following types of objects:

- Tablespaces that contain data. Tablespaces can consist of multiple data files.
- Data files that contain the database data. Data files are the physical files that define a tablespace.
- Online redo log files that contain records of transactions applied to the tablespaces.
- Control files that describe the structure of the database, including the tablespaces. There can be more than one control file for the database.
- Parameter files that contain the various initialization parameters the database uses when it starts up.

## Complete Database Backup

CA ARCserve Backup and the Agent for Oracle can back up a complete database or individual objects within a database. To back up a complete database, you must configure the backup to include all of the objects contained within the database.

At a minimum, you must back up a complete database when the database is created or when the database structure is changed. Tablespaces and other database objects require more frequent backups.

## Online Redo Log Files

Oracle Server uses online redo log files to record all entries to the Oracle tablespaces. However, the agent requires archived online redo log files to function properly. For Oracle to create archived redo log files, you must set Oracle to operate in ARCHIVELOG mode. Also, for the agent to back up and restore properly, you must set Oracle to automatically archive online redo log files.

**Note:** For information about setting Oracle so that it operates in ARCHIVELOG mode and automatically archives online redo log files, see Perform Post-Installation Tasks in the chapter “Installing the Agent.”

## Archive Log Backup

A redo log file has an allocated amount of disk space. When the Oracle server generates the next archive log file, the server copies the online redo log file to a sequential archive file called an archived online redo log file or, more simply, an archived log file.

## Multiple Databases

If your Oracle configuration has more than one database you can:

- View and log in to the databases you specified during installation.
- Configure the agent so that the Backup Manager window displays the objects from any specified database.
- Quickly find the database objects that you want to back up.

### Configure a Backup Session for Multiple Databases

You can configure a backup session so that you can log in to and view the databases you specified during installation on an Oracle configuration containing multiple databases.

#### To configure a backup session for multiple databases

1. Ensure that all the CA ARCserve Backup and agent-related services are running.
2. Open the Backup Manager window.
3. In the Backup Manager window, expand the server on which the Oracle server is installed.

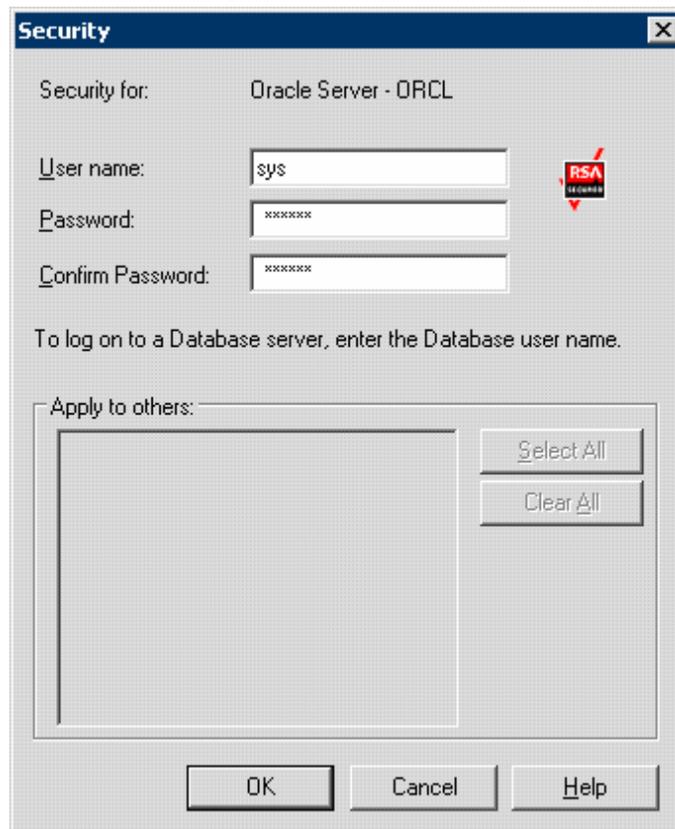
The databases you configured on the Oracle server appear.

4. Right-click the database you want to log in.

A pop-up menu appears.

5. Select Security.

The Security dialog appears.



6. Enter the user name and password you specified during configuration. This user name should have should be SYSTEM (for Oracle 9, 9i,10g and 11g), or have SYSDBA equivalent privileges.
7. Click OK and expand the selected database to view and select the objects to back up.

The backup session is configured.

## Back Up Using the Agent for Oracle

Using the agent, you can back up individual Oracle database objects, such as tablespaces, archived redo log files, and control files.

**Note:** Each tablespace in a database is backed up as a separate session.

During a backup operation, the agent instructs Oracle to begin backup mode operation for each online tablespace to be backed up. The agent retrieves the tablespace and passes it directly to CA ARCserve Backup, where it is backed up to a media device. When the backup is complete, the agent instructs Oracle to end the backup mode operation.

## Back Up Offline Databases Using CA ARCserve Backup

You can back up an offline Oracle database. However, offline backups are performed directly by CA ARCserve Backup Client Agent for Windows. In this case, CA ARCserve Backup treats the Oracle database files the same way as it treats non-Oracle files.

### To back up an offline Oracle database

1. In the Backup Manager window, expand the server and volumes containing the Oracle databases.  
The directories containing the Oracle database files appear.
2. Expand the directories.
3. Select all of the individual datafiles that make up the Oracle database, or select the directory under which the files exist.
4. Initiate the backup.
5. The offline Oracle database is backed up.

**Note:** Oracle database files can be located anywhere (on any hard disk or in any directory). If you are performing a full offline backup of your Oracle server, you must select all of the Oracle database files located on different drives.

## Back Up One or More Databases Online

The agent lets you back up individual Oracle database objects, such as tablespaces, archived redo log files, and control files.

### To back up one or more Oracle databases online using the agent

1. Ensure that the Oracle server is running.

**Note:** You must have all CA ARCserve Backup engines running. If the CA ARCserve Backup server is on a remote machine, the local Backup Agent RPC Server must also be running.

2. On the Backup Manager Source tab, select the databases that you want to back up. You can select any number of databases in any combination or all of them together. Ensure all of the tablespaces on the database are online before backing up the Oracle database.

- When you back up multiple databases, the Backup Manager prompts you to enter the user name and password for each database. All options that apply to backing up a single online database can be applied to backing up multiple online databases.
- Databases are backed up sequentially on the media. CA ARCserve Backup saves each tablespace (or database object) as a session. Therefore, the total number of sessions equals the total number of tablespaces, plus two additional sessions—one for archive logs for each Oracle database and the other for the control file.

**Note:** If you select ~ARCHIVE LOG, the agent backs up all of the archived log files under the archive log directory. If you select the control file, you must select only the control file or select the control file and other tablespaces; otherwise the backup job will fail.

3. Click the Destination tab to select a backup destination.
4. Click the Schedule tab to choose Custom Schedule or Use Rotation Scheme.

5. Click the Start toolbar button to submit the job.  
The Security and Agent Information dialog appears.
6. Select the Oracle object on the Security and Agent Information dialog, and then click Security. The Security dialog opens.  
**Note:** If you have a client agent installed, click Agent. The Agent Information dialog appears. Enter the configuration parameters for the client agent you have installed. Click OK when finished.
7. Enter the Oracle user name and password. When you are finished, click OK.  
**Note:** The user name and password must be for a user who has backup or database administrator privileges.
8. Click OK on the Security and Agent Information dialog.  
The Submit Job dialog appears.
9. Click OK.  
The job is submitted to the queue and can be monitored from the Job Status Manager.

## Back Up Multiple Databases to Multiple Tape Drives

If you have multiple databases and multiple tape drives and you want to back up each database to a different tape drive, you must pair each database with the tape that you want to contain the database backup. Use the Backup Manager Source and Destination tabs to create the pairs. Then, you must submit each pair as a separate backup job.

### To back up multiple databases to multiple tape drives

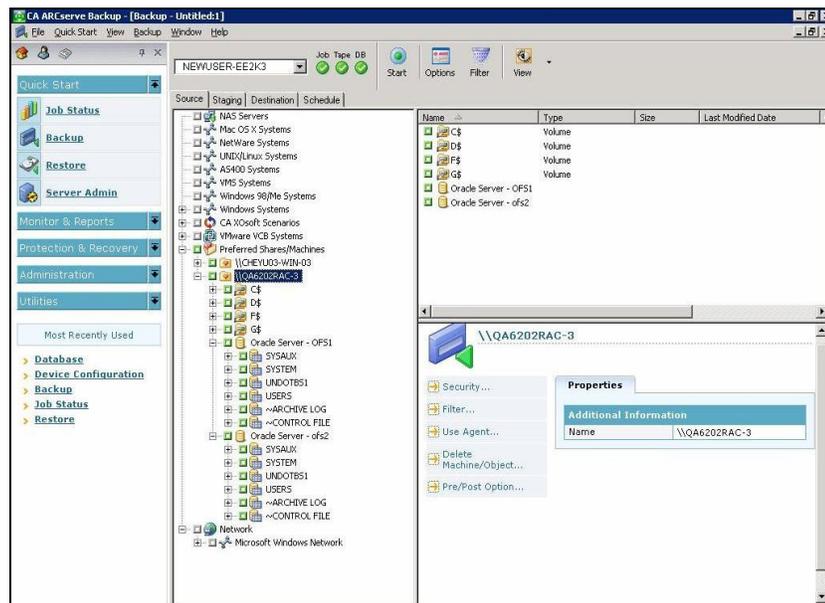
1. On the Backup Manager Source tab, select the first database to back up.
2. On the Backup Manager Destination tab, select the tape to which you want to back up the first database.
3. Finish the job submission procedure and run the job.
4. On the Backup Manager Source tab, select the second database to back up.
5. On the Backup Manager Destination tab, select a different tape to use for the second database to be backed up.
6. Finish the job submission procedure and run the job. You can repeat these steps for as many databases and tape drives as you have available.

## Back Up in an Oracle Fail Safe Environment

You can back up data in an Oracle Fail Safe environment. Refer to Oracle Documentation, to know more about the Oracle Fail Safe Environment.

### To back up data in an Oracle Fail Safe environment with CA ARCserve Backup

1. Make sure that Oracle Fail Safe group is running in your Microsoft Cluster environment.
2. Start CA ARCserve Backup and start the Backup Manager.
3. On the Source tab, browse the Microsoft Network or the preferred shares to locate the Oracle Fail Safe groups.
4. Select the appropriate Oracle server from its Oracle Fail Safe group as shown in the illustration:



5. Double-click the Oracle server to display and select tablespaces for this instance.
6. Click the Destination tab and select a backup destination.
7. Click the Schedule tab and select the scheduling options you want to assign to this backup job.
8. Click Start.
9. Enter the user name and password of the Oracle Fail Safe group. To enter or change security information for the Oracle Fail Safe group, select the Oracle Fail Safe group and click Security.
10. Click OK to submit the job.

**Note:** Although you can browse all Oracle databases from any Oracle Fail Safe group, you can only achieve a successful backup by selecting the Oracle databases from its corresponding Oracle Fail Safe group. If the node on which the Oracle Fail Safe group is currently running enters failover mode during a backup job, the back up job is incomplete and must be resubmitted.

## Restore Using the Agent

The agent lets you restore database objects such as tablespaces, archive log files, and control files, either individually or in groups, and lets you restore the control file when you restore a database. You can also restore backups from earlier versions using the agent.

**Important!** The backup sessions you select to restore must be from successfully completed backup jobs. You should not attempt to restore using sessions from a cancelled or failed backup job.

## Restore Views

For any type of restore, you can choose one of the following restore views:

- **Restore by Tree**—Displays a tree of the networks and machines backed up by CA ARCserve Backup. To run a restore, expand the networks and machines to display databases and files, and then select the specific databases or files you want to restore. The databases displayed are from the most recent backup sessions. Restore by Tree is the default restore view.

Select Restore by Tree if you want a quick way to restore the most current backup sessions or need a good overall picture of your network and the files you can restore.

**Note:** Restore by Tree is the default restore view. The Restore by Tree view also provides a Version History option that lets you restore a backup session that is older than the most recent session.

- **Restore by Session**—Displays a list of media you have used when backing up with CA ARCserve Backup. To run a restore, choose the media containing the backup you want, browse the backup sessions contained on the media, and select the specific session, database, or log you want to restore.

Select Restore by Session if you are an experienced user and want to restore specific backup sessions or specific databases and logs in specific sessions.

## Recovery After Restoring

When a restore job is completed, the database or database objects are restored to the Oracle server. You must then take the next step and recover the database or database objects.

For recovery instructions, see [Recover Complete Databases](#) (see page 44), [Recover Complete Databases and Control Files](#) (see page 46), [Recover Tablespaces or Data Files](#), (see page 47) and [Recover Offline Full Backups](#) (see page 48) in this chapter.

## Restore Complete Databases, Tablespaces, Data Files, or Control Files

You can restore complete databases, tablespaces, data files, or control files.

### To perform complete restore

1. Shut down the Oracle server. If you prefer not to shut down the Oracle server and you are restoring only a tablespace or data file, that the tablespace offline.
2. Start CA ARCserve Backup and open the Restore Manager.
3. On the Restore Manager Source tab, expand the Oracle server and select the objects to be restored using the Restore by Tree option.

**Note:** The oracle database objects are restored automatically to their original locations. If you are restoring to the original locations, you do not need to select a destination.

Remember these considerations when selecting objects to be restored:

- To restore the control file, select the ~CONTROLFILE object. The restore process saves the control file as CONTROL.SIDNAME in the agent home directory. You can then use the MS-DOS copy command to copy the restored control to the appropriate directory.

**Important!** You must overwrite all default database control files with the restored one. Use this format: copy CONTROL.ORCL path\clt1ORCL.ORA.

For more information about restoring a control file, see the Oracle's *Server Administrator's Guide*.

- To restore either the system tablespace or a tablespace containing rollback segments, you must shut down the database and perform a full database restore.
  - In Tree view, to restore an older session of a tablespace, click Version History and select the session you want to restore. After you have selected a session, click OK, and then finish the rest of the restore procedure.
  - If your current control files and the archived redo log files are not damaged, you may not want to recover the backed up control files and overwrite the current control files. Keeping the current control files allows you to restore your database to the latest usable version.
4. If you are restoring to a different server than the original server, click the Destination tab.
  5. In the Destination tab, first select the Windows 2000, or Server 2003, and then select the file directory on the server to which you want to restore.

**Note:** You may need to move the Oracle files into their proper locations manually after the restore is finished. If the Oracle database has multiple archived log directories and archived log files are restored, you must copy the restored files to all of the archived log directories to synchronize them.

You cannot browse the individual tablespaces within the database, since you must restore database objects to the parent container and not to the individual objects themselves.

6. Click the Schedule tab for scheduling options.
7. Click the Start toolbar button. The Session User Name and Password dialog appears.
8. To enter or change the user name and password (including the session password) for the machine on which the source Oracle server is running, select the session and click Edit.
9. Enter the user name SYSTEM (for Oracle 9, 9i, 10g or 11g), or a user with SYSDBA equivalent privileges and the password for your Oracle server.
10. Click OK.

The Restore Manager submits the job to the queue.

You can monitor the job on the Job Status Manager.

## Restore Archive Logs

If the archive log files of the earlier versions that have been lost or corrupted, you must select ~ARCHIVE LOG objects as source sessions to be restored. For information about recovering files, see *Restore Complete Databases, Tablespaces, Data Files, or Control Files* and *Restore a System Tablespace* in this chapter.

## Restore a System Tablespace

Use the following procedure to restore system tablespace.

### **To restore a system tablespace**

1. Shut down the database.
2. Open the Restore Manager to select Restore by Tree.
3. On the Source tab, select the system tablespace you want to restore.  
The Oracle database objects are automatically restored to their original locations. You do not need to select a destination.
4. Click the Schedule tab for scheduling options.
5. Click the Start toolbar button. The Session User Name and Password dialog appears.
6. To enter or change the use name and password (including the session password) for the machine on which the Oracle server is running, select the session and click Edit.
7. Enter the user name SYSTEM (for Oracle 9, 9i,10g and 11g), or a user with SYSDBA equivalent privileges and password for your Oracle server.
8. Click OK.

The Restore Manager submits the job to the queue. You can monitor the job on the Job Status Manager.

## Restore a Database Backed Up Offline

To restore a database that was backed up when it was offline, you must shut down the Oracle server and restore the Oracle files using CA ARCserve Backup without the agent.

### **To restore a database that was backed up when it was offline**

1. In the Restore Manager window, expand the server and volumes containing the Oracle database backups.

The directories containing the Oracle database backups appear.

2. Expand the directories and select all of the individual backups that make up the Oracle database, or select the directory under which the backups exist.

3. Initiate the restore.

The database that was backed up when it was offline is restored.

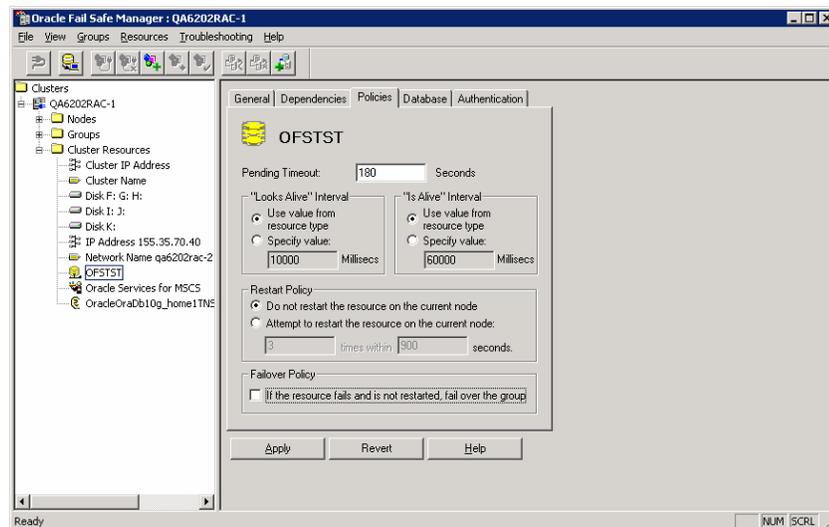
**Note:** Oracle database files can be located anywhere (on any hard disk or in any directory). If you are performing a full restore of your Oracle server, you must select all of the Oracle database files located on the different drives.

## Restore in the Oracle Fail Safe Environment

Use the following procedure to restore the Oracle objects in the Oracle Fail Safe Environment.

### To restore in the Oracle Fail Safe environment

1. Open the Restore Manager and select a restore option.  
If you choose Restore by Tree, select the source you want to restore and a backup version on the Source tab. If you choose Restore by Session, select the sessions for the tablespace on the Source tab.
2. Click the Destination tab and select a destination. You can restore either to the original location or server, or to an alternative location or server.
  - If you are restoring to the original location, you do not need to specify a path. Also, do not change the default option, which is Restore files to the original locations.
  - If you are restoring to a specific node in the Oracle Fail Safe Group, clear the Restore files to the original locations option. Next, in the Destination tab of the Restore Manager, locate and select the Oracle database directory in the node to which you want to restore.
  - If you are performing a system tablespace restore or full database restore in the Oracle Fail Safe Manager, select the Policies tab. Ensure that you select the Do not restart the resource on the current node option under the Restart Policy and uncheck the Failover Policy option.



After changing the policies mentioned above, shutdown the database using SQLPLUS command.

**Note:** The Oracle Instance Service will shutdown as configured in the Policy Tab timeout. After restore, the Oracle Instance Service must start automatically, else you must start it manually.

3. Click the Start toolbar button. Schedule the job to run now or later.
4. Verify or change the user name and password for the Oracle Fail Safe Group tablespace and the Microsoft Cluster Server.
5. Click OK.

The Restore Manager submits the job to the queue. You can monitor the job on the Job Status Manager.

**Note:** If you want to restore on a remote machine use the Restore to Alternative Location option, ensure that you perform the backup and restore operation on the machine that has the Oracle Database Instance.

## Restore Database to a Point in Time

To restore a database or tablespace to a point in time, follow the procedures to restore a database or a tablespace and the associated archive log files. For the appropriate procedure, see Restore Complete Databases, Tablespaces, Data Files, or Control Files and Restore a System Tablespace in this chapter.

For more information about restoring or recovering the database or tablespace to a point in time, see the *Oracle Documentation*.

## Backup and Restore Limitations

Some of the backup and restore limitations include:

- The online redo logs are exclusively locked by Oracle while the Oracle server is online. Perform an offline backup if necessary.
- To restore either the system tablespace or a tablespace containing rollback segments, you must first shut down the database and perform a full database restore. For more information about restoring, see [Restore a System Tablespace](#) (see page 39) or [Restore Complete Databases, Tablespaces, Data Files, or Control Files](#) (see page 37) in this chapter.
- The Agent for Oracle does not support restore from AutoBackup through SBT device.

## Database Recovery

After restoring a database or database objects to the server, you must then recover the database or the objects. Depending on what you have restored, you can:

- Recover a complete database
- Recover a complete database with a backed-up control file
- Recover a tablespace or data file
- Recover from an offline full backup

For instructions on these recovery procedures, see [Recover a Complete Database](#), [Recover Complete Databases and Control Files](#), [Recover Tablespaces or Data Files](#), or [Recover Offline Full Backups](#) in this chapter.

## Recover Complete Databases

After you have completed a successful restore of a database, you must use the Oracle Server Manager Console to recover the database.

### To recover a database with current control files

1. Start the database instance, and mount the database without opening it:

- At the SQLPLUS prompt enter:

```
CONNECT SYSTEM/SYSTEM_PASSWORD AS SYSDBA;  
STARTUP MOUNT
```

**Note:** You may use a different Oracle SYSDBA instead of SYSTEM if the SYSDBA has the proper backup and restore privileges.

2. Begin the database recovery process by entering the following command at the SQLPLUS prompt:

```
RECOVER DATABASE
```

3. Oracle checks for the archive redo log files it needs to apply and prompts for the names of these archive redo log files in chronological order.

For example, if Oracle needs the name of the archive redo log file with a sequence number of 49, the following message displays:

```
ORA-00279: Change 10727 generated at 09/15/95 16:33:17 needed for thread 1  
ORA-00289: Suggestion : D:\ORANT\saparch\ARC00049.001  
ORA-00200: Change 10727 for thread 1 is in sequence #49  
Specify log<<RET>>suggested : filename : AUTO : FROM logsource : CANCEL
```

4. If you have all of the necessary archived log files, enter AUTO to apply the files. Oracle applies the log data to restore the datafiles. After Oracle finishes applying the redo log file, the following message is displayed:

```
Applying suggested logfile...  
Log applied.
```

After each log is applied, Oracle continues to apply the next redo log file until the recovery is complete.

**Note:** If Oracle returns an error indicating that the log file cannot be opened, the log file may not be available. At the prompt, enter CANCEL. This command stops the complete media recovery.

For more information about recovery and archive redo log files, see the Oracle's *Server Administrator's Guide*.

5. Open the database by entering the following command:

```
ALTER DATABASE OPEN;
```

The database is now recovered to the last log file available.

**Note:** For the most reliable database objects recovery, you should back up archived log files using the ~ARCHIVELOG object. For more information on database recovery, see the Oracle's *Server Administrator's Guide*.

## Recover Complete Databases and Control Files

If a control file has been lost or corrupted, you must first shut down the database and recover the control files before recovering the database.

### To shut down the database and recover the control files

1. Shut down the database by entering the following command at the SQLPlus prompt:

```
SHUTDOWN;
```

2. Go to the Oracle home directory. Copy the control file from the agent home directory to its original location.
3. Rename the restored control files to their original control file names.

**Note:** The restore process restores the original control file. You must rename the restored version of the control file to its original file name.

4. Start and mount the database and begin the recovery process:

- At the SQLPlus prompt enter:

```
CONNECT SYSTEM/SYSTEM_PASSWORD AS SYSDBA;  
STARTUP MOUNT;  
RECOVER DATABASE USING BACKUP CONTROLFILE UNTIL CANCEL;
```

5. Oracle prompts you to enter the log file names. Oracle first looks for the archive log files and automatically supplies the correct names for those that exist. If Oracle cannot find the necessary archive log files, you must manually apply the online redo logs it needs.

When you apply the online redo logs manually, you must supply the full path and file name. If you enter an incorrect log, reenter the command:

```
RECOVER DATABASE USING BACKUP CONTROLFILE UNTIL CANCEL;
```

Supply the correct online redo log file name at the prompt. Continue this procedure until Oracle has applied all logs successfully.

6. Enter the following command at the SQLPlus prompt to bring the database back online and reset the logs:

```
ALTER DATABASE OPEN RESETLOGS;
```

7. In the directories where the archived redo logs are stored, delete all of the log files.

8. If any tablespaces are still offline, enter the following command at the SQLPlus prompt to bring them back online:

```
ALTER TABLESPACE TABLESPACE_NAME ONLINE;
```

## Recover Tablespaces or Data Files

If the Oracle database is open, you can restore and recover a tablespace by first placing the tablespace offline.

### To recover a tablespace or data file

1. Take the tablespace offline by entering the following command at the SQLPLUS prompt:

```
ALTER TABLESPACE "tablespace_name" OFFLINE;
```

**Note:** The Oracle server may take the damaged tablespace offline automatically. If that is the case, go to Step 2.

2. Restore the tablespace or data file using CA ARCserve Backup and the CA ARCserve Backup Agent for Oracle if you have not done so.
3. Begin the database recovery process:

- If you are recovering a **tablespace**, enter the following command at the SQLPLUS prompt:

```
RECOVER TABLESPACE "tablespace_name";
```

- If you are recovering a **data file**, enter the following command at the SQLPLUS prompt:

```
RECOVER DATAFILE 'path';
```

For example,

```
RECOVER DATAFILE 'T:\Oracle\Oradata\Orc\Backup.Ora';
```

4. Oracle checks for the archive redo log files it needs to apply and prompts for the names of these archive redo log files in chronological order.

For example, when Oracle needs the name of the archive redo log file with a sequence number of 49, it displays the following message:

```
ORA-00279: Change 10727 generated at 09/15/95 16:33:17 needed for thread 1
ORA-00289: Suggestion : D:\ORANT\saparch\ARC00049.001
ORA-00200: Change 10727 for thread 1 is in sequence #49
Specify log<<RET>>=suggested : filename : AUTO : FROM logsource : CANCEL
```

5. If you have all the necessary archived log files, enter AUTO to apply the files. Oracle applies the log data to restore the datafiles. After Oracle finishes applying the redo log file, it displays the following message:

```
Applying suggested logfile...
Log applied.
```

After each log is applied, Oracle continues to apply the next redo log file until the recovery is complete.

**Note:** If Oracle returns an error indicating that the log file cannot be opened, the log file may not be available. At the prompt, enter CANCEL. This command stops the complete media recovery. In this case, perform the incomplete media recovery to restore the tablespace again. After all the log files are applied, database recovery is complete. For more information about incomplete media recovery, see the Oracle Server Administrator's Guide.

6. Open the database by entering the following command:

```
ALTER TABLESPACE "tablespace_name" ONLINE;
```

The tablespace is now recovered to the last available log file.

**Note:** For the most reliable database objects recovery, you should back up archived log files using the ~ARCHIVELOG object. For more information on database recovery, see the Oracle Server Administrator's Guide.

## Recover Offline Full Backups

To recover a database that was backed up in full while it was offline, shut down the Oracle server and use the CA ARCserve Backup Client Agent for Windows to recover the Oracle database.

**Note:** Restoring a database from a full offline backup also fully recovers the database.

### To recover a database that was backed up while offline

1. In the Restore Manager window, expand the server and volumes containing the Oracle database backups.

The directories containing the Oracle database backups appear.

2. Expand the directories and select all of the individual backups that make up the Oracle database, or select the directory under which the backups exist.
3. Initiate the restore.

The database that was backed up while offline is recovered.

**Note:** Oracle database files can be located anywhere (on any hard disk or in any directory). If you are performing a full restore of your Oracle server, you must select all the Oracle database files located on different drives.

# Appendix A: Troubleshooting

---

This appendix explains the most common messages for the agent on the Windows platforms. Each message has a brief description and a possible solution.

This section contains the following topics:

[Backup Agent Errors](#) (see page 49)

## Backup Agent Errors

Some of the backup agent errors include:

### Backup Agent Error - (83)

**Backup Agent Error - (83) remote pipe open failed: timeout.**

**Reason:**

There is a problem with the Backup Agent RPC Server on the remote machine.

**Action:**

Restart the Backup Agent RPC Server on the remote machine. If the server continues to fail, restart the remote machine.

### Backup Agent Error - (85)

**Backup Agent Error - (85) Invalid user ID or password was submitted.**

**Reason:**

An incorrect user name or password was submitted.

**Action:**

Enter the user name or password for the database server again.

### Backup Agent Error - (265). E8608

**Backup Agent Error - (265) Cannot get tablespace names. Please check Oracle Server.**

**E8608 - Failed to enumerate databases.**

**Reason:**

1. The CA ARCserve Backup Agent for Oracle was installed with an Oracle database instance name that does not exist, and a backup was performed by selecting the Oracle Server icon for that Oracle database instance or by selecting the entire Windows server.
2. A backup of an unmounted, unopened Oracle server was attempted.

**Action:**

1. Rerun the CA ARCserve Backup Agent for Oracle configuration utility using a valid Oracle database instance.
2. Mount and open the Oracle server.

### Backup Agent Error - (207). E8604.

**Backup Agent Error - (207) Oracle Server is in NOARCHIVELOG mode. Please set to ARCHIVELOG mode.**

**E86064 - Failed to start backup. Cannot get Archive Log information. Please check your database and/or login user.**

**Reason:**

A backup with a database in NOARCHIVELOG mode was attempted.

**Action:**

Set the database to ARCHIVELOG mode.

### Backup Agent Error - (263). E8604.

**Backup Agent Error - (263) Cannot back up control file because not all the tablespaces were backed up in the session.**

**E8604 - Failed to start backup.**

**Reason:**

A backup of the control file and some, but not all, tablespaces was tried.

**Action:**

Select **all** the tablespaces **and** the control file (that is, the entire database) or only the control file for backup.

**Oracle - (209) ORA-01219. E8606.**

**Oracle - (209) ORA-01219: database not open: queries allowed on fixed tables/views only.**

**E8606 - Failed to enumerate databases.**

**Reason:**

A backup of a mounted, but unopened Oracle server was attempted.

**Action:**

Open the Oracle server.

**ORA-19511: Error received from Media Manager Layer**

**ORA-19511: Error received from media manager layer, error text: SBT error = 7009, errno = 115773632, sbtopen: can't connect with media manager.**

**Reason:**

This error occurs when a restore is performed from AutoBackup script in RMAN command console using the following RMAN script.

```
RMAN> run{
allocate channel dev1 type sbt;
restore spfile from autobackup;
release channel dev1;
}
```

**Action:**

Specify the backup piece name in the restore command "restore spfile from '<backup piece name>'".

## No Oracle Server Icon in CA ARCserve Browser

### No Oracle Server Icon in CA ARCserve Browser

#### Reason:

This message occurred for any of the following reasons:

- The Backup Agent RPC Server is not running or functioning.
- The BrightStor ARCserve Backup Agent for Oracle is not installed.
- No agent entry exists in the registry. The entry should be at this location:
- SOFTWARE\ComputerAssociates\BrightStor  
ARCserve\DSAgent\CurrentVersion\agent\dbaora7@*Oracle\_SID*

#### Action:

Perform the following steps:

1. Restart the Backup Agent RPC Server.
2. Install the CA ARCserve Backup Agent for Oracle.

# Appendix B: Disaster Recovery Scenarios

---

Planning your backup methodology in advance is critical for protecting your database against failures, and for quick recovery of your database server in case of disaster.

For most efficient disaster recovery, implement the following backup strategy:

- Perform a full offline backup of your Oracle data files, configuration files, and registry information so you can restore an offline image of Oracle server.
- Perform a full offline or online backup each time there is a major schema change in your databases (for example, when you delete a tablespace, create a new one, or add a data file). A full offline backup is not required, but it is highly recommended.
- Perform full online backups regularly; for example, once a week. You can choose to back up only the archive redo log files for the remaining days of the week, if the time needed for a full online backup prohibits a full backup.

This section contains the following topics:

[Scenarios for Restoring to the Original Windows Server](#) (see page 53)

[Scenarios for Restoring to an Alternate Server](#) (see page 57)

## Scenarios for Restoring to the Original Windows Server

Assume you have a Windows server running Oracle, and that there are two Oracle database instances on the server: ORCL1 and ORCL2. A disaster occurs and it is necessary to rebuild the entire server.

Recovery of your Oracle databases proceeds in two phases, each of which is explained in detail in the following sections:

- Phase 1 - Recover the ORCL1 database
- Phase 2 - Recover the ORCL2 database

## Recover the ORCL1 Database

You must create an Oracle instance before you start the recovery procedure. Because you had the starter database (ORCL) when reinstalling Oracle, we recommend that you create the instance for ORCL1.

### To recover ORCL1 database

1. Reinstall Windows.
2. Install CA ARCserve Backup if it was on the same server as your Oracle databases.
3. Do **one** of the following:
  - Reinstall Oracle
  - Restore all necessary sessions (files) from media (for example, sessions for Oracle executables, configuration files and registry information)
4. Reinstall the option, and create an Oracle database instance entry for **each** of the instances you intend to restore.
5. Restore the last full backup of ORCL1.

**Note:** If it is an offline backup, then no further recovery is needed. Proceed to the section Recover the ORCL2 Database in this appendix. If it is an online backup, continue with the next step.

6. Check the INITORCL1.ORA file to see if it contains all the necessary settings for the following entries:

```
LOG_ARCHIVE_START  
LOG_ARCHIVE_DEST  
LOG_ARCHIVE_FORMAT
```

7. Copy the restored control file (CONTROL.ORCL1) from the option home directory to all necessary directories and rename this file with the appropriate name.
8. Connect to ORCL1 as user SYS in Oracle Version 9i and above).
9. Mount the database.
10. Enter the following command at the SQLDBA prompt:

```
recover database using backup controlfile until cancel;
```

11. When the recovery has been completed, enter the following command:

```
alter database open resetlogs
```

**Note:** If the database does not open and a message reports on the status of the redo logs, enter the following query at the Server Manager or SQL\*Plus prompt:

```
select * from v$logfile
```

This query returns, among other information, the directory structure in which Oracle looks for the redo logs. If the directory structure does not exist, create it. When you have done so, enter the following command again:

```
alter database open resetlogs
```

Oracle should open the database and recreate the redo logs.

**Important!** The following step is very important. DO NOT OMIT IT.

12. Delete all archive logs for ORCL1.

The ORCL1 database is now fully recovered. You can now proceed to the second phase, recovering the ORCL2 database.

## Recover the ORCL2 Database

### To recover the ORCL2 database

1. Create an instance for the ORCL2 database and start the ORCL2 instance.
2. Make sure the INITORCL2.ORA file contains all the necessary configuration information, as described in Step 6 of the previous phase. Do one of the following:
  - Restore the latest backup copy of the INITORCL2.ORA file from media.
  - Recreate this file by using INITORCL1.ORA as your template and making all the necessary changes to it.
3. Restore the last full backup of ORCL2.

**Note:** If it is an offline backup, then no further recovery is needed. You have now completed recovery of your Oracle server.

4. Copy the restored control file (CONTROL.ORCL2) from the option home directory to all necessary directories and rename it with the appropriate name.
5. Connect to the instance you started in Step 1 of this procedure.
6. To mount the ORCL2 database, enter the following command:

```
startup mount pfile=DRIVE:\PATH\initORCL2.ora
```

7. Enter the following command at the SQLDBA or Server Manager prompt:
8. When the recovery has been completed, enter the following command:

```
recover database using backup controlfile until cancel;
```

```
alter database open resetlogs
```

If the database does not open and a message reports on the status of the redo logs, enter the following query at the SQLDBA or Server Manager prompt:

```
select * from v$logfile
```

This query returns, among other information, the directory structure in which Oracle looks for the redo logs. If the directory structure does not exist, create it. When you have done so, enter the following command again:

```
alter database open resetlogs
```

Oracle should open the database and recreate the redo logs.

9. Delete all archive logs for ORCL2. The ORCL2 database is now fully recovered.
10. (Optional) You can recreate an instance for ORCL2 using the oradim utility. The syntax is:

```
oradim -new -sid SID -svc ServiceName -intpwd Password -startmode auto | manual -pfile  
FullPathToOracleInitSIDFile
```

11. (Optional) Create the password file if necessary, using the orapwdx.exe utility.

## Scenarios for Restoring to an Alternate Server

The following scenarios provide the necessary information and procedures to restore and recover database to an alternate server using the current and the previous versions of the Agent for Oracle.

### Restore to a Server that Supports the Exact Directory Structures

Use the following procedure to restore an Oracle database to an alternative server that can support the exact directory structures of the original Oracle server.

#### **To restore an Oracle database to an alternative server that supports exact directory structures**

1. Install the agent on the target server, and add another database instance for the new database that you want to recover.
2. On the Restore Manager Destination tab, clear the Restore to original location option. Select the directory on the target machine in which you want to restore.
3. Restore all necessary files for recovering (for example, the configuration files) to their original location on the target server.
4. Restore the database to the target's temp directory. The temp directory is where you would like to keep the files—database files, archive logs, and control files.
5. Move the database files and archive logs to their original location on the target server.
6. Copy the restored control file (CONTROL.%SID%) to all necessary directories and rename it with the appropriate name.
7. After you have restored the database files, recover the database.

For instructions on recovering databases, see Recover the ORCL1 Database and Recover the ORCL2 Database sections of this chapter.

## Restore to a Server with Different Directory Structures

Use the following procedure to restore to an alternate server that cannot support the exact directory structure.

### To restore the database to a server with different directory structure

1. Install the option on the target server, and add an additional Oracle database instance for the new database that you want to recover.
2. Create an ORACLE instance or PWFIL if necessary, as described in the section Recover the ORCL Database in this appendix.
3. In the CA ARCserve Backup Restore Manager, clear the Restore to original location option.
4. Restore all necessary recovery files (for example, configuration files) to a new location on the target server.
5. Restore the database to the target's temporary directory (the temporary directory is where you would like to keep the files—database files, archive logs, and control files).
6. Move database files and archive logs to their new location on the target server.
7. Edit the INITSID.ORA to reflect your new directory structure. Because the directory structures are different from the original, the control files must be recreated.
8. Start up the instance but **do not mount or open** the database.
9. Connect to the instance.
10. Execute the following command:

```
Startup nomount
```

11. Issue the create control file command. For the exact syntax, see the *Oracle Administrators Guide*. An example might be:

```
create controlfile
set database TEST
logfile group 1('e:\oracle\test\redlog1a.ora') size 200K,
group 2('e:\oracle\test\redlog1b.ora') size 50K
RESETLOGS
datafile 'e:\oracle\test\sysstest.ora' size 10M,
'e:\oracle\test\testrollback.dbs' size 2M
maxlogfiles 50
maxlogmembers 3
maxdatafiles 200
maxinstances 6
archiveolog;
```

**Note:** The user has specified the RESETLOGS and ARCHIVELOG options.

12. Ensure that the control file is copied to all necessary locations and renamed with the appropriate name.

13. Enter the following command:

Recover database using backup controlfile until cancel;

14. When the recovery is complete, enter the following command:

Alter database open resetlogs

This action recreates the redo logs and opens the database. If you get an error, check the previous section.

15. Delete the archive logs.



# Index

---

## A

- agent customization • 17
- ARCHIVELOG mode
  - checking • 12
  - compared to NOARCHIVELOG mode • 15
  - starting • 13

## B

- backing up
  - in Oracle Fail Safe environment • 34
  - multiple databases to multiple tape drives • 33
  - using Recovery Manager • 24
- backup strategy • 28

## C

- CA ARCserve Backup Agent for Oracle
  - disaster recovery • 53
  - introduction • 9
- contacting technical support • v
- customer support, contacting • v

## D

- disaster recovery
  - strategy • 53

## F

- functionality, agent • 10
  - backups, offline database • 10
  - backups, online database • 10

## I

- installation prerequisites • 11
- installing the agent
  - ARCHIVELOG mode, checking • 12
  - ARCHIVELOG mode, starting • 13

## M

- mode comparison
  - ARCHIVELOG to NOARCHIVELOG • 15
- multiple databases • 33

## N

- NOARCHIVELOG mode • 15

## O

- Oracle
  - configuring the server • 13
- Oracle Fail Safe environment
  - backing up in • 34

## P

- PFILE, enable auto archiving • 14

## R

- recovering
  - from offline full backups • 48
- Recovery Manager
  - backing up with • 24

## S

- SPFILE, enable automatic archiving • 15
- support, contacting • v

## T

- technical support, contacting • v