

# CA ARCserve® Backup for Windows

## Administration Guide

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## CA Product References

This document references the following CA 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 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 Exchange Server
- CA ARCserve® Backup for Windows Agent for Microsoft SharePoint Server
- 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 Virtual Machines
- CA ARCserve® Backup for Windows Disaster Recovery 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 ARCserve® Backup Patch Manager
- CA ARCserve® Backup UNIX and Linux Data Mover
- CA ARCserve® D2D
- CA ARCserve® High Availability
- CA ARCserve® Replication
- CA VM:Tape for z/VM
- CA 1® Tape Management
- Common Services™
- eTrust® Firewall
- Unicenter® Network and Systems Management
- Unicenter® Software Delivery
- Unicenter® VM:Operator®

# Contact CA

## Contact Technical Support

For your convenience, CA provides one site where you can access the information you need for your Home Office, Small Business, and Enterprise CA products. At [CA ARCserve Backup Support](#), you can access the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

## Provide Feedback

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If you would like to provide feedback about CA product documentation, complete our short [customer survey](#), which is also available on the CA Support website, found at <http://ca.com/docs>.

## Documentation Changes

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

- Added chapter--Managing Agents Using Central Agent Admin. This chapter describes how to configure CA ARCserve Backup agents using a central utility.
- Added appendix--Raw Backup and Restore of Physical Disks and Volumes. This section described how to back up and restore physical disks and physical volumes that may or may not have a file system.
- Added appendix--Protecting Hyper-V Systems Using the Hyper-V VSS Writer.
- Updated appendix--Troubleshooting. Added many new topics that describe how to troubleshoot CA ARCserve Backup.
- Updated [CA ARCserve Backup Managers, Wizards, and Utilities](#) (see page 25) to include new CA ARCserve Backup components.
- Update [CA ARCserve Backup Enterprise Module](#) (see page 40) to describe included functionality.
- Updated [Tasks Supported by Multistreaming](#) (see page 104) to include the CA ARCserve Backup tasks that support multistreaming.
- Updated [Tasks Supported by Multiplexing](#) (see page 108) to include the CA ARCserve Backup tasks that support multiplexing.
- Updated [Submit a Backup Job](#) (see page 134) to reflect redesigned Backup Manager.
- Updated [How to Specify Source Data Using the Classic View and the Group View](#) (see page 138) to reflect redesigned Backup Manager.
- Added [Agent for Microsoft Exchange Server Options](#) (see page 179) to include redesigned Global, Agent options for Agent for Microsoft Exchange Server.
- Added [Submit Static Backup Jobs](#) (see page 195). Describes submit backups of source groups and computers and maintain a static set of source volumes.
- Added [Backing up Multiple Data Mover Servers in a Single Job](#) (see page 241). Describes how to submit a backup jobs consisting of multiple data mover servers using Normal backup and Staging backup.
- Added [Exclude Items from Dynamically Packaged Jobs](#) (see page 296) to describe new functionality.
- Added [Exclude the CA ARCserve Backup Database from Backup Jobs](#) (see page 297).

- Updated and added new topics to the section How [Save Agent and Save Node Information Works](#) (see page 329). This section and its subtopics describe how to manage nodes and agents using the Classic view and the new Group view.
- Update [Disk-Based Device Configuration](#) (see page 352) to describe the new status icons that appear using Device Configuration.
- Added [How CA ARCserve Backup Integrates with Secure Key Manager](#) (see page 401) to describe new functionality includes in this release.
- Updated [CA Antivirus Maintenance](#) (see page 451) and its child topics to reflect the latest version of CA Antivirus that is packaged with CA ARCserve Backup, and methods that you can use to keep CA Antivirus up-to-date.
- Added [How CA ARCserve Backup Protects Active Directory Data on Domain Controller Servers](#) (see page 537). This topic and its child topics describe how to back up Active Directory and restore Active Directory data using the CA Active Directory Object Level Restore utility.
- Updated [CA ARCserve Backup Agent Deployment](#) (see page 550) to update the list of CA ARCserve Backup components that you can install using Agent Deployment.
- Added [CA ARCserve Backup Maintenance Notifications](#) (see page 571) to describe how to maintain CA ARCserve Backup to help ensure that you are running the most current version of CA ARCserve Backup.
- Added [Recover the CA ARCserve Backup Database Using ARCserve Database Recovery Wizard](#) (see page 602). This topic describes how to recover the CA ARCserve Backup database using ARCserve Database Recovery Wizard.
- Added [CA ARCserve Backup Infrastructure Visualization](#) (see page 660). This topic and its child topics describe how to use Infrastructure Visualization to monitor and manage the topology of your CA ARCserve Backup environment.



# Contents

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## **Chapter 1: Introducing CA ARCserve Backup 23**

Introduction .....	23
CA ARCserve Backup Functionality .....	23
How to Access CA ARCserve Backup Managers, Wizards, and Utilities .....	25
CA ARCserve Backup Utilities .....	30
CA ARCserve Backup Command Line Utilities .....	36
CA ARCserve Backup Security .....	36
Enterprise Level Password Management Utility .....	39
How Centralized Cross-platform Management Works .....	39
CA ARCserve Backup Enterprise Module .....	40
How to Protect Virtual Machine Environments .....	41
How Backup and Restore Operations Function on 64-bit Windows Platforms .....	41

## **Chapter 2: Protecting Data Using CA ARCserve Backup 43**

CA ARCserve Backup Components .....	44
Central Management .....	45
Central Job Management .....	47
Central Job Monitoring .....	48
Central Database Management .....	49
Central Logging .....	49
Central Reporting .....	50
Central Alert Management .....	51
Central ARCserve Server Administration .....	51
Central Device Management .....	51
Central License Management .....	53
Central Job History .....	55
Locate Information Using Quick Search .....	75
How Password Management Works .....	78
Change a Session/Encryption Password .....	79
Enable Password Management .....	80
How User Profile Management Works .....	80
Roles and Permissions .....	82
How Windows User Authentication Works .....	88
Configure Windows Security Setting Option .....	88
Open the Manager or Manager Console .....	89
Log in to CA ARCserve Backup .....	91
Add a Windows User .....	92

---

Add a CA ARCserve Backup User .....	93
Change Passwords from the Home Page .....	94
Modify Windows User Properties .....	94
Modify CA ARCserve Backup User Properties .....	95
Delete a User .....	95
Add a User to a Role .....	96
Remove a User from a Role .....	96
Using the Audit Log .....	97
Create an Audit Log Report .....	101
How CA ARCserve Backup Processes Backup Data Using Multistreaming .....	102
Tasks Supported by Multistreaming .....	104
Multistreaming Support for Local Backup Jobs .....	105
How CA ARCserve Backup Processes Backup Data Using Multiplexing .....	105
Tasks Supported by Multiplexing .....	108
How CA ARCserve Backup Secures Data .....	109
Encryption and Decryption .....	109
Federal Information Processing Standards (FIPS) .....	110
CA ARCserve Backup and FIPS Compliance .....	110
CA ARCserve Backup Data Encryption .....	111
Effective Media Management .....	115
Configure Devices Using the Device Wizard .....	115
Configure Device Groups .....	116
Back Up and Restore Data .....	117
Backup Requirements Plan .....	118
Add Computers to the Preferred Shares/Machines Tree .....	118
Backup Media Rotations and Scheduling Options .....	119
Types of Rotation Schemes .....	119
How Media Pools Work .....	120
How to Use GFS Rotations .....	121
Preflight Checks for Your Backups .....	126
Start CA ARCserve D2D .....	127
Start CA ARCserve Replication .....	129

### **Chapter 3: Backing Up Data** **131**

How CA ARCserve Backup Lets You Back Up Data .....	131
Specify Local Backup Options .....	132
Submit a Backup Job .....	134
Backup Manager .....	135
Options on the Backup Manager Start Tab .....	137
How to Specify Source Data Using the Classic View and the Group View .....	138
Options on the Backup Manager Destination Tab .....	147
Backup Job Schedules and Rotations .....	148

---

Local Backup Options for UNIX and Linux Agents .....	149
Global Backup Options .....	151
Backup Manager Alert Options .....	151
Backup Manager Media Exporting Options .....	152
Backup Manager Advanced Options .....	153
Backup Manager Encryption/Compression Options .....	156
Backup Manager Volume Shadow Copy Service Options .....	158
Backup Manager Backup Media Options .....	160
Backup Manager Verification Options .....	162
Backup Manager Operation Options .....	163
Backup Manager Pre/Post Options .....	168
Backup Manager Agent Options .....	170
Backup Manager Job Log Options .....	180
Backup Manager Virus Options .....	180
Files and Objects that CA ARCserve Backup Does Not Back Up .....	181
Skip or Include Database Files in Backups .....	183
Enable CA ARCserve Backup to Manage Open Files on Remote Computers .....	185
Multiplexing Job Options .....	186
Specify Multiplexing Options .....	186
How the Job Status Manager Monitors Multiplexing Jobs .....	187
Verify Multiplexing Data Integrity .....	188
Using Multiplexing with Microsoft Exchange Backup Jobs .....	188
Specify Multistreaming Options .....	189
Entire Node Backups .....	189
Back Up an Entire Node that Contains Database Files .....	190
Create Repeating Backup Jobs .....	191
Cross-Job Duplicated Source Check .....	194
Back Up Remote Servers .....	194
Submit Static Backup Jobs .....	195
Backup Staging Methods .....	198
How Backup to Disk to Tape Works .....	199
How to Manage Backup Data Using Tape Staging .....	229
Backing up Multiple Data Mover Servers in a Single Job .....	241
Back up Multiple Data Mover Servers in a Single Job .....	242
Back up Multiple Data Mover Servers in a Single Job Using Staging .....	245
Disaster Recovery .....	249

## **Chapter 4: Restoring Data** **251**

Restore Manager .....	251
How to Find Files That You Want to Restore .....	252
How CA ARCserve Backup Lets You Browse a Large Number of Items in the Restore Manager .....	255

---

Version History .....	258
Duplicate Backup Sessions .....	258
Smart Restore .....	258
Export the Restore by Query Results and View the Results in a Spreadsheet .....	259
Restore Data by Query on UNIX and Linux Platforms .....	260
Restore Manager Markers .....	261
Restore Manager Location Options .....	263
Restore Job Schedules .....	263
Specify Run as Administrator on Windows Server 2008 Systems .....	264
Global Restore Options .....	265
Restore Manager Backup Media Options .....	265
Restore Manager Destination Options .....	266
Restore Manager Operation Options .....	268
Restore Manager Pre/Post Options .....	270
Restore Manager Job Log Options .....	271
Restore Manager Virus Options .....	271
Restore Manager Alert Options .....	272
System State Restore Options .....	273
Restoring Data Scenarios .....	275
Restore Data that was Backed Up Using Staging .....	275
Restore a Remote Agent on a System without the Disaster Recovery Option .....	276
Restore CA ARCserve Backup Member Servers without the Using the Disaster Recovery Option .....	278
Best Practices - How to Recover a Stand-alone Server from a Disaster Using the Disaster Recovery Option .....	280
Best Practices - How to Recover a CA ARCserve Backup Server from a Disaster without Using the Disaster Recovery Option .....	281
<b>Chapter 5: Customizing Jobs</b> .....	<b>295</b>
Job Customization Methods .....	295
Dynamic Job Packaging .....	296
Static Job Packaging .....	299
Convert Jobs Submitted Using the Classic View to the Group View .....	300
Rotation Schemes .....	301
How You Can Manage GFS Rotation Jobs on File System Devices .....	303
Media Pool Specification .....	307
Backup Method Options .....	307
How Job Filters Work .....	307
Filter Options .....	310
Types of Filters .....	310
Schedule Custom Jobs .....	312
Custom Schedules .....	313

---

Tasks You Can Perform Using the Job Status Manager .....	314
Modify Pending Data Migration Jobs .....	315
Update Multiple Jobs .....	317
How to Manage Jobs Using the Job Queue Tab .....	318
View Job Details Using the Activity Log .....	324
Tape Log Tab .....	327
Job Detail Tab .....	328
Job Log Tab .....	328
How Save Agent and Save Node Information Works .....	329
Add, Import, and Export Agents and Nodes .....	329
Add Multiple Agents and Nodes Using .csv and .txt Files .....	333
Export Multiple Agents and Nodes to a Text File .....	334
Filter Nodes by Agent Type .....	335
Modify the IP Address or Host Name of Agents and Nodes .....	335
Delete Agents and Nodes from the Source Tree .....	336
How to Use the Job Scheduler Wizard to Schedule Jobs .....	337
Job Scripts .....	337
Create a Job Script .....	338
Execute a Job Using a Script .....	338
Job Templates .....	339
Create Custom Job Templates .....	339
Windows-Powered NAS and Storage Server 2003 Device Configuration .....	340
Access CA ARCserve Backup Through the Windows-powered NAS Device .....	340
CA ARCserve Backup and Windows-powered NAS Device Configuration .....	341

## **Chapter 6: Managing Devices and Media** **343**

Device Management Tools .....	343
Tape Library Configuration .....	343
RAID Device Configuration Option .....	348
Virtual Library Configuration Option .....	349
Control Devices Using Removable Storage Management .....	349
Configure Devices Using Enterprise Module Configuration .....	351
Disk-Based Device Configuration .....	352
Device Manager .....	364
Maintenance Tasks .....	365
Schedule Device Management Jobs .....	373
Device Management Functions for Libraries .....	373
Configure Libraries to Function as VTLs .....	388
Media Movement .....	389
Device Group Configuration Using the Device Manager .....	389
Universal Serial Bus (USB) Storage Devices .....	394
Prerequisites for Backing Up to Removable Drives .....	395

---

Filter Libraries .....	396
Removable Drive Support .....	398
How CA ARCserve Backup Supports Write Once Read Many (WORM) Media .....	398
DLTSage Error Handling .....	399
How CA ARCserve Backup Cures Tape Drive Errors .....	401
How CA ARCserve Backup Integrates with Secure Key Manager .....	401
How to Ensure that CA ARCserve Backup Spans Media in a Single Drive Autoloader .....	403
Media Assure .....	404
How Uninterrupted Drive Cleaning Works .....	405
How to Optimize Tape Usage .....	406
Media Maximization .....	406
Consolidation During Migration .....	408
How Media Pools Work .....	412
Save Sets and Scratch Sets .....	414
Serial Numbers .....	415
GFS Media Pools .....	416
Media Maximization in GFS Rotation Jobs .....	417
Media Pool Manager .....	421
Create Media Pools .....	422
How You Can Create a Rotation .....	423
Media Management Administrator (MM Admin) .....	424
Media Management and Tape Service .....	424
Media Management Administrator Terms .....	425
MM Admin Interface .....	425
MM Admin Toolbar .....	426
MM Admin Window .....	427
Schedule Object .....	427
Reports Object .....	429
Find Media in Vault Object .....	431
Status Object .....	431
Reset the Status of Vault Processing .....	431
How the Media Management Process Works .....	432
Vault Management .....	433
Create Schedules .....	435
Delete Tape Volume Movement Schedules .....	435
How You Can Manage Tape Volumes and VCDs .....	436
Tape Volume Retention Policies .....	438
Slot Detail and Status Information .....	440
Find Specific Media in a Vault .....	442

## **Chapter 7: Administering the Backup Server 443**

How CA ARCserve Backup Engines Work .....	443
---	-----

---

How Engine Status Affects CA ARCserve Backup Operations .....	444
Service State Icons .....	445
Stopping and Starting CA ARCserve Backup Services .....	445
CA Antivirus Maintenance .....	451
Configure CA ARCserve Backup Engines .....	458
Job Engine Configuration .....	459
Tape Engine Configuration .....	462
Database Engine Configuration .....	471
Alert Configuration .....	475
Additional Server Admin Functions .....	477
Modify the CA ARCserve Backup System Account .....	477
Reconfigure Node Tier Assignments .....	478
Manage CA ARCserve Backup Component Licenses .....	480
Release Licenses from Servers .....	483
Configure Multiple Network Interface Cards .....	484
Authentication Levels for CA ARCserve Backup Services, Components, and Applications .....	485
CA ARCserve Backup Services, Components, and Applications that Require Administrative Privileges .....	485
CA ARCserve Backup Services, Components, and Applications that Require the Highest Available Privileges .....	491
CA ARCserve Backup Domains .....	496
Manage Domain Users and Groups Using the ca_auth Command Line Utility .....	497
Create caroot Equivalence .....	497
How to Manage Multiple Domains Using the Job Status Manager .....	497
How to Process Computer Name Changes in an ARCserve Domain .....	501
Manage User Profiles Using the User Profile Utility .....	513
Add a User Using the User Profile Utility .....	513
Delete a User Using the User Profile Utility .....	514
Change a User Password Using the User Profile Utility .....	514
Assign Roles to Users Using the User Profile Utility .....	515
Suspend Users Using the User Profile Utility .....	515
Restore the CA ARCserve Backup Job Queue .....	516
Manage ARCserve Servers Using the Server Configuration Wizard .....	519
Tasks You Can Perform Using the Server Configuration Wizard .....	521
Data Migration Limitations in a CA ARCserve Backup Domain .....	522
Start the Server Configuration Wizard .....	524
Promote a Member Server to a Primary Server .....	525
Demote a Primary Server or Stand-alone Server to a Member Server .....	528
Move a Member Server to a Different CA ARCserve Backup Domain .....	532
Change the Password for the CA ARCserve Backup Domain Administrator (caroot) Account ...	533
Repair the CA ARCserve Backup Configuration .....	534
Repair the ARCserve Database Connection on a Primary Server .....	535
Repair the ARCserve Database Connection on a Member Server .....	536

---

How CA ARCserve Backup Protects Active Directory Data on Domain Controller Servers .....	537
Back up the Active Directory .....	540
Restore Active Directory Objects .....	542
Repair Microsoft Exchange Server 2010 Mailboxes After Recovering the Active Directory .....	548
Reset Microsoft Exchange Server User Passwords After Recovering the Active Directory .....	548
Install and Uninstall CA ARCserve Backup Server Based Options .....	549
CA ARCserve Backup Agent Deployment .....	550
Deploy Agents to Remote Hosts Using Automatic Upgrade .....	554
Deploy Agents to Remote Hosts Using Custom Deployment .....	556
Deploy Agents to VMs Using Virtual Machine Deployment .....	560
Discovery Configuration .....	563
How the Discovery Service Detects Other Computers .....	564
IP Subnets/Windows Domains Discovery .....	566
Enable Discovery Using TCP/IP Subnet Sweep .....	567
Discovery Configuration for the SAN Option .....	570
Discover Client Agent Systems with Non-default IP Addresses .....	570
CA ARCserve Backup Maintenance Notifications .....	571
Disable Maintenance Notification Messages .....	572
Enable Maintenance Notification Messages .....	573
Apply CA ARCserve Backup Component Licenses .....	573
Managing Firewalls .....	575
Allow CA ARCserve Backup Services and Applications to Communicate Through the Windows Firewall .....	575
How to Configure Your Firewall to Optimize Communication .....	576

## **Chapter 8: Managing the Database and Reporting** **577**

How to Manage the Database and Reports .....	577
Database Manager .....	578
Database Views .....	578
Enable Media Pool Maintenance .....	581
How to Protect the CA ARCserve Backup Database .....	581
Agent for ARCserve Database .....	582
How the Database Protection Job Works .....	585
How to Back Up the CA ARCserve Backup Database .....	586
Modify, Create, and Submit a Custom Database Protection Job .....	587
Specify Microsoft SQL Server 2008 Express Backup Options for the CA ARCserve Backup Database .....	590
Specify Microsoft SQL Server Backup Options for the CA ARCserve Backup Database .....	592
Start the CA ARCserve Backup Database Protection Job .....	596
Access Requirements .....	597
Delete the CA ARCserve Backup Database Protection Job .....	597
Re-create the CA ARCserve Backup Database Protection Job .....	598

---

Re-initialize the CA ARCserve Backup Database .....	599
How to Restore the CA ARCserve Backup Database .....	601
Recover the CA ARCserve Backup Database Using ARCserve Database Recovery Wizard .....	602
Recover the CA ARCserve Backup Database Using the ca_recoverdb Command .....	605
Open the Agent Restore Options Dialog .....	608
Restore the CA ARCserve Backup Database (Different Domain) .....	618
How to Recover the ARCserve Database When the SQL Server Instance Hosting the ARCserve Database is Not Functional .....	621
How ARCserve Database Recovery Wizard Works .....	621
How the Catalog Database Works .....	622
Catalog Browsing .....	624
Catalog Database Pruning .....	624
How a Centralized Catalog Database Works .....	625
Configure the Catalog Database .....	625
Move the CA ARCserve Backup Catalog Database to a Different Location .....	626
Using Microsoft SQL Server as the CA ARCserve Backup Database .....	630
Microsoft SQL Server Database Considerations .....	630
Remote Database Considerations .....	632
Specify ODBC Communication for Remote Database Configurations .....	633
How to Calculate the Number of Required SQL Connections .....	633
How to Enable TCP/IP Communication on Microsoft SQL Server Databases .....	634
Database Consistency Checks .....	634
Specify a CA ARCserve Backup Database Application .....	634
Configure Microsoft SQL Server as the CA ARCserve Backup Database .....	635
Move the CA ARCserve Backup Database to a Different System or Instance .....	637
Configure Microsoft SQL Server 2008 Express as the CA ARCserve Backup Database .....	640
CA ARCserve Backup Logs and Reports .....	641
Activity Log Data .....	641
Tape Log .....	641
Job Log .....	641
Report Manager .....	642
Report Manager Reports .....	644
Custom Report Job Scheduling .....	652
Create Custom Reports Using the Report Writer Utility .....	653
Report Generation for Multiple CA ARCserve Backup Servers .....	655
CA ARCserve Backup Diagnostic Utility .....	655
Diagnostic Utility Components .....	656
Configure Computers Running Windows Vista and Windows 7 Operating Systems to Communicate with the Diagnostic Wizard .....	657
Create Reports Using the Express Mode Diagnostic Utility .....	657
Create Reports Using the Advanced Mode Diagnostic Utility .....	658
View Reports Using the Diagnostic Report Manager .....	659
CA ARCserve Backup Infrastructure Visualization .....	660

---

Infrastructure Visualization Software Requirements .....	661
Infrastructure Visualization Operations .....	661
Infrastructure Visualization Color Scheme .....	662
CA ARCserve Backup Infrastructure Visualization Views .....	662
Dashboard Integration with Infrastructure Visualization .....	675

## **Chapter 9: Managing Agents Using Central Agent Admin** **677**

How the CA ARCserve Backup Central Agent Admin Works .....	677
Manage Agents .....	678
Modify Agents .....	678
Configure Agent Security .....	678
Start or Stop Agent Services .....	679
Start Agent Deployment from the Central Agent Admin .....	679
Configure Agents .....	680
Add Computers .....	681
Add Nodes .....	681
Manage Agent Logs .....	683
Configure SRM PKI .....	685
Configure SRM Exclude Paths .....	686
Configure Node Tiers .....	687

## **Chapter 10: Using the Alert Manager** **689**

How the Alert Manager Works .....	689
Alert Manager Components .....	691
Set Up Alerts .....	691
Alert Manager Configuration .....	693
Ports Option .....	693
Broadcast Alerts .....	694
CA Unicenter TNG .....	694
Email Notification .....	696
Windows Event Log Notification .....	697
Alert Manager Pager Options .....	698
SMTP Notification .....	699
SNMP Notification .....	699
Trouble Tickets .....	700
Event Priorities .....	700
Message Testing .....	700
Alert Activity Details .....	701

## **Chapter 11: Using Deduplication** **703**

How Data Deduplication Works .....	703
------------------------------------	-----

---

How to Plan a Deduplication Installation .....	705
Deduplication Considerations .....	706
Supported Functions Matrix .....	707
Licensing Requirements for Deduplication .....	709
Create Data Deduplication Devices .....	709
Deduplication Device Group Configuration .....	713
Device Commands for Data Deduplication Devices .....	713
Back up Data with Deduplication .....	713
How Regular Backup Jobs Work with Deduplication .....	714
How Staging Jobs Work with Deduplication .....	714
How to Back Up Deduplication Devices .....	719
Global Deduplication .....	724
Recover Deduplicated Data .....	726
Restore Deduplicated Data .....	726
Scan Jobs with Deduplication .....	729
Merge Jobs with Deduplication .....	729
GFS Rotation Jobs on Deduplication Devices .....	729
Deduplication Device Purge .....	730
Delete Deduplication Backup Sessions .....	731
Deduplication Reports .....	732

## **Appendix A: Using CA ARCserve Backup in a Cluster-aware Environment      733**

Install CA ARCserve Backup into a Cluster-aware Environment .....	733
Cluster Overview .....	734
How Failover Works .....	737
Resource Group .....	738
Virtual Name and Virtual IP Address .....	738
Shared Disks .....	739
Mirrored Disks .....	740
Quorum Disks .....	741
CA ARCserve Backup HA Server to Support of Job Failover .....	741
Protecting Your Cluster with CA ARCserve Backup .....	742
MSCS Protection .....	744
NEC CLUSTERPRO/ExpressCluster Protection .....	753
Troubleshooting CA ARCserve Backup Cluster Support .....	766
Prevent Job Failures .....	767
Back Up MSCS Nodes on Remote Machines .....	768
Back Up CA ARCserve Backup Database in a Cluster Environment .....	769
Job Failure: Media Not Mounted .....	769

---

## **Appendix B: Raw Backup and Restore of Physical Disks and Volumes** **771**

Overview of Raw Backup and Restore .....	771
Licensing Requirements for Raw Backup of Physical Disks and Volumes .....	771
How Raw Backup Works .....	772
Supported Functions .....	772
Limitations on Performing Raw Backup and Restore Operations .....	772
Naming Convention of Physical Disks and Volumes .....	774
Enable Raw Backup and Restore .....	775
Perform Raw Backup of a Physical Disk or Volume .....	775
Entire Node Backup .....	776
Raw Backup Restore .....	776
Restore to an Alternate Location as a File .....	777
Restore to the Original Location .....	777
Restore to Another Physical Disk or Volume .....	778

## **Appendix C: Using CA ARCserve Backup in a Storage Area Network** **779**

How to License the Storage Area Network (SAN) Option .....	779
The SAN Environment .....	780
How CA ARCserve Backup Works in a SAN .....	780
Server Management in a SAN .....	782
Backup Plans .....	782
Benefits of Using the Option .....	782
Terminology .....	782
Install the SAN Option .....	783
Operating System Compatibility .....	783
Installation Prerequisites .....	783
SAN Option Installation .....	785
Uninstall the Storage Area Network Option .....	786
Using the SAN Option .....	786
Storage Area Network (SAN) Configuration .....	786
Create Shared Device Groups .....	787
Data Backup and Restore in a SAN Environment .....	788
Device Management .....	789
Media Management .....	789
Control of Job Runtime .....	790
Reports and Logs .....	790
ARCserve Virtual Libraries .....	791
Troubleshooting SAN Configurations .....	791
Devices are Not Shared .....	792
Devices are Not Shared and the Tape Engine is Running .....	792
Shared Devices Appear as Unavailable or Offline .....	793

---

Shared IBM Devices Appear as Unavailable or Offline .....	794
Backup Jobs Fail .....	795
<b>Appendix D: Troubleshooting</b>	<b>797</b>
Log in Problems .....	797
Unable to Log In After Changing the caroot Password .....	797
Makeup Jobs Created When the Media is Full .....	799
Unable to Log In to CA ARCserve Backup After Changing the Computer Name .....	799
CA ARCserve Backup Cannot Communicate after Changing the IP Address of a CA ARCserve Backup Server .....	800
Authentication Problems .....	805
Authentication Security Settings .....	805
Restricted Users Cannot Access the Activity Log and the Audit Log .....	807
Authentication Errors Occur When Stopping and Starting the CAportmapper Service .....	810
Backup and Restore Problems .....	810
Jobs Do Not Start on Schedule .....	811
Cannot Back Up Open Files .....	811
Restore Job Fails on Citrix Server .....	813
Local Restore Data Backed Up with Compression and/or Encryption Failed .....	813
CA ARCserve Backup Does Not Restore Data Based on File Access Time .....	814
GUI Freezes in Active Directory Restore Mode .....	814
Scheduled Backup Jobs Fail After Changing the Login Credentials for Agent Computers .....	815
Media Problems .....	816
Tape Errors Occur When Backing Up or Restoring Data .....	816
CA ARCserve Backup Cannot Detect RSM Controlled Devices on x64 Platforms .....	818
CA ARCserve Backup Does Not Detect a Cleaning Tape .....	818
Miscellaneous Problems .....	819
Hardware Does Not Function as Expected .....	820
Discovery Service Does Not Function Properly .....	821
CA ARCserve Backup Servers and Agent Servers Cannot Communicate with Each Other .....	821
Autoloaders and Changers Appear Offline .....	822
Catalog Database Log Files Consume a Large Amount of Disk Space .....	823
Unrecognized Vaults Appear in the Media Management Administrator .....	824
SRM PKI Alert is Enabled by Default .....	826
Job Queue Log Files Consume a Large Amount of Disk Space .....	828
<b>Appendix E: Using CA ARCserve Backup for Microsoft Windows Essential Business Server</b>	<b>831</b>
CA ARCserve Backup for Microsoft Windows EBS Overview .....	831
Microsoft Windows EBS Overview .....	833

---

How CA ARCserve Backup Communicates with CA ARCserve Backup for Microsoft Windows EBS .....	835
Install CA ARCserve Backup for Microsoft Windows EBS .....	835
Uninstall CA ARCserve Backup for Microsoft Windows EBS .....	835
Microsoft Windows EBS Administration Console .....	836
Access CA ARCserve Backup for Microsoft Windows EBS .....	837
How to Execute Tasks Using the Administration Console .....	837
Troubleshooting Microsoft Windows EBS Implementations .....	845
Failed to Create Equivalence .....	846
Equivalence was Not Created .....	846
Failed to Get the CA ARCserve Backup Job List .....	846
Failed to Parse the CA ARCserve Backup Job List .....	847
CA ARCserve Backup was Not Detected .....	847

## **Appendix F: Using JIS2004 Unicode Characters with CA ARCserve Backup 849**

Introduction to JIS2004 Unicode Characters .....	849
Configuration Requirements .....	849
Platforms Supporting JIS2004 Unicode Characters .....	850
Tasks You Can Perform Using JIS2004 Unicode Characters with CA ARCserve Backup .....	850
CA ARCserve Backup Applications Supporting JIS2004 Unicode Characters .....	851
Limitations of Using JIS2004 Unicode Characters with CA ARCserve Backup .....	852

## **Appendix G: Protecting Hyper-V Systems Using the Hyper-V VSS Writer 857**

Overview of Protecting Hyper-V VMs Using the Hyper-V VSS Writer .....	857
Prerequisite Components for Hyper-V VSS Writer Protection .....	858
Configure CA ARCserve Backup to Detect Hyper-V VMs .....	859
How Back Up Using Saved State Works .....	860
How Back Up Using Child Partition Snapshot Works .....	860
Back Up Hyper-V VMs Using the Hyper-V VSS Writer .....	860
Restore Data to Its Original Location .....	861

## **Index 865**

# Chapter 1: Introducing CA ARCserve Backup

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This section contains the following topics:

[Introduction](#) (see page 23)

[CA ARCserve Backup Functionality](#) (see page 23)

## Introduction

CA ARCserve Backup is a comprehensive, distributed storage management solution for distributed and multiplatform environments. The application can back up and restore data from all the machines on your network, (including machines running Windows, UNIX, NetWare, and Linux) using optional client agents. CA ARCserve Backup also provides media and device management utilities.

CA ARCserve Backup offers control from one management console. It can support small-scale and large-scale enterprise environments comprising of one machine or many, across different platforms and organizations.

## CA ARCserve Backup Functionality

CA ARCserve Backup provides the components, functions, and utilities required by network managers to obtain and actively manage network backups.

Start the CA ARCserve Backup Manager by selecting the Manager icon from the program group. The My First Backup tutorial opens the first time you start the Manager. Subsequently, the Home Page appears, but you can still access the tutorial from the Help menu. From the Home Page, you can start and access any CA ARCserve Backup function using the following navigational features:

- **Home Page**--Provides news and support that links you to tools you can use to help solve problems with your computer. It also provides links to Quick Start, Configuration, Wizards, and Utilities.
- **Navigation Bar**--Quickly lets you independently access the Managers, Wizards, Utilities, and the most recently used screens. You can easily show or hide the Navigation Bar by selecting Navigation Bar from the View menu on the CA ARCserve Backup Home Page.
- **Quick Start**--Provides quick links to CA ARCserve Backup Manager functions.

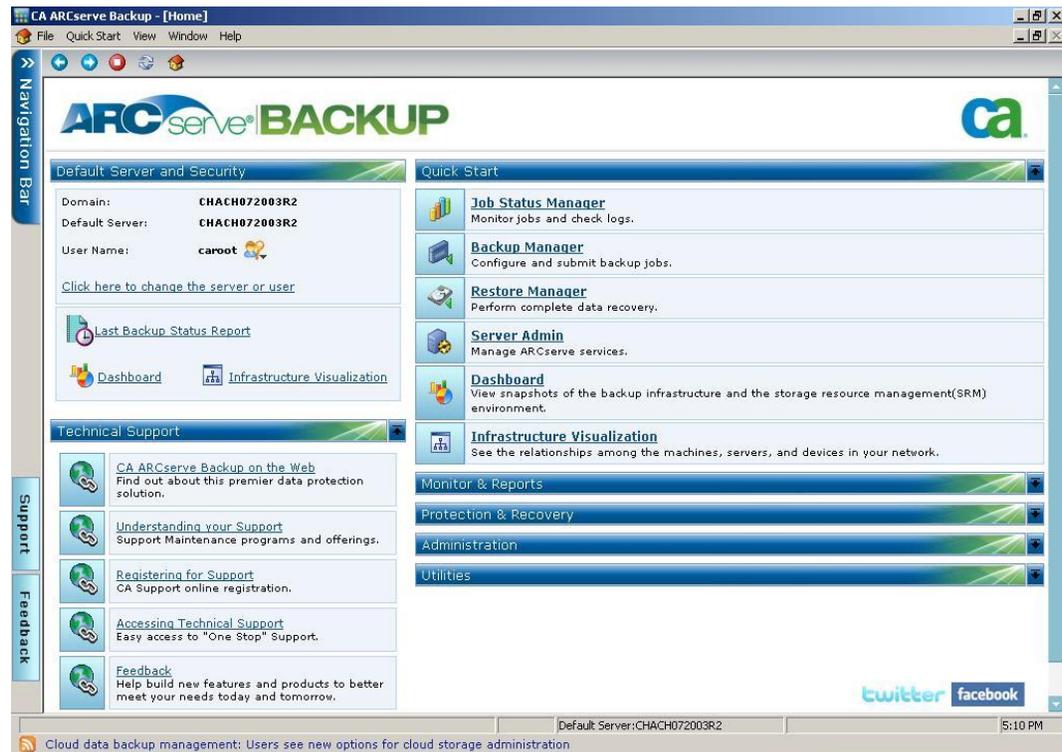
- **Configuration**--Provides access to Device Configuration, which lets you quickly configure the backup devices on your server and to SAN configuration.

From the Configuration menu you can also access Device Group Configuration, which lets you configure device groups and staging groups.

- **Wizards**--Simplifies the most common tasks of CA ARCserve Backup. You can access the Device, Create Boot Kit, Job Scheduler, and Diagnostic Wizards.
- **Utilities**--Offers several utilities that you can use to manage your database and media. The utilities are Merge, Scan, Compare, Count, Copy, Purge, User Profile, and Report Writer.

## How to Access CA ARCserve Backup Managers, Wizards, and Utilities

CA ARCserve Backup managers, wizards, and utilities provide the front-end interfaces used to perform all functions necessary to protect your data. You can access these components from the Navigation Bar on the Manager Console.



The following is a list of the components, the menu from which you can access the component, and the functions they perform:

### Quick Start Menu

- Job Status Manager**--Monitors all pending, completed, and active jobs from the Job Status Manager window. You can schedule pending or completed jobs, submit new jobs, delete jobs, and stop active jobs. Log information is provided for each completed job.

- **Backup Manager**--Backs up data to media. You can schedule and configure backups of your computers and servers. Information about each backup job (such as the path and name of each file, and the media used) is logged in the CA ARCserve Backup database. Using the Backup Manager you can:
  - Specify the source (data that you want to back up) and the destination (media) for your backup job.
  - Define your backup job to back up data on computers running other operating systems such as NetWare, UNIX, Linux, and Windows.
  - Use database agents running under Windows 2000, Windows Server 2003, and Windows XP.
- **Restore Manager**--Restores data that has already been backed up by CA ARCserve Backup. Using the Restore Manager you can:
  - Find all the versions of the files that were backed up.
  - Specify the source and destination of the restore job.
  - Define a backup method and specify a backup schedule.
  - Perform a complete or partial restore of your data.
- **Server Admin**--Allows you to modify the CA ARCserve Backup system account and manage the core CA ARCserve Backup services: Job Engine, Tape Engine, and Database Engine. The Configuration icon allows you to configure tasks for these services including generating an alert and defining message logging. The Database Engine tab allows you to configure the database pruning job.
- **Dashboard**--Provides you with a snapshot overview of your backup infrastructure and your storage resource management (SRM) environment. For more information, see the *Dashboard User Guide*.
- **Infrastructure Visualization**--Provides you with a visual representation of your CA ARCserve Backup environment, allowing you to view backup status and explore how servers, nodes, and devices are related.

#### **Monitor & Reports Menu**

- **Job Status Manager**--Monitors all pending, completed, and active jobs from the Job Status Manager window. You can schedule pending or completed jobs, submit new jobs, delete jobs, and stop active jobs. Log information is provided for each completed job.
- **Report Manager**--Generates reports from data in the CA ARCserve Backup database. Various reports include information about backup schedules, media errors, backup devices, media pools, and media status and policies.

- **Report Writer**--Creates custom reports or generate predefined reports based on backup activity for a defined period.
- **Dashboard**--Provides you with a snapshot overview of your backup infrastructure and your storage resource management (SRM) environment. For more information, see the *Dashboard User Guide*.
- **Infrastructure Visualization**--Provides a visual representation of your CA ARCserve Backup environment. Infrastructure Visualization shows each CA ARCserve Backup Server in a hierarchical form resembling an organization chart. The mini-map feature acts as a scaled-down version of the current view, allowing you to zoom, pan, and highlight portions of the display.

### Protection & Recovery Menu

- **Backup Manager**--Backs up data to media. You can schedule and configure backups of your computers and servers. Information about each backup job (such as the path and name of each file, and the media used) is logged in the CA ARCserve Backup database.
- **Restore Manager**--Restores data that has already been backed up by CA ARCserve Backup.
- **CA ARCserve Replication**--CA ARCserve Replication is a data protection solution that uses asynchronous real-time replication to provide disaster recovery capabilities. This link is active when you install CA ARCserve Replication.
- **CA ARCserve D2D**--CA ARCserve D2D provides a separate, light-weight solution for tracking changes on a local computer at the block level and then backing up only those changed blocks in an incremental fashion. As a result, CA ARCserve D2D lets you perform frequent backups (as frequently as every 15 minutes), thereby reducing the size of each incremental backup and providing a more up-to-date backup. CA ARCserve D2D also provides the capability to restore files/folders and applications, and perform bare metal recovery from a single backup. This link is active when you install CA ARCserve D2D.

### Administration Menu

- **Server Admin**--Allows you to modify the CA ARCserve Backup system account and manage the core CA ARCserve Backup services: Job Engine, Tape Engine, and Database Engine. The Configuration icon allows you to configure tasks for these services including generating an alert and defining message logging. The Database Engine tab allows you to configure the database pruning job.
- **Device Manager**--Displays information about your storage devices and media. It also allows you to change a drive's compression mode, and perform media functions such as compression, formatting, erasing, ejecting, and retensioning. CA ARCserve Backup supports a wide variety of media including 4mm, 8mm, DLT, QIC, Iomega's Zip or Jazz media, PDs, MO, and WORM formats.

- **Device Configuration**--A tool that lets you configure backup devices, such as tape and optical libraries, RAID devices, virtual libraries, disk-based devices (for example, file system devices), and Deduplication devices (DDD). It also lets you enable or disable devices for Removable Storage Management (RSM), and register and unregister UNIX and Linux data mover servers with the primary server.
  - **Maximum number of devices supported:** 255 (includes physical devices, FSDs, and DDDs)
  - **Maximum number of FSDs and DDDs supported:** 255 (only if the number of physical devices configured is 0).
- **Device Wizard**--Displays the devices you have installed on a primary or stand-alone server, and lets you easily format, erase, compress, and eject your storage media.
- **Device Group Configuration**--A tool that lets you easily configure the device groups in your CA ARCserve Backup environment and select the groups that you will use for the staging of data.
  - **Maximum number of Device Groups supported:** 128
- **Media Pool Manager**--Manages, creates, and maintains logical groupings of media for easy identification of backups, to allow efficient scheduling of the maintenance and recycling of your media. You can design media rotation schemes to suit your particular archive needs.
- **MM Admin**--Provides the tools you need to organize tape movement to off-site storage locations and protect, control, and manage media resources.

**Note:** To use the MM Admin, you must install the Enterprise Module.
- **Database Manager**--Displays information from the CA ARCserve Backup database, such as the jobs processed by CA ARCserve Backup, the media used by CA ARCserve Backup, and the devices you are using with CA ARCserve Backup.
- **Alert Manager**--Sends messages to people in your organization, using various methods of communication, regarding events that occur during the functioning of CA ARCserve Backup.
- **User Profile Manager**--Lets you assign roles privileges to CA ARCserve Backup user accounts.
- **Agent Deployment**--Lets you install and upgrade a collection of CA ARCserve Backup agents on multiple remote hosts simultaneously.
- **Central Agent Admin**--Lets you view agent logs and event logs, configure agent options and security information, specify debug levels for agent registry values, configure node tiers, and run Agent Deployment.

### Utilities Menu

- **Job Scheduler Wizard**--Provides an easy way to package and submit jobs that you would typically submit from the Command Prompt window. In addition to the commands associated with CA ARCserve Backup, you can use this wizard for virtually any executable.

- **Create Boot Kit Wizard**--Creates and updates precautionary and machine-specific boot kits that allow you to recover your data if a disaster occurs.

**Note:** The Create Boot Kit wizard is available only if the CA ARCserve Backup Disaster Recovery Option is installed on your system. The CA ARCserve Backup Disaster Recovery Option is licensed separately.

- **Diagnostic Wizard**--Gathers and packages various CA ARCserve Backup system logs, which may be necessary for troubleshooting.

**Note:** The Diagnostic Wizard appears only if you install the Diagnostic Utility.

- **Merge Utility**--Lets you take media that contains one or more backup sessions and merge the information from the media into your CA ARCserve Backup database.
- **Media Assure & Scan Utility**--Lets you collect information about your media backup sessions and helps ensure that the sessions on the media are restorable.
- **Compare Utility**--Lets you compare the contents of a media session to files on a computer.
- **Count Utility**--Lets you count the number of files and directories on a computer.
- **Copy Utility**--Lets you copy files from one location to another.
- **Purge Utility**--Lets you to delete files and directories from a computer.

### Technical Support

- **CA ARCserve Backup on the Web**--Links you directly to the website where you find product information.
- **Understanding Your Support**--Links you to CA Support where you can learn more about available support programs.
- **Registering for Support**--Links you directly to the registration form for CA support.
- **Accessing Technical Support**--Links you to release-specific support where you can download software, obtain the latest documentation, or view the supported products matrix.

**Note:** The Support button on the Navigation Bar also links here.

- **Feedback**--Links you to Get Satisfaction, where you can submit comments about the product, exchange tips with other users, and report problems.

**Note:** The Feedback button on the Navigation Bar also links here.

#### **Quick Reference**

- **Readme**--Includes updates and supplements to the documentation and Help system.
- **Release Summary**--Includes new feature and product enhancement summaries.

#### **Product News and Information**

For up-to-the-minute product news and information, click the Twitter or Facebook links at the bottom of the home page and follow CA ARCserve Backup online.

#### **RSS**

At the bottom of the screen, the RSS bar scrolls through the latest ARCserve news. Click a headline to link directly to ARCserve.com where you can view the complete story.

You must have Internet access to view RSS news. If you did not use the CA ARCserve Backup domain account to log on, you can provide credentials manually. Click the Refresh button at the right corner of the RSS bar to access the credentials dialog and refresh the news feed.

## **CA ARCserve Backup Utilities**

CA ARCserve Backup offers several utilities that you can use to manage files. You can access the Utilities from the Navigation Bar on the Home Page. These utilities are described in the following section. For more information about the options available for each utility, see the online help.

### **Merge Utility**

If you need to restore files to a CA ARCserve Backup server that you did not use to create the backup, or if you removed information from your CA ARCserve Backup database that you now need, you can use the Merge utility.

The Merge utility lets you take media that contains one or more backup sessions and merge the information from the media into your CA ARCserve Backup database. The database information from the media is appended to your existing database files.

Each time you run a backup job, CA ARCserve Backup records information in its databases about the computers, directories, and files that have been backed up, and the media that were used. This allows CA ARCserve Backup to locate files whenever you need to restore them. This database information is backed up whenever you back up your CA ARCserve Backup home directory.

If you have media that has a backup session that is not included in the CA ARCserve Backup database (for example, the backup was created using CA ARCserve Backup on a different backup server), you can use the Merge Media option to get the media's information into the database in the CA ARCserve Backup home directory.

### **Why would you need to use the Merge utility?**

You can use the Merge utility when you need to restore files to a CA ARCserve Backup server that you did not use to create the backup. You can also use the Merge utility if you pruned (deleted) information from your CA ARCserve Backup database that you now need.

## **Merge Utility Options**

The Merge utility allows you to merge information from media into the database.

Using the Merge utility you can merge:

- All sessions
- A single session
- A range of sessions, using one of the following types of ranges:
  - Specific start session to a specific end session.
  - Specific start session to the end of the media.

### **Merge Options:**

If you select to merge all sessions, the tape containing Sequence number 1 must be present for this operation to complete successfully.

If the tape containing Sequence number 1 is not present, you will be prompted that the media could not be found and request that you continue (after inserting the proper tape) or cancel the operation.

If you want to merge a session from a different tape other than the one containing Sequence number 1, you can only do so by not selecting to merge all sessions, and instead specify the session number or range of session numbers to be included.

If you want to merge a session that spans more than one tape, you must have the tape on which the session header information is located.

## Global Options for the Merge Utility

CA ARCserve Backup provides several types of global merge options. Use the Merge utility option when you want to restore detailed session information in your CA ARCserve Backup database.

For example, if a backup was created using CA ARCserve Backup on a different server, you can use Merge to get the media information into the database in the CA ARCserve Backup home directory. This will allow you to restore media backed up from another server at the file level. This can be useful if detailed information has been pruned from the database. By default, detailed job information is pruned 30 days after the backup to conserve database space. This can be configured in the Server Admin Manager.

**Note:** By default, all newly merged session details are preserved for one week (7 days) in the CA ARCserve Backup database, even if the newly merged session details are older than the prune retention time.

The available global merge options are listed below:

- Backup Media-Specify media options for the job such as the media timeout period
- Pre/Post-Run commands or batch files before the job runs and/or after it finishes
- Job Log-Enables you to determine the level of detail you want recorded into the Job Queue Log
- [Database](#) (see page 32)-Specify whether you want to record detailed information about the jobs, or job and session-level details only.
- Alert-Send messages about events in your operation

See Job Options to learn how to apply these options to your job.

## Merge Utility - Database Global Options

The Database tab on the Global Options dialog of the Merge Utility lets you specify the level of details you want to merge.

- **Merge Detail Information**--Lets you merge all details, including job and session information.
- **Merge Session Headers Only**--Lets you merge only header information, such as job and session data.

## Media Assure & Scan Utility

The Media Assure & Scan Utility lets you collect information about your media backup sessions. Each source that you specify to back up is saved on media as an individual session. Using the Media Assure & Scan Utility you can scan the following types of sessions:

- Single sessions or an entire media.
- A range of sessions, for example:
  - Specific start session to a specific end session.
  - Specific start session to the end of the media.

The results of the Scan job display in the Job Queue. You would need to do this if you are trying to recover a CA ARCserve Backup server and you need to identify the most recent backup of the CA ARCserve Backup database so that you can restore it.

If you would like a Scan job to produce a detailed listing of your media contents, use the Log All activity feature on the scan options tab. You can also use the Media Assure & Scan utility if you want a list of the files that were backed up.

**Note:** For more information about using the Media Assure & Scan utility, see the online help.

### Global Scan Options

CA ARCserve Backup provides several types of advanced scan options:

#### Backup Media

Specifies media options for the job.

#### Operation

Specifies general options for the job such as to scan files with CRC verification or to enable database recording.

#### Pre/Post

Runs commands or batch files before or after the job.

#### Job Log

Determines the level of detail you want recorded in the Job Queue Log.

#### Alert

Sends messages about events in your operation.

## Compare Utility

Compare the contents of a media session to files on a machine. Results of the Compare job can be seen in the Job Queue. You could use this option after a backup to verify that the backup copied all of the files to media without error.

CA ARCserve Backup provides several types of advanced compare options:

- **Backup Media**--Specify media options for the job.
- **Operation**--Specify whether to enable database recording.
- **Pre/Post**--Run commands or batch files before or after the job.
- **Job Log**--Determine the level of detail you want recorded in the Job Queue Log.
- **Alert**--Send messages about events in your operation.

### Count Utility

The Count utility counts the number of files and directories on a machine. Results of the Count job can be seen in the Job Queue. You could use this option after a Copy job to verify that the Copy function copied all of the files from one disk to another without error.

CA ARCserve Backup provides several types of advanced count options:

- **Operation**--Specify whether to enable database recording.
- **Pre/Post**--Run commands or batch files before and after the job.
- **Job Log**--Determine the level of detail you want recorded in the Job Queue Log.
- **Virus**--Scan files for viruses before they are counted.
- **Alert**--Send messages about events in your operation.

### Copy Utility

The Copy utility allows you to copy files from one location to another. For example, you can run a copy job on your local machine to store files and directories on another machine that is going to be backed up to media.

Copy options determine related actions that occur during or after the copy operation:

- **Retry**--Specify when to retry open files and file sharing options.
- **Operation**--Specify operation options and whether or not to enable database recording.
- **Destination**--Specify options for the Directory Structure, File Conflict Resolutions, and VMS File Version.
- **Pre/Post**--Run commands or batch files before or after the job.
- **Job Log**--Determine the detail you want recorded in the Job Queue Log.
- **Virus**--Scans files for viruses before they are copied.
- **Alert**--Send messages about events in your operation.

## Purge Utility

The Purge utility allows you to delete files and directories from a machine. Results can be seen in the Job Queue.

CA ARCserve Backup provides several types of advanced purge options:

- **Operation**--Specify some general options for the job such as to remove directories or enable database recording.
- **Pre/Post**--Run commands or batch files before or after the job.
- **Job Log**--Determine the level of detail to record in the Job Queue Log.
- **Alert**--Send messages about events in your operation.

**Note:** For more information about using the Purge utility, see the online help.

## Report Writer Utility

Create custom reports or generate predefined reports based on backup activity for a defined period. You can specify a query or filter report data. Generated reports can be previewed on screen, printed, and saved in either .csv or .xml format.

## How You Can Manage Jobs Using the cabatch Command

The cabatch Utility is a job management tool that allows you perform the following tasks:

- Submit and delete jobs in local or remote CA ARCserve Backup job queues from the command line.
- Modify the execution times of jobs in the job queues.
- Use job scripts created in the CA ARCserve Backup Manager or in a text file created using the cabatch Job Information Template in the CA ARCserve Backup home directory.

For more information on the cabatch utility, see the *Command Line Reference Guide*.

## User Profile Utility

The User Profile Utility lets the administrator manage user profiles and provide access to CA ARCserve Backup.

When you install CA ARCserve Backup, the caroot user profile is set up, by default, with the administrator group assigned to it. The Administrator group provides control over all CA ARCserve Backup functions operating within a given CA ARCserve Backup domain.

Using the User Profile utility CA ARCserve Backup server administrators can:

- Add a user.
- Delete a user.
- Change a user's password.
- Assign a user to a group.

## CA ARCserve Backup Command Line Utilities

CA ARCserve Backup offers command line utilities that enable direct control over almost all operations that can be performed by a CA ARCserve Backup server via the DOS prompt. It provides an alternative method of accessing almost all of the operations available from the CA ARCserve Backup Manager.

A full description and use of these command line utilities can be found in the *Command Line Reference Guide*.

## CA ARCserve Backup Security

The following sections describe CA ARCserve Backup security functionality.

### CA ARCserve Backup Administrator Profile

CA ARCserve Backup contains a root-level, super user profile that provides complete control of CA ARCserve Backup.

This profile, referred to as "caroot," is set up when you install CA ARCserve Backup for the first time. You can set the password for caroot during installation or later using the `ca_auth` and `authsetup` Command Line utilities. For information about these utilities, see the *Command Line Reference Guide*.

The caroot password can consist of any combination of alphanumeric and special characters, but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters.

**Important!** You should not leave the password blank for caroot.

The caroot user profile controls access to only the CA ARCserve Backup Manager Console and backup-related functions, such as backup, restore, and so on.

## How CA ARCserve Backup Equivalence Works

The User Profile Manager lets you create equivalence to the caroot account for any Windows account. This functionality lets you allow users with Windows accounts log in to CA ARCserve Backup and access the CA ARCserve Backup managers and utilities. However, to allow users with Windows accounts to execute CA ARCserve Backup command line utilities (for example, `ca_backup` and `ca_restore`), you must create caroot equivalence for the Windows accounts using the `ca_auth` command line utility.

**Note:** Users who have been granted caroot equivalence using the `ca_auth` command line utility can run all the command line utilities but cannot log in to the CA ARCserve Backup Manager Console.

Creating equivalence has the following advantages:

- **Ease of command line usage**--As you create equivalence for a Windows user, the equivalence performs an implicit login on behalf of the logged-in user whenever a command line function requires authentication. This behavior lets the command line utilities run without requiring the user to enter a user name and password each time a command is submitted.
- **Access Restriction**--Although Windows user accounts with caroot equivalence can run all CA ARCserve Backup command line utilities, Windows user accounts cannot log in to the CA ARCserve Backup Manager Console and domain. However, you can use the User Profile Manager to allow Windows users to log in to the CA ARCserve Backup Manager Console and domain with their Windows user account login information.

**Note:** In addition to the User Profile Manager, you can add CA ARCserve Backup user accounts using the `ca_auth` command line utility. For more information about the `ca_auth` utility, see the *Command Line Reference Guide*.

## System Account

The CA ARCserve Backup services require a valid Windows system account that has Administrator and Backup Operator privileges on the local machine. The services use this account to access local resources, such as the hard drive and the local network.

You are given the option of entering a Windows system account when you first install CA ARCserve Backup. If you enter a Windows account during installation, CA ARCserve Backup automatically grants this account Administrator and Backup Operator privileges. If you select Skip during installation, you must enter a valid Windows system account using the CA ARCserve Backup Administrator and grant it the required privileges manually.

**Note:** A user in the Backup Operator Group does not have rights to access the CA ARCserve Backup database. As a result member servers are not visible, to the user, in the Backup Manager.

You can change the system account information at any time using the CA ARCserve Backup Server Admin or the Server Configuration Wizard.

### Equivalency and the System Account

Do not confuse the caroot user profile with the CA ARCserve Backup System Account. The caroot user profile is used to control access to the CA ARCserve Backup Manager and its related backup functions; the system account provides the security privileges needed by CA ARCserve Backup services to operate on the local machine.

Although the System Account and the caroot user profile perform different functions, in order for CA ARCserve Backup to run all of its jobs successfully, you must grant the System Account equivalency to caroot. For example, if the System Account is named BackupAdmin, and the local machine name is BAB01, use the following ca\_auth command to give the account equivalency to caroot:

- **Local system accounts:**

```
ca_auth -equiv add BAB01\BackupAdmin BAB01 caroot caroot caroot_password
```

- **Domain system accounts:**

```
ca_auth -equiv add DomainName\BackupAdmin BAB01 caroot caroot caroot_password
```

**Note:** The caroot password can consist of any combination of alphanumeric and special characters, but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters.

For more information on security, see "Administering the Backup Server," in this guide, the *Command Line Reference Guide*, or the online help.

## Enterprise Level Password Management Utility

When the user password changes, every job in the job queue must be modified to reflect the change. Using the `ca_jobsecmgr` utility you can make global user password changes for all the jobs in the Job Queue for the local CA ARCserve Backup Server (default).

### Syntax

```
ca_jobsecmgr [server arguments] <current security> <new security>
```

### Options

For a complete description of the options for this command, the *Command Line Reference Guide*.

## How Centralized Cross-platform Management Works

CA ARCserve Backup provides Cross-platform Management capabilities, which simplifies administration in cross-platform environments, including CA ARCserve Backup for Linux Version r11, r11.1, r11.5, CA ARCserve Backup r12 and r12.5 backup servers, and remote environments. Its advanced management functionality enables backup administrators to centrally monitor and administer consistent backup policies throughout the environment.

From one centralized console you can perform the following tasks:

- Back up, copy, and restore any computer in your network
- Group preferred servers
- View job status
- Monitor active jobs
- View Activity Logs
- Administer various CA ARCserve Backup host database systems
- Customize reports

## CA ARCserve Backup Enterprise Module

The CA ARCserve Backup Enterprise Module is a separately-installed component that lets you deploy a number of enhanced features, including the following:

- [Multistreaming](#) (see page 102).
- Disk staging backups and tape staging backups with multistreaming and transmit more than two (up to 32) streams of backup data.

**Note:** If you do not license the Enterprise Module, CA ARCserve Backup lets you transmit two streams of backup data for disk staging and tape staging backup jobs. For more information, see [How Backup to Disk to Tape Works](#) (see page 199), and [How Backup to Tape to Tape Works](#) (see page 230).

- [Media Management Option](#) (see page 424).
- [Raw disk backup and restore](#) (see page 771).
- CA ARCserve Backup for Windows Enterprise Option for VSS Hardware Snap-Shot

**Note:** For more information, see the *Microsoft Volume Shadow Copy Service Guide*.

In addition, the CA ARCserve Backup Enterprise Module is a prerequisite component for the following CA ARCserve Backup options:

- Enterprise Option for IBM 3494
- Enterprise Option for StorageTek ACSLS
- Image Option
- Serverless Backup Option

**Note:** For more information about the above options, see the *Enterprise Module Guide*.

## How to Protect Virtual Machine Environments

Use the following methods to protect virtual machine environments using CA ARCserve Backup:

- **CA ARCserve Backup Agent for Virtual Machines**--The Agent for Virtual Machines lets you protect environments that rely on virtual machines (VMs) residing in Windows Server 2008 Hyper-V systems, VMware ESX/ESXi Host systems, and VMware vCenter Server systems to protect data.

For VMware-based systems, VMware provides a mechanism called VMware Consolidated Backup (VCB) that lets you protect the files and data stored in the VMs in VMware ESX Host systems and VMware vCenter Server systems. To integrate CA ARCserve Backup with VMware VCB and Windows Server 2008 Hyper-V systems, you must install and license the Agent for Virtual Machines.

**Note:** For information about system requirements and supported platforms, see the readme file. For information about installing and configuring the agent, see the *Agent for Virtual Machines Guide*.

- **Scripted Solution for VMware ESX/ESXi Host Systems**--The best method of protecting your VMs and VMware ESX Host systems is to install the Agent for Virtual Machines. However, the scripted solution lets you integrate CA ARCserve Backup with VMware ESX/ESXi without installing the Agent for Virtual Machines. The scripted solution helps to ensure that your VMs and VMware ESX Host systems are protected as securely as any other server in your environment.

**Note:** To use the scripted solution, you must install and license the CA ARCserve Backup Client Agent for Windows.

For information about how to use a scripted solution to protect VMware ESX/ESXi Host systems, see the *Best Practices Guide for VMware ESX Server Backup* on the Technical Support website at <http://ca.com/support>. The best practices guide describes common methods that you can use for data backups on VMs, and any considerations relating to the different methods.

- **Install CA ARCserve Backup Agents on the VM**--To back up and restore data that resides in your VMs, you can install the CA ARCserve Backup agents that correspond with the guest operating systems and the applications that are running in your VMs.

## How Backup and Restore Operations Function on 64-bit Windows Platforms

Due to architectural differences between 64-bit and 32-bit Windows platforms, various elements of 64-bit operating systems cannot be accessed by 32-bit applications. These elements include areas of the Windows System Registry, system settings files included in a System State backup, and Volume Shadow Copy Service writers.

To overcome these limitations, and to successfully perform backup and restore operations when the CA ARCserve Backup server is running a 64-bit version of Windows, you must install the 64-bit version of the CA ARCserve Backup Client Agent on the CA ARCserve Backup server.

This configuration lets the 64-bit Client Agent run as a native process on the local CA ARCserve Backup server, which manifests the capability to perform browse, backup and restore operations on the local file system, System State, System Registry, and Volume Shadow Copy Service writers in the same manner as remote browse, backup, and restore operations using the 32-bit Client Agent for Windows.

For more information about CA ARCserve Backup Agents and Options supported by 64-bit Windows platforms, see the readme file.

# Chapter 2: Protecting Data Using CA ARCserve Backup

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This section contains the following topics:

[CA ARCserve Backup Components](#) (see page 44)

[Central Management](#) (see page 45)

[How Password Management Works](#) (see page 78)

[How User Profile Management Works](#) (see page 80)

[How CA ARCserve Backup Processes Backup Data Using Multistreaming](#) (see page 102)

[How CA ARCserve Backup Processes Backup Data Using Multiplexing](#) (see page 105)

[How CA ARCserve Backup Secures Data](#) (see page 109)

[Effective Media Management](#) (see page 115)

[Back Up and Restore Data](#) (see page 117)

[Backup Media Rotations and Scheduling Options](#) (see page 119)

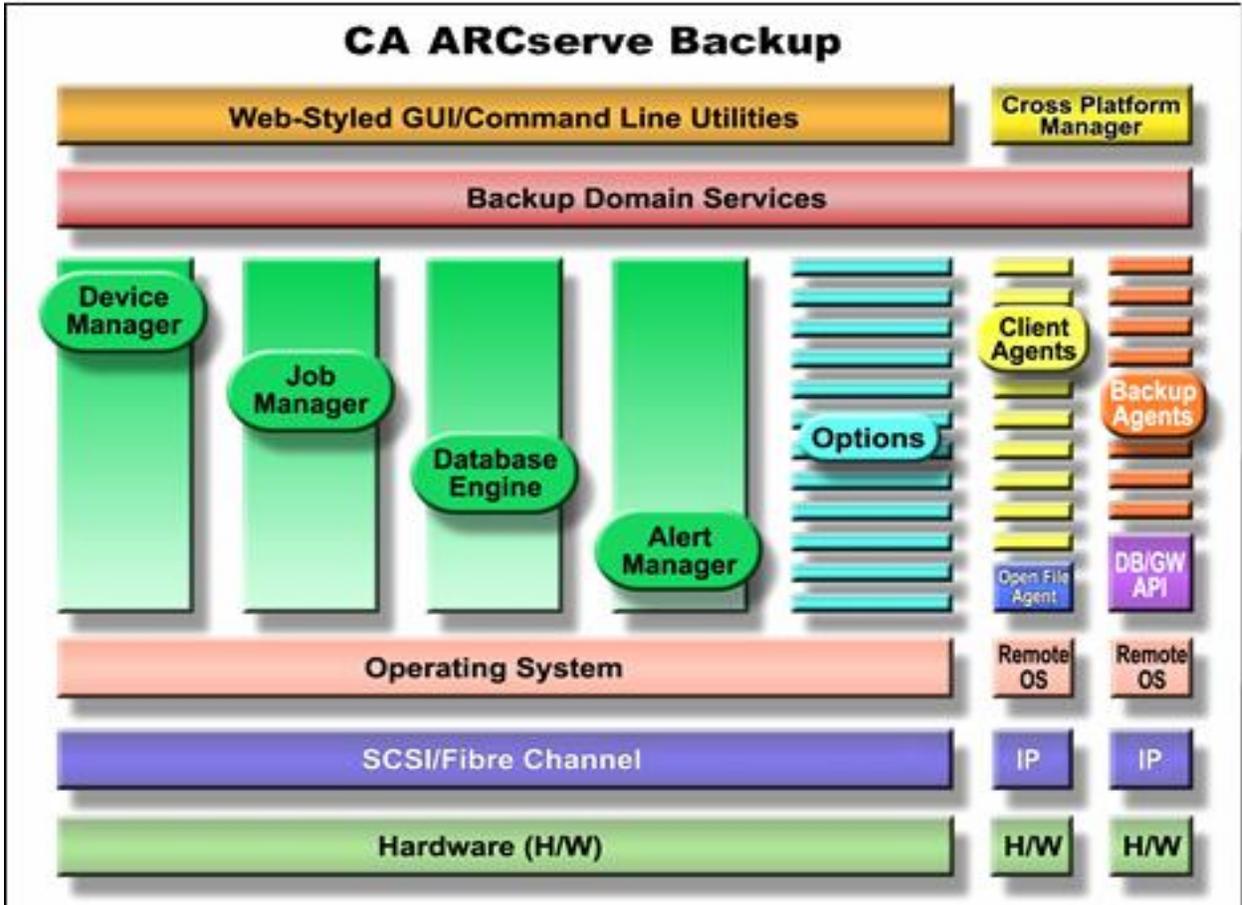
[Preflight Checks for Your Backups](#) (see page 126)

[Start CA ARCserve D2D](#) (see page 127)

[Start CA ARCserve Replication](#) (see page 129)

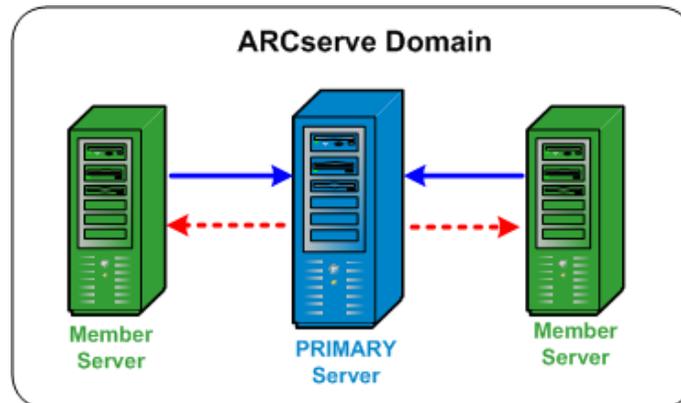
## CA ARCserve Backup Components

CA ARCserve Backup has a flexible design that allows you to manage and protect your environment. It provides powerful components that work together to accomplish critical administrative tasks seamlessly.



## Central Management

The Central Management Option allows you to manage one or more ARCserve servers through a single central system. Within an ARCserve domain, this central system is called the primary server and the other (subordinate) servers are called member servers.



### Primary Server

A primary server provides you with a single point to manage the primary server and one or multiple member servers in an ARCserve domain. From the primary server you can centrally manage and monitor jobs that run locally on that primary server and jobs that run remotely on one or more of the member servers in the domain. There can be only one primary server within an ARCserve domain.

**Note:** You can designate any CA ARCserve Backup server as the primary server. However, because the primary server is responsible for managing and initializing the shared member servers, you should use your most reliable server as the primary server.

### Member Server

A member server executes jobs that are dispatched from the primary server. Within an ARCserve domain, member servers can only belong to one primary server.

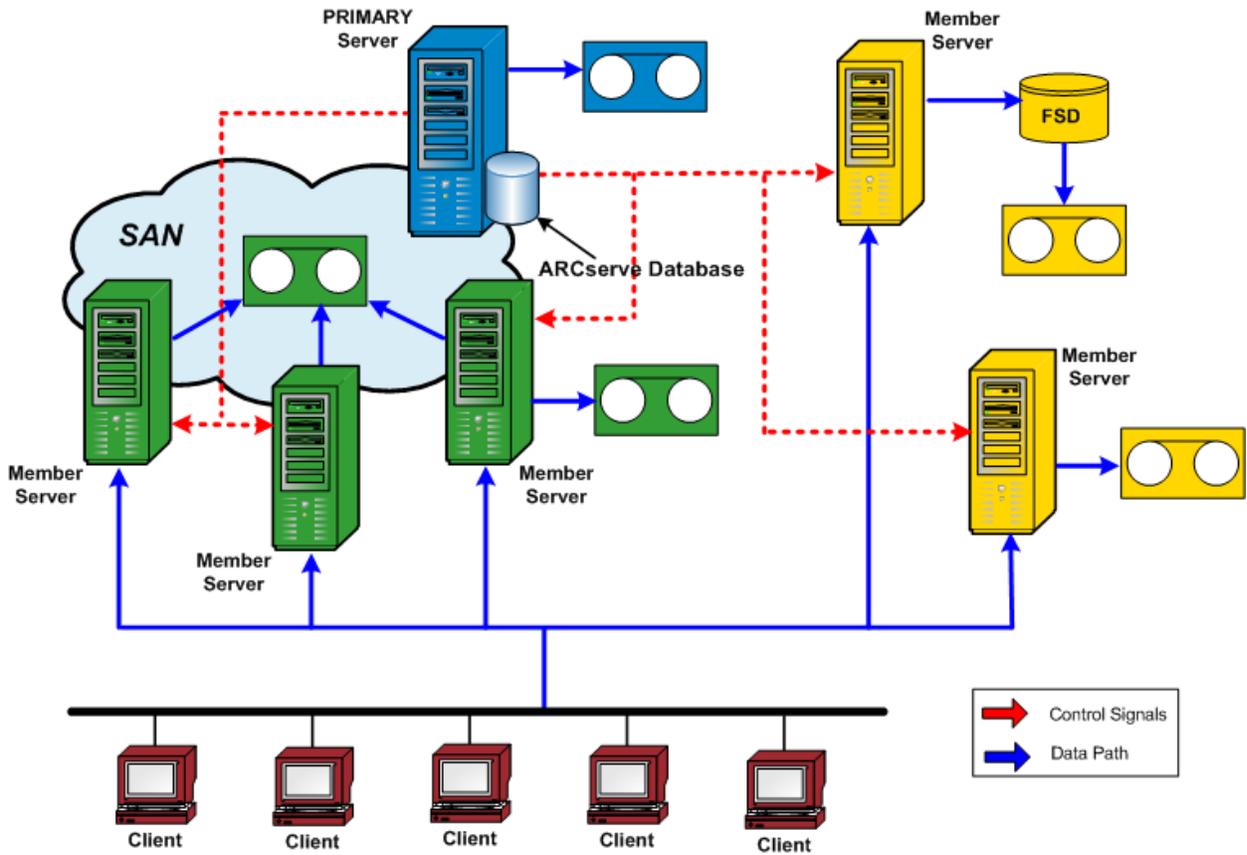
### ARCserve Domain

An ARCserve domain is a logical grouping of a primary and one or more member servers that allows easier monitoring and managing of CA ARCserve Backup servers and users. Within an ARCserve domain, there can only be one primary server and there can be multiple member servers that are controlled by the primary server. An ARCserve domain allows you to manage the domain and select any server from within the domain to perform CA ARCserve Backup tasks without being required to log in to each server separately.

The ARCserve database (ASDB) can be installed on a primary server or on any remote system in your environment. Be aware that to install the ASDB on a remote system, you must host the ASDB instance using Microsoft SQL Server.

The primary and member servers may or may not be connected through a Storage Area Network (SAN). If the member servers are located on a SAN, the primary server must also be on the SAN.

**Note:** A SAN environment within an ARCserve domain is an environment where multiple ARCserve servers can share one or more devices (for example, tape libraries).



## Central Job Management

Central job management allows you to create, manage, and monitor CA ARCserve Backup jobs from one central location. Jobs are always submitted on the primary server and can be run either locally on the primary server itself or remotely on any of the associated member servers. With central job management, you can perform job management operations (for example, backup, restore, merge, scan, data migration, tape copy, compare, copy, count, and so on) on all ARCserve servers from the primary server.

All jobs that are scheduled to run on any CA ARCserve Backup server in the domain will be submitted to the central job queue. This allows you to monitor the job status of all jobs in the domain from the primary server.

To view jobs running from the primary server, select the primary server. To view jobs running from a member server or data mover server, select the member server or a data mover server.

The screenshot displays the CA ARCserve Backup Central Management console. On the left, a tree view shows the domain structure under '100-LL-PRIMARY'. The main area shows a 'Job Queue' with a table of job history. The table has columns for Job Name, Last Result, MB, Files, Missed, MB/Min..., Time U..., Job ID, Job No., and Session No. Summary rows for each server are shown at the top of each group, such as '100-LL-BABRW2 (5 job execution: 2 finished, 3 incomplete, 0 failed, 0 canceled)'. Red arrows from the text labels point to these specific elements in the interface.

## Central Job Monitoring

Central job monitoring allows you to monitor the progress of all jobs running on any ARCserve server in a domain from the primary server. From the primary server job queue, you can view the real-time status of active jobs within the domain.

**Note:** Job monitoring is only available for active (running) jobs within the domain. When the job completes, the final status of any job that ran in the domain is displayed in the Job Status Manager.

The screenshot shows the Job Queue Manager interface. On the left, a tree view shows the domain structure: 100LL-PRIMARY (Primary Server) and several member servers (100LL-BABRW1 through 100LL-BABRW8). The main pane displays a table of jobs with columns for Job Name, Backup Se..., Job No., Job ID, Status, Execution T..., Job Type, and Last Result. A job named 'RW6job2, vista1.2.3 consolidate...' is highlighted in blue. A red arrow points from this job to a detailed 'Job Monitor' window.

**Job Queue for all Jobs in Domain**

Job Name	Backup Se...	Job No.	Job ID	Status	Execution T...	Job Type	Last Result
Database protection job	100LL-PRI...	2	5749	Waiting for tar...	7/23/2007 ...	Backup (Ro...	Finished
Database pruning job	100LL-PRI...	1	5822	READY	7/23/2007 ...	DB Pruning	Finished
RW6job3v3, v1.e2.3 consolida ...	100LL-BA...	12	5831	READY	7/23/2007 ...	Backup	Failed
RW6job2, vista1.2.3 consolida ...	100LL-BA...	14	5793	READY	7/23/2007 ...	Backup files...	Backup
nw4un1 3 servers	100LL-BA...	11	5829	READY	7/23/2007 ...	Backup	Finished
nw6job4v4, cv5.6.7 dataconsolid...	100LL-BA...	13	5766	ACTIVE	Backup files...	Backup	Backup
RW6X0soft WAAsync backup...	100LL-BA...	9	5827	READY	7/23/2007 ...	Backup	Finished
nw6job1network	100LL-BA...	10	5828	READY	7/23/2007 ...	Backup	Incomple...
Backup with Vista 044	100LL-BA...	6	5841	READY	7/23/2007 ...	Backup files...	Backup
nw1job3, cluster SQL2005	100LL-PRI...	3	5757	DONE	<Run Now>	Backup	Finished

**Job Monitoring available only for ACTIVE jobs**

**Job Monitor: Job Name='RW6job2, vista1.2.3 consolidate 2', Job ID='5793'**

Source	Status	Completed	Elapsed Time	Remaining Time	Files	MB/Minute	MB Process
\\100-336-DELL43	Backup files...	38%	12m 22s	19m 20s	43,101	400.43	4,952.00
\\100-362-DELL001	Backup files...	15%	25m 5s	2h 22m 8s	4,201	43.05	1,080.00
100-362-DELL002							

Statistics | Log

The whole job progress information, including master job and all child jobs.

697h 34m 1s Remaining

Total Streams:	2	MB Processed:	6,082.87
MB/Minute:	2.27	MB Estimated:	97,675.67
Files Backed Up:	47,316	Elapsed Time:	44h 31m 32s

## Central Database Management

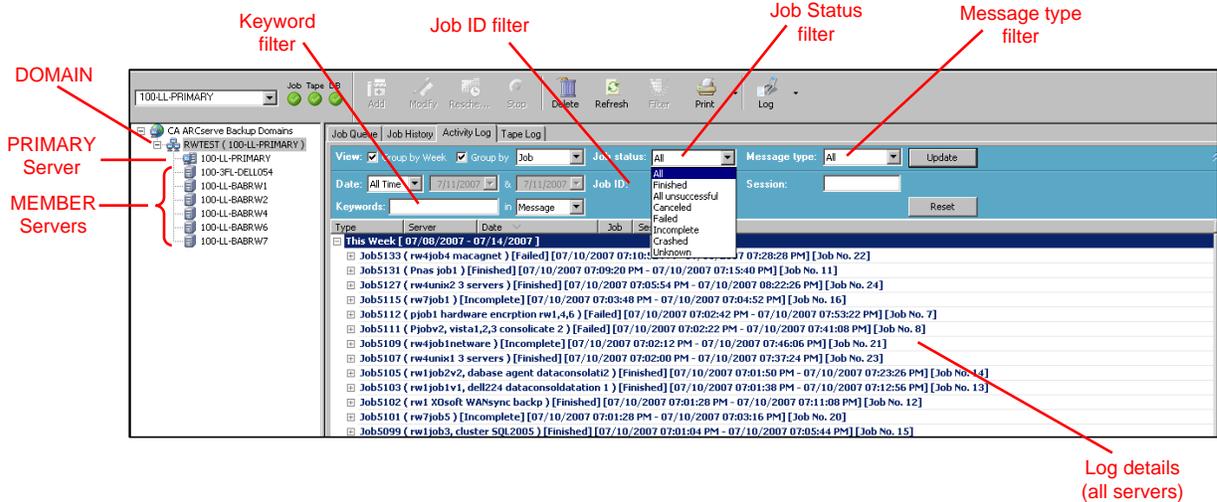
Information from all CA ARCserve Backup servers within a domain is stored in a single central database that can be managed by the primary server. The central database is configured from the primary server and the associated member servers write relevant information into the central database.

Whenever CA ARCserve Backup performs a backup, all the job, session, and media information from the CA ARCserve Backup servers is stored in the centralized database. In addition to the database, a central catalog file is also created that contains descriptive information about each session and allows you to select the specific files and directories to be restored without having to query the database itself. The catalog files have been restructured so that they no longer need to be merged into the database to be efficiently searched. When data needs to be restored, CA ARCserve Backup can quickly browse the content of each session in the catalog file from a single central location to locate the information.

## Central Logging

With central logging, Activity Logs and Job Logs for all CA ARCserve Backup servers in a domain (primary and members) are stored in a central database, allowing you to view the logs from one central location.

Central logging also helps you to perform troubleshooting. You can use the various filters (such as Keywords, Job ID, Job status, Message type, and so on) to isolate the log information to display everything that happened for a specific condition. For example, you can specify to only display the logs for failed jobs, or only display logs that contain a certain keyword in a message or job name, or only display logs for certain job names. Central logging allows you to perform these functions for all CA ARCserve Backup servers within a domain from one central location.



## Central Reporting

With central reporting, you can launch and create scheduled reports for all CA ARCserve Backup servers in a domain from the primary server. Different reports are generated based on the backup activity stored in the CA ARCserve Backup database. Central reporting provides the capability to preview a report, print a report, send email, and schedule when to generate a report for all domain servers from the primary server.

For example, from the primary server you can create a report that identifies the agents that failed the most consecutive times, or the agents with the most failed backup attempts, or the agents with the most partial backups. You can find the percentage of successful, incomplete, or failed backup attempts. You can also find the number of errors and warnings generated for the backup job for each agent which helps in determining the agents with most number of errors.

## Central Alert Management

With central alerting, alerts are posted from all CA ARCserve Backup servers in a domain to the primary server. Job level alerts are configured on the primary server and applied to all jobs that are executed on the primary server or any of the associated member servers within the domain.

## Central ARCserve Server Administration

Server administration tasks for all CA ARCserve Backup servers in a domain are performed centrally from the primary server. From the primary server, you can monitor the state of the CA ARCserve Backup engines (Job Engine, Tape Engine, and Database Engine) for all CA ARCserve Backup servers in the domain. In addition, you can select an individual server to monitor and manage the state of the engines and services on that server.

The image shows two screenshots of the CA ARCserve Backup management console. The top screenshot displays the 'DOMAIN' view for '100-LL-PRIMARY'. It shows a tree view on the left with 'RWTEST (100-LL-PRIMARY)' expanded to show a list of servers: 100-LL-PRIMARY, 100-3FL-DELL054, 100-LL-BABRW1, 100-LL-BABRW2, 100-LL-BABRW4, 100-LL-BABRW6, 100-LL-BABRW7, and 100-LL-BABRW8. The 'PRIMARY Server' is 100-LL-PRIMARY, and the others are 'MEMBER Servers'. The main table shows the status of Job Engine, Tape Engine, and DB Engine for each server, all of which are 'Started'. A red bracket on the right labels this as 'Status of all Engines on all Servers in Domain'. The bottom screenshot shows the 'Specified server' view for '100-LL-NPRIMARY'. It shows a list of services on the left, with '100-LL-NPRIMARY (100-LL-NPRIMARY)' selected. The main table shows the status, up time, and description for various services like 'CA ARCserve Communication Foundation', 'CA ARCserve Database Engine (ODBC)', 'CA ARCserve Discovery Service', etc. A red bracket on the right labels this as 'Status of all Engines and Services on specified server'.

## Central Device Management

With central device management, you can manage devices for all CA ARCserve Backup servers in a domain from the primary server by using the Device Manager. The Device Manager provides information about storage devices that are connected to a server, the media in these devices, and the status of these devices. In addition, the Device Manager also allows you to format, erase, inventory, import, and export media. With central device management, all of these functions can be performed from the primary server for devices connected to the primary server or any of the associated member servers.

### Tape Library Auto-Configuration

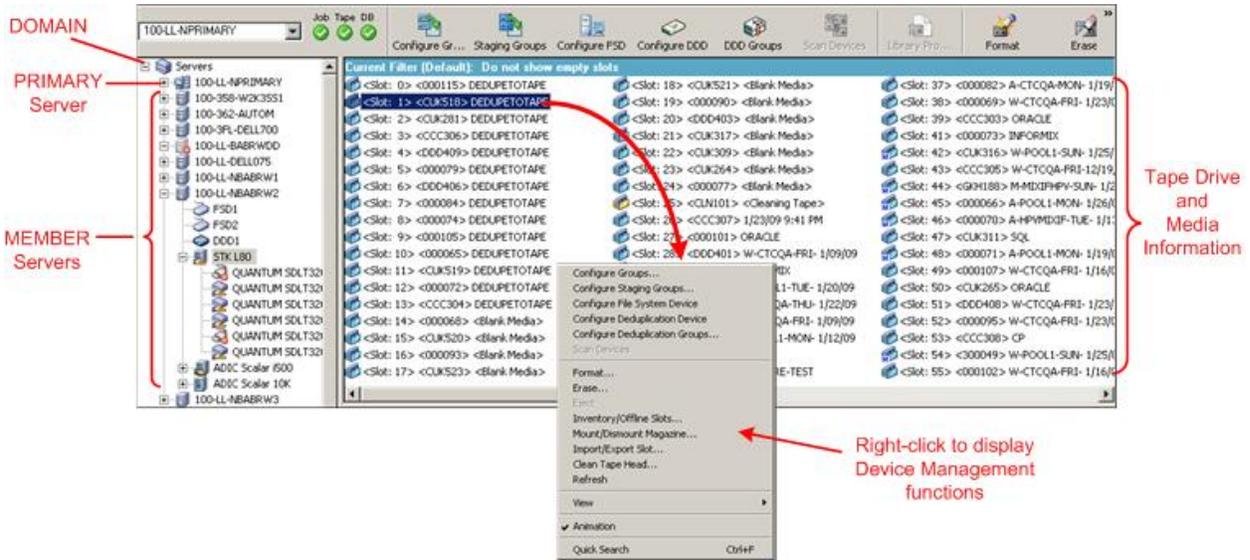
CA ARCserve Backup will now automatically detect the existence of a tape library and configure it. Therefore you no longer need to run the separate Tape Library Option Setup utility and no longer need to reconfigure a library after replacing bad drives or adding new drives. In addition, library settings can be changed on the fly without stopping the Tape Engine for such tasks as cleaning tapes or specifying cleaning settings.

### SAN Auto-Configuration

SAN configuration is now tied to CA ARCserve Backup domain configuration, eliminating the need to run SAN configuration. Libraries are automatically detected as "shared" on the fly at the CA ARCserve Backup domain primary server. Domain primary servers can have both SAN and non-SAN domain member servers.

### FSD Auto-Configuration

From a central location on the primary server you can create an FSD on any member server without having to stop and start the tape engine.



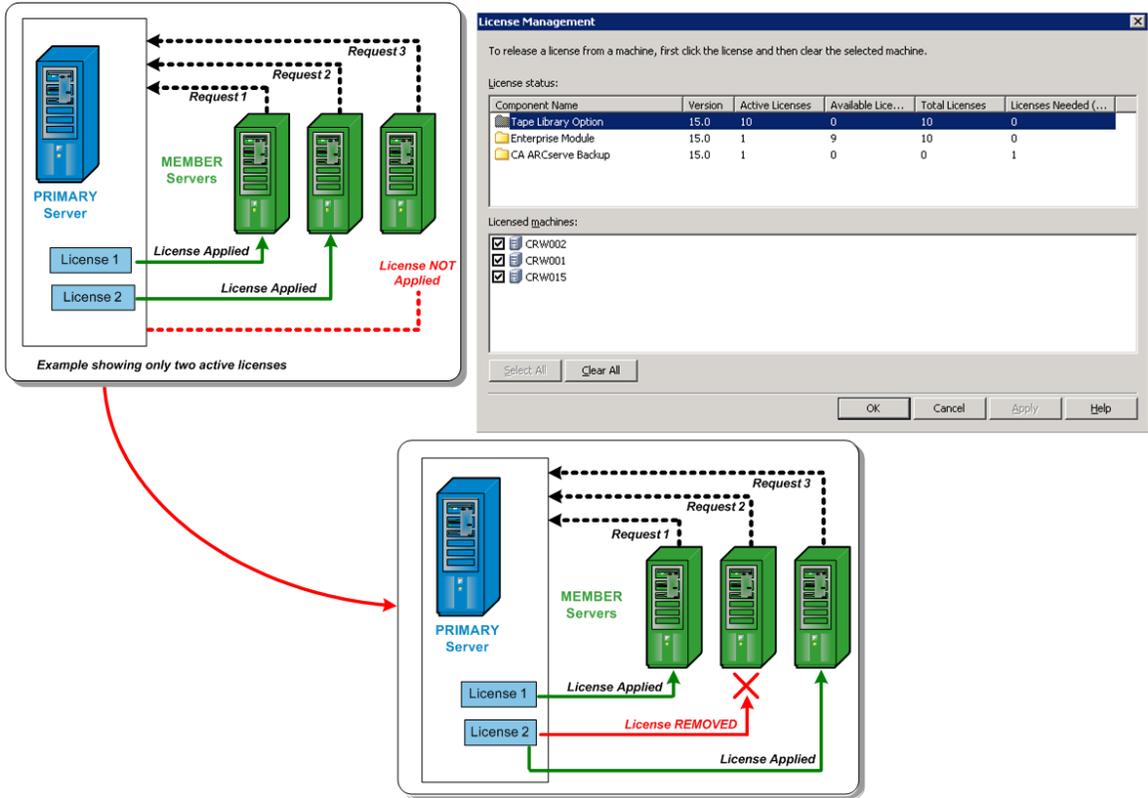
## Central License Management

CA ARCserve Backup licensing is count-based with licenses for most ARCserve servers within a domain applied centrally on the primary server. Count-based licensing grants a single overall license to the application with a predetermined number of active license rights included in the overall license pool.

Each new user of the application (member server) is granted an active license from the pool on a first-come, first-served basis until the total number of available licenses has been exhausted. If all the active licenses have already been applied and you need to add a license to a different member server, you would first have to manually remove the license from one of the member servers (to reduce the count) and then have the new member server apply for that license (to take up the count).

With central license management, the license allocation is server based. This means that when a license is allocated to a server, central license management will record this allocation and keep this license exclusively used for that server. Future license requests from the same server will always succeed, and requests from other servers will cause a new license to be allocated to the new server. When all available licenses are allocated, license checking places jobs that are running from an ARCserve Member server into a Hold status, and fails jobs associated with a server that is running an ARCserve agent. For all scenarios, when there are no licenses available, you will get an activity log message warning you that the license is a problem.

Through the use of central licensing, you can easily remove license rights to allow other member servers to gain license privileges. From the Server Admin Manager screen on the primary server, you can access the License Management dialog to view the active license counts for each component and also manage which licenses are applied to which servers.



CA ARCserve Backup licenses are installed on and checked centrally on the CA ARCserve Backup primary server. However, the following agents must be licensed on the servers where you are installing the agents:

- CA ARCserve Backup for Windows Agent for Sybase
- CA ARCserve Backup for Windows Agent for Informix
- CA ARCserve Backup for Windows Enterprise Option for SAP R/3 for Oracle

**More information:**

[Manage CA ARCserve Backup Component Licenses](#) (see page 480)  
[Release Licenses from Servers](#) (see page 483)

## Central Job History

With central job history, you can view the history of backup jobs on all CA ARCserve Backup servers within a domain from the primary server. You can view the history based upon either the applicable host or the job itself.

Through central job history, you can locate and review the status of the CA ARCserve Backup servers that were backed up, the instances (or jobs) for each server, and the volumes (or sessions) for each instance.

You can also view information about the device and the media that were used for the backup job. In addition, central job history is helpful in troubleshooting because any errors or warnings that were generated during each job on any server (primary or member) are also displayed from one central location.

**Note:** On the Job History tab, the MB/Minute field displays the ratio of megabytes per minute for the entire job. In addition to transferring data from the source location to the destination storage area, a job can include media management activities, pre- and post- scripts, and so on. As a result, the value displayed in the MB/Minute field can be different than the actual throughput. To view the actual throughput for the job, click the Activity Log tab, locate the job, expand Logs for the Master Job, and locate the log entry for Average Throughput.

The screenshot displays the 'Job History' tab in the CA ARCserve Backup console. The left pane shows a tree view of 'CA ARCserve Backup Domains' with '100-LL-NFRPRIMARY' selected. The right pane shows a table of job history with columns: Job Name, Last Result, MB, Files, Missed, MB/Min..., Time U..., Job ID, Job No., and Session... The table lists various backup jobs for hosts like 100-362-AUTOM, 100-362-CW002, and 100-362-DELL046. Red annotations include: 'DOMAIN' pointing to the tree view; 'PRIMARY Server' pointing to the selected domain; 'MEMBER Servers' pointing to sub-items; 'Server' pointing to a job entry; 'Instance (Job)' pointing to a specific job row; 'Volume (Session)' pointing to a session row; and 'Summary of job history for server (Host)' pointing to a summary row for a host.

Job View

The Job view displays all executions of a job. Each execution shows all of the hosts that were backed up. You can also drill down on a host and see the sessions that were backed up.

For each job entry, you also see the following summary information:

	Last Result	MB	Files	Missed	MB/Min...	Time Used	Job ID	Job No.	Session...	Subsession No.	Compression R...
This job was submit... ( 1 job execution: 1 finished, 0 incomplete, 0 failed, 0 canceled )											
This job was submit... ( 1 job execution: 1 finished, 0 incomplete, 0 failed, 0 canceled )											
Job 001 VM1-Backup-17880687 ( 3 job execution: 3 finished, 0 incomplete, 0 failed, 0 canceled )											
2009-01-29 04:36:22	Finished	17,187	18,895	0	608.75	00:28:14	4794	468			3.64 (72.55%)
100-LL-RWVM1	Finished	17,187	18,895	0	680.22	00:25:16	4794	468			3.64 (72.55%)
RAW	Finished	12,716	18	0	503.27	00:25:16	4794	468	2545		51.58 (98.06%)
E:	Finished	N/A	N/A	N/A	N/A	00:00:00	4794	468	2545	2	1.00 (0.00%)
F:	Finished	N/A	N/A	N/A	N/A	00:00:00	4794	468	2545	3	1.00 (0.00%)
H:	Finished	0	5	0	N/A	00:00:00	4794	468	2545	5	1.00 (0.00%)
I:	Finished	0	2,171	0	N/A	00:00:00	4794	468	2545	6	1.00 (0.00%)
G:	Finished	70	318	0	N/A	00:00:00	4794	468	2545	4	1.00 (0.00%)
C:	Finished	4,401	16,383	0	N/A	00:00:00	4794	468	2545	1	1.00 (0.00%)
2009-01-29 03:52:26	Finished	17,184	18,664	0	754.79	00:22:46	4782	468			3.73 (73.19%)
100-LL-RWVM1	Finished	17,184	18,664	0	839.61	00:20:28	4782	468			3.73 (73.19%)
2009-01-29 01:44:48	Finished	17,184	18,649	0	748.21	00:22:58	4769	468			3.15 (68.23%)
Job 002 CP mixed... ( 8 job execution: 8 finished, 0 incomplete, 0 failed, 0 canceled )											
Job 003 Dedupe --- ( 13 job execution: 0 finished, 4 incomplete, 7 failed, 1 canceled, 1 active )											

- **Number of job executions**--Indicates the number of times the host was supposed to be backed up or backed up by a job.
- **Number of jobs finished**--Number of times the host was backed up successfully.
- **Number of jobs incomplete**--Number of times the host was not completely backed up.
- **Number of jobs failed**--Number of times the backup of the host failed.
- **Number of jobs canceled**--Number of times the backup of the host was canceled.

## Backup Execution Details for a Selected Job

When you select a specific job execution the following information is displayed:

Job Queue   Job History   Activity Log   Audit Log											
Group by		Job		Show history in last		7 Days		Update			
	Last Result	MB	Files	Missed	MB/Min...	Time Used	Job ID	Job No.	Session...	Subsession...	Compressi...
2009-01-30 03:46:04	Finished	7,936	70,964	0	134.89	00:58:50	4925	592			
2009-01-29 03:45:48	Finished	7,880	70,964	0	146.11	00:53:56	4779	592			
2009-01-28 03:45:56	Finished	7,826	70,964	0	139.92	00:55:56	4658	592			
2009-01-27 03:45:52	Finished	7,804	70,964	0	135.56	00:57:34	4526	592			
2009-01-26 03:45:50	Finished	7,804	70,964	0	156.60	00:49:50	4405	592			
2009-01-25 03:45:48	Finished	7,789	70,964	0	143.80	00:54:10	4355	592			
2009-01-24 03:45:52	Finished	7,785	70,964	0	146.24	00:53:14	4301	592			

Detail   Job Log									
<b>Summary</b>									
Execution Time	2009-01-27 03:45:52---2009-01-27 04:43:26								
Total Source Host	3(3 Finished,0 Failed,0 Cancel,0 Incomplete,0 Not Attempted,0 Other)								
Total Sessions	17(17 Finished,0 Failed,0 Cancel,0 Incomplete,0 Other)								
Total Migrations	0(0 Finished,0 Failed,0 Incomplete,0 Pending)								
<b>Device and Media</b>									
Device	QUANTUM(Board:3,Bus:0,SCSIID:1,LUN:2)								
Media Used:1	<table border="1"> <thead> <tr> <th>Media Name</th> <th>Barcode</th> <th>SequenceNO</th> <th>RandomID</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>CCC308</td> <td>1</td> <td>F224</td> </tr> </tbody> </table>	Media Name	Barcode	SequenceNO	RandomID	CP	CCC308	1	F224
Media Name	Barcode	SequenceNO	RandomID						
CP	CCC308	1	F224						
<b>Error and Warning</b>									
No item to display!									

In the top pane, the following information is displayed:

### Job Execution Time

The time the job started.

### Job Name

The name of the job.

**Note:** This release of CA ARCserve Backup does not display blank job names in the Job Status Manager. If you upgraded from a previous ARCserve release, migrated the job history data, and the jobs contained blank job names, the names of the jobs display in the Job Name field in the Job Status Manager in the following format:

[<<machine name>>] <<job no>>

### Last Result

The last result is determined from the following criteria:

- The status is marked as failed if any of the sessions in the job fail.
- The status is marked as incomplete in any of the sessions are incomplete even if some are successful.
- The status is marked as successful only if all sessions are successful.

### MB

The amount of data backed up for the job.

**Files**

The number of files backed up for the job.

**Missed**

The number of files missed during the backup.

**Note:** Use CA ARCserve Backup Agent for Open Files to backup open files to avoid missed files during a backup.

**MB/Minute**

- At the Job level, MB/Minute indicates the ratio of megabytes and the elapsed time for the entire job, including pre and post scripts, if any, media management activities, and so on. For average master job throughput, refer to the Activity Log.
- At the Host level, MB/Minute indicates the ratio of megabytes and the elapsed time for the entire job, including pre and post scripts, if any, media management activities, and so on for a single host.
- At the Session level, MB/Minute indicates the ratio of megabytes and the elapsed time for a specific volume and its folders, which comprise a single session.

**Note:** If little or no data is backed up by the backup job, a value of N/A appears in the MB/Minute field.

**Time Used**

- At the Job level, Time Used indicates the elapsed time for the entire job including pre and post scripts, if any, media management activities, and so on.
- At the Host level, Time Used indicates the elapsed time for the entire job including pre and post scripts, if any, media management activities, and so on for a single host.
- At the Session level, Time Used indicates the elapsed time for the backup of a specific volume and its folders, which comprise a single session.

**Job ID**

Identifies the specific execution of the job.

**Job No.**

Identifies the job.

**Compression Ratio**

The amount of actual data to be stored divided by the amount of data stored after deduplication expressed as a ratio or percentage.

In the bottom pane, the following information is displayed:

**Summary**

**Execution Time**

The start time and end time of the selected job.

**Total Source Host**

The total number of hosts the job attempted to backup.

**Total Sessions**

The number of sessions that were backed up by the selected job execution.

**Total Migrations**

The number of sessions migrated in a disk or tape staging job.

**Device and Media**

**Device**

The tape drive or file system device used during the backup. Multiple tape drives can also be used for the same host in a single job execution if the job is a multi streaming job.

**Media Used**

The media that was used during the backup of the host. Multiple media can also be used for the same host in a single job execution if the job is a multi streaming job.

**Error and Warning**

Displays the errors and warnings that are generated during the back up of a host.

## Node Level Details for a Selected Job

When you select the node of an executed job, the following information is displayed:

	Last Result	MB	Files	Missed	MB/Min...	Time Used	Job ID	Job No.	Session...	Subsession No.	Compressid
Job 001 hardware ...	( 9 job execution: 2 finished, 0 incomplete, 7 failed, 0 canceled )										
Job 002 mixif all ser...	( 8 job execution: 0 finished, 0 incomplete, 8 failed, 0 canceled )										
Job 003 CP mixed ...	( 8 job execution: 8 finished, 0 incomplete, 0 failed, 0 canceled )										
Job 004 agent job B...	( 8 job execution: 0 finished, 0 incomplete, 8 failed, 0 canceled )										
Job 005 Backup [Cu...	( 8 job execution: 8 finished, 0 incomplete, 0 failed, 0 canceled )										
2009-01-30 04:46:40	Finished	0	6	0	.00	00:00:54	4961	139			
2009-01-29 04:46:46	Finished	0	6	0	.00	00:01:28	4804	139			
2009-01-28 04:47:12	Finished	0	6	0	.00	00:01:26	4686	139			
2009-01-27 07:39:14	Finished	0	6	0	.00	00:00:54	4549	139			
2009-01-26 12:01:14	Finished	0	6	0	.00	00:01:02	4424	139			
2009-01-25 04:46:38	Finished	0	6	0	.00	00:01:00	4368	139			
2009-01-24 04:46:38	Finished	0	6	0	.00	00:00:50	4319	139			
2009-01-23 04:46:44	Finished	0	6	0	.00	00:00:38	4188	139			
100-3FL-DELL700	Finished	0	6	0	N/A	00:00:00	4188	139			
E:\hotfix_11_11	Finished	0	6	0	N/A	00:00:00	4188	139	12		

Detail									
<b>Summary</b>									
Execution Time	2009-01-23 04:46:30----2009-01-23 04:46:30								
Total Sessions	1(1 Finished,0 Failed,0 Cancel,0 Incomplete,0 Other)								
Total Migrations	0(0 Finished,0 Failed,0 Incomplete,0 Pending)								
<b>Device and Media</b>									
Device	HP(Board:4,Bus:0,SCSIID:5,LUN:0)								
Media Used:1	<table border="1"> <thead> <tr> <th>Media Name</th> <th>Barcode</th> <th>SequenceNO</th> <th>RandomID</th> </tr> </thead> <tbody> <tr> <td>DELL700</td> <td></td> <td>1</td> <td>4756</td> </tr> </tbody> </table>	Media Name	Barcode	SequenceNO	RandomID	DELL700		1	4756
Media Name	Barcode	SequenceNO	RandomID						
DELL700		1	4756						
<b>Error and Warning</b>									
No item to display!									

### Summary

#### Execution Time

The start time and end time of the selected node.

#### Total Sessions

The number of sessions that were backed up for the host.

#### Total Migrations

The number of sessions migrated in a disk or tape staging job.

### Device and Media

#### Device

The tape drive or file system device used during the backup job. Multiple tape drives can also be used for the same host in a single job execution if the job is a multi streaming job.

#### Media Used

The media that was used during the backup of the host. Multiple media can also be used for the same host in a single job execution if the job is a multi streaming job.

## Error and Warning

Displays the errors and warnings that are generated during the backup of a host.

## Session Level Details of a Selected Node

Drilling down even more, when you highlight a session, the following details of the session are displayed:

	Last Result	MB	Files	Missed	MB/Min...	Time Used	Job ID	Job No.	Session...	Subsession No.	Compressid
2009-01-30 04:46:40	Finished	0	6	0	.00	00:00:54	4961	139			
2009-01-29 04:46:46	Finished	0	6	0	.00	00:01:28	4804	139			
2009-01-28 04:47:12	Finished	0	6	0	.00	00:01:26	4686	139			
2009-01-27 07:39:14	Finished	0	6	0	.00	00:00:54	4549	139			
2009-01-26 12:01:14	Finished	0	6	0	.00	00:01:02	4424	139			
2009-01-25 04:46:38	Finished	0	6	0	.00	00:01:00	4368	139			
2009-01-24 04:46:38	Finished	0	6	0	.00	00:00:50	4319	139			
2009-01-23 04:46:44	Finished	0	6	0	.00	00:00:38	4188	139			
100-3FL-DELL700	Finished	0	6	0	N/A	00:00:00	4188	139			
E:\hotfix_11_11	Finished	0	6	0	N/A	00:00:00	4188	139	12		

Detail	
<b>Session Detail</b>	
Execution Time	2009-01-23 04:46:30----2009-01-23 04:46:30
Number	12
Type	NTFS
Path	\\100-3FL-DELL700\E:\hotfix_11_11
Status	Finished
Start time	2009-01-23 04:46:30
End time	2009-01-23 04:46:30
Method	Full
Flags	Catalog
MB	0
Files	6
Missed	0
<b>Device and Media</b>	
Device	HP(Board:4,Bus:0,SCSIID:5,LUN:0)

### Session Detail

#### Execution Time

Indicates the start time and end time of the selected session.

#### Number

Indicates the session number.

**Type**

Indicates the type of session backed up.

**Path**

Indicates the root path of the session.

**Status**

Indicates the result of the backup session.

**Start time**

Indicates the start time of the session.

**End time**

Indicates the end time of the session.

**Method**

Indicates the type of backup method used for the session.

**Flags**

Indicates the internal flags created by CA ARCserve Backup to identify the session.

**MB**

Indicates the amount of data backed up for the session.

**Files**

Indicates the number of files backed up for the session.

**Missed**

Indicates the number of files not backed up during the session.

**Device and Media**

**Device**

Indicates the tape drive or file system device used during the backup of the session.

**Media Used**

Indicates the media that was used during the backup of the session.

**Error and Warning**

Displays the errors and warnings that are generated during the back up of a session.

## Host View

The Host view displays all of the hosts that were backed up and their status each time a job has backed it up. You can also drill down on a host and see the sessions that were backed up. For each host entry, you also see the following summary information:

### Number of job execution

Indicates the number of times the host was attempted to be backed up or backed up by a job.

### Number of jobs finished

Number of times the host was backed up successfully.

### Number of jobs incomplete

Number of times the host was not completely backed up.

**Note:** To avoid incomplete backups use CA ARCserve Backup Agent for Open Files to back up open files.

### Number of jobs failed

Number of times the backup of the host failed.

### Number of jobs canceled

Number of times the backup of the host was canceled.

## Backup Execution Details of a Selected Host

When you select a specific job execution the following information is displayed:

Job Queue   Job History   Activity Log   Audit Log										
Group by		Host		Show history in last		7 Days		Update		
		Last Result	MB	Files	Missed	MB/Min...	Time Used	Job ID	Job No.	Session...
+	2009-01-22 16:16:18	Finished	10	15	0	5.88	00:01:42	4165	241	
+	2009-01-21 16:16:22	Finished	N/A	N/A	N/A	N/A	00:01:02	4003	241	
+	2009-01-20 16:16:18	Finished	N/A	N/A	N/A	N/A	00:01:10	3828	241	
+	2009-01-19 16:16:16	Finished	N/A	N/A	N/A	N/A	00:01:02	3675	241	
+	2009-01-18 16:16:20	Finished	N/A	N/A	N/A	N/A	00:01:02	3501	241	
+	2009-01-17 16:16:20	Finished	N/A	N/A	N/A	N/A	00:01:00	3482	241	

Detail		Job Log	
<b>Summary</b>			
Execution Time	2009-01-19 16:16:16----2009-01-19 16:17:18		
Total Source Host	2(2 Finished,0 Failed,0 Cancel,0 Incomplete,0 Not Attempted,0 Other)		
Total Sessions	0(0 Finished,0 Failed,0 Cancel,0 Incomplete,0 Other)		
Total Migrations	0(0 Finished,0 Failed,0 Incomplete,0 Pending)		
<b>Device and Media</b>			
No item to display!			
<b>Error and Warning</b>			
Retrieving log from DB...			

In the top pane, the following information is displayed:

**Job Execution Time**

The time the job started.

**Job Name**

The name of the job that backed up the host.

**Note:** This release of CA ARCserve Backup does not display blank job names in the Job Status Manager. If you upgraded from a previous ARCserve release, migrated the job history data, and the jobs contained blank job names, the names of the jobs display in the Job Name field in the Job Status Manager in the following format:

[<<machine name>>] <<job no>>

**Last Result**

The last result is determined from the following criteria:

- The status is marked as failed if any of the sessions in the host fail.
- The status is marked as incomplete in any of the sessions are incomplete even if some are successful.
- The status is marked as successful only if all sessions are successful.

**MB**

The amount of data backed up for the host.

**Files**

The number of files backed up for the host.

**Missed**

The number of files missed during the backup job.

**Note:** Use CA ARCserve Backup Agent for Open Files to avoid missed files during a backup job.

**MB/Minute**

- At the Job level, MB/Minute indicates the ratio of megabytes and the elapsed time for the entire job, including pre and post scripts, if any, media management activities, and so on. For average master job throughput, refer to the Activity Log.
- At the Session level, MB/Minute indicates the ratio of megabytes and the elapsed time for a specific volume and its folders, which comprise a single session.

**Time Used**

- At the Job level, Time Used indicates the elapsed time for the entire job including pre and post scripts, if any, media management activities, and so on.
- At the Session level, Time Used indicates the elapsed time for the backup of a specific volume and its folders, which comprise a single session.

**Job ID**

Identifies the specific execution of the job.

**Job No.**

Identifies the job.

**Compression Ratio**

The amount of actual data to be stored divided by the amount of data stored after deduplication expressed as a ratio or percentage.

In the bottom pane, the following information is displayed:

**Summary****Total Sessions**

The number of sessions that were backed up for the host.

**Total Migrations**

The number of sessions migrated in a disk or tape staging job.

**Device and Media****Device**

The tape drive or file system device used during the backup job. Multiple tape drives can also be used for the same host in a single job execution if the job is a multi streaming job.

**Media Used**

The media that was used during the backup of the host. Multiple media can also be used for the same host in a single job execution if the job is a multi streaming job.

**Error and Warning**

Displays the errors and warnings that are generated during the backup of a host.

### Session Level Details of a Selected Host

Drilling down even more, when you highlight a session, the following details of the session are displayed:

Job 001 ( 1 job execution: 1 finished, 0 incomplete, 0 failed, 0 canceled )									
2009-01-21 00:48:50	Finished	24	18	0	30.00	00:00:48	3861	269	
100-362-DELL192	Finished	24	18	0	102.86	00:00:14	3861	269	
sqlldr@NEW	Finished	6	4	0	90.00	00:00:04	3861	269	1
dbasql@NEW...	Finished	4	2	0	120.00	00:00:02	3861	269	2
dbasql@NEW...	Finished	2	2	0	N/A	00:00:00	3861	269	3

Session Detail				
Execution Time	2009-01-21 00:48:34----2009-01-21 00:48:38			
Number	1			
Type	SQL Server Disaster Recovery Elements			
Path	\\100-362-DELL192\sqlldr@NEW			
Status	Finished			
Start time	2009-01-21 00:48:34			
End time	2009-01-21 00:48:38			
Method	Clone-Snap			
Flags	Agent, Catalog			
MB	6			
Files	4			
Missed	0			
Device and Media				
Device	FSD3(Board:2,Bus:0,SCSIID:2,LUN:0)			
Media Used:1	Media Name	Barcode	SequenceNO	RandomID
	1/20/09 8:50 PM		1	8C4B
Error and Warning				
 <a href="#">W3558 2009-01-20 20:50:33 Global Agent Options for Microsoft SQL Server are not applied by agents whose version is below r12.5. (Node=100-362-DELL192, Agent Version=r12.0)</a>				

#### Session Detail

##### Execution Time

Indicates the start time and end time of the selected session.

##### Number

Indicates the session number.

##### Type

Indicates the type of session backed up.

##### Path

Indicates the root path of the session.

**Status**

Indicates the result of the backup session.

**Start time**

Indicates the start time of the session.

**End time**

Indicates the end time of the session.

**Method**

Identifies the type of backup method used for the session.

**Flags**

Indicates the internal flags created by CA ARCserve Backup to identify the session.

**MB**

Indicates the amount of data backed up for the session.

**Files**

Indicates the number of files backed up for the session.

**Missed**

Indicates the number of files not backed up during the session.

**Device and Media**

**Device**

Indicates the tape drive or file system device used during the backup of the session.

**Media Used**

Indicates the media that was used during the backup of the session.

**Error and Warning**

Displays the errors and warnings that are generated during the back up of a session.

## Source Group View

The Source Group view displays the executions of both, application groups and customized source groups. Each execution shows all of the servers selected in the source group that was backed up. You can drill-down on a server and see the details of the sessions that were backed up.

For each source group, you can see the following summary information:

Job Queue   Job History   Activity Log   Audit Log   Tape Log												
Group by		Show history in last										
Source Group		7 Days		Update								
Job Name	Last Result	MB	Files	Missed	MB/Min...	Time U...	Job ID	Job No.	Session...	Subses...	Compression R...	
Client Agent	( 0 job execution: 2 finished, 0 incomplete, 3 failed, 0 canceled, 3 active, 0 not attempted )											
Client Agent Group Name 1...	( 0 job execution: 1 finished, 0 incomplete, 1 failed, 0 canceled, 6 active, 0 not attempted )											
Microsoft SQL Server	( 0 job execution: 5 finished, 0 incomplete, 1 failed, 0 canceled, 2 active, 0 not attempted )											
Mixed Group	( 0 job execution: 0 finished, 0 incomplete, 6 failed, 0 canceled, 2 active, 0 not attempted )											
SQL Agent Group Name SQL...	( 0 job execution: 7 finished, 0 incomplete, 0 failed, 0 canceled, 1 not attempted )											
WinUser Group WinUser G...	( 0 job execution: 0 finished, 0 incomplete, 7 failed, 0 canceled, 1 not attempted )											

### Number of job execution

Indicates the number of times the source group was supposed to be backed up or backed up by a job.

### Number of job finished

Indicates the number of times the source group was backed up successfully.

### Number of jobs incomplete

Indicates the number of times the source group was not completely backed up.

### Number of jobs failed

Indicates the number of times the backup of the source group failed.

### Number of jobs canceled

Indicates the number of times the backup of the source group was canceled.

### Number of active jobs

Indicates the number of backup jobs that are still being executed.

### Number of jobs not attempted

Indicates the number of backup jobs that are yet to be executed.

## Job Level Details for a Selected Host

When you select a specific job, the following details are displayed:

Job Name	Last Result	MB	Files	Missed	MB/Min...	Time U...	Job ID	Job No.	Session...	Subses...	Compu
Group R	( 1 job execution: 0 finished, 0 incomplete, 0 failed, 0 canceled, 1 active, 0 not attempted )										
LODVM1040											
SERVER-GROUP-1	( 2 job execution: 1 finished, 0 incomplete, 0 failed, 0 canceled, 1 not attempted )										
LODVM1040											
2009-11-02 15:3...R2	Not Attemp...	N/A	N/A	N/A	N/A	00:00:00	37	12			
2009-11-02 15:3...R1	Finished	89	51	0	83.44	00:01:04	35	11			
C:\setup R1	Finished	89	51	0	1,335.00	00:00:04	35	11		1	

The following information is displayed in the top pane:

### Job Execution Time

Indicates the time when the job execution started.

### Job Name

Indicates the name of the job.

### Last Result

The last result is determined from the following criteria:

- The status is marked as failed if any of the sessions in the job fail.
- The status is marked as incomplete in any of the sessions are incomplete even if some are successful.
- The status is marked as successful only if all sessions are successful.

### MB

Indicates the amount of data backed up for the job.

### Files

Indicates the number of files backed up for the job.

### Missed

Indicates the number of files missed during the backup.

**Note:** Use CA ARCserve Backup Agent for Open Files to back up open files to avoid missed files during a backup.

**MB/Minute**

- At the Job level, MB/Minute indicates the ratio of megabytes and the elapsed time for the entire job, including pre and post scripts, if any, media management activities, and so on. For average master job throughput, refer to the Activity Log.
- At the Host level, MB/Minute indicates the ratio of megabytes and the elapsed time for the entire job, including pre and post scripts, if any, media management activities, and so on for a single host.
- At the Session level, MB/Minute indicates the ratio of megabytes and the elapsed time for a specific volume and its folders, which comprise a single session.

**Note:** If little or no data is backed up by the backup job, a value of N/A appears in the MB/Minute field.

**Time Used**

- At the Job level, Time Used indicates the elapsed time for the entire job including pre and post scripts, if any, media management activities, and so on.
- At the Host level, Time Used indicates the elapsed time for the entire job including pre and post scripts, if any, media management activities, and so on for a single host.
- At the Session level, Time Used indicates the elapsed time for the backup of a specific volume and its folders, which comprise a single session.

**Job ID**

Identifies the specific execution of the job.

**Job No.**

Identifies the job.

**Compression Ratio**

The amount of actual data to be stored divided by the amount of data stored after deduplication expressed as a ratio or percentage.

In the bottom pane, the following information is displayed:

**Summary**

**Total Sessions**

Indicates the number of sessions that were backed up by the selected job.

**Total Migrations**

Indicates the number of sessions migrated in a disk or tape staging job.

## Device and Media

### Device

Indicates the tape drive or file system device used during the backup. Multiple tape drives can also be used for the same host in a single job execution if the job is a multistreaming job.

### Media Used

Indicates the media that was used during the backup of the host. Multiple media can also be used for the same host in a single job execution if the job is a multistreaming job.

## Error and Warning

Displays the errors and warnings that are generated during the backup of a host.

## Session Level Details for a Selected Group

When you select a specific session, the following details are displayed:

Detail				
<b>Session Detail</b>				
Execution Time	2009-09-26 10:54:24----2009-09-26 11:04:02			
Number	119			
Type	NTFS			
Path	\\L0D0057\C:			
Status	Finished			
Start time	2009-09-26 10:54:24			
End time	2009-09-26 11:04:02			
Method	Full			
Flags	Drive, Agent, Catalog			
MB	12308			
Files	68061			
Missed	0			
<b>Device and Media</b>				
Device	CA(Board:7,Bus:0,SCSIID:0,LUN:4)			
Media Used:1	Media Name	Barcode	SequenceNO	RandomID
	9/25/09 1:16 AM	1100010	1	57CE
<b>Error and Warning</b>				
No item to display!				

## Session Detail

### Execution Time

Indicates the start time and end time of the selected session.

### Number

Indicates the session number.

### Type

Identifies the type of session backed up.

### Path

Indicates the root path of the session.

**Status**

Indicates the result of the backup session.

**Start time**

Indicates the start time of the session.

**End time**

Indicates the end time of the session.

**Method**

Indicates the backup method used for the session.

**Flags**

Indicates the internal flags created by CA ARCserve Backup to identify the session.

**MB**

Indicates the amount of data backed up for the session.

**Files**

Indicates the number of files backed up for the session.

**Missed**

Indicates the number of files not backed up during the session.

**Device and Media**

**Device**

Indicates the tape drive or file system device used during the backup of the session.

**Media Used**

Indicates the media that was used during the backup of the session.

**Error and Warning**

Displays the errors and warnings that are generated during the back up of a session.

**Filter the Job Queue**

Filter options let you refine how you search the Job Queue.

**To filter the Job Queue**

1. Open the Job Status Manager.  
Select the Job Queue tab.  
Expand the header bar by clicking .

Choose from the following filter options:

- **Show jobs with the status**--Lets you filter jobs based on the job status.
- **Show done jobs with the results**--Lets you filter done jobs based on the jobs status
- **Keywords**--Lets you filter jobs that contain a particular keyword.
- **In**--Used in conjunction with Keywords, lets you specify whether the keyword is contained within the Backup Server Name or the Job Name.
- **Show jobs owned by other users**--Lets you view all jobs or only the jobs that you own.
- **Show jobs by selected types**--Lets you view jobs based on the type of job. For example, a backup job, a restore job, a migration job, and so on. To specify the types of jobs that you want to view, click Select Types.

2. Click Update.

The filter options are applied.

## Filter Job History

Filter options let you refine your job history search.

### To filter job history

1. Open the Job Status Manager.

Select the Job History tab.

Expand the header bar by clicking .

Choose from the following filter options:

- **Group by**--Specify the type of group to sort by. The options are by job or by host.
- **Show history in last xx days**--Specify the number of days of job history you need. The range is from 1 to 100 days.
- **Show groups with the most recent result**--Specify what type of result history you want to view. You can specify one, all or any combination of options. The options include: active, finished, incomplete, failed and canceled.

**Note:** The header bar will turn yellow if there is a change made to the type of result history you want to view indicating that the advanced filter was used.

- **Keywords**--Specify keywords to be used in the sorting of the job history by Job Name or Host Name.

**Note:** The header bar will turn yellow if a keyword is specified indicating that the advanced filter was used.

- **In**--Specify a Job Name or Host Name. The keywords will be used to identify jobs in the chosen category.

2. Click Update.

The filter options are applied.

## View Job History

Use the Job History dialog to identify patterns or areas of repeated errors.

### To view a job history

1. Open the Job Status Manager.
2. Select the Job History tab.
3. In the Group By drop-down list, select Host or Job. Depending upon your selection, the job history appears in either Host View or Job View.
4. Click Update.

The Properties panel displays the job history.

## Locate Information Using Quick Search

Locating information manually on the user interface can be time-consuming and tedious, especially when there are many jobs, nodes, tapes, etc. in the system. The Quick Search feature allows you to quickly and easily find the information you need on the user interface. You can use Quick Search to find an item on any tree or list in the CA ARCserve Backup Manager. For example, you can use Quick Search to locate the following type of information:

- Jobs or logs in the Activity Log
- Jobs in Job History
- Nodes when using Restore by Tree
- Tapes or sessions when using Restore by Session
- Media pools from the Media Pool Manager

**Important!** Quick Search will only search items displayed on the user interface. It will not search for particular data stored on a tape.

**Note:** To enhance Quick Search performance, you can filter the Activity Log to reduce the number of items displayed and queried prior to using Quick Search. For more information about filtering the Activity Log, see [Set Activity Log Queries](#) (see page 326).

### To locate information using the Quick Search feature

1. Press CTRL+F to open the Quick Search dialog from any tree or list view on the CA ARCserve Backup user interface.

For a list of where and how you can access the Quick Search feature using **Ctrl+F** from the user interface and a sample of the kind of items that can be searched, see [Quick Search Accessibility](#) (see page 76).

**Note:** You can also launch Quick Search from the context menu of a tree or list view when you right-click and select Quick Search.

2. Type a keyword to search on or select one from the drop-down list.

If you type a keyword to search on, the search supports the hint during typing feature where the hint is provided from the keyword history. For example, if you type "job" and the keywords "Job 1943" and "Job 2048" have been entered previously, then both "Job 1943" and "Job 2048" will be listed under the text box where you are typing.

**Note:** The search does not support wildcard characters.

If you click the drop-down arrow, the keyword history displays. By default, the maximum number of keywords remembered is fifty, but this limit can be set in the local registry.

- (Optional) Click the plus sign icon to expand the Search options field and choose the options that apply.

**Match case**

Search using case-sensitive capitalization.

**Match whole word**

Search using whole word matches and not part of a word.

- Press Enter or click the Search button.

The Search result list displays, showing all the matched items, the number of items found, and the total number of items searched.

**Important!** The Quick Search feature will only find items that are at the expanded level. Items under a collapsed node will not be found. Therefore, as long as the item is visible on the user interface or can be seen by scrolling, the Quick Search is able to find it.

**Note:** The search function will work in the background, so you can continue working during long searches without closing the dialog. To stop the search at any time, click the Search button.

- (Optional) Select or double-click an item from the list of search results.

The search stops if it is still active and the item is selected on the tree or list in the background of the user interface.

- (Optional) Double-click another item from the results.

The Quick Search dialog remains open.

**Note:** If the preferred items are not found, you can adjust the keyword and perform another search.

- To close the Quick Search dialog, press ESC or click the X button to close.

**Quick Search Accessibility**

The following indicates where and how you can access the Quick Search feature using **Ctrl+F** from the user interface and a sample of the kind of items that can be searched:

Manager	Location	Tree/List View	Searchable Items
Job Status	ARCserve Domain Tree	Tree	Domain, Server
	Job Queue Tab	List	Job
	Job History Tab	List	Job, Host, Job Execution, Session
	Activity Log Tab	List	Job, Log, Message Number,

<b>Manager</b>	<b>Location</b>	<b>Tree/List View</b>	<b>Searchable Items</b>
			Message
Backup Manager	Source Tab	Tree	Machine, Folder
		List	Machine, Folder, File
	Staging Location Tab	Tree	Server, Group
		List	Server, Group, Media
	Destination Tab	Tree	Server, Group
		List	Server, Group, Media
Restore Manager (By Tree, By Session, By Image, By Backup Media)	Source Tab	Tree	Machine, Session, Folder, Group
		List	Machine, Session, Folder, Group, File, Media
	Destination Tab	Tree	Machine, Folder
		List	Machine, Folder
Device Manager		Tree	Server, Device
		List	Server, Device, Media
Media Pool Manager		Tree	Media Pool
		List	Media Pool, Media
Database Manager		Tree/List	Job, Media, Session, Folder, File, Device
Merge, Media Assure & Scan, Compare, Copy, Count, Purge		Tree/List	Same as Backup and Restore Manager

## How Password Management Works

Password Management provides the option to encrypt session passwords during backup and eliminates the need to repeatedly provide passwords. This feature lets you store session passwords in the CA ARCserve Backup database. During a backup job submission, the passwords are stored in encrypted form and will be automatically used during restore. Along with the session password, information about when to change your password is also stored. If you forget to change your session password, you will receive a reminder through the Activity Log.

Also, part of the enhancement is the ability to restore encrypted tapes on-site without requiring the encryption password. This feature allows other operators to perform different tasks without having to enter the password.

**Note:** If you run a restore, merge, or compare job for sessions created using an older version of CA ARCserve Backup, encrypted a tape in a different CA ARCserve Backup domain, or if Password Management was not enabled during a backup job, you need to provide the session/encryption password manually.

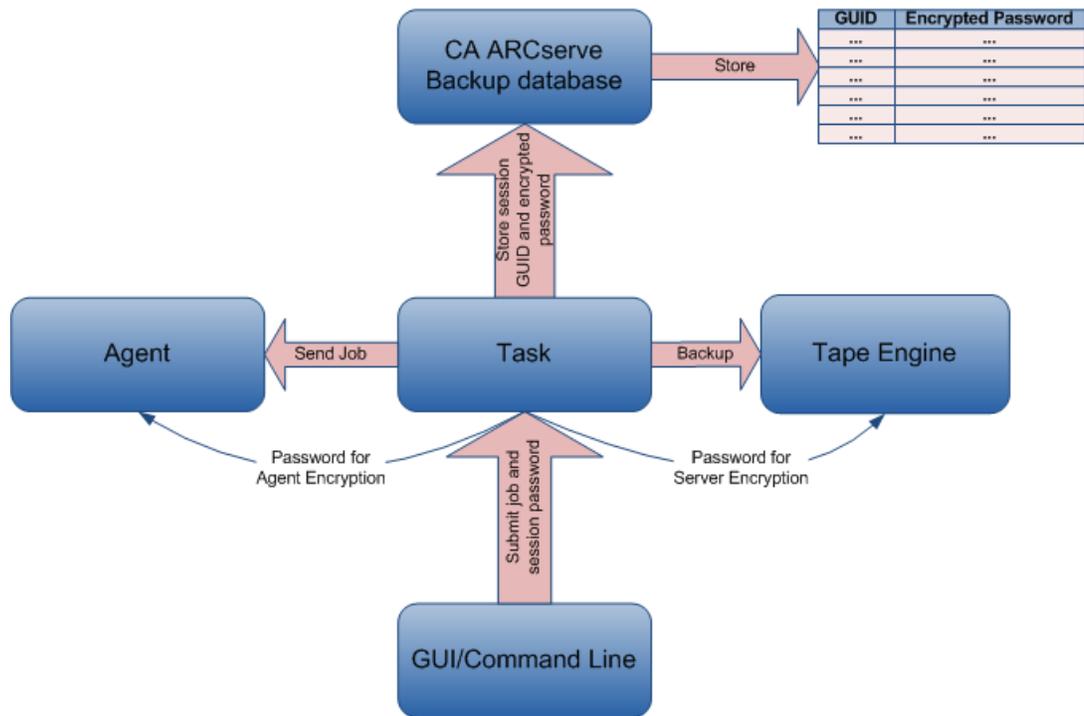
As a backup session is submitted, the session encryption password is saved to the CA ARCserve Backup database in encrypted format using a random key and the Globally Unique Identifier (GUID) is saved as a binary value. During a restore session, the encrypted password is extracted from the CA ARCserve Backup database and decrypted. To extract the encrypted password, the session GUID must be known. Depending on how the data was encrypted, either Server Side Encryption or Agent Side Encryption, there are two ways to identify the session GUID.

### For Server Side Encryption

The restore session reads the Dummy Session Header from the Tape Engine and if server side encryption was used, the session GUID will be extracted from the CA ARCserve Backup database.

### For Agent Side Encryption

The restore session reads the Session Header from the Tape Engine and extracts the GUID from the CA ARCserve Backup database.



### Change a Session/Encryption Password

An Activity Log warning message is generated seven days in advance of a job session password expiration.

**Note:** This procedure allows you to change only a Global Option password.

#### To change a session/encryption password

1. From the Job Status Manager, select the Job Queue tab.
2. Select a job and right-click.
3. From the right-click menu, select Modify Encryption Password.  
The Encryption dialog opens.
4. Enter a session/encryption password.

5. Select the option **Save Current Session/Encryption Password into Database.**
6. (Optional) Enter the number of days that must elapse before you need to change the password.

## Enable Password Management

When submitting a backup job, you have the option to set a session encryption password.

### To enable password management

1. From the Backup Manager, select the Options button on the toolbar.  
The Global Options dialog opens.
2. On the Encryption tab, enter a session encryption password.
3. Select the option **Save Current Session Encryption Password into Database.**
4. (Optional) Enter the number of days that must elapse before you need to change the password.
5. Select the Submit button on the toolbar to submit the backup job and save the session encryption password to the CA ARCserve Backup database.

## How User Profile Management Works

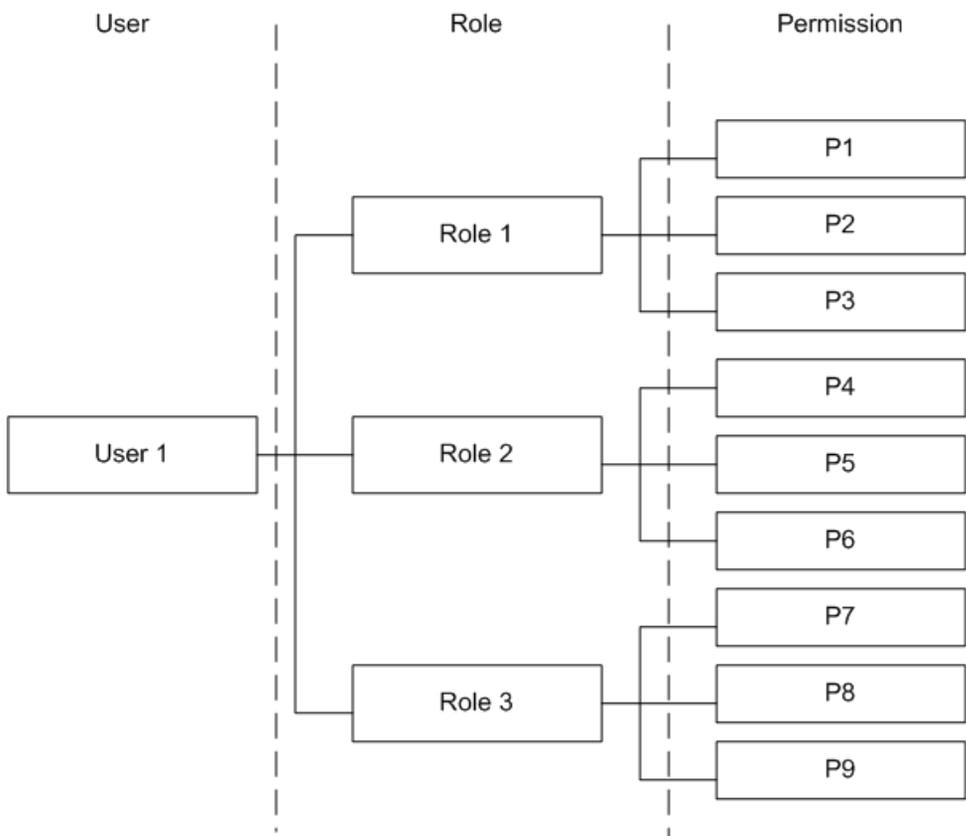
User Profile Management allows you to have different users access CA ARCserve Backup with different privileges. Using the User Profile Manager, you can assign individual users different roles with specific permissions. For example, you can have three users: one having an administrator role, one having a backup operator role, and one having a restore operator role. The ability to assign permissions based on role decreases the chances of an unauthorized user accessing the CA ARCserve Backup domain.

When you install CA ARCserve Backup, the caroot user profile is set up, with the Administrator group assigned to it by default. The Administrator group provides control over all CA ARCserve Backup functions operating within a given CA ARCserve Backup domain.

Using the User Profile Manager, CA ARCserve Backup supports the following management functions for users and roles:

- Add a user.
- Delete a user.
- Change a user's password.
- Assign a user to a role.
- Delete a user from a role.
- Assign a role to a user.
- Delete a role from a user.

You can assign a user multiple roles, providing the user with a variety of permissions. The following diagram illustrates a user with multiple roles:



## Roles and Permissions

You can assign a user multiple roles and each role consists of specific permission set. All users must have at least one role assigned to them. Some of the roles have very restricted permissions. For example, the Report Operator can only view and create reports, while the CA ARCserve Backup Administrator can perform all operations.

**Note:** Only the Administrator role can add or delete users.

Permission	Role						
	Admin	Backup	Restore	Device	Monitor	Report	Tape
Submit Jobs	X	X	X				
Tape and Device	X	X	X	X	X		X
Job	X	X	X	X	X		X
Log	X	X	X	X	X		X
Reports	X	X				X	X
Service	X	X	X	X	X		X
Media Pools	X	X	X	X	X		
Database	X	X	X				
Dashboard	X				X	X	
MMO	X	X					
Other	X	X	X	X	X	X	X

### Submit Job Options Permission Details

The following table outlines the Submit Job Options permission details and identifies corresponding roles:

Submit Job Options	Role		
	Admin	Backup	Restore
Backup	X	X	
Restore	X		X
Compare	X	X	X
Scan	X	X	X

Submit Job Options	Role		
	Admin	Backup	Restore
Merge	X	X	X
Generic*	X		
Count	X		
Purge	X		
Copy	X		

\* **Note:** This is a job created using the Job Scheduler Wizard.

### Tape and Device Operations Permission Details

The following table outlines the Tape and Device Operations permission details and identifies corresponding roles:

Tape and Device Operations	Role					
	Admin	Backup	Restore	Device	Monitor	Tape
View	X	X	X	X	X	X
Format/Erase	X	X		X		
Config FSD	X	X		X		
Config Groups	X	X		X		
Config Staging Groups	X	X		X		
Config DDD	X	X		X		
DDD Groups	X	X		X		
Retention	X			X		X
Compression	X			X		X
Eject	X			X		X
Rebuild	X			X		X
Mount	X			X		X
Import/Export	X			X		X
Clean	X			X		X
Rescan	X			X		X
View Properties	X			X		X
Set Auto Clean	X			X		X

### Job Operations Permission Details

The following table outlines the Job Operation permission details and identifies corresponding roles:

**Note:** The Backup Operator and the Restore Operator can only modify, reschedule, run, stop or delete jobs that they submit. If the Ownership Checking Exemption Privilege permission is checked the Backup Operator and the Restore Operator can operate jobs submitted by any operator.

Job Operations	Role					
	Admin	Backup	Restore	Device	Monitor	Tape
View all Status	X	X	X	X	X	X
Add	X	X	X			
Modify	X	X	X			
Reschedule	X	X	X			
Run/Stop	X	X	X			
Delete	X	X	X			
Modify Username	X	X	X			
Run PFC	X	X				
View current job status	X	X	X			
Modify password	X	X				

### Log Operations Permission Details

The following table outlines the Log Operations permission details and identifies corresponding roles:

Tape and Device Operations	Role					
	Admin	Backup	Restore	Device	Monitor	Tape
View Job History	X	X	X	X	X	X
View Activity Log	X	X	X	X	X	X
Delete Activity Log	X					
View Tape Log	X	X	X	X	X	X
Delete Tape Log	X					
View Audit Log	X	X	X	X	X	X

Tape and Device Operations	Role					
	Admin	Backup	Restore	Device	Monitor	Tape
Delete Audit Log	X					

### Report Operations Permission Details

The following table outlines the Role Operations permission details and identifies corresponding roles:

Report Operations	Role			
	Admin	Backup	Report	Tape
View/Create	X	X	X	X
Design	X	X	X	X

### Service Operations Permission Detail

The following table outlines the Service Operations permission details and identifies corresponding roles:

Service Operations	Role					
	Admin	Backup	Restore	Device	Monitor	Tape
View Service Status	X	X	X	X	X	X
Set Auto Start Engine	X					
Adjust CA ARCserve Backup System Account	X					
Config System engines	X					
Start/Stop all services	X					
Start/Stop specified services	X					
Start/Stop all services in domain	X					
Add/View Licenses	X					
Manage Licenses	X					
View service status	X					
Install/Uninstall options	X					

### Media Pool Operations Permission Detail

The following table outlines the Media Pool Operations permission details and identifies corresponding roles:

Media Pool Operations	Role					
	Admin	Backup	Restore	Device	Monitor	Tape
View Media Pools	X	X	X	X	X	X
Create new media pools	X	X				
Delete media pools	X	X				
Move Media between Scratch Set and Save Set	X	X				
Assign Media to Scratch Set and Save Set	X	X				
Remove Media from Scratch Set and Save Set	X	x				

### Database Operations Permission Detail

The following table outlines the Database Operations permission details and identifies corresponding roles:

Database Operations	Role			
	Admin	Backup	Restore	Monitor
View media/sessions in database	X	X	X	X
View jobs in database	X	X	X	X
View devices in database	X	X	X	X
Delete media/sessions in database	X			
Delete jobs in database	X			
Delete devices in database	X			

### MMO Operations Permission Detail

The following table outlines the MMO Operations permission details and identifies corresponding roles:

MMO Operations	Role	
	Admin	Backup
All MMO operations	X	X

### Other Operations Permission Detail

The following table outlines the Other Operations permission details and identifies corresponding roles:

Other Operations	Role						
	Admin	Backup	Restore	Device	Monitor	Report	Tape
Configure Alert Manager	X	X	X	X	X	X	X
View Alert Manager	X	X	X	X	X	X	X
Use Diagnostic Manager	X	X	X	X	X	X	X

### Extended Permissions

The User Profile Manager includes the following extended permissions:

- Security Administrator**--The Security Administrator permission is only selectable if CA ARCserve Backup Administrator role is selected. In order to perform user management task the Security Administrator must be selected.
- Ownership Checking Exemption Privilege**--The Ownership Checking Exemption Privilege is only selectable if the Backup or Restore Operator role is assigned to a user. If the Ownership Checking Exemption Privilege permission is checked the Backup Operator and the Restore Operator can operate jobs submitted by any operator.

## How Windows User Authentication Works

CA ARCserve Backup Windows User Authentication simplifies CA ARCserve Backup user management. It lets Windows users log in to the CA ARCserve Backup domain with their Windows user account login information.

Users can log in to CA ARCserve Backup after the CA ARCserve Backup administrator has added the user to the CA ARCserve Backup database. Any valid Windows user can be added as a user from the User Profile Manager.

Window User Authentication is a two step process. The process is as follows:

- The user must be authenticated in the Windows domain.
- The user must be authenticated in the CA ARCserve Backup database.

**Note:** To help ensure that a Windows user account with a blank password can log in to CA ARCserve Backup successfully, you must configure a [Windows Security Setting Option](#) (see page 88).

To help ensure that users that are logged in to CA ARCserve Backup with a Windows user account that has CA ARCserve Backup administrative privileges can access database related activities (for example, view the Activity Log, view the Audit Log, monitor jobs, and so on), the Windows user account must be configured as follows:

- The Windows user account must be able to log in to Microsoft SQL Server or Microsoft SQL Server Express databases.
- The Windows user account must be assigned the Microsoft SQL Server or Microsoft SQL Server Express SysAdmin role.

## Configure Windows Security Setting Option

To make sure a Windows user with a blank password will not fail to log on to CA ARCserve Backup, you must configure a Windows Security Setting Option.

### To configure windows security setting option

1. From the Start menu select Control Panel.  
The Control Panel opens.
2. Select Administrative Tools.  
The Administrative Tools dialog opens.
3. Select Local Security Policy.  
The Local Security Policy dialog opens.

4. Double-click the Accounts: Limit local account use of blank passwords to console logon only option.
5. Select Disable and click OK.

The Windows Security Setting Option is configured to accept blank passwords.

## Open the Manager or Manager Console

The Manager Console is an interface that lets you administer backup and restore operations in your environment. With the Manager Console, you can log in to and administer local and remote CA ARCserve Backup servers and domains.

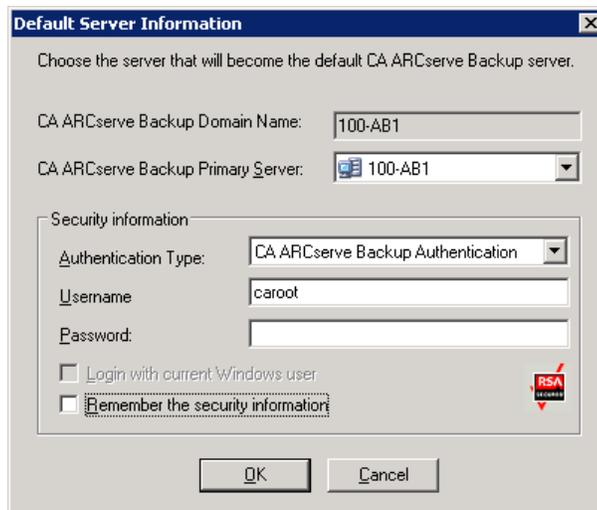
This release of CA ARCserve Backup provides you with a redesigned Manager Console. If you are running an older release of CA ARCserve Backup in your environment, you must log in to the system running the older release using the previous version of the Manager.

### To open the Manager or Manager Console

1. Do one of the following:
  - To access a server running this release of CA ARCserve Backup, click the Windows Start button, point to Programs, CA, ARCserve Backup, and click Manager.
  - To access an ARCserve server running a previous release, browse to the following file:  
`C:\Programs Files\CA\ARCserve Backup\ARCserveMgr.exe`  
Double-click ARCserveMgr.exe.
  - If you installed a previous CA ARCserve Backup release in the default installation directory, and used the installation process to upgrade CA ARCserve Backup, you can open the Manager by clicking the Windows Start button, select Programs, CA, ARCserve Backup, and click Manager.

The Default Server Information page appears.

- To change the default server or specify a different server, select a server from the CA ARCserve Backup Primary Server list. If the target server does not appear in the drop-down list, you can input the host name or IP address of the server in the CA ARCserve Backup Primary Server list.



- To change the user, select either CA ARCserve Backup Authentication or Windows Authentication and specify a user name and password.

By default, CA ARCserve Backup does not remember your security information. To save the user name and password information that you entered for this server, you must explicitly select Remember the security information. If you do not save this information, CA ARCserve Backup prompts you to provide CA ARCserve Backup security credentials the first time you open managers, wizards, and so on, and you must provide a CA ARCserve Backup user name and password.

- Enter caroot in the User Name field, the appropriate password in the Password field, and click OK.

The first time you log in to CA ARCserve Backup, a tutorial, called My First Backup, appears. This tutorial lets you become familiar with the basics of backing up and restoring data in a controlled and directed way. This tutorial appears automatically only the first time you log in. However, you can access My First Backup from the Help menu.

## Log in to CA ARCserve Backup

When you open the CA ARCserve Backup Manager Console, you must log in to CA ARCserve Backup. The first time you log in to CA ARCserve Backup, you can log in as caroot, which has administrator privileges, and provide the appropriate password in the password field. Optionally, you can log in to CA ARCserve Backup using the Windows account that was provided when you installed CA ARCserve Backup, or with any Windows administrative account associated with the computer that you are logging in to.

After you log in, you can change the password for the caroot user and add new users. You can also add new users using the command line utility, `ca_auth.exe`. For information about `ca_auth.exe`, see the *Command Line Reference Guide*.

**Note:** The caroot password can consist of any combination of alphanumeric and special characters, but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters.

### To log in to CA ARCserve Backup

1. Open the CA ARCserve Backup Manager Console.

To open the Manager Console, click Start on the toolbar, select Programs, CA, ARCserve Backup, and click Manager.

The Default Server Information page appears.

2. To change the default server or specify a different server, select a server from the CA ARCserve Backup Primary Server list. If the target server does not appear in the drop-down list, you can input the host name or IP address of the server in the CA ARCserve Backup Primary Server list.

The screenshot shows a dialog box titled "Default Server Information" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- CA ARCserve Backup Domain Name: 100-AB1
- CA ARCserve Backup Primary Server: 100-AB1 (selected in a dropdown menu)
- Security information section:
  - Authentication Type: CA ARCserve Backup Authentication (selected in a dropdown menu)
  - Username: caroot
  - Password: (empty text field)
  - Login with current Windows user
  - Remember the security information

At the bottom of the dialog are "OK" and "Cancel" buttons. An RSA logo is visible in the bottom right corner of the dialog box.

3. To change the user, select either CA ARCserve Backup Authentication or Windows Authentication and specify a user name and password.

By default, CA ARCserve Backup does not remember your security information. To save the user name and password information that you entered for this server, you must explicitly select Remember the security information. If you do not save this information, CA ARCserve Backup prompts you to provide CA ARCserve Backup security credentials the first time you open managers, wizards, and so on, and you must provide a CA ARCserve Backup user name and password.

4. Enter caroot in the User Name field, the appropriate password in the Password field, and click OK.

The first time you log in to CA ARCserve Backup, a tutorial, called My First Backup, appears. This tutorial lets you become familiar with the basics of backing up and restoring data in a controlled and directed way. This tutorial appears automatically only the first time you log in. However, you can access My First Backup from the Help menu.

## Add a Windows User

Before users can be assigned a role, you must add them to the CA ARCserve Backup database. A Windows user can log in using their standard Windows log in.

### To add a Windows user

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. Click the Add User button on the toolbar.  
The Add User Dialog opens.
3. On the General tab, select Windows Authentication and enter the following information:
  - **Username**--Enter the new user name in the following format: domain\username. Alternatively, you can click the Search button for a list of available users.
  - **Description**--(Optional) In the description box, enter information about the user account.
4. Select the Roles tab, assign a role for the user.  
**Note:** A minimum of one role must be assigned to a user when the user is created.
5. Click OK.

The Windows user is added to the CA ARCserve Backup database.

Be aware of the following:

- Any valid Windows user can be added to CA ARCserve Backup from the User Profile Manager.
- Only the CA ARCserve Backup Administrator with a Security Administrator role can add a user.
- Note: To make sure a Windows user with a blank password will not fail to log on to CA ARCserve Backup, you must configure a [Windows Security Setting Option](#) (see page 88).

## Add a CA ARCserve Backup User

Before users can be assigned a role, you must add them to the CA ARCserve Backup database.

### To add a CA ARCserve Backup user

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. Click the Add User button on the toolbar.  
The Add User Dialog opens.
3. On the General tab, select CA ARCserve Backup Authentication and enter the following information:
  - **Username**--Enter the new user name. You cannot use the "\" character.
  - **Password**--You must enter and confirm the password.
  - **Description**--(Optional) In the description box, enter information about the user account.
4. Select the Roles tab, assign a role for the user.  
**Note:** A minimum of one role must be assigned to a user when the user is created.
5. Click OK.  
The Windows user is added to the CA ARCserve Backup database.

Be aware of the following:

- Any valid Windows user can be added to CA ARCserve Backup from the User Profile Manager.
- Only the CA ARCserve Backup Administrator with a Security Administrator role can add a user.

## Change Passwords from the Home Page

All users can change their password from the CA ARCserve Backup Home Page or from the User Profile Manager.

### To change passwords from the Home Page

1. Open the CA ARCserve Backup Manager.  
The CA ARCserve Backup Home Page GUI opens.
2. From the menu, select File and Change Password.  
The Change User Password dialog opens.
3. Enter the password fields provided and click OK.  
If the password credentials are met, your password is successfully changed and a message dialog displays.
4. Click OK on the message dialog and restart all CA ARCserve Backup Managers that are connected to the server.

## Modify Windows User Properties

When necessary, you can change a user's assigned roles or suspend or activate the user account.

### To modify Windows user properties

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. Click the Properties button on the toolbar.  
The User Properties Dialog opens.
3. On the General tab, choose from the following properties:
  - **Description**--Lets you add information in the description field about the user.
  - **Status**--Lets you specify if the user account is active or suspended.
4. On the Role tab, add or delete the roles assigned to the user.

## Modify CA ARCserve Backup User Properties

When necessary, you can change a user's assigned roles or suspend or activate the user account.

### To modify CA ARCserve Backup user properties

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. Click the Properties button on the toolbar.  
The User Properties Dialog opens.
3. On the General tab, choose from the following properties:
  - **Description**--Add information in the description field about the user.
  - **Status**--Specify if the user account is active or suspended.
  - **Password**--Specify a new password.
  - **Confirm Password**--Re-enter the new password.
4. On the Role tab, add or delete the roles assigned to the user.

## Delete a User

Use the following steps when you want to delete a user from CA ARCserve Backup.

### To delete a user

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. Select the user you want to delete and click the Delete button on the toolbar.  
The delete confirmation box appears.
3. Select Yes.  
The user is deleted

Be aware of the following:

- Only the CA ARCserve Backup Administrator with a Security Administrator role can delete a user.
- The CA ARCserve Backup user caroot cannot be deleted.
- You cannot delete the current user.

## Add a User to a Role

You can add users to a particular role.

**Note:** Before a user can be assigned a role, you must add them to the CA ARCserve Backup domain.

### To add a user to a role

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. From the Security tree, select Roles.
3. Highlight a role and click the Properties button on the toolbar.  
The Role Properties dialog opens.
4. Select the Users tab and click Add.  
The Select Users dialog opens.
5. Select a user and click OK. Alternately, you can double click a user.  
The Role Properties dialog re-opens.
6. Click OK.  
The user is added to the role.

## Remove a User from a Role

You can remove users from a particular role.

### To remove a user from a role

1. From the CA ARCserve Backup Manager, select Administration, User Profile.  
The User Profile manager opens.
2. From the Security tree, select Roles.
3. Highlight a role and click the Properties button on the toolbar.  
The Role Properties dialog opens.
4. Select the Users tab.  
The Select Users dialog opens.
5. Select a user and click and click Remove.
6. Click OK.  
The user is deleted from the role.

Be aware of the following:

- You cannot remove a user that is assigned only one role.
- The caroot user cannot be removed from the user list.

## Using the Audit Log

The Audit Log maintains a log of critical CA ARCserve Backup operations. For example, user login and logout information, adding a job, deleting a job, and so on.

This section contains the following topics:

[Filter the Audit Log](#) (see page 97)

[View the Audit Log](#) (see page 98)

[View an Audit Log Record](#) (see page 98)

[Copy Audit Log Records](#) (see page 99)

[Export Audit Log](#) (see page 99)

[Print an Audit Log](#) (see page 100)

[Delete Audit Log](#) (see page 100)

[Configure System Event Log](#) (see page 101)

### Filter the Audit Log

CA ARCserve Backup lets you use filter options to refine your Audit Log search.

#### To filter the Audit Log

1. Open the Job Status Manager.

Select the Audit Log tab.

Expand the header bar by clicking .

Choose from the following filter options:

- **Event Types**--Specify the type of event to sort by. The options are Success audit and Failure audit.
- **Source Machine**--Specify the machine to audit. The default is All.
- **Event**--Specify what event you want to view. You can choose a specific user task or All user tasks.  
**Note:** The header bar will turn yellow if there is a change made to the type of event you want to view, indicating that the advanced filter was used.
- **User**--Specify the user whose audit log you want to view. The default is All.  
**Note:** The header bar will turn yellow if a user is specified, indicating that the advanced filter was used.
- **Source Process**--Specify a specific CA ARCserve Backup process. The default is All.
- **From**--Specify the start day and time of an event. The option includes First Event and Events On.
- **To**--Specify the end day and time of an event. The option includes First Event and Events On.

2. Click Update.

The filtered results are displayed in the Properties panel.

## View the Audit Log

CA ARCserve Backup lets you use the Audit Log to identify patterns or areas of repeated tasks.

### To view the audit log

1. Open the Job Status Manager.
2. Select the Audit Log tab.

The Properties panel displays the audit log.

## View an Audit Log Record

CA ARCserve Backup lets you view the details of a specific audit log.

### To view an audit log record

1. Open the Job Status Manager.
2. Select the Audit Log tab.
3. Select the audit record you wish to view.

4. Right click and select Properties. Alternately, double click the record.  
The Audit Record Properties dialog opens.
5. On the Audit Record Properties dialog the following options are available:
  - **Prev**--Navigate to the previous audit record.
  - **Next**--Navigate to the next audit record.
  - **Copy**--Copy all the audit record properties to the clipboard.
6. Click OK.  
The Audit Record Properties dialog closes.

### Copy Audit Log Records

CA ARCserve Backup lets you copy the audit log records in list format to the clipboard.

#### To copy audit log records

1. Open the Job Status Manager.
2. Select the Audit Log tab.  
The Properties panel displays the audit log.
3. Select the audit log records you want to copy.
4. Press Ctrl+C to copy the records to the clipboard.
5. Open a text editing application and past the copied records.

### Export Audit Log

CA ARCserve Backup lets you export all audit records or selected audit records to a text file.

#### To export an audit log

1. Open the Job Status Manager.
2. Select the Audit Log tab.  
The Properties panel displays the audit log.
3. From the Print button on the toolbar select Print to File.  
The Save As dialog opens.
4. Enter a file name and click Save.  
The Audit Log is saved as a text file.

## Print an Audit Log

CA ARCserve Backup lets you print the Audit log to a local printer.

### To print an audit log

1. Open the Job Status Manager.
2. Select the Audit Log tab.  
The Properties panel displays the audit log.
3. From the Print button on the toolbar select Print.  
The Print dialog opens.
4. Click OK.  
The Audit Log is printed.

## Delete Audit Log

CA ARCserve Backup lets you delete the audit log.

### To delete the audit log

1. Open the Job Status Manager.
2. Select the Audit Log tab.  
The Properties panel displays the audit log.
3. Click the Delete button on the toolbar.  
The Delete Audit Log dialog opens.
4. Select delete options.  
Choose from the following delete options:
  - **Entire log table**--Delete all records in the Audit Log.
  - **Partial**--Delete records in a specified time period.
  - **Older than**--Enter a specific time based on the following criteria: 1 to 365 days, 1 to 54 weeks, 1 to 12 months, and 1 to 10 years.
5. Click OK.  
The Audit Log records are deleted.

## Configure System Event Log

CA ARCserve Backup lets you add the Audit Log information to the system event log.

### **To configure the system event log**

1. From the Sever Admin, select the Configuration button on the toolbar.  
The Configuration dialog opens.
2. Select the Log tab.
3. Select the Enable messages logging into Windows Event Log checkbox.  
The Audit Log information is included in the Windows Event Log.

### **More information:**

[Event Log Configuration \(Windows Servers\)](#) (see page 466)

## Create an Audit Log Report

CA ARCserve Backup lets you generate an Audit Log report from the Report Manager.

### **More information:**

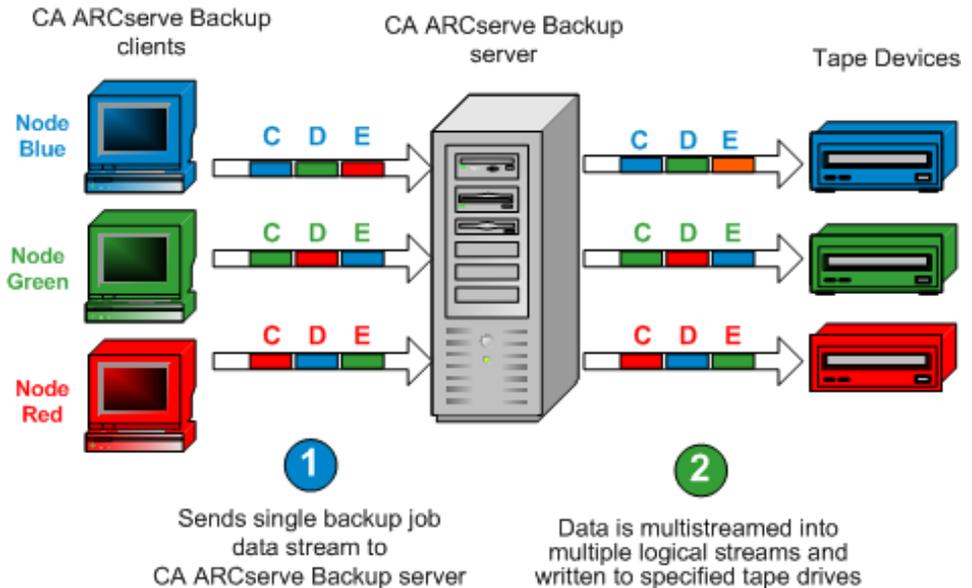
[Generate Reports Using Report Manager](#) (see page 642)

## How CA ARCserve Backup Processes Backup Data Using Multistreaming

**Note:** To process two or more streams of backup data using multistreaming, you must license the CA ARCserve Backup Enterprise Module.

Multistreaming is a process that divides your backup jobs into multiple sub-jobs (streams) that run simultaneously and sends data to the destination media (tape device or file system device). Multistreaming is used to maximize the effective use of the client machines during backup and recovery operations. Multistreaming is useful when performing large backup jobs, since it is more efficient to divide multiple jobs between multiple backup devices.

Multistreaming lets you use all of the available tape devices on the system by splitting your backup jobs into multiple jobs using all available tape devices. As a result, it will increase the overall backup throughput compared with the sequential method.



You can use all of the devices or you can specify a single group of devices. If the CA ARCserve Backup Tape Library Option is installed and the group with the library is selected, multistreaming uses all library devices. If the CA ARCserve Backup Tape Library Option is not installed, you can put devices into separate groups. For a changer, the total number of streams (child jobs) that are created depends on the number of tape devices. For a single tape drive device, the total number of streams depends on the number of device groups.

Multistreaming is performed at the volume level for regular files (two volumes can run simultaneously on two separate devices), and at the database level for local database servers. Multistreaming is performed at the node level for the Preferred Shares folder, remote database servers, and Windows Client Agents.

You can have only as many jobs running simultaneously as the number of devices or groups that are on the system. With multistreaming, one parent job is created that will trigger child jobs for as many volumes as you have. When a job is finished on one device, another job is executed until there are no more jobs to run.

Some characteristics and requirements of multistreaming are as follows:

- Each client machine can have multiple source streams, depending on the number of agents being backed up.
- Each agent can have a separate stream (one stream per agent).
- Multistreaming always requires a media pool selection to prevent the tapes from being overwritten.
- Separate tape devices should be configured in separate groups for regular drives, however for changers, they can be configured to be in the same group.
- Canceling the parent job cancels all of the child jobs. For Windows, canceling and monitoring is checked between jobs for performance considerations.
- If a job spawns child jobs, the number of child jobs spawned will not exceed the number of streams specified for the job. However, if a job spawns child jobs and you do not specify a number of streams to use, the child jobs will be created and backed up in one continuous stream.
- In the Job Status Manager, each child job has a default job description with this pattern:

JOB[ID][Servername](Multistream subjob [SID])[Status][Start time - End time][JOB No.]

**Note:** SID Represents the sub job (child) ID.

- The multistreaming option is ignored if the groups you choose have only one device, or if only one object (volume, database, or remote node) backup is submitted.

**Note:** You should use the same types of tape devices for multistreaming jobs. In order to achieve the optimum performance with your multistreaming jobs, you should use a high-end server machine with multiple processors and at least 256 MB memory per processor.

## Tasks Supported by Multistreaming

The following table describes tasks that are supported and not supported by multistreaming.

Supported	Not Supported
<ul style="list-style-type: none"><li>■ Submitting rotation and GFS jobs using multistreaming.</li><li>■ Backing up data using pre and post operations and comments are supported at the parent job level.</li><li>■ Backing up Microsoft SQL Server data, Microsoft Exchange Server data, and Oracle RMAN data to a library.</li></ul> <p><b>Note:</b> Local SQL Server data is backed up at the database level and remote SQL Server data is backed up at the instance level.</p>	<ul style="list-style-type: none"><li>■ Backing up data to optical devices.</li><li>■ Backing up data using the Image Option or the Serverless Backup Option to a library.</li><li>■ Backing up data using pre and post operations are not performed for child jobs.</li><li>■ Backing up Lotus Domino data to a library.</li></ul>

## Multistreaming Support for Local Backup Jobs

The following considerations apply to multistreaming support for local backup jobs:

- If a local backup does *not* contain any VSS writers, the job can be a multistreaming job.
- If a local backup contains VSS writers, and *both* the following global options are unchecked, then the job can be a multistreaming job:
  - Writers and Components/Files included by Writer will be excluded from file system backups.
  - Writers and Components/Files excluded by Writer will be excluded from file system backups.
- If a local backup contains VSS writers, and *any* of the following global options are checked, then the job *cannot* be a multistreaming job:
  - Writers and Components/Files included by Writer will be excluded from file system backups.
  - Writers and Components/Files excluded by Writer will be excluded from file system backups, and following message is displayed in the activity log: The local node contains VSS writers, disk level multistreaming will be disabled.

To enable multistreaming for local VSS backup, uncheck default global options for "Writers and Components".
- If a local backup contains VSS writers, and the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup\Base\Task\Backup\ForciblyMUSForLocalVSSBackup is set to 1, the global options for "Writers and Components" is ignored. The job can be a multistreaming job.

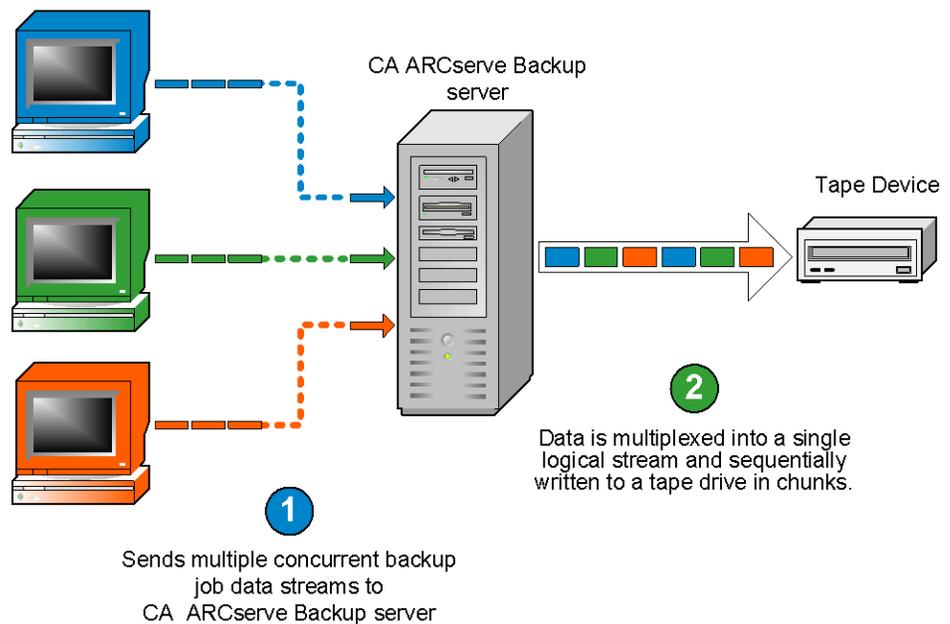
## How CA ARCserve Backup Processes Backup Data Using Multiplexing

Multiplexing is a process in which data from multiple sources is written to the same media (tapes) simultaneously. Multiplexing is used to maximize the effective use of tape drives and libraries during backup and recovery operations and is useful when the tape drive is much faster than the backup source. Multiplexing keeps the backup hardware running at its maximum capability for the entire length of the backup process. A session included in a multiplexing backup should not be impacted by the speed of other sessions being multiplexed. The only factor that can limit the speed of a backup session is the speed of the hardware device.

The maximum number of jobs that you can multiplex is limited by the amount of available memory. The default number of jobs that you can multiplex is 4, and the minimum number is 2 while the maximum number is 32.

When a job that has multiple sources is submitted with the multiplexing option enabled, it is broken into child jobs with one for each source. These child jobs write data to the same media simultaneously. The number of child jobs spawned will, at most, be equal to the number of streams specified for multiplexing. However, if a job spawns multiple child jobs and the value specified for the Multiplexing Max # of Streams option is one, the child jobs will be created and backed up in one continuous stream (the default Max # Stream is 4).

CA ARCserve Backup  
clients  
(minimum of 2  
maximum of 32)



**Note:** When using multiplexing, you can select the maximum number of streams that can write to a tape at the same time. For more information, see [Specify Multiplexing Options](#) (see page 186).

Multiplexing is useful when your tape drive throughput is faster than the rate at which data can be extracted from the source. Factors that can affect backup throughput are as follows:

- The kind of data being backed up. For example, backing up large number of small files reduces backup throughput because of the larger number of necessary file system operations (file open and close).
- Some databases may be inherently slow in providing data.
- The network throughput of the server being backed up.
- The disk performance on which the data resides.
- The server resources like CPU speed, memory size, page file size, network card, and amount of other activities on the server.
- Network backups that involve hundreds of servers.

When data is backed up over the network from multiple sources, most of the previous factors are involved, which reduces the throughput and increases the amount of time it takes to perform a backup. In addition, if the tape drive is not consistently streamed, the life of the tape drive is reduced drastically because of the "shoe shine" effect: when data is written intermittently, the drive has to stop, and then go back and forth on the media to adjust to the new position from where it has to write again. With multiplexing, data is continuously available and tape drives are constantly streaming. This behavior decreases the amount of time it takes to perform a backup while increasing the life of the hardware.

Multiplexing is performed at the volume level for regular files, two volumes can run simultaneously as two separate child jobs, and at the database level for local database servers. Multiplexing is performed at the node level for the Preferred Shares folder, remote database servers, and Windows Client Agents.

In the Job Status Manager, each child job has a default job description with this pattern:

JOB[ID][ServerName](Multiplexing subjob [SID])[Status][Start time - End time][JOB No.]

**Note:** SID Represents the sub job (child) ID.

## Tasks Supported by Multiplexing

The following table describes tasks that are supported and not supported by multiplexing.

Supported	Not Supported
<ul style="list-style-type: none"> <li>■ Backing up Microsoft SQL Server data, Microsoft Exchange Server data, and Oracle RMAN data to a library.</li> </ul> <p><b>Note:</b> Local SQL Server data is backed up at the database level and remote SQL Server data is backed up at the instance level.</p> <ul style="list-style-type: none"> <li>■ Multiple jobs can write to the same tape drive.</li> <li>■ Single session restore from multiplexing tapes.</li> <li>■ QFA restore from multiplexing tapes.</li> <li>■ Merge from multiplexing tapes.</li> <li>■ Disaster recovery.</li> <li>■ Session consolidation from a multiplexing tape to a non-multiplexing tape.</li> <li>■ Scan and compare on multiplexing tapes.</li> </ul>	<ul style="list-style-type: none"> <li>■ Backing up Lotus Domino data to a library.</li> <li>■ Backing up data using the Image Option or the Serverless Backup Option to a library.</li> <li>■ Multiple restores simultaneously from a single multiplexing tape.</li> <li>■ Multiple session consolidation simultaneously from a single multiplexing tape to multiple non-multiplexing tapes.</li> <li>■ The Verify after Backup option.</li> <li>■ Disk staging during multiplexing.</li> <li>■ Multiplexing jobs cannot be submitted to NAS devices, File System Devices, RAID devices, and WORM media.</li> <li>■ Multiplexing jobs cannot be submitted to a non-multiplexing media.</li> <li>■ Multiplexing is not supported on Optical Changers and DVD drives.</li> <li>■ Multiplexing is not supported for NAS sources.</li> <li>■ NetWare Directory Services (NDS) for NetWare sessions will be backed up at the end of a multiplexing job.</li> </ul>

## How CA ARCserve Backup Secures Data

Data security is the process of protecting sensitive information from unauthorized access or use. Data security helps you to ensure privacy and protect personal data. CA ARCserve Backup ensures that all sensitive data that is stored in a computer or on removable media cannot be read or compromised by any individuals without proper authorization.

Often these removable media can contain highly sensitive information which could be lost while in transit between company data centers and their off site storage vaulting service facilities. The data on these media needs to remain secure, even when in transit.

### Encryption and Decryption

Most security measures involve data encryption and passwords. Data encryption is the translation of data into a form that is unintelligible without a deciphering mechanism. Decryption is the decoding or conversion of encrypted data into plain text and reversing the encryption process.

The CA ARCserve Backup data protection solution uses secure, industry standard encryption algorithms in various components to achieve the maximum security and privacy of customer data. Starting with CA ARCserve Backup r12, the Windows client agents will use a 256-bit AES algorithm provided in the RSA BSAFE cryptographic library for all encryption purposes. Any data collected by earlier versions of CA ARCserve Backup agents will use either a 168-bit 3DES or a proprietary CA encryption algorithm for encryption purposes. In addition, the Windows base product also uses the same 256-bit AES algorithm to store any sensitive information on the CA ARCserve Backup server.

The AES (Advanced Encryption Standard) feature has been developed to replace the DES (Data Encryption Standard) and is designed to be more secure than DES. The AES is a FIPS-approved cryptographic algorithm that can be used to protect electronic data. The AES algorithm is a symmetric block cipher that can encrypt and decrypt information.

**Note:** Encryption and compression are not supported on deduplication devices.

## Federal Information Processing Standards (FIPS)

The Federal Information Processing Standards (FIPS) are a set of standards that describe document processing, provide standard algorithms for searching, and provide other information processing standards for use within government agencies. The National Institute of Standards and Technology (NIST) issued the 140 Publication Series to coordinate the requirements and standards for cryptographic modules which include both hardware and software components for use by departments and agencies of the United States federal government.

Security Requirements for Cryptographic Module (FIPS 140-2) specifies the security requirements that will be satisfied by a cryptographic module utilized within a security system protecting sensitive but unclassified information within computer and telecommunication systems.

## CA ARCserve Backup and FIPS Compliance

CA ARCserve Backup uses FIPS-compliant algorithms for backing up and restoring sensitive information such as username and password credentials.

- If you choose to encrypt your data during backup to a disk or tape, the algorithms used to encrypt this data will be FIPS-compliant.
- During backup time, the username and password will be sent to the CA ARCserve Backup server agent (running on the server to be protected). This username and password will be encrypted using FIPS-compliant algorithms and transferred to the agent.
- CA ARCserve Backup also supports tape drives (from external third-party vendors) that provide FIPS-compliant hardware encryption. This is in addition to FIPS-compliant tape or disk encryption provided by the CA ARCserve Backup software.
- CA ARCserve Backup provides additional agents and options that also use FIPS-compliant algorithms to support data encryption. These agents and options include: Agent for Microsoft Exchange Server, Agent for Microsoft SQL Server, Agent for Microsoft SharePoint Server, and CA ARCserve Replication.

## Change the Current Encryption Algorithm

The current encryption algorithm (AES256) used for CA ARCserve Backup can be changed by modifying the CryptoConfig.cfg file. This file includes a list of all supported encryption algorithms for CA ARCserve Backup products installed on your machine. You can change the current encryption algorithm to any of the alternate candidate algorithm values that are listed. This change will affect all the CA ARCserve Backup products (base, agents, and options) that are installed on that machine.

**To change the current encryption algorithm**

1. Run the cstop.bat script to stop all services before making the change.

ProgramFiles\CA\ARCserve Backup\cstop.bat

2. Change the current encryption algorithm value to one of the candidate values.

ProgramFiles\CA\SharedComponents\ARCserve Backup\CryptoConfig.cfg

3. Run Configencr.exe to transfer the encrypted repositories to use the new encryption algorithm.

ProgramFiles\CA\ARCserve Backup\Configencr.exe

4. Run the cstart.bat script to start all services after making the change.

ProgramFiles\CA\ARCserve Backup\cstart.bat

## CA ARCserve Backup Data Encryption

CA ARCserve Backup provides the flexibility to use encryption to protect sensitive data during various stages of the backup process. Generally, during the backup process, the sooner the data encryption occurs, the more secure your information will be. However, speed, performance, and scheduling restrictions are also factors to consider when choosing the best approach to securing your data.

The three different ways to encrypt data in a backup job are:

- Encryption at the agent server (or source) prior to the backup process
- Encryption at the CA ARCserve Backup server during the backup process
- Encryption at the CA ARCserve Backup server during the migration process (for a staging job)

These encryption options are accessible from the Encryption/Compression tab on the Global Options dialog for the Backup Manager. From this dialog you can choose to encrypt the data at the agent, at the backup server (during backup), or at the backup server (during migration).

You can also create a session encryption password that is saved to the CA ARCserve Backup database. This password is used to encrypt session data. For more information about passwords, see the topic [How Password Management Works](#) (see page 78).

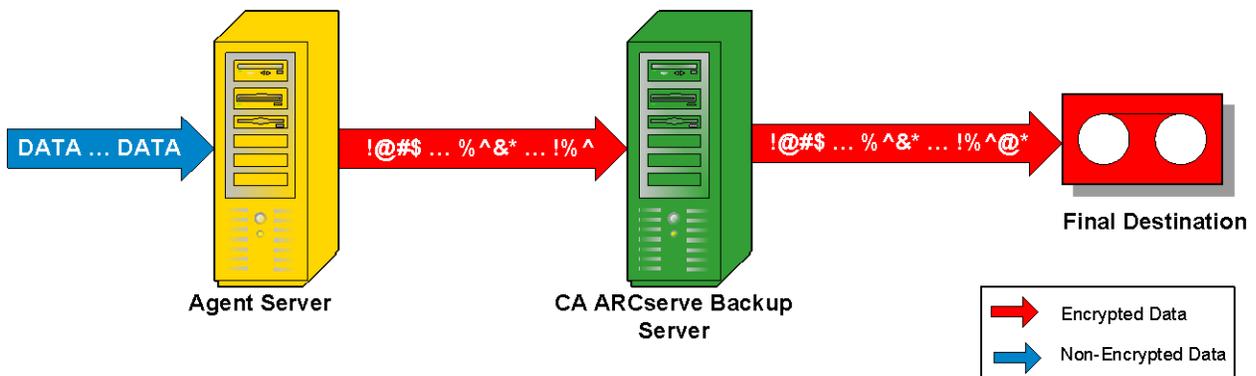
**Note:** CA ARCserve Backup will only encrypt data that is not already encrypted. If at any stage in the process CA ARCserve Backup detects that the data has already been encrypted, it will not attempt to encrypt it again. Since data deduplication is a form of encryption, you cannot encrypt data saved to a deduplication device.

In addition, there are also two basic methods for encrypting data; hardware encryption and software encryption. The advantages of hardware encryption are speed and improved CPU performance. Encryption using software is slower than encryption using hardware and can result in a larger backup window. By using hardware encryption, you can also avoid unnecessary CPU cycles on either the agent server or the backup server and the drive can compress the data before encrypting.

If you select to have your data encrypted during the backup or migration process, CA ARCserve Backup has the ability to detect if the final destination media (tape) is capable of hardware encryption and by default will automatically choose that hardware method if available.

### How CA ARCserve Backup Encrypts Data at the Agent Server

Data can be encrypted at the CA ARCserve Backup agent server (agent server), prior to the actual backup process. The advantage of this method is that it does not transfer un-encrypted data from one location to another at all. However, this method puts added CPU cycles for encrypting the data on the agent server.



#### Data Encrypted at Agent Server Prior to Backup

Not all CA ARCserve Backup agents have the capability to encrypt data prior to transferring it to the CA ARCserve Backup server.

The following CA ARCserve Backup agents support at the agent server data encryption:

- All CA ARCserve Backup file system agents
- CA ARCserve Backup Agent for Microsoft Exchange Server
- CA ARCserve Backup Agent for Microsoft SQL Server

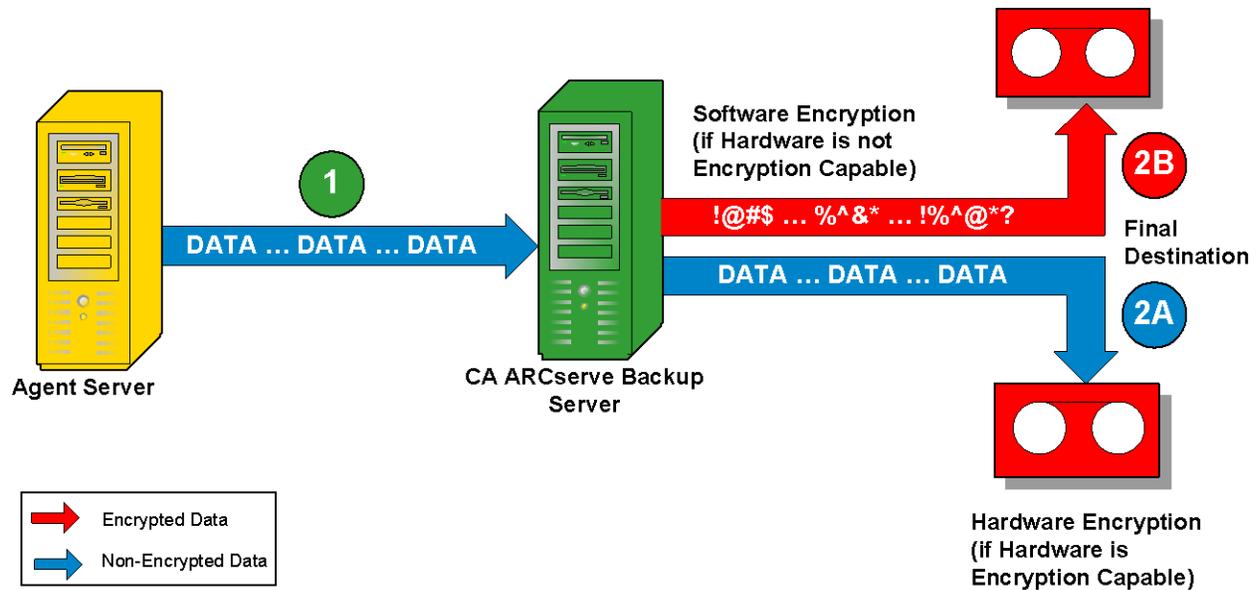
The following CA ARCserve Backup agents do not support at the agent server data encryption:

- CA ARCserve Backup Agent for IBM Informix
- CA ARCserve Backup Agent for Lotus Domino
- CA ARCserve Backup Agent for Microsoft SharePoint Server
- CA ARCserve Backup Agent for Oracle
- CA ARCserve Backup Agent for SAP R3 for Oracle

### How CA ARCserve Backup Encrypts Data During Backups

Data can be encrypted at the CA ARCserve Backup server, during the backup process. Using this method, un-encrypted data is transferred from the agent server to the CA ARCserve Backup server. CA ARCserve Backup will then detect if the final destination media is capable of hardware encryption or not. If it is hardware encryption capable, then the un-encrypted data is transferred to the final destination media where it is then encrypted. This is the preferred and default method because it is faster and does not interfere with the backup window.

If CA ARCserve Backup detects that the final destination media is not capable of hardware encryption, CA ARCserve Backup uses software encryption to encrypt the data prior to transferring it to the final destination media.



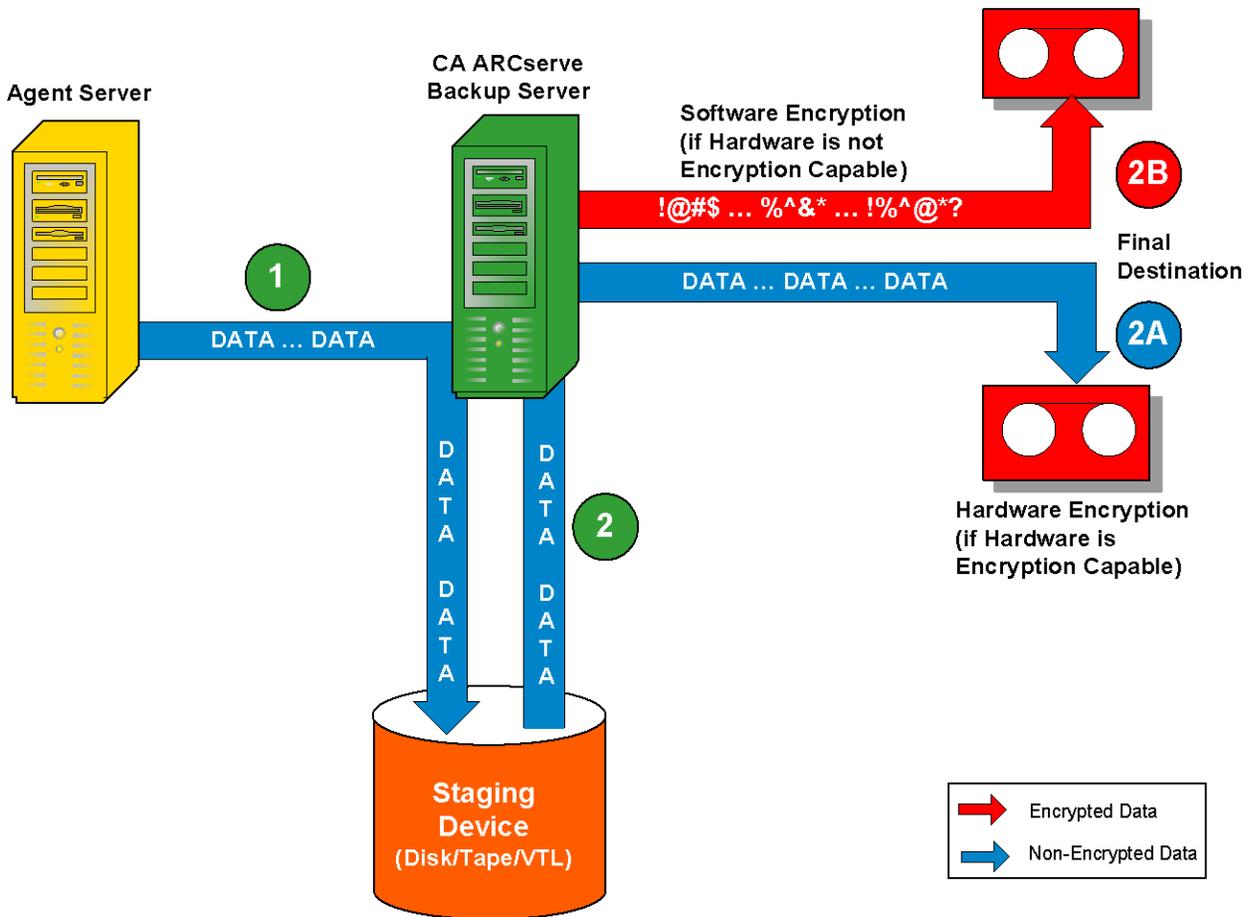
**Data in Encrypted at ARCserve Server During Backup**

### How CA ARCserve Backup Encrypts Data During Data Migration

Data can be encrypted at the CA ARCserve Backup server, during the migration process of a staging job.

Using this method, un-encrypted data is transferred during the backup process of a staging job from the agent server through the CA ARCserve Backup server to the staging device. The staging device can either be a disk, tape, or virtual tape library (VTL). When the data is ready for the migration process, CA ARCserve Backup will then detect if the final destination media is capable of hardware encryption or not. If it is hardware encryption capable, then the un-encrypted data is transferred from the staging device to the final destination media where it is then encrypted. This is the preferred and default method because it is faster and does not interfere with the migration window.

If CA ARCserve Backup detects that the final destination media is not capable of hardware encryption, it will then perform software encryption of the data prior to migration to the final destination media.



Data in Encrypted at ARCserve Server During Migration

## Effective Media Management

Effective media management provides valuable preparation for reliable backup and recovery performance. The type of media can be most types of SCSI or Fibre-attached removable storage.

Because functions such as tracking files to specific storage media are important requirements of your organization's daily production routine, effective media management requires that you know the contents and location of all removable media, such as magnetic tape. CA ARCserve Backup allows you to track your media through the Device Wizard and the Device Manager. Both the Device Manager and the Device Wizard allow you to manage and track your media easily.

### Configure Devices Using the Device Wizard

You can start the Device Wizard from the Wizards menu. The Device Wizard helps you see all of the devices connected to your machine.

#### **To configure devices using the Device Wizard**

1. From the Administration menu in the Navigation Bar on the Home Page, click Device Wizard.

The Device Wizard Welcome screen appears.

2. Click Next.

The Login dialog appears.

3. Enter or select the server you want the device command to operate on, enter your user name and password, and click Next.
4. Select the device you want to target. Click More Information to view more information about the device.
5. Click OK, and click Next.
6. Select a device operation, and click Next.

**Example:** Select Format.

7. Enter a new media name and expiration date for the media CA ARCserve Backup is about to format, and click Next.
8. The schedule screen that appears lets you choose to run the device command immediately or schedule it for a later date and time. Select Run Now, and click Next to run the job immediately.

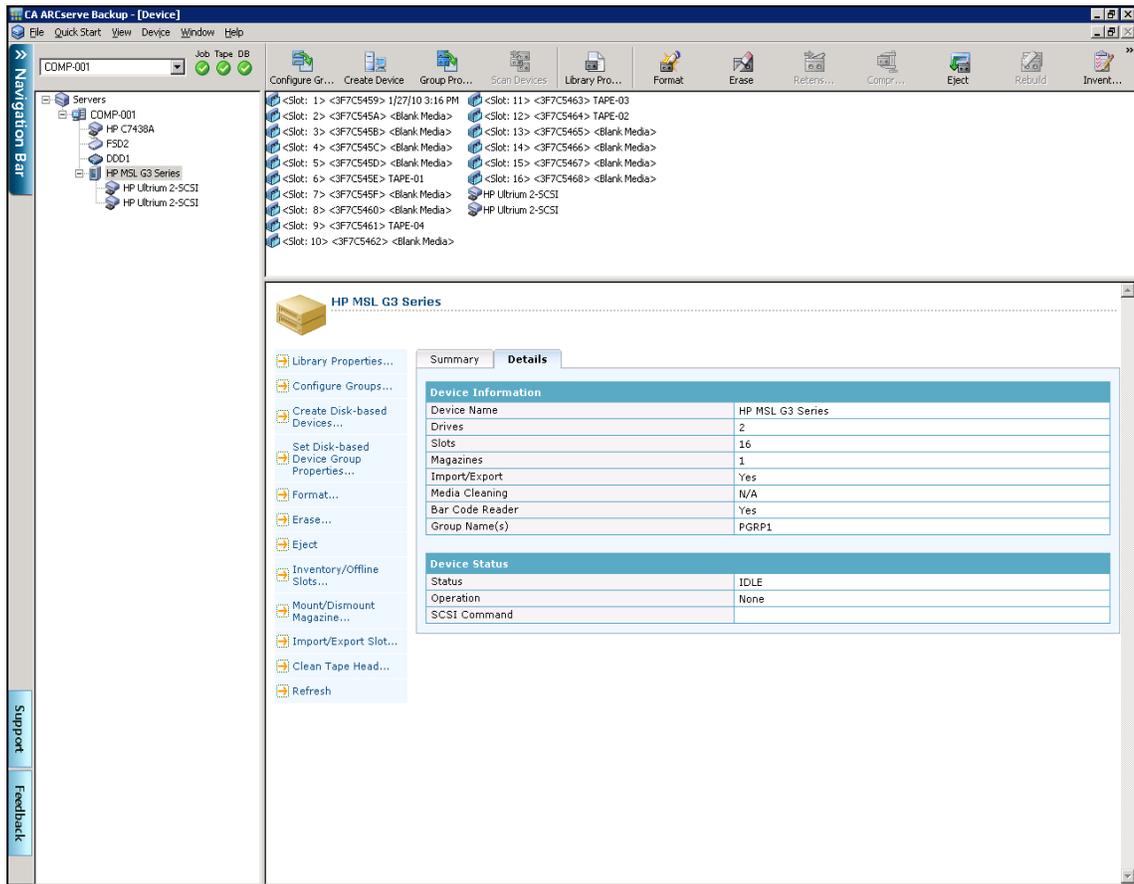
To schedule your job for a later time, select the Schedule option, and enter a date and time for the job to run.

9. Click Finish to execute the job.

10. You are prompted to confirm the action you are about to take. Click OK to start the device operation and display its status.
11. A message appears to notify you that CA ARCserve Backup has completed the device operation. Click Next to work with another device, or click Exit to close the Device Wizard.

## Configure Device Groups

The Device Manager provides you with information about standalone Tape Drives, on the right side of the Device Manager window.



If you have more than one storage device connected to your network machine, CA ARCserve Backup lets you group the devices. This allows you to have one group perform a backup, while another group performs a restore operation, in a process known as parallel streaming.

If you have several devices in a group, and your job spans more than one media, the Device Manager can automatically span the media for you. You can then submit large backup jobs to CA ARCserve Backup and automatically span multiple media until the jobs are complete.

For example, if you have two media groups, GROUP1 (consisting of one storage device) and GROUP2 (consisting of two storage devices), and you have a large backup job that requires more than one media, you can insert blank (formatted) media into each GROUP2 drive and CA ARCserve Backup automates the media spanning for you. Without media spanning, you must change the media manually.

**Note:** For deduplication, device groups can contain only one deduplication device.

**To configure device groups**

1. In the Device Manager, click Configure Groups to open the Device Group Configuration dialog.
2. To assign a device to a new group, highlight it, and click Remove.
3. Click New to create a new group.
4. Enter a name for the new group, and click OK. The new group appears in the Groups field.
5. Highlight both the device and the new group, and click Assign to assign the device to the new group.
6. Click OK.

## Back Up and Restore Data

Backing up and restoring your data is essential to the success of your organization. By efficiently and dependably protecting and retrieving files, CA ARCserve Backup helps you to ensure that your most valuable asset, your data, is protected.

This section introduces you to the essential CA ARCserve Backup functions of backing up and restoring data.

## Backup Requirements Plan

Before you use CA ARCserve Backup for the first time, we recommend that you plan your backup requirements. You should consider the following:

- How much data do you need to back up?
  - What is the current disk capacity in your environment?
  - What is the server and data growth you anticipate over the next year?
- How do you want to manage the media you are using for backup?
- How do you plan to store your data? Are you using magnetic tape or does the stability of WORM media better suit your needs?

## Add Computers to the Preferred Shares/Machines Tree

The Preferred Shares tree consists of a collection of your favorite backup shares. A share is a shared drive, directory, or entire system. You can manually add individual share points to the Preferred Shares tree; the share point is remembered and displayed regardless of the status of the network connection. This provides a quick access to commonly used shares on your machines. You can also set up preferred machines, which enables you to browse, backup, or restore all of the shared drives on a machine under a single machine.

When you set up a backup job, you must log in to and provide valid credentials on the preferred system to submit the job.

**Note:** CA ARCserve Backup does not support logging in to systems with passwords that are greater than 23 characters. If the password on the system you are attempting to log in to is greater than 23 characters, you must modify the password on the agent system such that it is 23 characters or less, and then you can log in to the agent system.

You must input the domain name as part of the user name. Otherwise, the preferred share job may fail because of invalid credentials with the following message:

W3301 Unable to find directory. (DIR=directory, EC=Logon failure: unknown user name or bad password)

### To add computers to the Preferred Shares/Machines tree

1. From the Source tab on the Backup Manager window, right-click the Preferred Share/Machines object and select Add Object from the pop-up menu

The Add Preferred Shares dialog opens.

2. Select a Network Provider.

Enter a share name in Uniform Naming Convention (UNC) format.

**Example:** \\MACHINE\SHARE

**Note:** CA ARCserve Backup server names and CA ARCserve Backup domain names cannot exceed 15 bytes. A name totaling 15 bytes equates to approximately 7 to 15 characters.

Click Add.

The computer is added to the Preferred Shares tree.

3. To add more computers, repeat the previous step.
4. When you are finished adding computers, click Close.

## Backup Media Rotations and Scheduling Options

Typically, the most convenient time for you to schedule backup operations is after business hours, when backup processing does not use valuable network bandwidth. CA ARCserve Backup provides you with the tools you need to automate your backup operations.

CA ARCserve Backup allows you to establish a schedule so that your backup automatically repeats at regular intervals, allowing you to regularly and reliably back up your data at any time. The Backup Manager provides you with scheduling options and rotation schemes to help you establish your automatic backup strategy.

**Note:** If you are using WORM media, you cannot use rotation schemes. By definition, WORM media cannot be overwritten, so you cannot recycle it in a rotation scheme or a media pool.

### Types of Rotation Schemes

You can configure backup jobs using custom schedules, using the pre-defined rotation schemes provided by CA ARCserve Backup, or specifying your own rotation parameters. You can select a repeat method and choose from among the following three backup methods in your rotation scheme:

- **Full Backup**--Backs up all of your files. This backup method requires more time to process compared to incremental or differential backups. However, because all of your data is backed up, this strategy requires only the last backup media to restore your data completely.

- **Incremental Backup**--Backs up only those files that have changed since the last full or incremental backup was performed. Since this strategy backs up only new or newly changed files, incremental backups require less time to process. However, this strategy requires the full media set and every incremental set, including the latest set, to fully restore your data after a disaster.
- **Differential Backup**--Backs up only those files that have changed since the last full backup was performed. Since files that were backed up in the last differential job are backed up again, differential backup jobs require more time to process than incremental backup jobs. However, this strategy requires only two sets of media to restore a differential backup, the full media set, and the differential media set.

**Note:** For any rotation scheme that you use, you should include at least one full backup per week.

## How Media Pools Work

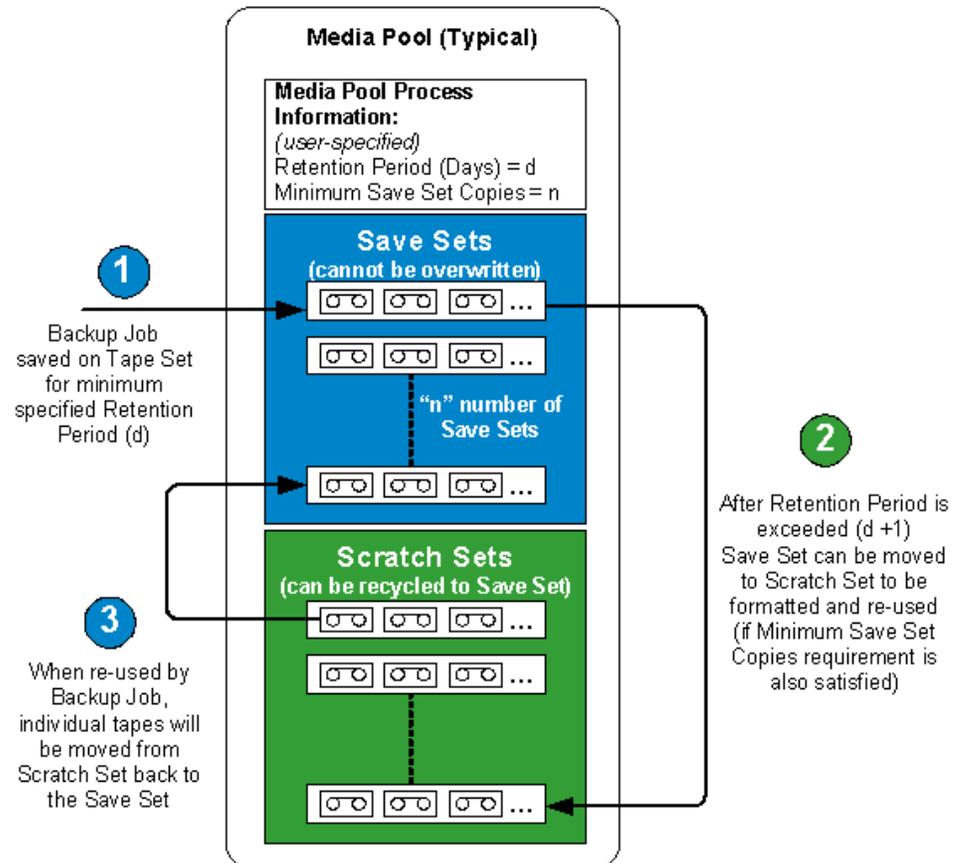
To prevent the accidental overwriting of needed data, CA ARCserve Backup manages media for rotation schemes in media pools. Media pools are logical collections of rewriteable, removable storage media managed as a single unit.

**Important!** Deduplication devices cannot be assigned to media pools.

A media pool is a collection of backup media (tapes) that is set aside for a specific job and managed as a unit. A media pool is a set of tapes that is logically grouped and used exclusively for a particular recurring backup job. Within CA ARCserve Backup each media pool is automatically divided into a Scratch Set and a Save Set. Any media in a Save Set cannot be overwritten until certain user-specified criteria are met. This prevents the possibility of inadvertently overwriting a tape before adequate backups are preserved. After the user-specified criteria is met, the Save Set becomes a Scratch Set and is recycled to be used again (overwritten).

Once the media has passed certain specified criteria, such as a minimum number of media in the Save Set and a minimum retention period, the media is moved to the Scratch Set. The retention period is the number of days media is kept in the Save Set of a media pool. When these criteria are met, the media is moved from the Save Set to the Scratch Set and is made available for use.

The Media Pool Manager lets you create and maintain the CA ARCserve Backup media pools. Each media pool is assigned a name, and is organized according to serial numbers. The serial numbers assigned are permanent. If you use a device with a bar code reader, the bar code labels are used as the serial number of the media. Media pools are organized by the range of serial numbers of the media they contain. Media pools apply to every media, regardless of which backup type and method were selected.



## How to Use GFS Rotations

The Grandfather-Father-Son (GFS) rotation strategy is a method of maintaining backups on a daily, weekly, and monthly basis. GFS backup schemes are based on a seven-day weekly schedule, beginning on any day of your choice. The primary purpose of the GFS scheme is to maintain a minimum standard and consistent interval at which to rotate and retire media. This scheme always uses the oldest media first.

You should perform a full backup at least once a week. On all other days, you can perform full or partial backups or no backup at all. The advantage of setting up a GFS rotation scheme is that once it is configured, you need only make sure the right media is in the drive for each day of the week.

From that time on, GFS tells you which media to use and manages the backups for you.

- Daily backups are the Son media
- A full backup is performed at least once a week. The last full backup of the week is the Father media
- The last full backup of the month (monthly backup) is the Grandfather media

**Note:** Monthly backups are saved throughout the year and the media on which they are stored should be taken off-site for safekeeping. You can track these media using the Media Management Admin.

**Important!** GFS rotations create three media pools--daily, weekly, and monthly pools. You cannot entirely customize this rotation and the media used for the rotation scheme must be named automatically. Custom rotation schemes allow you to configure the properties of the scheme, such as the pool or pools involved, the days to back up, and other properties. Deduplication devices are an exception: even though deduplication devices cannot be assigned to media pools, you may still set up GFS rotations. For more information, see [GFS Rotation Jobs on Deduplication Devices](#) (see page 729).

### How GFS Rotations Work

The most commonly used media rotation schedule is the Grandfather-Father-Son (GFS) rotation. This schedule policy uses daily (Son), weekly (Father), and monthly (Grandfather) backup media sets (tapes). GFS rotation schedules allow you to back up your data for an entire year using a minimum of media (tapes). The number of tapes you use for GFS rotations is based on the number of workdays you specify for your backup policy.

The GFS rotation method works as follows:

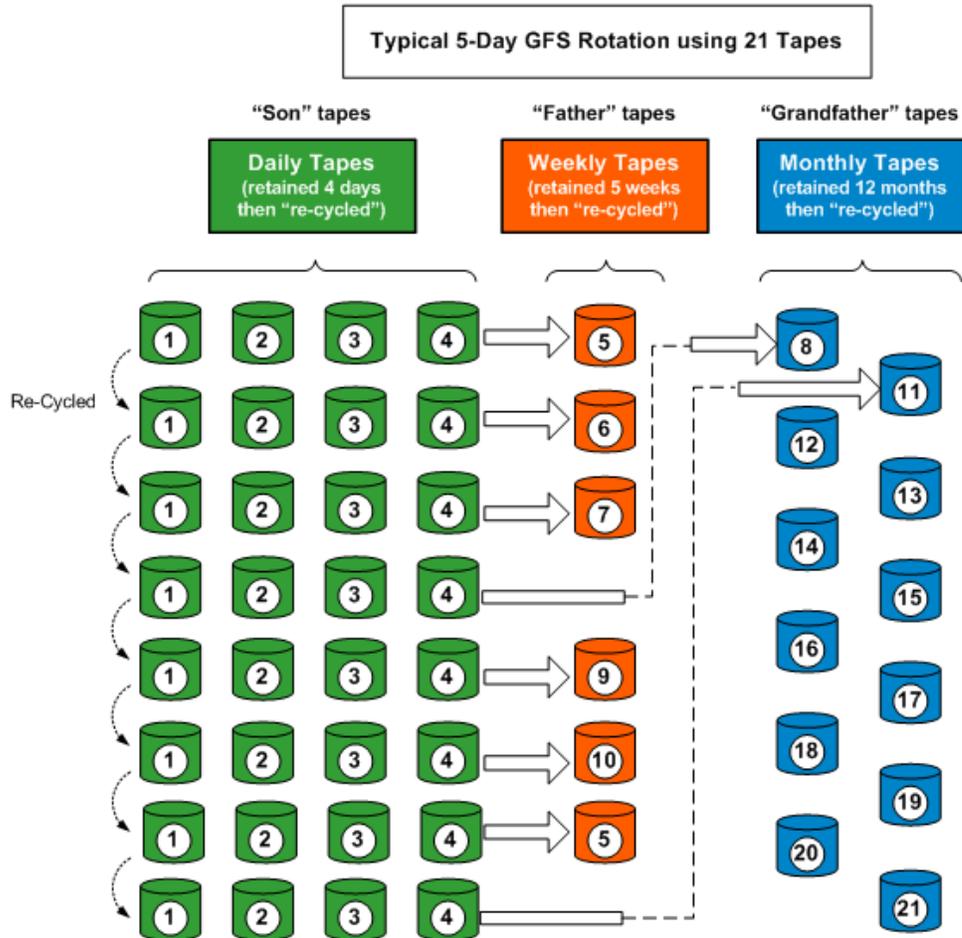
**Note:** To avoid confusion, it is important to clearly and properly label your tapes.

- You back up your data on a separate tape every working day. You should use a different tape for every daily backup. For example, if your backup cycle is based on a five-day workweek, you will need four "Daily" tapes before you use a weekly tape. (Maybe label the daily tapes Monday, Tuesday, Wednesday, and Thursday or Daily 1 through Daily 4, and so on.). You can perform Full, Incremental, or Differential backups for your daily backups. After the fourth day, the first daily tape used is then re-cycled and can be overwritten with the next scheduled daily backup.

Remember, because the daily tapes are used more frequently than the weekly and monthly tapes, you will need to replace them more often.

- On the fifth day, instead of using another daily tape, you will use a "Weekly" tape. You should always perform a Full backup for your weekly backups. You should also use five weekly tapes before you use a monthly tape. (Maybe label the weekly tapes Week 1 through Week 5). After the fifth week, the first weekly tape used is then re-cycled and can be overwritten with the next scheduled weekly backup.
- At the end of the third week, instead of using another weekly tape, you will use a "Monthly" tape. You should also perform a Full backup for your monthly backups. You should have 12 monthly tapes to safely backup a full year of data. (Maybe label the monthly tapes January through December or Month 1 through Month 12, etc.). After twelfth month, the first monthly tape used is then re-cycled and overwritten with the next monthly backup.

The following diagram shows an example of how a typical 5-day GFS rotation policy can be implemented to provide you with a safe and reliable method to perform data backups for an entire year while using a minimum amount of backup media:



**Note:** A five-day GFS rotation policy would require approximately 21 tapes per year, while a seven-day policy would require approximately 23 tapes per year (adding two additional daily tapes). For both of these schedules, the amount of media needed can vary depending upon your specified retention criteria and the quantity of data that you are backing up. Additionally, the amount of media needed in each schedule can also be affected by the use of multistreaming and if you are appending backup sessions to your media.

## GFS Rotation Scheme Media Example

The following example illustrates how to determine the number of media you need for a GFS rotation scheme:

Your company's business hours are from Monday to Friday. You have specified daily incremental backups from Monday through Thursday, with a full backup on Friday. You have decided to retain monthly full backup data for six months before you recycle your media, and have specified that at least six monthly tapes are to be maintained in the Save Set of your media pool. In addition, you have specified that a minimum of four weekly tapes are to be retained in the Save Set.

**Note:** For more information about media pools, Save Sets, and Scratch Sets, see "Managing Devices and Media."

In the GFS rotation scheme you have selected, the incremental backups are the Son, the weekly full backups are the Father, and the monthly full backups are the Grandfather.

Your rotation scheme requires four daily incremental backups, requiring one tape for each day. Because the data these tapes contain is maintained on the weekly full backup, these tapes are recycled each week. Therefore, your scheme requires four daily (Son) tapes.

The backup performed each Friday, the weekly full backup, requires one tape for each week of the month. These tapes are retained for one month before they are recycled, and you have specified that a minimum of four tapes are to be maintained in the media pool Save Set. Therefore, you require a minimum of five weekly (Father) tapes.

The last full backup performed each month is the monthly backup. You specified that these tapes are to be retained for six months, and that six tapes are to be maintained in the media pool Save Set. The minimum number of monthly tapes required before the media recycles is six. Therefore, you need seven monthly (Grandfather) tapes.

The total media you need for this rotation scheme is 16.

## Preflight Checks for Your Backups

The Preflight Check (PFC) utility enables you to run vital checks on the CA ARCserve Backup server and agents to detect conditions that may cause backup jobs to fail. The checks performed by PFC fall into the following categories:

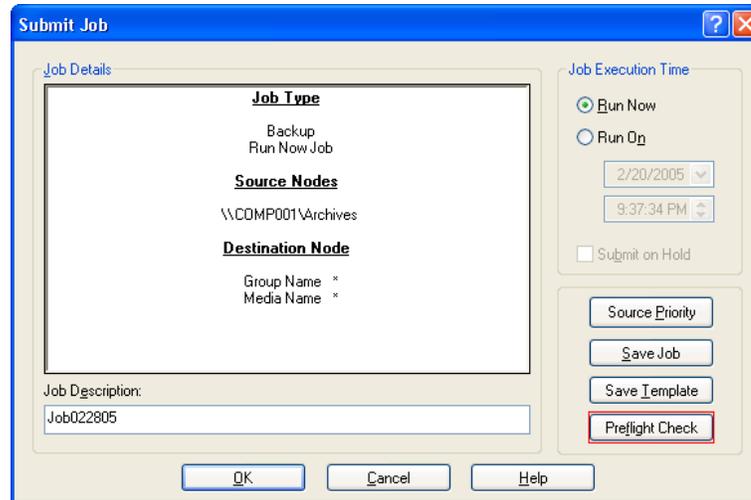
- **System Checks**--These include checking system requirements for the server, available disk space for the database, and RPC service registration.
- **CA ARCserve Backup Checks**--These include checking the CA ARCserve Backup system account and its privileges, the status of the CA ARCserve Backup engines, SAN server connectivity (if the CA ARCserve Backup SAN Option is installed), and the health of the tape devices attached to the server.
- **Agent Checks**--These include checking the connection and credentials for any client and database agents needed for the job.

**Note:** The Preflight Check utility does not validate login credentials for the following database agents:

- Agent for Informix
  - Agent for Lotus Domino
  - Agent for Microsoft SharePoint Server
  - Agent for Microsoft Exchange Server
  - Agent for Microsoft SQL Server
  - Agent for Oracle
  - Agent for Sybase
  - Enterprise Option for SAP R/3 for Oracle
- **Media Checks**--These include checking the availability of media in the scratch set (if a media pool is specified for the job), checking the media expiration dates, and checking for source and destination conflicts for File System Devices.

The optimum time to run this command is a couple of hours before your jobs are scheduled to run so that you can have ample time to correct any problems that may appear in the PFC report. For more information on the PFC utility and its associated options, see the *Command Line Reference Guide*.

Before submitting a job, you can run a Preflight Check clicking the Preflight Check button on the Submit Job dialog.



### Example: PFC Utility

You submit a job and run the PFC utility. If the PFC utility detects that a device is not assigned to the device group that you are using for the backup job, the PFC utility reports a failed job. To correct the problem, you must either use a device group with an assigned device or assign a device to the device group that you are using for the job. If you do not take corrective action, the job will eventually fail.

This capability is also supported when you run the PFC command line utility. For more information, see the *Command Line Reference Guide*.

## Start CA ARCserve D2D

CA ARCserve D2D is a backup solution that lets you track changes to data at the block level, and back up only the changed blocks. CA ARCserve D2D lets you perform frequent incremental backups, which reduces the size of the backups and provides you with up-to-date backup data.

If CA ARCserve D2D is installed locally in your backup environment, you can start CA ARCserve D2D from the CA ARCserve Backup Manager Console.

If CA ARCserve D2D is not installed locally in your backup environment, you can specify the server name and port number to connect the remote CA ARCserve D2D server, or you can download and install CA ARCserve D2D.

### To start CA ARCserve D2D

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start menu on the CA ARCserve Backup Manager Console, select Protection & Recovery and click CA ARCserve D2D.

One of the following events occurs:

- If CA ARCserve D2D is not installed on the backup server, the CA ARCserve D2D Server Information dialog opens. From the CA ARCserve D2D Server Information dialog, you can log in to a remote CA ARCserve D2D server, or download and install CA ARCserve D2D.



- If CA ARCserve D2D is installed on the backup server, the Log in to CA ARCserve D2D screen opens.
2. On the Log in to CA ARCserve D2D screen, complete the following fields:
    - **Domain**--Specify the name of the CA ARCserve D2D domain
    - **User Name**--Specify the User name required to log in to the CA ARCserve D2D domain.
    - **Password**--Specify the password for the CA ARCserve D2D user name.

Click Log in.

CA ARCserve D2D opens.

**Note:** For more information about using CA ARCserve D2D, see the *CA ARCserve D2D Online Help* or the *CA ARCserve D2D User Guide*.

## Start CA ARCserve Replication

CA ARCserve Replication is a data protection solution that uses asynchronous real-time replication to provide disaster recovery capabilities. This host-based software provides continuous data replication that transfers changes to application data as they occur to a standby replica server located locally or over the Wide Area Network (WAN).

If CA ARCserve Replication is installed locally in your backup environment, you can start CA ARCserve Replication from the CA ARCserve Backup Manager Console.

If CA ARCserve Replication is not installed locally in your backup environment, you can specify the server name and port number to connect the remote CA ARCserve Replication server, or you can download and install CA ARCserve Replication.

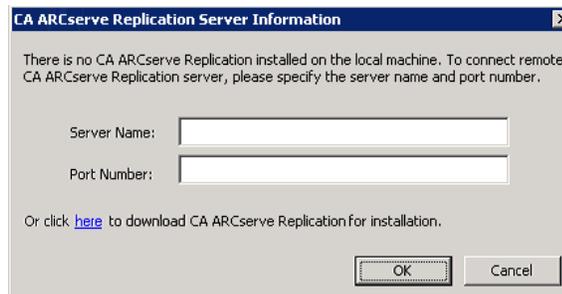
### To start CA ARCserve Replication

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start menu on the CA ARCserve Backup Manager Console, select Protection & Recovery and Click CA ARCserve Replication.

One of the following events occurs:

- If CA ARCserve Replication is not installed on the backup server, the CA ARCserve Replication Server Information dialog opens. From the CA ARCserve Replication Server Information dialog, you can log in to a remote CA ARCserve Replication server, or download and install CA ARCserve Replication.



- If CA ARCserve Replication is installed on the backup server, the Log in to CA ARCserve Replication screen opens.

2. On the Log in to CA ARCserve Replication screen, complete the following fields:
  - **Domain**--Specify the name of the CA ARCserve Replication domain
  - **User Name**--Specify the User name required to log in to the CA ARCserve Replication domain.
  - **Password**--Specify the password for the CA ARCserve Replication user name.

Click Log in.

CA ARCserve Replication opens.

**Note:** For more information about using CA ARCserve Replication, see the CA ARCserve Replication documentation.

# Chapter 3: Backing Up Data

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This section contains the following topics:

[How CA ARCserve Backup Lets You Back Up Data](#) (see page 131)

[Submit a Backup Job](#) (see page 134)

[Backup Manager](#) (see page 135)

[Local Backup Options for UNIX and Linux Agents](#) (see page 149)

[Global Backup Options](#) (see page 151)

[Files and Objects that CA ARCserve Backup Does Not Back Up](#) (see page 181)

[Enable CA ARCserve Backup to Manage Open Files on Remote Computers](#) (see page 185)

[Multiplexing Job Options](#) (see page 186)

[Specify Multistreaming Options](#) (see page 189)

[Entire Node Backups](#) (see page 189)

[Create Repeating Backup Jobs](#) (see page 191)

[Back Up Remote Servers](#) (see page 194)

[Submit Static Backup Jobs](#) (see page 195)

[Backup Staging Methods](#) (see page 198)

[Backing up Multiple Data Mover Servers in a Single Job](#) (see page 241)

[Disaster Recovery](#) (see page 249)

## How CA ARCserve Backup Lets You Back Up Data

CA ARCserve Backup allows you to back up most machines attached to your Windows network using one of the following sources:

- Administrative shared drives
- User-shared files, directories, and drives

Because CA ARCserve Backup separates and lists Windows machines by the domain or workgroup to which they belong, you can easily back up all the machines belonging to a specific domain or workgroup, by selecting the name of the domain or workgroup.

The optional CA ARCserve Backup Client Agents allow you to communicate with remote workstations in various environments. This provides complete system backups, including system information from non-Windows systems, such as NetWare or UNIX.

Similarly, the optional Backup Agents allow CA ARCserve Backup to back up and restore online databases such as Microsoft Exchange Server, Lotus Domino, Microsoft SQL Server, Oracle, and IBM Informix.

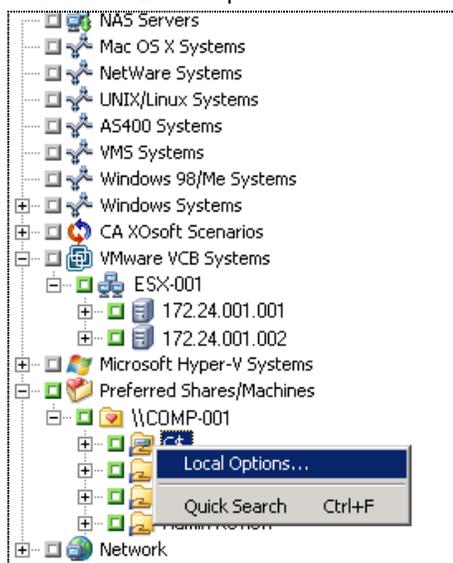
## Specify Local Backup Options

CA ARCserve Backup gives you the power and flexibility to customize local options for specific drives that you want to back up.

### To specify local backup options

1. Open the Backup Manager and select the Source tab.

Click the green box next to the drive directory, and then right-click the drive and select Local Options.



**Important!** When setting local options, you must select drives individually as your source even if you want to back up an entire server. You cannot click the green box next to the server name, and then customize local backup options for individual drives.

The Local Options dialog opens.

2. Specify the desired options:

### Backup Verification Options

The Backup Verification options enable you to verify that your data was backed up correctly. The following options are available.

- **None**--If you select this, no verification will be performed on the data backed up.
- **Scan Backup Media Contents**--If you select this, CA ARCserve Backup scans the media and check that the header is readable for each file that is backed up.
- **Compare Backup Media to Disk**--Select this if you want CA ARCserve Backup to read blocks from the media and compare, byte for byte, the data on the media against the files.

### Session/Encryption Password Option

Use this option to specify a password to protect the data.

- **Session/Encryption Password**--Enter a password for your backup job.

**Important!** It is important that you remember the Session/Encryption password to restore this session. There is no way to reset this password.

### Compression and Encryption Options

Use these options to specify whether files should be compressed or encrypted before they are backed up. These options are not supported on deduplication devices. If you specify a deduplication device group as the backup destination or as the staging destination, compression and encryption are skipped if detected.

- **Compress Files Before Backup Using Software Compression**--Allows you to compress your files before running your backup job. Using this option directs CA ARCserve Backup to compress files before backing them up using a software compression algorithm. Since most tape devices are equipped with a hardware-based compression mechanism, using both software and hardware compression is unnecessary and can lead to a slow backup job and poor compression results. Therefore, you should select this option only if your tape drive is not equipped with a hardware compression mechanism.
- **Encrypt Files Before Backup**--Allows you to encrypt your files before running your backup job.

**Important!** CA ARCserve Backup performs local compression and encryption at the agent system. When you specify local compression and encryption and ARCserve server-based compression and encryption (global option), CA ARCserve Backup performs the compression and encryption at the agent system.

**Note:** For more information about specifying ARCserve server-based compression and encryption, see [Backup Manager Backup Media Options](#) (see page 160).

### NetWare Volume Options

This option is available for NetWare servers only.

- **Disable Snapshot**--If the CA ARCserve Backup Agent for Open Files is installed on the server and you want to disable open file backup on an NSS volume, select this option.

**Note:** If you have database agents installed, you can also right-click them to customize local backup agent options. If you do this (similar to setting local options on drives, directories, and files), you must select database agents individually as your source even if you want to back up an entire server (You cannot click the green box next to the server name, and then customize local backup agent options).

3. Click OK.

The local settings are applied to the specified volume.

#### More information:

[Local Backup Options for UNIX and Linux Agents](#) (see page 149)

## Submit a Backup Job

This section summarizes how to submit a backup job.

For information about how to use disk staging (D2D2T) and tape staging (D2T2T) to manage your backup operations, see [How Backup to Disk to Tape Works](#) (see page 199).

#### To submit a backup job

1. From the Backup Manager, select the [Start](#) (see page 137), [Source](#) (see page 138), [Destination](#) (see page 147), and [Schedule](#) (see page 148) tabs to specify the options that you require for the job.

Click the Options toolbar button to specify global options that you require for the job. For more information, see [Global Backup Options](#) (see page 151).

Click the Submit toolbar button to submit your job.

The Security and Agent Information dialog opens.

2. On the Security and Agent Information dialog, edit or confirm the security and agent information for your job, and click OK.
3. When the Submit Job dialog opens, select Run Now to run the job immediately, or select Run On and select a date and time when you want the job to run.

**Note:** For more information about the Run Now option, see Job Queue Tab.

4. Enter a description for your job.
5. If you selected multiple sources to back up and want to set the priority in which the job sessions initiate, click Source Priority. Use the Top, Up, Down, and Bottom buttons to change the order in which the jobs are processed. When you finish setting priorities, click OK.
6. To save the job as a CA ARCserve Backup job script, click the Save Job button.
7. To save the job template, click the Save Template button.
8. To preflight check the job, click the Preflight Check button. If the preflight check failed, click the Cancel button to modify the job settings.
9. On the Submit Job dialog, click OK.  
The job is submitted.

**More information:**

[How to Manage Jobs Using the Job Queue Tab](#) (see page 318)

## Backup Manager

The Backup Manager lets you customize your backup jobs using filters, options, and scheduling. For procedural information on how to submit backup jobs using the Backup Manager, see the online help.

You can use the Backup Manager to:

- Create groups of backup sources.
- Back up to various media or create a customized backup scheme.
- Use filters to selectively exclude or include directories and files from backup jobs.
- Create an automated backup scheme using the Grandfather-Father-Son (GFS) rotation scheme.
- Apply filters to local source objects (such as volumes and nodes) or globally to the entire backup job, or to both at the same time.

CA ARCserve Backup allows you to back up the Windows registry as well as the system state for Windows systems. Each backup job requires a source and a destination (media). The Backup Manager screen provides tabs to customize your backup job:

- **Start**--Lets you specify the type of backup: Normal, Deduplication, or UNIX/Linux Data Mover. You may also enable staging for each backup type.
- **Source**--Lets you specify the data that you want to back up.
- **Schedule**--Lets you specify a schedule, repeat method, or rotation scheme for the job.
- **Destination**--Lets you specify the location where you want to store your backup data.

The topics that follow provide full details about the options available on each tab.

This section contains the following topics:

[Options on the Backup Manager Start Tab](#) (see page 137)

[How to Specify Source Data Using the Classic View and the Group View](#) (see page 138)

[Options on the Backup Manager Destination Tab](#) (see page 147)

[Backup Job Schedules and Rotations](#) (see page 148)

## Options on the Backup Manager Start Tab

From the Backup Manager Start tab, you can select the backup type.

- **Normal backup**--Normal backup lets you backup a data source to a target destination, using a custom schedule, repeat method or rotation scheme.

**Note:** Use Normal backup when you want to submit a backup job to one data mover server.

- **Deduplication backup**--Deduplication backup lets you save only unique data chunks to disk, allowing you to fit more backup sessions on media, retain backups for longer periods of time and speed up data recovery. For more information about submitting deduplication backup jobs, see [Back Up Data with Deduplication](#). (see page 713)
- **UNIX/Linux Data Mover backup**--UNIX/Linux Data Mover backup lets you consolidate multiple Data Movers into a single backup job as long as they share a single library.

For each backup type, you must click the [Source](#) (see page 138), [Schedule](#) (see page 148), and [Destination](#) (see page 147) tabs to complete backup job configuration.

You may also [Enable Staging](#) (see page 198). Staging operations allow you to back up data to a staging device and then migrate the backed up data to a final destination (usually a tape). You can choose to Enable Staging on Normal, Deduplication, or Data Mover backup jobs.

## How to Specify Source Data Using the Classic View and the Group View

The source is the path to the data that you want to back up. You can easily find the files you want to back up by browsing through the Backup Manager directory to select the user-shared drives and directories.

CA ARCserve Backup lets you browse and specify the source data using the following views:

- **Classic View**--This is traditional source view. Machines are listed first, allowing you to expand and then select specific data sources. With the Classic View, CA ARCserve Backup categorizes source computers based on the platform that is running on the computer. For example, Windows systems, UNIX/Linux systems, and Hyper-V systems.
- **Group View**--This view categorizes source computers based on the CA ARCserve Backup agent that is installed on the computer. The agents are listed as branches on the source tree. Within each branch, the computers that contain the specified agent are listed.

You may also create customized groups that allow you to group machines according to your own criteria. For example, using the Group view is effective approach to specifying source when you want to back up database files such as Microsoft SQL Server, Microsoft Exchange Server, and Microsoft SharePoint Server data that reside on a large quantity of machines, without having to expand each machine and then select the database node.

**Note:** The Agent for Microsoft Exchange Server 2010 appears only in the Exchange Organization object. You cannot add Agent for Microsoft Exchange Server 2010 systems to the Microsoft Exchange Server group.

When selecting a source, you can select to back up:

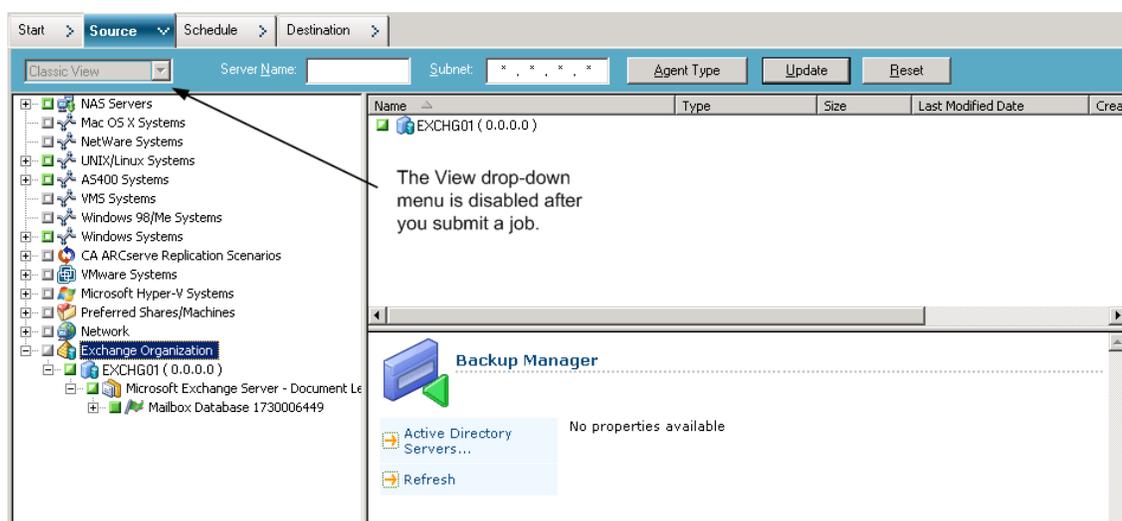
- an entire application
- a customized source group
- an entire server
- individual drives, directories, and files
- To select individual drives, directories, and files to back up, expand a server name and click the green boxes next to each drive, directory, and file.

To select an entire source group, click the green box next to the group name. When you do this, all the servers, nodes, volumes, drives, directories, and files included in the source group are automatically selected.

### Be aware of the following behavior:

- The view that you specify when you submit a job cannot be modified.

For example, you submit a job using the Classic View. Subsequently, you want to modify the source selections for the job. When you modify the job and click the Backup Manager, Source tab, the view drop-down menu is disabled. The following screen illustrates this behavior.



### Custom Local Backup Options

You can right-click individual drives to customize local backup options. If you have database agents installed, you can also right-click them to customize local backup agent options. If you want to customize local backup or local backup agent options, your job must be packaged explicitly, which means you must select drives, directories, files, or database agents individually as your source even if you want to back up an entire server. You cannot click the green box next to the server name, and then customize local backup options for individual drives, directories, files, or database agents. For more information, see [Dynamic Job Packaging](#) (see page 296) and [Static Job Packaging](#) (see page 299).

## Backup Manager Markers

Each object displayed in the Backup Manager window has a green or gray box to its left called a marker.

- **Green marker**--Lets you control the extent of the backup for an object directly. Click a marker to exclude an object from a backup or to indicate that you want the backup for the object to be full or partial. As you click the marker, you fill or empty the marker of color, indicating the extent of the backup.
- **Gray marker**--These markers are associated with objects that are not real and that you cannot back up/restore. Typically, these items serve as placeholders under which other objects are grouped and displayed. As you click the green markers under a gray marker item, the fill proportion of the gray marker changes automatically from empty to partial to full depending on the proportion of files you have chosen to back up.

The following table describes the different marker configurations and corresponding backup levels:

Marker	Description
	Full backup.
	Partial backup.
	Do not back up.

**Note:** Gray marker configurations follow the same pattern as green marker configurations, but reflect the proportion of files under them that are selected for backup.

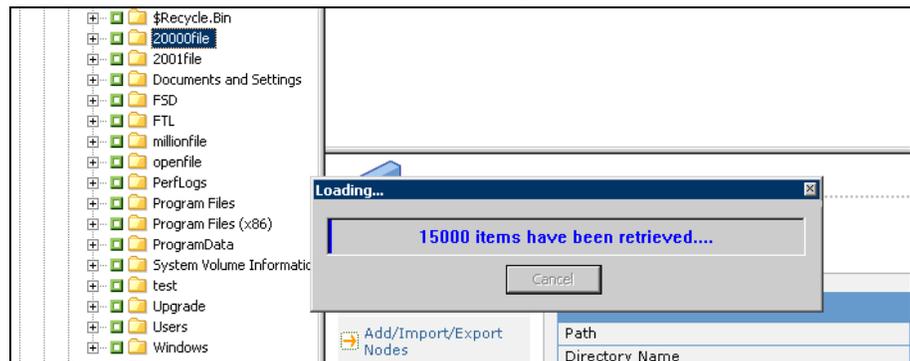
The fill proportion of a marker at a higher level of the directory tree depends on the fill proportions of the markers of the objects at the lower levels.

- If you click a marker at a higher, parent level so that it is completely filled, all the markers at the lower, child levels are automatically filled completely.
- If you click all the markers at the lower, child levels so that they are completely filled, then the marker at the higher, parent level is automatically partially filled.
- If the markers at the lower, child levels are a mix of completely filled and partially filled, the marker at the higher, parent level is automatically partially filled.

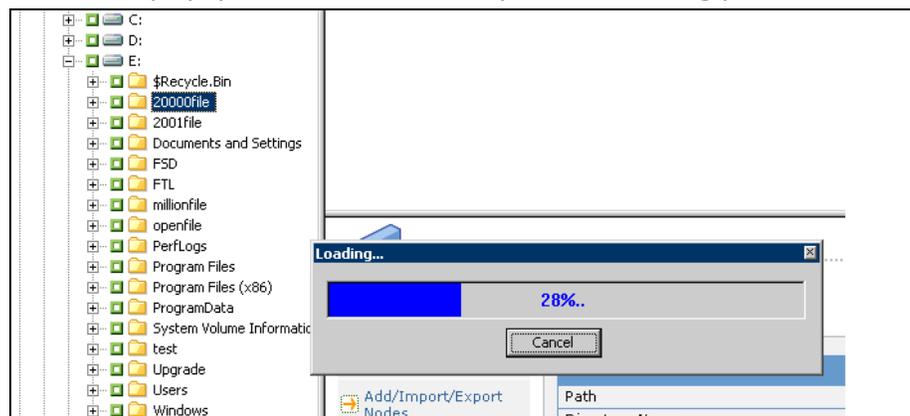
## How CA ARCserve Backup Lets You Browse a Large Number of Items in the Backup Manager

CA ARCserve Backup lets you pause the process of loading items in the Backup Manager when you browse a large number of directories, files, and so on. The steps that follow describe how CA ARCserve Backup lets you browse a large number of items in the Backup Manager window.

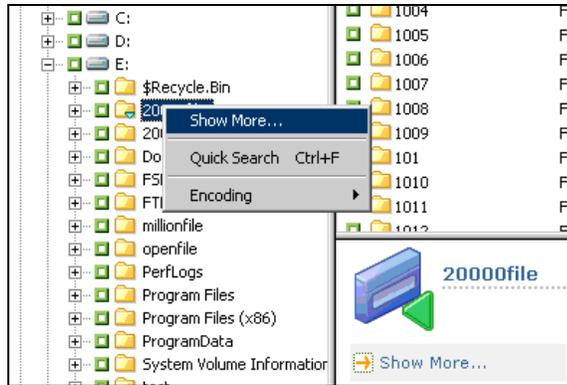
1. When you select a directory in the Backup Manager, Source tree, CA ARCserve Backup displays a Loading dialog to inform you that a large number of items need to be retrieved and loaded into the Backup Manager window. You cannot click Cancel while CA ARCserve Backup is retrieving the list of items to display in the Backup Manager window.



2. After CA ARCserve Backup retrieves the list of items to display in the Backup Manager window, the Loading dialog then displays the percentage of items that are loaded into the Backup Manager. If there are a large number of items to display, you can click Cancel to pause the loading process.



3. After you pause the Loading process, you can continue the Loading process by right-clicking target directory and selecting Show More from the pop-up menu.



4. If you pause the loading process, the icon for the target directory appears as follows:



5. You can pause and continue the loading process as often as necessary. To load more items, right-click the target directory and click Show More from the pop-up menu.
6. When the loading process is complete, the icon for the target directory displays as follows:



### Browse a Large Number of Items in the Backup Manager

Use the following procedure when you need to browse a directory that contains a large number of items in the Backup Manager.

#### To browse a large number of items in the Backup Manager

1. Open the Backup Manager and specify a target directory from the Source tree.

The Loading message box appears, CA ARCserve Backup retrieves a list of items to display in the Backup Manager Window, and then CA ARCserve Backup loads the files into the Backup Manager window.

2. From the Loading message box, click Cancel to stop the loading process.

If CA ARCserve Backup did not load all items, the To show more objects, right-click the target directory and select Show More from the pop-up menu warning message appears.

**Note:** The message only appears the first time you click Cancel on the Loading message box.

- From the Source tree, right-click the target directory and click Show More from the pop-up menu.

The Loading message box appears and CA ARCserve Backup continues loading the items.

- You can pause and continue the loading process as often as necessary until CA ARCserve Backup loads all items in the target directory.

If you pause the loading process, the icon for the target directory displays as follows:



When the loading process is complete, the icon for the target directory displays as follows:



## Browse Computers by Agent Type

By default, the Backup Manager view lists backup source in the Group View. The Group View lets you browse computers based on the CA ARCserve Backup agent that is installed on the computer. You may also set up your own groups, if desired.

When you close the Backup Manager, the view selected opens the next time that you open the Backup Manager. For example, if you select Classic View and then close the Backup Manager, the Classic View opens the next time that you open the Backup Manager.

Because a computer can belong to more than one source group, it is possible that you can specify the same backup source more than once. When CA ARCserve Backup detects the same source specified in multiple jobs, a warning message appears, allowing you to determine whether the same data should be backed up more than once.

### To browse computers by agent type

- Open the Backup Manager.

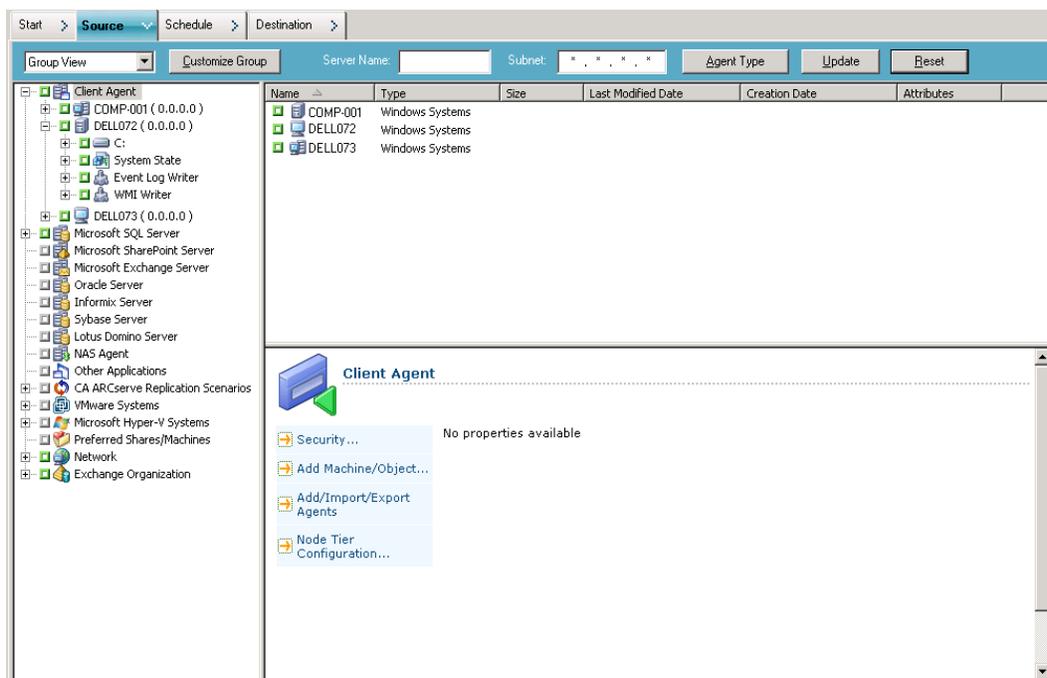
Click the Source tab.

The Source directory tree displays in the Group view.

**Note:** If there is more than one agent installed on a computer, (for example, Agent for Microsoft Exchange Server, Agent for Microsoft SharePoint Server) the computer can appear under more than one group).

2. Expand the computers in the source tree. If prompted, you must provide the required security information.

The following screen illustrates the computers available in Group View for the Client Agent for Windows.



**Note:** If you want to customize the groups that appear in the Source tree, click Customize Group. For more information, see [Configure Customized Groups in Group View](#) (see page 145).

3. In the source tree, search for the desired agent type and expand it to view a list of computers.
4. (Optional) Search for a computer using global filters that are saved when you exit Backup Manager and remain set until changed.
  - **Server Name**--Lets you filter source computers by the string you enter.
  - **Subnet**--Lets you filter computers by their IP addresses.
  - **Agent type**--Lets you filter computers by agent type. In Group and Classic Views, the Agent Type filter lets you view only the agent groups that correspond to the agent selected. For more information, see [Filter Nodes](#) (see page 335).

Job History also lets you view results by source group. For more information, see [How to Analyze Jobs Using Group View](#). (see page 323)

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## Configure Customized Groups for Group View

To help you manage large environments, you can create custom groups and then add computers to the groups based on criteria that you determine.

### Example: Customized Groups for Group View

Suppose your Sales department contains SQL database files distributed across 100 computers. You can add all the machines that contain the sales data you want to back up to a customized group named Sales Data. Customized groups appear in the source tree as main branches, thus allowing you to quickly locate and select groups when you define your backup jobs.

### To configure customized groups for group view

1. Open Backup Manager and click the Source tab.  
The Backup Manager opens, showing the default Group View.  
The source tree displays the CA ARCserve Backup agents as main branches. The Customize Group button appears next to the views drop-down list.
2. Click Customize Group.  
The Customized Group Configuration dialog opens.  
Customized Group Configuration displays existing groups, by name, on the left side of the dialog, and the servers that belong to each group on the right.
3. Click New to create a new group.
  - a. In the Name field, enter a name for your group.
  - b. If desired, enter a comment that describes your group.Click OK.  
The new group is added to the list of groups on the left.
4. Select the group that you created, if it is not already selected.
5. From the list of servers on the right, click a server to add to the group and click Assign.  
The server appears below the group.  
Repeat this step, as required, to add more servers to the group.
6. Click OK to save settings and exit Customized Group Configuration.

## Manage Customized Groups

CA ARCserve Backup lets you change the name of a customized group, delete a customized group, and change the servers in the group, as needed.

### To manage customized groups

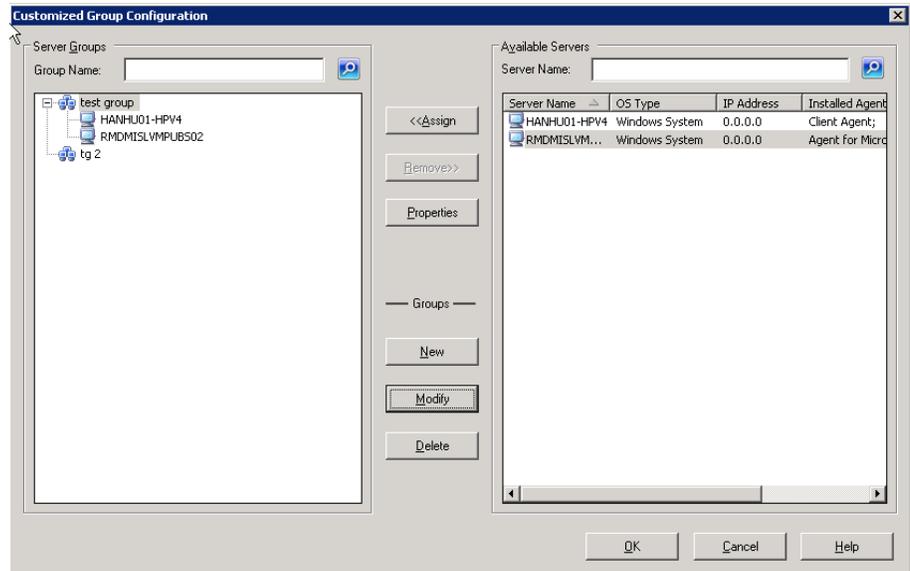
1. Open Backup Manager and click the Source tab.

Backup Manager opens with the default Group View displayed.

**Note:** If the source tree displays in the Classic View, click the drop-down list above the tree and select Group View.

2. Click Customized Group.

The Customized Group Configuration dialog opens.



3. Do one of the following:

- To delete a group, select the group and click Delete.
- To rename a group, select the group and click Modify.  
Enter a new name, and click OK.

- To reassign servers, select a server that you want to remove from the left side of the dialog and click Remove.

The server is added to the list of available servers on the right. From the list of available servers, choose a server to add. Click Assign. The server is added to the group.

4. Click OK when done managing customized groups to save settings and exit Customized Group Configuration.

---

## Options on the Backup Manager Destination Tab

The destination is the backup media device or disk. You can use the Destination tab in the Backup Manager to browse to and select the groups and device. The Backup Manager Destination tab includes the following backup options:

### Multiplexing

The following options regulate how CA ARCserve Backup handles multiplexing.

- **Maximum Number of Streams**--Sets the maximum number of streams that can write to a tape at the same time. The default number of streams is 4 and the supported range is between 2 and 32.

**Note:** Multiplexing is not supported for UNIX/Linux Data Mover backup jobs.

### Multistreaming

The Multistreaming option lets you split single backup jobs into multiple jobs and use all of the available tape devices in your system to complete the backup. For more information, see [Multistreaming](#) (see page 102).

### Group and Media field

Use the Group and Media field to specify the device group that you want to use for the backup up job.

- Place an asterisk in the Group or Media field to use the first available drive and media in the group.
- If you want to use any available group, click the Use Any Group option.

### Media Pool

Select this option if you want to use a specific media pool for the backup job.

**Note:** If you select a Media Pool, CA ARCserve Backup automatically checks the other destination and backup options you selected to verify that no restrictions or conflicts occur when you run the job. If CA ARCserve Backup detects a conflict, a warning dialog opens.

### Server

This field displays the name of the primary server and member servers in your CA ARCserve Backup domain.

**Note:** If you did not install the Central Management Option, the name of the current server displays in this field.

**Note:** To back data using disk staging, use Device Configuration and Device Group Configuration to configure the staging device. For more information, see [Backup Staging Methods](#) (see page 198).

**More information:**

[How to Submit a Disk Staging Backup Job](#) (see page 221)

[How CA ARCserve Backup Processes Backup Data Using Multistreaming](#) (see page 102)

## How to Use Wildcards with Tape Library Groups

The wildcard characters' asterisk and question mark are supported in the Group field. When wildcard characters are used to specify a job's library group destination, the job is sent to a group whose name matches the criteria and has at least one available media, as long as there is at least one available drive associated with the library. A media is available when it is not being used by another job (Note: no special consideration is given to media suitability as determined by the job schema; for example, Media Pool). If more than one job uses wildcards and more than one group matches the selection criteria, all jobs go to the first group with an available media.

Typing a name in the media field forces the job to be directed to a group that matches the criteria and contains the specified media, even if the media is busy. If there is no media with the specified name in any of the matching groups, but there is a blank media in a matching group, it is used and renamed. If there is no blank media, the user is prompted to insert one.

**Note:** The media field does not support wildcard characters.

When a media pool is specified, a media from that pool is used if there is one available in the first matching group. If there is no such media in the group, but there is a blank media, it is renamed and added to the pool. If there is no blank media the user is prompted to insert one.

## Backup Job Schedules and Rotations

You can configure your backup job to use a custom schedule or a rotation scheme by using the CA ARCserve Backup template schemes or by specifying your own rotation parameters. You can also specify a repeat method and the following backup methods for each backup:

- **Full (Keep Archive Bit)**--Performed each time the job is repeated and keeps the archive bit.
- **Full (Clear Archive Bit)**--Performed each time the job is repeated and clears the archive bit.
- **Incremental backup**--Backs up only those files whose archive bits have been set since the last full or incremental backup was performed. After each backup, archive bits are reset so that they are not backed up during the next incremental backup job.

- **Differential backup**--Backs up only those files whose archive bits have been set since the last full backup was performed. Because differential backup jobs do not clear a file's archive bit, the files that were backed up in the last differential job are backed up again. It takes longer to process backup jobs using this method. However, this strategy requires only two sets of media to restore a differential backup; the full media set, and the differential media set. In the case of an incremental backup, you require the full media set and every incremental set until the latest set.

**Note:** The above-described backup methods do not apply to the Linux Client Agent.

For a description of detailed job scheduling features, see the chapter "Customizing Jobs," or the online help.

## Local Backup Options for UNIX and Linux Agents

The following are the local options available when backing up a UNIX or Linux computer using the Client Agent for UNIX or the Client Agent for Linux.

### Additional Options

- **Traverse Symbolic Link File**--CA ARCserve Backup follows symbolic links and backs up the linked files.
- **Traverse NFS--Backs up NFS**--mounted drives.
- **Traverse Across File System**--CA ARCserve Backup automatically includes locally mounted UNIX file systems in the backup.
- **Estimation Off**--Disables the estimation of the number of files and the amount of data to be backed up that takes place at the beginning of the backup job. Selecting this option decreases the time it takes to perform the backup.

- **Preserve File Access Time**--This option directs CA ARCserve Backup to preserve the last access time of files when a backup is performed.

**Note:** The Access Time of a file is automatically updated by the operating system whenever a file is accessed (read or write). However, after a compare is performed, the Access Times of all the backed up files are also updated. Therefore, if you want to track whether or not a file has actually been accessed (and not just compared), you need to preserve the original access time.

- If this option is selected (check in box), CA ARCserve Backup preserves the last file access time of any files that are backed as the original value that was present before the backup was performed (Change Time will be updated). This is the default setting.
- If this option is not selected (no check in box), the last file access time of any files that are backed up is updated to the new value that is present when the backup is completed (Change Time will not be updated).

**Note:** For Windows based agents, you must apply this option globally. For more information, see Global Backup Options.

#### **Media format to use for backup**

- **CA ARCserve Backup format**--This is a CA ARCserve Backup proprietary tape format. This format is designed to overcome the limitations of tar/cpio formats and leverage other features like compression/encryption provided by CA ARCserve Backup. For example, there are certain limitations with tar/cpio while backing up large files and huge data that may span across multiple tapes.
- **Posix tar format**--This is a Standard Posix Tar format. When you select this option, CA ARCserve Backup creates a backup image in Posix Tar format. CA ARCserve Backup or any tar utility can be used to restore data from an image created in this format. Using CA ARCserve Backup format is recommended.
- **Posix cpio format**--This is a Standard Posix CPIO format. When you select this option, CA ARCserve Backup creates a backup image in Posix CPIO format. CA ARCserve Backup or any CPIO utility can be used to restore data from an image created in this format. Using CA ARCserve Backup format is recommended.

#### **More information:**

[Global Backup Options](#) (see page 151)

[Specify Local Backup Options](#) (see page 132)

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## Global Backup Options

This section describes the global backup options you can select when submitting your backup job. For a description of additional backup job options and filtering features, see the chapter "Customizing Jobs."

To access the global options dialog, click the Options toolbar button in the Backup Manager.

This section contains the following topics:

- [Backup Manager Alert Options](#) (see page 151)
- [Backup Manager Media Exporting Options](#) (see page 152)
- [Backup Manager Advanced Options](#) (see page 153)
- [Backup Manager Encryption/Compression Options](#) (see page 156)
- [Backup Manager Volume Shadow Copy Service Options](#) (see page 158)
- [Backup Manager Backup Media Options](#) (see page 160)
- [Backup Manager Verification Options](#) (see page 162)
- [Backup Manager Operation Options](#) (see page 163)
- [Backup Manager Pre/Post Options](#) (see page 168)
- [Backup Manager Agent Options](#) (see page 170)
- [Backup Manager Job Log Options](#) (see page 180)
- [Backup Manager Virus Options](#) (see page 180)

### Backup Manager Alert Options

You can use the Alert notification system to send messages about events that appear in the Activity Log during your backup operation. Choose one or more of the following events for which you want to be notified:

- **Job Completed Successfully**--All of the nodes and drives/shares were processed.
- **Job Incomplete**--Some nodes, drives, or shares were missed.
- **Job Canceled by User**--The user canceled the job.
- **Job Failed**--The job was started but could not be completed.
- **Virus Detected**--A virus was detected in one of the files to be backed up. See Virus options (Backup, Copy, Count).
- **Media not Available**--Media was not available during the execution of a job.  
**Note:** The backup media must be tape media.
- **Format Blank Tape**--A tape was formatted during the execution of a job.
- **Customized Event**--A customized event occurred. To specify this type of event, enter an error, warning, or notification code in the space below the Event drop-box.

Choose one or more of the defined Alert configurations. The <default> configuration means that you will use whatever is configured in Alert Manager. Click Configure to define further configurations. CA ARCserve Backup provides the following defined Alert configurations:

- Broadcast
- Pager
  - Note:** Pager options are not supported on Japanese versions of CA ARCserve Backup.
- SMTP
- SNMP
- Event
- Printer
- E-Mail
- Lotus Notes
- Unicenter TNG

Specify miscellaneous options:

- **Attach Job Log**--Lets you include the job log information in the Alert message. (This option applies for Trouble Tickets and Mail only.)
  - Note:** The list you create using Alert Options is saved with the Job Script and the configuration defined using the Configuration button.
- **Send alert messages only for master jobs**--Lets CA ARCserve Backup send you alerts that reference only the master job number in the Alert message. The alert messages will not reference child and subjob numbers. You can specify this option on all jobs, including multiplexing and multistreaming jobs.

## Backup Manager Media Exporting Options

At the end of a backup job, you can move media out of the library or to an off-site location for safe storage. CA ARCserve Backup provides the following media exporting options:

- **None**--No media exporting will take place at the end of a backup job.
- **Export RAID1 Duplicate Tape After Job**--If the job spanned to multiple media, all the duplicate media used in this job is exported.
  - Note:** This option is for RAID 1 support with libraries and mail slots only.

- **Export All Tapes After Job**--CA ARCserve Backup exports all the media for the related backup. If the job spanned to multiple media, all the media used in this job is exported. If there are not enough mail slots to export all the media, the media that could not be exported is moved back to the original home slot. In single mail slot libraries, CA ARCserve Backup retries a few times to check if the mail slot is empty to move the next media to the mail slot. If the operator does not move the media, CA ARCserve Backup writes this information in the activity log.

**Note:** This option is for RAID 1 support with libraries and mail slots only.

### Media Exporting Limitations

Be aware of the following media exporting limitations:

- For staging backup jobs, media exporting options are only effective during the migration phase of the job.
- Media exporting options are functional only for regular and rotation jobs and are supported on media libraries and Tape RAID.
- Media exporting options are not supported when you are performing tape staging (B2T2T) backups and the staging device or the final destination device is a RAID device.
- If the job includes verification, the export is done at the end of the verification.

## Backup Manager Advanced Options

The Advanced options determine how CA ARCserve Backup handles the file system extensions during a backup.

### Windows System Options

The Windows systems options are supported only on Windows 2000, Windows XP, and Windows Server 2003 operating systems.

The Windows system options are as follows:

- **Traverse Directory Junctions and Volume Mount Points**--Selecting this option causes the backup job to traverse the volume or the directory being specified to and take a backup of it. At the time of restore of this session, you can restore files and directories contained in the referred to volume or directory. When this option is not selected, the backup job does not back up the volume or the directory being referred to by the volume mount point or the directory junction respectively. Therefore, at the time of restore, you cannot restore a file or directory contained in the referred to volume or directory.

- **Backup Mount Points as Part of the volume that they are mounted on**--If you select this, the volumes referred to by the Volume Mount Points will be backed up as part of the same session as the Volume Mount Points. When this option is not selected, the volumes referred to by the Volume Mount Points are backed up as separate sessions. This option is available only when the previous option, Traverse Directory Junctions and Volume Mount Points, is selected.
- **Preserve File Hard Links**--If you enable this, CA ARCserve Backup preserves hard links during a restore.

**Note:** When you apply the *Traverse Directory Junctions and Volume Mount Points* and *Backup Mount Points as Part of the volume that they are mounted on* options to named, mounted volumes that contain virtual hard disks (VHDs), CA ARCserve Backup creates separate backup sessions for mounted volumes that contain VHDs.

#### **Example: Mounted Volumes that Contain VHDs**

A server contains physical disk (C:\) that contains VHDs D:\ and E:\. VHD files (D.vhd and E.vhd) that reside in C:\ are mounted as drive D:\ and drive E:\. Drive D:\ is mounted to C:\MountD, and drive E:\ is mounted to C:\MountE.

If you back up C:\MountD and specify the *Traverse Directory Junctions and Volume Mount Points* option, and the *Backup Mount Points as Part of the volume that they are mounted on* option is enabled or disabled, CA ARCserve Backup creates separate backup sessions for drive D:\ and C:\MountD.

## **Disaster Recovery Options**

The Disaster Recovery options available are:

- **Generate DR information for partially selected nodes**--Disaster recovery information is normally generated when performing a full machine backup. However, there are special cases where you may need to keep the disaster recovery information updated but cannot perform full machine backups too often (like in a SAN shared disk environment). By enabling this option, you can generate or update a machine's disaster recovery information without having to back up everything on the machine.

- **Include filtered sessions when generating restore session information**--When generating disaster recovery information, the CA ARCserve Backup server keeps track of only the latest non-filtered backup sessions pertaining to the machine. By default, if you back up a machine using filters, the filtered backup sessions will not be used by disaster recovery when recovering the system. By enabling this option, you can alter the default behavior and have disaster recovery use the filtered backup sessions when recovering the system.

**Important!** Enabling this option is very risky, especially for system volumes. Missing system files may lead to incomplete recovery.

This option is disabled by default. When you enable this option, it works at the job level. If the job contains multiple machine backups, this option will apply to all machines.

### Microsoft SQL Server Backup Options

For Microsoft SQL Server, CA ARCserve Backup supports the following global option:

- **Do not apply Scheduled Job Method or Rotation Phase to Microsoft SQL Server databases**--Lets you exclude the backup method specified on the Backup Manager, Schedule tab. With this option specified, CA ARCserve Backup behaves as follows:
  - CA ARCserve Backup ignores the custom schedule, rotation, and GFS rotation method that was specified for the job.
  - CA ARCserve Backup converts the backup method specified on the Schedule tab to Full backup, only if the logic for database level backups and global backup options requires the backup method specified on the Schedule tab.

**Note:** For more information about backing up and restoring Microsoft SQL Server databases, see the *Agent for Microsoft SQL Server Guide*.

## Backup Manager Encryption/Compression Options

CA ARCserve Backup lets you encrypt, compress, or encrypt and compress backup data.

Be aware of the following:

- CA ARCserve Backup does not support compressing and encrypting data on deduplication device groups.

**Note:** For more information, see [Compression and Encryption with Deduplication](#) (see page 717).

- If you specify encryption and compression options, and the backup destination is a drive that does not support compression, CA ARCserve Backup encrypts the backup data and does not compress the backup data.

The following options define how CA ARCserve Backup processes backup data during a backup job and during the migration phase of a staging backup job.

### Session/Encryption Password

- **Session/Encryption password**--Specify a Session/Encryption password to restore this data from media.

If you specify a Session Encryption password, you must specify the password to perform the following operations:

- Restore operations where the encryption, compression, or both were processed at the agent or at the backup server.
- Compare operations where the encryption, compression, or both were processed at the agent or at the backup server.
- Merge and Scan operations where the encryption, compression, or both were processed at the backup server. (You do not need to specify the password to perform Merge and Scan operations where the encryption, compression, or both operations were processed at the agent.)

**Note:** The Session/Encryption password is not required when you Merge or Scan only the session headers.

- **Save Current Session/Encryption Password to the CA ARCserve Backup database**--Use this option to save the password to the CA ARCserve Backup database and enable password management. This option is selected by default. This option is available for both local and global option passwords.

**Note:** You can modify only the Global Option password from the Session/Encryption password dialog by right clicking on the job in the job queue.

- **Remind to change password n days after specifying a password**--Specify the number of days a password is valid. Seven days prior to the specified number of days, a message prompting you to change your password will be logged in the Activity Log.

**Example:**

On Jan. 1 you set n to 30 days. On Jan. 24 the message The backup job password will expire in 7 days, will appear in the Activity Log. On Jan. 31 the message The backup job password has been expired. Please change it now appears in the Activity Log.

**Compression/Encryption**

- **Encrypt data**--Use this option to encrypt the backup data. You can specify one of the following options:
  - **At agent**--Select this option to encrypt the backup data prior to the actual backup process. For more information about this option, see [Data Encryption at the Agent Server](#) (see page 112).
  - **At backup server during backup**--Select this option to encrypt the backup data at the backup server during the backup process. For more information, see [Data Encryption During Backup](#) (see page 113).
  - **At backup server during migration**--Select this option to encrypt the backup data during the migration phase of a staging backup job. For more information, see [Data Encryption During Migration](#) (see page 114).

If you encrypt data during the backup phase, CA ARCserve Backup will not encrypt the data again during the migration phase of the staging backup operation.

- **Compress data**--Use this option to compress the backup data. You can specify one of the following options:
  - **At agent**--Select this option to compress the backup data on the system where the agent is installed and running.

**Note:** CA ARCserve Backup does not support data compression at the agent system when the backup source consists of UNIX, Oracle RMAN data.
  - **At backup server**--Select this option to compress the backup data at the CA ARCserve Backup server during the backup process. This option lets you compress files before backing them up using a software compression algorithm.

**Be aware of the following behavior:**

    - You must specify either Encrypt data at backup server during backup or Encrypt data at backup server during migration to enable compression at backup server.
    - With the Compress data, At backup server options specified, and the Encrypt data at backup server during backup option, or the Encrypt data at backup server during migration option specified, CA ARCserve Backup uses software compression to compress the data at the backup server before the data is encrypted at the backup server.
    - If the storage device associated with the job does not support hardware compression, CA ARCserve Backup ignores the setting Compress data, At backup server.

## Backup Manager Volume Shadow Copy Service Options

You can specify global options for using the Volume Shadow Copy Service (VSS). These options affect all Writers for VSS backups, but they do not apply to transportable VSS backups.

**Note:** For more information on VSS, see the *Microsoft Volume Shadow Copy Service Guide*.

On the Volume Shadow Copy Service tab, the File System Backup group box lets you specify how you want CA ARCserve Backup to handle open files during file system backups. These options do not affect Writers and Components.

- **Use VSS**--Directs CA ARCserve Backup to use VSS to handle the backup of open files.

If this check box is not selected, VSS support is not used and the CA ARCserve Backup Agent for Open Files (if available) is used to handle open files. If the CA ARCserve Backup Agent for Open Files is not available and Use VSS is not selected, a traditional backup is performed. However, the backup will be incomplete if there are any open files that cannot be backed up.

- **Revert to traditional backup if VSS fails**--Directs CA ARCserve Backup to execute a traditional backup if an attempt to create a VSS backup fails. If the CA ARCserve Backup Agent for Open Files is available, it is used to handle open files if this option is selected and the VSS backup fails.

If this check box is not selected and the VSS backup fails, the backup job fails.

The Writers and Components group box lets you specify how you want CA ARCserve Backup to treat Writers and Components. These global options affect all Writers, except for those with Writer-specific options in place. For more information about setting Writer-specific options, see the *Microsoft Volume Shadow Copy Service Guide*.

- **Files included by a writer will be excluded from file system backups**--Prevents files that belong to a Component from being backed up by a traditional file system backup. This option offers the following advantages:

- Avoids backing up files that have already been backed up by VSS.
- By excluding files from traditional backups, fewer files are processed, and traditional backups take less time to complete.
- Helps achieve successful backups by eliminating certain problems associated with files that must be processed as a group; for example, files associated with a Writer or database application. In a traditional backup, there is no mechanism to ensure that the files are processed together.

- **Files excluded by a writer will be excluded from file system backups**--Prevents files that have been excluded from being backed up by a Component from being backed up by a traditional file system backup.

There may be files associated with an application that should never be backed up (for example, the Windows page file). Each Writer is aware of whether its associated application maintains any such files. Selecting this option allows CA ARCserve Backup to use this information when performing traditional backups.

- **If a component file fails to backup the writer, the backup will terminate**--Cancels the backup of a Writer if the backup of any of the Components fail. The backup of a Component fails if one or more of its files cannot be successfully backed up.

Selecting this option ensures that any backup is consistent and that all of the files associated with a Writer are backed up before the backup is considered successful, regardless of how many components are associated with the Writer.

## Backup Manager Backup Media Options

You can specify the overwrite/append rules for the media used in your backup job while you are configuring the job. This section describes the rules so that you can determine which method is best for your purposes.

CA ARCserve Backup allows up to 20000 sessions on a single tape and up to 101 sequences of a series of spanned tapes. Keep this in mind when planning your backups, because, if your sessions are small, you can reach 20000 sessions quickly. If you have a large amount of data to back up, you can quickly exceed 101 sequences, depending upon how much data each tape can hold. You can stop appending the data to the tape when the sequence number reaches the maximum limit and start a new tape set by selecting the Overwrite Same Media Name, Blank Media or Overwrite Same Media Name, or Blank Media First, then Any Media option.

For a file system device (FSD), the limitation is 4,294,967,295 sessions on a single FSD.

Jobs may fail when you back up older versions of CA ARCserve Backup database and application agents to FSDs that contain more than 65,535 sessions. Therefore, you must upgrade any older versions of CA ARCserve Backup database and application agents to this release to avoid job failure on these devices.

### First Backup Media

The first backup media is the media you use when the backup job begins. The options for the first media determine the overwrite rules for the first media that is used for the backup job:

**Note:** If the "Use Rotation Scheme" backup option is selected on the Schedule tab, the Rotation Rules override these options.

- **Append to Media**--Append job sessions to the selected media.

- **Overwrite Same Media Name, or Blank Media**--Overwrite the media in the drive only if it is the one you specified for the job or if the media is blank. If neither of these conditions are met, CA ARCserve Backup prompts you to supply the specific media name.
- **Overwrite Same Media Name, or Blank Media First, then Any Media**--Overwrite any media found in the drive. If you select this media option, CA ARCserve Backup checks to see if the media in the drive is the one specified for the job. If it is not, CA ARCserve Backup checks to see if the media is blank. If the media is not blank either, CA ARCserve Backup reformats whatever media it finds in the device and starts backing up files at the beginning of the media.
- **Timeout for First Media**--Number of minutes CA ARCserve Backup attempts to write to media before canceling job or selecting a different media.

Be aware of the following:

- The deduplication device does not support **Overwrite Same Media Name**. The backup job will always append to the deduplication device even if **Overwrite Same Media Name, or Blank Media** or **Overwrite Same Media Name, or Blank Media First, then Any Media** is selected.
- If you want to format the deduplication device, format it manually in CA ARCserve Backup Manager.

### **Additional Backup Media**

These options apply to jobs that require more than one media to determine the overwrite rules for the additional media. You need to specify which media CA ARCserve Backup can use when the job spans media.

**Note:** If the "Use Rotation Scheme" backup option is selected on the Schedule tab, the Rotation Rules will override these options.

- **Overwrite Same Media Name, or Blank Media**--Write to the media in the device only if it has the same media name (but a different media ID) or if it is blank. CA ARCserve Backup remembers the name and ID of the job's first media. When the job requires additional media, CA ARCserve Backup checks if the new media has the same name (but different media ID) or if it is a blank media. As long as the ID is different, CA ARCserve Backup reformats the media, giving it the same name and ID as the first media. The sequence number changes.

**Note:** To overwrite media based on its name only, select the Distinguish Media by Name Only option.

- **Overwrite Same Media Name, or Blank Media First, then Any Media**--Overwrites any media found in the device (as long as it has a different ID from the first media's ID). If neither of these conditions are met, CA ARCserve Backup reformats whatever media it finds in the drive and starts backing up files at the beginning of the media. All subsequent media are reformatted with the same name and ID as the first media. Only the sequence number changes.

**Note:** To overwrite media based on its name only, select the Distinguish Media by Name Only option.

- **Timeout for Additional Media**--Number of minutes CA ARCserve Backup pauses before attempting write backup data to the same media, write backup data to different media, or cancel the job.

### Distinguish Media by Name Only

CA ARCserve Backup writes to any media that has the name specified in the Media text box on the Destination tab, regardless of the media's ID or sequence number. This option is useful if you are running a repeating Overwrite job with a specific media and you want to ensure that the same media is used for the job each time.

When this option is not enabled, the second time the backup job is run, CA ARCserve Backup might not be able to locate the original tape because some of its identifying features will have changed. When this option is enabled, however, CA ARCserve Backup simply looks for a media that has the name specified in the Media text box and uses it, regardless of the media's other identifying features.

**Note:** If more than one media in the tape library have the same name, CA ARCserve Backup will use the first media in the device group that matches the specified name. Therefore, we do not recommend that you use this option to perform a one-time overwrite.

## Backup Manager Verification Options

CA ARCserve Backup allows you to verify that your data was correctly backed up to media. You can verify data for the entire backup job or for a selected drive in your backup job. The global verification options (applied to the entire job) will be overridden by the options selected for a drive. CA ARCserve Backup provides the following options for verification:

- **None**--The backup will not be verified.

- **Scan Backup Media Contents**--Check the proprietary CA ARCserve Backup data area (the header) of each file on the backup media. If it is readable, CA ARCserve Backup assumes the data is reliable. If it is not readable, the Activity Log is updated with this information. This is the fastest verification method.

If you selected Calculate and Store CRC Value on Backup Media on the Operation tab, CA ARCserve Backup automatically performs CRC verification. This method assigns a value to the data that you copied to media and compares it to the value assigned to the data that you backed up. This enables you to identify the individual data packets that were backed up.

- **Compare Backup Media to Disk**--Data from the backup media is read and compared byte for byte against the source files. This option takes time, but ensures that all data on the backup media are exactly as on the disk. If CA ARCserve Backup finds a mismatch, the errors are recorded in the Activity Log.

## Backup Manager Operation Options

The operation options for backup determine related actions that occur during or after the backup, and the level of information that is recorded in the database. CA ARCserve Backup provides the following options:

### Append Backup of CA ARCserve Backup data at the end of job Options

The following options affect how the level of information that is recorded in the CA ARCserve Backup database for the CA ARCserve Backup underlying database.

- **CA ARCserve Backup database**--This option allows to explicitly select the CA ARCserve Backup database or instance from the Backup Manager, Source directory tree with all backup jobs.
- **Catalog files**--This option allows you to back up the related CA ARCserve Backup database catalog files when the backup job is complete.
- **Job scripts**--This options allows you to back up the related job scripts when the backup job is complete.
- **SQL Server Disaster Recovery Elements for the CA ARCserve Backup Database**--This option ensures that the elements required to recover a SQL Server database from a disaster are backed up after jobs are complete.

## Operation Options

The following options affect only backup operations.

- **Disable File Estimate**--By default, file estimation is disabled. To enable file estimation, deselect this option so that before any file is backed up to media, CA ARCserve Backup performs an estimate of how long the job will take.

Be aware of considerations that follow:

- File estimation is no longer the default value.
- If you are in a Novell server environment and you select Disable File Estimate from the Operations tab of the Global Options dialog, when you look at the View Job Queue/Statistics window from the back-end, there is no status bar at the bottom of the window.
- **Calculate and Store CRC Value on Backup Media**--Calculating and storing the CRC value on the backup media will enable CA ARCserve Backup to perform CRC verification during the backup job. To instruct CA ARCserve Backup to use the CRC value stored on media, see the Backup Options, Verification tab.
- **Delete Source Files After Backup to Media (use with caution)**--This argument deletes the files from the hard disk after the file backup is completed. Select this option if you want to delete source files from the source machine after they have been backed up to media. This option deletes only the files from the specified unprotected folder. It does not delete the empty folder itself.

You can use this option to perform disk grooming. For example, if you set up a backup job with a filter to back up files that haven't been accessed for a certain period of time, you could then include this option to delete those files from the source disk.

Be aware of the considerations that follow:

- On Windows computers, protected system files and files that are excluded from the backup by other filters are not deleted. For a remote backup job or a 64-bit operating system local backup job or a Windows Server 2008 local backup, the Windows Client Agent backs up the files. After the backup, this option deletes only the files from the specified unprotected folder. It does not delete the empty folder itself. Boot files, however, are not protected and can be deleted.

- On NetWare computers, all files that are backed up are deleted, except for those in protected directories, such as SYSTEM, PUBLIC, LOGIN, ETC, MAIL, and the CA ARCserve Backup home directory.
- On Linux/UNIX and Mac computers, all files that are backed up are deleted, except for those in protected directories, such as /bin, /etc, and /lib. To designate additional directories as protected, add them to the groom.cntl file on the client agent machine.

**Note:** As a best practice, you should specify Verification options when using Delete Source Files After Backup to Media. With verification options, CA ARCserve Backup compares the source files to the backup data to ensure that backup data is identical to the source data. For more information, see [Backup Manager Verification Options](#) (see page 162).

- **Preserve File Access Time (Used for Windows file system only)**--This option directs CA ARCserve Backup to preserve the last access time of files when a backup is performed.

**Note:** The Access Time of a file is automatically updated by the operating system whenever a file is accessed (read or write). However, after a compare is performed, the Access Times of all the backed up files are also updated. Therefore, if you want to track whether or not a file has actually been accessed (and not just compared), you need to preserve the original access time.

- If this option is not selected (no check in box), the last file access time of any files that are backed up is updated to the new value that is present when the backup is completed. This is the default setting.
- If this option is selected (check in box), CA ARCserve Backup preserves the last file access time of any files that are backed as the original value that was present before the backup was performed.

**Note:** For UNIX based agents, you must apply this option locally. For more information, see [Local Backup Options for UNIX Agents](#) (see page 149).

- **Reset Archive bit for backup to deduplication device**--Select this option for custom backup jobs in which optimization is enabled to reset the archive bit on all files included in the job after the job completes. Optimization deduplicates only files that have changed since the last backup job, indicated by archive bits with a value of 1. Archive bits must be reset back to 0 so that subsequent backup jobs in which optimization is enabled can deduplicate only changed files. If you do not select this option with optimization-enabled jobs, files that have not changed since the previous backup could be included in subsequent jobs, resulting in significant performance reductions.

- **Back up deduplication device data**--Select this option if you want to forcibly include deduplication device files (index, reference and data files) in the backup job. These files are normally skipped in local backups. If you select this option, you should also enable the Use VSS option and disable the Revert to traditional backup if VSS fails option, both on the Volume Shadow Copy Service tab. If you forget to enable the Use VSS option and disable the Revert to traditional backup if VSS fails option, then the backup job automatically enables this option when the backup job runs.
- **Eject Backup Media upon Completion**--Select one of the following options:
  - **Use Default Device Setting**--Select this if you want to use the setting you selected during library configuration.
  - **Eject Media**--Select this if you want to eject media from the drive after the job finishes. This helps prevent any other job from overwriting information on this media. If you select this, it overrides the setting you selected during library configuration.
  - **Do not Eject Media**--Select this if you do not want to eject media from the drive after the job finishes. If you select this, it overrides the setting you selected during library configuration.

**Note:** For more information on library configuration, see Tape Cleaning and Changing Configuration Details.

### Retry Missed Targets Options

- **Retry Missed Targets**--Reschedule a backup for any workstations, file systems, databases, and so on that failed during the backup job.

You can specify one of the following reschedule options for a backup job:

#### After Job Finishes

Specifies the number of minutes that you want to elapse after the original job finished to start the makeup job.

**Default:** 5 minutes

**Maximum:** 1439 minutes (less than 24\*60 minutes)

#### At

Specifies the time when the makeup is to run.

- **Max Times**--Specifies the maximum number of times to repeat the makeup jobs.

**Default:** 1 time

**Maximum:** 12 times

Be aware of the considerations that follow:

- By default, Retry Missed Targets is enabled, After Job Finishes is selected, and the value of Max Times is 1.
- **File system backups**--If the backup job requiring a makeup job consists of file system backups, and the file system contains directories that reside in different volumes, the makeup job backs up only the failed volumes or directories. The makeup job does not back up the entire file system if it contained successful volume or directory backups.
- **Child jobs**--The child makeup jobs (makeup of makeup jobs) are always scheduled to run at same time as the job completion time. By default the child makeup job is put on hold. For example, if the makeup job that is finished at 10 PM fails, the child makeup job is scheduled to run at 10 PM and is put on hold. If you want to run this job, you must manually set this job to the ready mode.
- **Microsoft SQL Server backups**--If the backup job requiring a makeup job consists of Microsoft SQL Server instance backups, the makeup job backs up only the failed databases. The makeup job does not back up the entire instance if it contained successful database backups.
- **Microsoft Exchange Server backups**--If the backup job requiring a makeup job consists of Microsoft Exchange Server, database level backups, the makeup job backs up only the failed storage groups or mailbox database. The makeup job does not back up the entire database if it contained successful storage group backups. If the backup job consists of (Microsoft Exchange Server) document level backups, the makeup job backs up only the failed mailbox stores and databases. The makeup job does not back up the all of the items selected if it contained successful mailbox store and database backups.
- **Agent-based backups**--If the backup job requiring a makeup job consists of agent-based backups (for example, Sybase, Informix, Oracle, and so on), the makeup job will attempt to back up all of the source selected (instances, databases, tables, and so on) for the backup. If the makeup job fails after one unsuccessful attempt, CA ARCserve Backup will create another makeup job that consists of all of the source selected for the original job, and submit the makeup job with a status of Hold.

**More information:**

[Local Backup Options for UNIX and Linux Agents](#) (see page 149)

## Backup Manager Pre/Post Options

Pre and Post options let you run commands before and after jobs execute.

The list that follows describes commands that you can run using Pre and Post options.

- You can use the Pre option to stop the application that owns the data you are about to back up, and then use the Post option to restart the application after the backup is complete.
- You can use the Pre option to defragment a disk before a backup job starts.
- You can use the Post option to delete files from a disk after that backup is complete.

Be aware of the following behavior when using Pre and Post options:

- CA ARCserve Backup does not support running commands with executables that reside on remote systems.
- Using a Pre option and specifying an exit code prevents the backup operation from starting until after the Pre option process is complete.
- Using a Pre option and specifying an exit code and the Skip Operation option causes CA ARCserve Backup to skip the backup operation and, if specified, prevents the Post option process from starting.
- Post option processes start unless the following conditions are present:
  - An exit code is specified, the Skip Post Application option is specified, and the result exit code is equal to the exit code specified.
  - The result of the backup operation is equal to the value specified for the Do not run Command if option.
- Pre and Post options specified as global options run commands before a job starts or after a job finishes. Pre and Post options specified as node-level (local) options run commands before a node is backed up or after a node is backed up.

For example, a user submits a backup job consisting of nodes A and B. A Pre option is specified as a global option and a Pre option is specified for node B. Immediately before the job runs, the global Pre option executes. While the job is running, the Pre option specified for node B executes before node B is backed up.

### Run Command Before Operation Options

Enter the path to and name of the file to be executed on the machine before the job takes off.

- **On Exit Code**--CA ARCserve Backup detects exit codes of other programs. You can specify the following options for a particular exit code:
  - **Run Job Immediately**--The job runs immediately if the selected exit code is returned.
  - **Skip Job**--The job does not run if the appropriate exit code is detected.
  - **Skip Post Application**--Skip any commands specified to run after the job if the appropriate code is detected.
- **Delay in Minutes**--Specify the delay in which CA ARCserve Backup waits before running a job when the appropriate exit code is detected.

### Run Command After Operation Options

Enter the path and name of the file to be executed on the machine after the job is completed.

### Do Not Run Command If Options

Specify for a command not to run if CA ARCserve Backup detects that a job fails, a job is incomplete, or a job is complete.

**Note:** This option is not available when you are using CA ARCserve Backup to manage a UNIX or Linux based server.

### Run Before/After Command As Options

The User Name and Password corresponds to the system of the host server selected, and is required to check the system privileges on that server.

The user name and password entered into these fields should not be confused with the CA ARCserve Backup User Name and Password.

### Example: Submitting a Job Using Pre and Post Commands

A user submits a job that backs up local volume C. The user wants to check and fix errors using `chkdsk.exe` on local volume C before local volume C is backed up. After the job is complete, the user wants to generate an error report using `CAAdvReports.exe`.

#### Pre Command for the node:

The command that follows checks and fixes errors on local volume C before the backup job starts.

```
chkdsk.exe C: /F", On Exit Code = 0, Run operation immediately
```

### Post Command for the job:

The command that follows generates an error reports and saves it in a specified location.

```
CAAdvReports.exe -reporttype 5 -maxSize 5 -Server DUVD001 -outfile "C:\Program Files  
(x86)\CA\ARCserve Backup\Reports\Backup Error Report_data.xml" -PastDays 1 -AutoName
```

## Backup Manager Agent Options

You may select backup options on a per-database basis or define a set of default options for all databases in a backup job. The Agent then applies the options to each database as appropriate.

- **Agent Options/Database Level Options**--These are agent backup options and apply to only the selected database. They can either extend or override the Global Agent options. Access Database Level Options by right-clicking the database object and selecting Agent Option from the shortcut menu.
- **Global Options/Agent Options**--These options let you specify default job options for all selected objects in the Agent type. Global Agent Options are not supported by releases of the Agent prior to r12.5. Access Global Agent Options from the Agent Options tab of the Global Options dialog.

Global Agent Options applied at a global level let you specify default job options for all databases for the Agent selected. Options selected for a specific object at the database level can either extend or override the options specified as a global option. As a general rule, options applied at the global level will extend or override options that you specify on the Job Schedule tab.

Certain options are available from only one Agent Option dialog; they are noted.

**Note:** The agent combines options that you specify at the database level for a specific database with the appropriate global agent options.

You can specify Global Agent Options for the CA ARCserve Backup components that follow:

- [Agent for Microsoft SQL Server](#) (see page 171)--Includes the Agent for CA ARCserve Backup Database, which is supported by CA ARCserve Backup Agent for Microsoft SQL Server, r12.5 and later.
- [Agent for Virtual Machines](#) (see page 177)--Supported by the CA ARCserve Backup Agent for Virtual Machines, r12.5 and later.
- [Agent for Microsoft Exchange Server](#) (see page 179) - Includes Microsoft Exchange Server Database Level and Document Level options.

Consider the behavior that follows when packaging jobs using the above-described agents:

- Global agent options are not supported by releases of the above-described agents prior to CA ARCserve Backup r12.5, nor are they applied if you use any other agent to back up Microsoft SQL or Exchange Server databases.
- When you upgrade an older agent to CA ARCserve Backup r12.5 or later, the agent applies both any pre-existing local options and all global options that apply and do not conflict with the database level (local) options.
- For jobs packaged using older agents, local options are carried over as local options.

### Agent for Microsoft SQL Server Options

The options described in the sections that follow affect all backups that include Microsoft SQL Server databases and the CA ARCserve Backup database at the job level.

**Note:** Database level agent options override settings made on the Global Agent Options tab.

### Backup Methods

The following backup methods are provided on both the Agent Options (database level) and Agent Options (Global Options) dialogs:

- **Use Global or Rotation Options**--Use Global or Rotation Options is the default setting.

CA ARCserve Backup can apply Incremental and Differential global backup methods from the Job Scheduler when backing up Microsoft SQL Server databases. This lets you use rotation schemes to perform differential and Transaction Log backups of Microsoft SQL Server databases, which are dynamically adjusted based on the limitations of each individual database.

In releases of the agent that pre-date CA ARCserve Backup r12, the Global Backup Method or Rotation Scheme option from the Job Scheduler overrides local database options. In this release, the Global Backup Method or Rotation Scheme is applied only if you selected Use Global or Rotation Options in the database level options for the database and in the Global Agent Options for SQL Server.

This option backs up the selected database using the Backup Method from the Job Schedule. The Job Methods are applied using the logic that follows:

- The Full job method will result in a Full backup of the database.
- The Differential job method will result in a Differential backup of the database, unless this database has not yet had a Full backup.

- The Incremental job method will result in a Transaction Log backup With Truncation for databases using the Full and Bulk-Logged Recovery Models, and a Differential backup of databases using the Simple Recovery Model, unless this database has not yet had a Full backup.
  - The three main System databases are exempt from the Job Method and from the Backup Method in the Global Agent Options; selecting this option for databases master, model, or msdb will always result in a Full backup.
- **Full**--A Full backup is performed. All files included in the Database Subset selected will be backed up in their entirety.
  - **Differential**--Backs up only data that has changed since the last Full backup. For example, if you ran a complete backup of your database on Sunday night, you can run a differential backup on Monday night to back up only the data that changed on Monday.  
**Note:** When selected in the Global Agent Options, this option is ignored by system databases. Databases that have not received a Database Full Backup will revert to a Full Backup.
  - **Back up Transaction Log After Database**--Backs up only the Transaction log. This option is only available for databases using the Full and Bulk-Logged Recovery Models. For databases using the Simple Recovery Model, CA ARCserve Backup performs a Differential backup when you select Transaction Log Only from the Global Agent Options tab.  
**Note:** When selected in the Global Agents Options, this option is ignored by system databases. Databases that have not received a Database Full Backup will revert to a Full Backup.

The backup method selected on the Global Agent Options tab overrides the selection made in a job's global backup method or rotation phase in the Job Scheduler. If you select the backup method using the Global Agent Options tab, note the following:

- The three system databases (master, model, and msdb) are exempt from the Backup Method in the Global Agent Options tab.
- For databases that have not yet received a Database Full backup, CA ARCserve Backup ignores the backup method set in the Global Agent Options tab and performs a full backup by default.
- For databases using the Simple Recovery Model, CA ARCserve Backup performs a Differential backup when you choose Transaction Log Only on the Global Agent Options tab.

Because any selection other than Use Global or Rotation Method for a database overrides the selection in the Global Agent Options dialog, the Backup Method is not affected by the Override Global Options setting on the database's Agent Options (database level) dialog.

## Database Subset

Database Subset options let you define the types of database components that you want to back up. You can use this option to choose between the entire database, or a selection of files and FileGroups contained within the database, when the size of the database and performance requirements do not allow you to back up the entire database.

Database Subset options are disabled if the selected Backup Method for a database is Transaction Log Only.

**Important!** Of the following Database Subset options, only the Back up Transaction Log After Database option is available on the Global Options/Agent Options dialog.

- **Entire Database**--Backs up the entire database.
- **Files and FileGroups**--Backs up selected files in a database. Use this option to back up a file or FileGroup when the database size and performance requirements make it impractical to perform a full database backup. This option is only available for databases using the Full and Bulk-Logged Recovery Models.

**Note:** For Microsoft SQL Server 7.0 databases, CA ARCserve Backup performs a Files and FileGroups Full backup if you set the database subset to Files and FileGroups for the database level and backup method to Differential on the Global Agent Options tab.

- **Partial Database**--Backs up the Primary FileGroup, and any other Read-Write FileGroups. For a Read-Only database, only the Primary FileGroup will be backed up. This option requires SQL Server 2005 or later.
- **Back up Transaction Log After Database**--Backs up the Transaction Log after the database, partial database, or selected set of data files is backed up. This allows you to perform a Full backup or Differential backup and a Transaction Log backup in the same job. This option is only available for databases using the Full and Bulk-Logged Recovery Models and is ignored for databases using the Simple Recovery Model if set in the Global Agent Options dialog.

Be aware of the following behavior:

- If you select this option on the Global Options/Agent Options tab and specify Incremental backup method using the Job Scheduler, CA ARCserve Backup performs only one transaction log backup on the database and uses the Transaction Log Truncation Options from the Global Agent Options tab instead of the Incremental backup's default behavior (truncate the transaction log).

- If you select this option using the Database Level Agent options, set the backup method at the database level to Use Global or Rotation, and set the backup method in the Global Agent Options to Transaction Log Only, CA ARCserve Backup performs only one transaction log backup on the database and uses the Transaction Log Truncation Options set from the database level.
- If you select this option in the Global Agent Options dialog and specify Transaction Log Only in Database Level Options, this option and the accompanying global Log Truncation Options setting is ignored for that database.

## Log Truncation Options

Log Truncation Options are accessible from the Database Level/Agent Options and Global Options/Agent Options dialogs:

- **Remove inactive entries from transaction log, after backup**--(Truncation) Truncates the Transaction Log files, removing entries included in the backup so that the space in the files can be reused. This is the default option.
- **Do not remove inactive entries from transaction log, after backup**--(No truncation) Retains backed up log entries after backup. These entries will be included in the next Transaction log backup.
- **Back up only the log tail and leave the database in unrecovered mode**--(No recovery) Backs up the log and leaves the database in a restoring state. This option is available for Microsoft SQL Server 2000 or later. Use this option to capture activity since the last backup and take the database offline prior to restoring or repairing it.

The Log Truncation Options are available only when the selected Backup Method is Transaction Log, or when the Backup Transaction Log After Database option is checked.

**Important!** Do not use the "Backup only the log tail and leave the database in unrecovered mode" log truncation option to back up the ARCserve Database. Performing a backup with this option causes the database to be placed in an offline status, and you can lose the ability to find the backups of the ARCserve Database in order to perform a restore and bring the database online. If you perform a backup of the ARCserve Database using this option, you can use ARCserve Database Recovery Wizard to recover the CA ARCserve Backup database and bring it back online.

Log Truncation Options are not affected by the Override Global Options setting on the Database Level Agent Options dialog. If Transaction Log or Backup Transaction Log After Database is selected for the database, the database Log Truncation Options are used.

## Database Consistency Check (DBCC) Options

A database consistency check (DBCC) tests the physical and logical consistency of a database. DBCC provides the following options:

- **Before Backup**--Checks consistency before the backup of the database.
- **After Backup**--Checks consistency after the backup of the database.
- **Continue with backup, if DBCC fails**--Performs a database backup even if a consistency check before backup reports errors.
- **Do not check indexes**--Checks the database for consistency without checking indexes for user-defined tables.

**Note:** The system table indexes are checked regardless of whether you select this option.

- **Check only the physical consistency of the database**--Detects torn pages and common hardware failures, but does not check the data against the rules of the database schema. It still checks the integrity of the physical structure of the page and record headers, and the consistency between the page's object ID and index ID. This option is available for Microsoft SQL Server 2000 or later. If this option is selected from the Global Agent Options tab, it is ignored for SQL Server 7.0 databases.

All error messages that are generated during the DBCC are recorded in the Agent for Microsoft SQL Server log file called sqlpagw.log. The log is located in the Backup Agent directory.

### Example: How DBCC Options Work

The following example illustrates how DBCC options work in conjunction with Override Global Options on the Agent Backup Options dialog.

- With Override Global Options specified, the DBCC options selected at the database level will be the only DBCC options specified.
- With Override Global Options not specified, all of the DBCC options specified for the database and all of the DBCC options selected in the Global options will be applied together.

On the Global Options/Agent Options tab, the Database Consistency Check options that follow are specified:

- After backup
- Do not check indexes

On the Agent Backup Options dialog, Override Global Options is not selected and the Database Consistency Check options that follow are specified:

- Before backup
- Continue with backup, if DBCC fails

**Note:** To open the Agent Backup Options dialog, open the Backup Manager, click the Source tab, browse to and expand the CA ARCserve Backup server, right-click the CA ARCserve Backup database, and then select Agent Option from the pop-up menu.

When you submit the backup job, CA ARCserve Backup applies the DBCC options specified in logical order: Perform the DBCC before the backup starts. If the DBCC fails, perform the backup. After the backup is complete, do not check the indexes.

### Other Options

From the Global Agent Options tab, you can specify the following additional options:

- **Include Checksum Generated by SQL Server**--Includes error checking information from Microsoft SQL Server, which can be used to validate the integrity of the backed-up data during restore. This option requires SQL Server 2005 or later and is ignored when set in the Global Agent Options dialog for SQL Server 7.0 or 2000 databases.
- **SQL Native Backup Compression**--This option applies to only SQL Server 2008 (Enterprise) and later versions. If enabled, this option directs CA ARCserve Backup to use SQL Server database backup compression settings, resulting in faster backup times and smaller sessions.

From the local Agent Option dialog, you can choose to Override Global Options. This setting lets you choose a backup method and database consistency check that applies to only the database selected for this job.

---

## Agent for Virtual Machines Options

The options that follow affect all VM backups in your environment at the job level.

### Backup Mode Options

The options that follow determine the backup method used for the backup.

- **File Mode**--Lets you protect individual files and directories. File mode backup lets you perform the tasks that follow:
  - Back up files and directories at file level granularity contained in VM.
  - Perform full, incremental, and differential backups.
  - Restore data at file level granularity.
  - Process multiple streams of data simultaneously using the Multistreaming option.
  - Filter data using the Filter option.

**Note:** The elapsed time required to perform a file level backup of a full VM is greater than the elapsed time required to perform a raw (full VM) level backup of the same volume.

- **Raw Mode**--Lets you protect entire systems for disaster recovery. Raw mode backup lets you perform the tasks that follow:
  - Perform full backups of full VM images only.
  - Process multiple streams of data simultaneously using the multistreaming option.

**Note:** Raw mode does not let you restore data at file level granularity or filter raw (full VM) data. Filters applied to raw mode (full VM) backups are ignored at runtime.

- **Mixed Mode**--Mixed mode is the default backup mode. Mixed mode lets you perform the tasks that follow:
  - Perform GFS and rotation backup jobs that consist of weekly full backups in full VM (raw) mode and daily incremental and differential backups in file mode in a single backup job.

**Note:** Rotation and GFS rotation jobs are advantageous in that they contain backup data that provides you with daily protection (file level backups) and disaster recovery protection (raw, full VM backups) in a single backup job.

- **Allow file level restore**--Lets you back up data using Raw Mode efficiency and restore data with File level granularity. To perform granular file level restores from raw (full VM) backups, you must specify the name of the CA ARCserve Backup server on your VMs. For more information, see Specify the Name of the CA ARCserve Backup Server.

Allow file level restore lets you perform the tasks that follow:

- Restore data at file level granularity from Raw Mode (full VM) backups.
- Restore data at file level granularity from Mixed Mode backups.

With the Allow file level restore option, CA ARCserve Backup demonstrates the following behavior:

- You can use the Allow file level restore option with all types of backups, including custom backups, rotation backups, and GFS rotations that consist of full, incremental, and differential backups. The full backups are captured in raw (full VM) mode and the incremental and differential backups are captured in file level backup mode. If you do not specify Allow file level restore, CA ARCserve Backup restores only the incremental and differential backups. The full backup, which is captured in Raw mode, is not packaged with the restore.
- CA ARCserve Backup cannot restore data at file level granularity when performing raw mode backups and mixed mode backups of data that resides on dynamic disks connected to Windows 2000 Server systems.

### **Incremental / Differential Method for VMware VM Options**

Lets you specify the communication method that CA ARCserve Backup will use to transfer incremental and differential backup data on VMware VMs to the backup proxy system.

- **Use VCB**--Lets CA ARCserve Backup use VMware Virtual Consolidated Backup communication to transfer incremental and differential backup data to the backup proxy system. You should specify this option when you want to reduce the load on your network.

**Note:** Use VCB is the default setting.

- **Use Client Agent**--Lets CA ARCserve Backup use Client Agent for Windows communication to transfer incremental and differential backup data to the backup proxy system. With this option specified, CA ARCserve Backup transfers data via your network.

## Agent for Microsoft Exchange Server Options

Global Agent Options are available at the Database Level and at the Document Level.

### Database Level Options

- **Use globally scheduled Custom or Rotation backup method**--This option is enabled by default. Clear this option to activate the Backup Method options. If you enable this option, you must specify a backup method on the Schedule tab of the Backup Manager when you configure the job, which is applied to all databases selected for backup.
- **Full backup**--This option backs up the entire database.
- **Copy backup**--This option also backs up the entire database but does not purge log files.
- **Incremental backup**--This option backs up only the changes that have occurred since the last backup, regardless of backup method.
- **Differential backup**--This option backs up only the changes that have occurred since the last full backup.
- **Exchange Server 2010 Options:**

For Exchange Server 2010 database backups, you can back up from a replica or from an active database. The replica is selected based on the Exchange Server database copy activation preference.

- **Back up from replica**--This is the default setting and activates the Database Availability Group options. If you choose to back up from a replica, you may enable the option, Back up from active if there is no healthy replica available.
- **Database Availability Group Options:**
  - First Preferred
  - Last preferred
  - Back up from active database

### Document Level Options

- **Use globally scheduled Custom or Rotation backup method**--This option is enabled by default. Clear this option to activate the Backup Method options. If you enable this option, you must specify a backup method on the Schedule tab of the Backup Manager when you configure the job, which is applied to all databases selected for backup.
- **Full backup**--This option backs up the entire database.
- **Incremental backup**--This option backs up only the changes that have occurred since the last backup, regardless of backup method.

- **Differential backup**--This option backs up only the changes that have occurred since the last full backup.
- **Time-Based Backup**--Select this option to back up mailboxes newer than, or older than the date specified in the Date field, or in the field labeled, Days prior to when the job runs. You may also enable the Purge document after backup option to remove documents as they are backed up.

## Backup Manager Job Log Options

The log options determine the level of detail that is included in the log report for the operation. The log options can be set in the following windows: Backup, Restore, Compare, Media Assure & Scan, Copy, Count, and Purge. CA ARCserve Backup provides the following log options:

- **Log all activity**--Record all of the activity that occurs while the job is running in the Job Log.  
**Note:** When you specify Log all activity, CA ARCserve Backup creates log files named JobLog\_<Job ID>\_<Job Name>.Log. With this log file, you can view detailed logging information about the job. CA ARCserve Backup stores the log files in the following directory:  
`C:\Program Files\CA\ARCserve Backup\LOG`
- **Log summary only**--Record summary information on the job (including source, destination, session number, and totals) and errors.
- **Log disabled**--Do not record any information about this job in the Job Log.

## Backup Manager Virus Options

Since CA Antivirus is bundled with CA ARCserve Backup, you can automatically scan for viruses during the job using the virus scanning options.

- **Enable Virus Scanning**--Select this option to enable virus scanning and the following options:
  - **Skip**--Does not process the infected file.
  - **Rename**--If CA Antivirus detects an infected file (for example filename.com), it renames the file and appends 0.AVB to the file name (for example filename.com.0.AVB). If filename.com.0.AVB already exists, eTrust renames the file to filename.com.1.AVB, filename.com.2.AVB, filename.com.3.AVB and so on.
  - **Delete**--Delete the infected file.
  - **Cure**--Attempts to cure the infected file.
  - **Scan Compressed Files**--Check each file in compressed archives individually. Selecting this option might affect the performance of the backup but provides increased virus protection.

## Files and Objects that CA ARCserve Backup Does Not Back Up

CA ARCserve Backup does not back up the following files while processing backup jobs:

- DOS system files
- The following Windows files:
  - 386SPART.PAR
  - 386SPART.TMP
  - SPART.PAR
  - WIN386.SWP
- DoubleSpace files (DBLSPACE with any extension)
- DriveSpace files (DRVSPACE with any extension)
- Stacker files (STACVOL.DSK)
- Btrieve delta files
- The following Win32System files:
  - PAGEFILE.SYS
  - NETLOGON.CHG
  - NTUSER.DAT.LOG
  - CPL.CFG
  - EA DATA.SF
- The following CA ARCserve Backup files:
  - RDS.BAK
  - RDS.LOG

- The following registry keys:

\\HKEY\_LOCAL\_MACHINE\\SYSTEM\\CLONE

\\HKEY\_LOCAL\_MACHINE\\HARDWARE

\\HKEY\_LOCAL\_MACHINE\\SYSTEM\\CurrentControlSet\\Control\\BackupRestore\\FilesNotToBackup (and all files specified)

The above registry key is controlled by the CA ARCserve Universal Agent. The CA ARCserve Universal Agent service runs under the Local System account. As a result, CA ARCserve Backup will back up the files specified under FilesNotToBackup for the Windows Administrator account. If you do not want to back up the files specified under the Windows Administrator account, you must exclude the files explicitly under the above registry key. Alternately, you can modify the CA ARCserve Universal Agent service to run as the specific Windows Administrator account. To allow the CA ARCserve Universal Agent service to run as the specific Windows Administrator account, do the following:

1. From the Control Panel, choose Administrative Tools and then choose Services.
2. Click the CA ARCserve Universal Agent service from the Services list.
3. Click Action, Stop to stop the service from running.
4. Right-click the service and click Properties.
5. On the Log On tab of the Properties dialog, click This Account and provide the required credentials.
6. Click OK.
7. Restart the CA ARCserve Universal Agent service.

- Files with the extensions \*.ALT and \*.LOG that are located in the paths listed in the following registry key:

HKEY\_LOCAL\_MACHINE\\SYSTEM\\CurrentControlSet\\Control\\hivelist

- Cluster installation directory files (typically, the WINNT\\cluster folder), files with no extensions, and files with the extension \*.LOG
- \\RECYCLER folder
- \\Document and Settings\\Administrator\\Local Settings\\Temp folder
- %systemroot%\\Temp (all files and subfolders inside)
- Folders for file system devices.
- If database agents are installed, all files backed up by the agents are skipped.
- Database folders in the CA ARCserve Backup home directory are skipped during regular file backup operations.

## Skip or Include Database Files in Backups

Effective with CA ARCserve Backup r12, there are two registry keys used to include or skip certain database files during backup jobs. Use of these keys is determined by the type of database agent you are using.

### **Agents that use the SkipDSAFiles registry key**

#### **Agent for Oracle, Agent for SAP R/3 (r12.1 and earlier versions)**

- \*.dbf
- Control\*.\*
- Red\*.log
- Arc\*.001

#### **Agent for Domino**

- \*.nsf
- \*.ntf
- Mail.box

#### **Agent for Sybase**

- Physical file of Master device
- Physical file of non-Master device
- Physical file of Mirror device

#### **Agent for Informix**

- \*.000

### **To use the SkipDSAFiles registry key**

1. When performing agent backups:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Computer Associates\CA ARCserve Backup\ClientAgent\Parameters
2. Set the registry key to Value Name: SkipDSAFiles  
Type: DWORD  
Value: 0 to back up and 1 to skip

### **Agents that use the BackupDBFiles registry key**

#### **Agent for Microsoft SQL**

The list of data and transaction log files that are part of online databases is retrieved from Microsoft SQL Server at the start of a file backup. This list typically includes, but not exclusively:

- \*.ldf
- \*.mdf
- \*.ndf

Except distmdl.mdf, distmdl.ldf, mssqlsystemresource.mdf, mssqlsystemresource.ldf, which cannot be skipped. Also, if a SQL Server instance is shut down, the database files will not be skipped.

#### **Exchange Database Level Agent/Exchange Document Level Agent**

- \*.chk
- \*.log
- Res1.log
- Res2.log
- \*.edb
- \*.stm

**Note:** The Exchange Brick Level Agent is no longer supported.

### **To use the BackupDBFiles registry key**

1. When performing agent backups:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserveBackup\ClientAgent\Parameters
2. Set the registry key to Value Name: BackupDBFiles  
Type: DWORD  
Value: 0 to skip and 1 to back up (0 is default)

## Enable CA ARCserve Backup to Manage Open Files on Remote Computers

If the CA ARCserve Backup Agent for Open Files is installed on any of your computers, you can manage the BAOF Engine directly from the Backup Manager.

### To enable CA ARCserve Backup to manage open files on remote computers

1. Open the Backup Manager and select the Source tab.
2. From the Source directory tree, select the system that you want to manage remotely.
3. If this server has the BAOF Engine installed, right-click the computer and select the following menu items or simply click these items in the Additional Information pane, on the bottom-right of the screen:
  - **Configure Open File Agent**--This displays the BAOF Configuration screen. From here, you can set various global settings for BAOF on the selected computer.

**Note:** For more information about the General, File/Group, and Clients options, see the online help or the *Agent for Open Files Guide*.
  - **View Open File Agent Status**--This displays the BAOF Status screen. This shows which files and groups BAOF is currently processing on the selected computer.
  - **View Open File Agent Log File**--This displays the Log File Viewer screen. This shows the log file for the selected computer.
4. Click OK.

You have successfully applied the open file settings.

## Multiplexing Job Options

To submit a multiplexing job, you must enable the Multiplexing feature on the Destination tab in the Backup Manager. In addition, you can select any of the following:

- Multiplexing media (multiplexing media appear with a blue circle with an M next to them)
- Blank media
- Media pool

**Note:** You cannot submit a multiplexing job to a tape library that has WORM media unless you use the Virtual Library option to split the tape library into groups so that one has WORM media and the other does not. If you do this, you can submit a multiplexing job to the group that does not have WORM media. For more information about the Virtual Library option, see [Virtual Library Configuration Option](#).

**More information:**

[Virtual Library Configuration Option](#) (see page 349)

## Specify Multiplexing Options

CA ARCserve Backup lets you process backup data using multiplexing. For more information, see [How CA ARCserve Backup Processes Backup Data Using Multiplexing](#) (see page 105).

Be aware of the following behavior:

If a backup job with multiplexing spawns child jobs, the actual number of streams spawned will not exceed the number of streams specified for the job. However, if a job spawns multiple child jobs and the value specified for the Multiplexing Max Number of Streams option is one, the child jobs will be created and backed up in one continuous stream (the default Max # Streams is four).

**To specify multiplexing options**

1. Open the Backup Manager window and select the Destination tab.  
**Note:** If the job is a staging backup, click the Staging Location tab.
2. Check the Multiplexing check box to enable multiplexing.
3. Specify a maximum number of streams.

The Maximum Number of Streams option defines the maximum number of streams that can write to media at the same time.

**Default:** 4

**Range:** 1 to 32

**How the Job Status Manager Monitors Multiplexing Jobs**

After you submit a multiplexing job, you can monitor of the job using the Job Status Manager. In the Job Queue, multiplexing jobs appear in levels so that you can view the status of child jobs related to the parent job.

To view the child jobs, open the Job Status Manager, select the Job Queue tab, and then select and double-click the parent job as illustrated by the following screen:

Job Name	Backup Se...	Job No.	Job ID	Status	Execution T...
[ name ] - Backup [Custom, MUx] Every 6 h...	100-LL-SE...	11	125	HOLD	3/12/2009 ...
[ name ] - Backup [Custom, MUx] Every 6 h...	100-LL-SE...	28	125	DONE	3/24/2009 ...

After you double-click the parent job, the child jobs appear in the Job Monitor screen as illustrated by the following screen:

The screenshot shows the Job Monitor window with the following details:

- Source Nodes:** 2 nodes (0 finished, 0 in progress)
  - 100-LL-COMP001
  - 100-LL-COMP002 (172.24.36.107)
- Source Table:**

Source	Status	Completed	Elapsed Time	Remaining Time	File
\\100-LL-COMP002 (172.24.36.107)\M:	Backup files...	100%	5h 3m 36s	0s	677
\\100-LL-COMP001\H:	Backup files...	100%	4h 26m 15s	0s	50
- Statistics:**
  - Total Streams: 2
  - MB/Minute: 4,069.31
  - Files Processed: 731,708
  - MB Processed: 1,247,927.07
  - MB Estimated:
  - Elapsed Time: 5h 8m 46s

In addition, the status of the parent job is the highest severity status of a child job. For example, if Child 1 is successful, Child 2 is incomplete, and Child 3 has failed, the parent job will denote a FAILED status.

## Verify Multiplexing Data Integrity

If you want to verify the integrity of your data after your multiplexing job completes, use the Media Assure & Scan Utility to enable the Scan files global option with CRC verification and perform a scan media job.

For more information about the Media Assure & Scan Utility, see Media Assure & Scan Utility or the online help.

### More information:

[Media Assure & Scan Utility](#) (see page 33)

## Using Multiplexing with Microsoft Exchange Backup Jobs

Use the following registry key to control over how CA ARCserve Backup backs up Exchange data when using multiplexing. You can back up Exchange storage groups or mailbox database on the same server sequentially, with one sub-job, or simultaneously. You must set this registry value on the backup server running the multiplex job.

**Note:** In prior versions of CA ARCserve Backup, all storage groups on the same server were backed up simultaneously when multiplexing was enabled.

### Registry key

SingleStreamExchangeAgent

### Location

HKEY\_LOCAL\_MACHINE\Software\Computer Associates\CA ARCserve Backup\Base\task\backup

### Value

- 0 (Default) CA ARCserve Backup executes Multiplexing jobs at the storage group level.
- 1 CA ARCserve Backup executes Multiplexing jobs at the Exchange server level, which means all storage groups are backed up sequentially by one sub-job.

## Specify Multistreaming Options

CA ARCserve Backup lets you process backup job jobs using multistreaming. For more information, see [How Multistreaming Processes Backup Data](#) (see page 102).

### To specify multistreaming options

1. Open the Backup Manager window and select the Destination tab.
2. Check the Multistreaming check box.

Specify a **Max (Maximum) Number of Streams** to use. The default number of streams is 4. If you installed the Enterprise Module, the supported range is between 2 and 32.

**Note:** If a backup job with multistreaming spawns child jobs, the actual number of streams spawned will not exceed the number of streams specified for the job. However, if a job spawns child jobs and you do not specify a number of streams to use, the child jobs will be created and backed up in one continuous stream.

## Entire Node Backups

If you want to back up an entire node, CA ARCserve Backup provides the capability to backup all file systems and databases on the specified node. The benefits of backing up an entire node are as follows:

- You can direct CA ARCserve Backup to back up a selected node and all of its contents with a single click in the Backup Manager directory tree. CA ARCserve Backup backs up all file systems, databases, and drives in the directory tree when you specify the node.
- You can create a single backup job for the entire node. Tracking several to many backup jobs on a single node can become a difficult and time consuming maintenance task.
- You can modify the node without having to modify preconfigured backup jobs. For example, if you add a drive to the node, CA ARCserve Backup detects the new drive automatically and backs up the entire node when you run the backup job.

**Note:** This feature supports Centralized Cross-platform Management.

## Back Up an Entire Node that Contains Database Files

When backing up a node that includes database files, you must provide proper authentication to access all databases when creating the backup job. Proper authentication includes the User Name and Password for the corresponding databases. You do not need to provide this authentication when the backup job runs.

To facilitate database authentication, CA ARCserve Backup presents the Security and Agent Information dialog when you are creating a backup job on an entire node. The Security and Agent Information dialog opens as you click the Submit toolbar button, or if you select Save or Save As from the File menu on the Backup Manager window.

The Security and Agent Information dialog serves two purposes:

- Display a list of all database files on the node.
- Set or change the User Name and Password for the database item selected in the Security and Agent Information dialog.

### To back up an entire node that contains database files

1. Open the Backup Manager and select the Source tab.
2. From the Source directory tree, select the node that you want to back up and click Submit on the toolbar to submit the job.

If the node contains database files, the Security and Agent Information dialog opens to display a list of all databases on the node, User Names, and Passwords.

**Important!** Client Agent Password Security is only supported for the Client Agent for Windows, including the Agent for Open Files and VSS Writers. If Password Security is enabled and any database, application, or messaging agent is installed on the same machine as the Client Agent, whole node backup is not supported. System Security is the default setting. If you have enabled Password Security on the primary or stand-alone server, the automatically-generated Database Protection Job will fail for the job queue and the Catalog Database. You must not enable Password Security in the Agent Configuration on any machine running a database, application, or messaging Agent before submitting the job.

3. Optionally, to set or change a User Name or Password, click the Security button.

Enter the appropriate User Name and Password and click OK.

In the Security dialog, you must specify User Name and Password with backup rights on that machine. For example, Administrator or root.

**Note:** CA ARCserve Backup does not support logging in to systems with passwords that are greater than 23 characters. If the password on the system you are attempting to log in to is greater than 23 characters, you must modify the password on the agent system such that it is 23 characters or less, and then you can log in to the agent system.

4. Click OK.

The Submit dialog opens.

5. Complete the fields are required for the job and click OK.

The backup job for the entire node is submitted.

**More information:**

[Submit a Backup Job](#) (see page 134)

## Create Repeating Backup Jobs

Repeating backup jobs let you automate the process of protecting systems in your environment. CA ARCserve Backup lets you create repeating back up jobs using CA ARCserve Backup rotation schemes or create custom rotation schemes.

You can perform full, incremental, differential, and Grandfather-Father-Son (GFS) backups.

The following steps describe how to set up schedule for a Normal backup, which includes backups to one data mover server. For information about performing staging backups, see [Back Up Data Using Disk Staging](#) (see page 222) and [Back Up Data Using Tape Staging](#) (see page 236).

**To create repeating backup jobs**

1. Open the Backup Manager window by clicking Backup in the Quick Start menu.

The Backup Manager window opens and the Start, Source, Schedule, and Destination tabs appear.

2. Click the Start tab if it is not selected.

Select the Normal backup type of backup job.

3. Click the Source tab.

The backup source directory tree appears.

4. From the Source tab, browse to and select the files you want to back up.

5. Click the Schedule tab

The scheduling options appear.

6. Select Use Rotation Scheme to use one of the pre-designed backup schemes.

- You can choose a five or seven day schedule using incremental, differential, or full backups.
- To modify a rotation scheme, highlight the day you want to change and click the Modify button.

For example, you might want to change a routine to initiate a full backup on Saturday.

Make the necessary modification to your schedule, and click OK.

- Use the calendar to review the backup plan you selected. Click the Calendar View tab to see a calendar view of your rotation scheme.
- You can also make or view changes to your backup schedule by clicking the Exceptions tab. To make additional exceptions to your schedule, click the Add button to open the Exceptions dialog. Click the Date drop-down menu to open a calendar from which you can select the date you want to change.

Select the Start Date and Execution Time as required.

(Optional) Click Enable GFS to perform Grandfather-Father-Son (GFS) backups.

**Note:** For more information, see [How to Use GFS Rotations](#) (see page 121).

(Optional) Specify a Daily Backup Method. This option lets you specify to perform full, incremental, or differential backups for daily backups.

(Optional) Specify Use WORM Media to back up data to read once, write many (WORM) backup media.

**Note:** For more information, see [How CA ARCserve Backup Supports Write Once Read Many \(WORM\) Media](#) (see page 398).

Click the Destination tab.

The destination options appear in a directory tree.

7. From the Destination tab, specify the (media) group where you want to back up your data.

(Optional) In the Media Pool Used field, enter the name of the media pool that you want to use for the rotation.

8. When you are finished, click Submit on the toolbar to submit the job.

## Cross-Job Duplicated Source Check

When you submit a repeat or rotation or GFS backup job, CA ARCserve Backup checks if any of the source is part of an existing repeat backup job. If a duplicate source is found, a message appears asking whether you want to proceed with the duplicate source. If you click Yes, the job is submitted and CA ARCserve Backup backs up the duplicated source multiple times. If you click No, the backup job is not submitted; you can remove the duplicate sources and submit the job again.

For example, suppose you create two customized source groups, one for the sales servers of all geographic locations and the other for all the servers of a specific geographic location. Suppose you create two repeating backup jobs, one to back up all the sales servers every Friday and the other to back up all the servers of the geographic location every Friday. Your sales servers will be part of both the backup jobs. When you submit the second job, CA ARCserve Backup displays a message that the sales servers are part of two backup jobs and asks if you want to proceed with creating the second job. If you click Yes, the sales servers are backed up twice; if you click No, the job is not submitted, and Source tab is displayed, so that you can exclude the sales servers from the second job and submit it again.

## Back Up Remote Servers

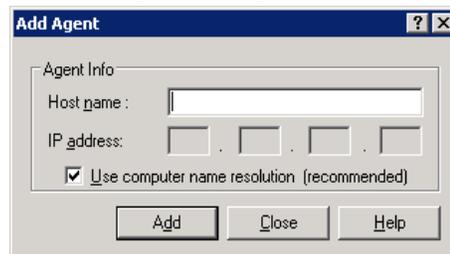
Before you can back up remote servers, CA ARCserve Backup must be installed and running on your server, and you must install the appropriate agent (in this case, the Client Agent for Windows) on the remote server.

### To back up remote servers

**Note:** The scenario that follows describes how to back up a server running Windows Server 2003.

1. From the Backup Manager, select the Windows Systems object. Right-click, and select Add Machine/Object from the pop-up menu.

The Add Agent dialog opens.



**Note:** Alternatively, you can add servers using the Add/Import/Export Nodes method. For more information, see [Add, Import, and Export Nodes Using the User Interface](#) (see page 329).

2. Enter the host name of the remote server in the Host Name field.

**Note:** CA ARCserve Backup server names and CA ARCserve Backup domain names cannot exceed 15 bytes. A name totaling 15 bytes equates to approximately 7 to 15 characters.

Check the Use Computer Name Resolution check box or specify the IP address of the computer. Click Add to include the remote server for backup, and click Close.

**Note:** CA ARCserve Backup lets you treat the backup of multiple servers as one job. If you choose this method, CA ARCserve Backup automatically submits the tasks in the job queue as one job and backs up the servers one after the other. Alternatively, you can select the Schedule tab and specify when each job should run to have CA ARCserve Backup back up each machine as a separate job.

3. Select the remote machine, and click the + to the left of it. The Security dialog appears, prompting you for security and agent information.

Enter your user name and password. You must supply this information to verify that you have sufficient rights to browse the machine and perform a backup. Click OK.

**Note:** CA ARCserve Backup does not support logging in to systems with passwords that are greater than 23 characters. If the password on the system you are attempting to log in to is greater than 23 characters, you must modify the password on the agent system such that it is 23 characters or less, and then you can log in to the agent system.

4. Repeat Steps 1, 2, and 3 for each machine you want to add.
5. Choose the sources and a destination for each machine you want to include in the backup.

Before you click Submit to submit the backup job, you can set up an Alert to send you notification after the job runs.

## Submit Static Backup Jobs

The Enable Static Backup option lets you submit scheduled backups of source groups and computers and maintain a static set of source volumes. With static backups, you can submit staging and deduplication backups that consist of full, incremental, and differential backups.

Static backups affect only the immediate subordinate objects of the source group or the computer specified when the job was submitted. Subsequent backups will not include objects and volumes that were added to the source group or the computer after you submitted the backup. CA ARCserve Backup backs up the original source volumes dynamically. Subsequent job executions will include changes to the files and folders contained in the original source volumes.

### Examples: How Static Backup Works

A computer contains drive c:\ and drive d:\ when you submit the job.

- Drive e:\ was appended to the computer after the job completed. The next time the job runs, CA ARCserve Backup backs up drive c:\ and drive d:\. Drive e:\ is not backed up.
- Directory c:\documents was appended to drive c:\ after the job completed. The next time the job runs, CA ARCserve Backup backs up all of drive c:\, including c:\documents, and drive d:\.
- Drive d:\ was deleted from the computer after the job completed. The next time the job runs, CA ARCserve Backup backs up drive c:\ and reports a failed backup of drive d:\.

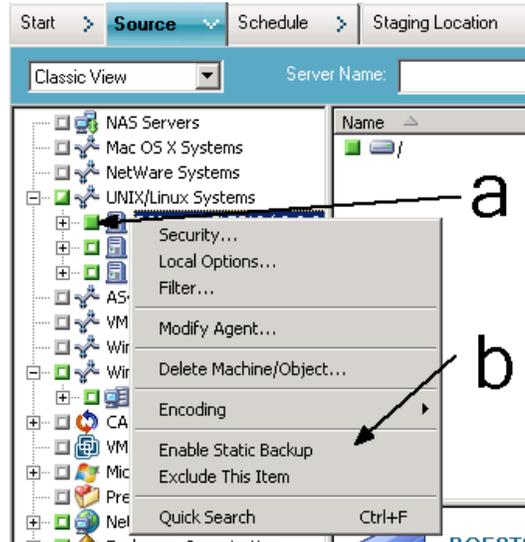
A source group contains computers A, B, C, and D when you submit the job. Computer A contains drive c:\.

- Computer E was added to the source group after the job completed. The next time the job runs, CA ARCserve Backup backs up computers A, B, C, and D. CA ARCserve Backup does not back up computer E because it was not included in the original source group.
- Drive d:\ was appended to computer A after the job completed. The next time the job runs, CA ARCserve Backup backs up computers A, B, C, and D and drive d:\ in computer A. CA ARCserve Backup behaves in this manner because computer A was included in the original backup source group, and CA ARCserve Backup backs up the volumes in the source group dynamically.

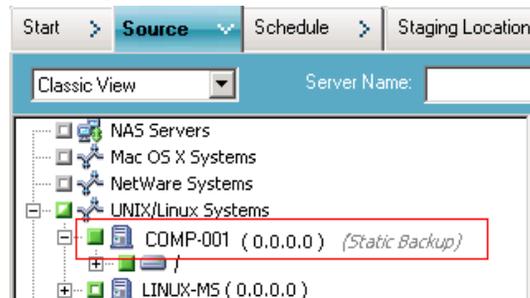
### To submit static backup jobs

1. Open the Backup Manager and click the Start tab.  
The backup types appear.
2. Select Normal backup.  
Click the Source tab.  
The Source directory tree appears.

3. Select Classic View from the drop-down list.  
Browse to the computer that you want to back up.
  - a. Click the check box next to the computer name.
  - b. Right-click the computer and click Enable Static Backup on the pop-up menu.



The Static Backup option is applied to the computer, as illustrated by the following screen:



**Note:** The Static Backup option remains applied to the specified computer until you disable this option. You can repeat this step to disable the Enable Static Backup option.

4. Click the Schedule tab and specify the schedule that you want to use for the backup job.

**Note:** For more information, see [Rotation Schemes](#) (see page 301) and [Custom Schedules](#) (see page 313).

5. Click the Destination tab.

The Destination groups directory tree appears.

6. Specify the group that you want to use to store the backup data.  
The storage group is applied.
7. Click Options on the toolbar.  
The Options dialog opens.
8. Specify the options that you require for the job.  
**Note:** For more information, see [Global Backup Options](#) (see page 151).  
Click OK.  
The backup options are applied.
9. (Optional) Expand the contents of the computer.  
Select a drives or volume contained in the computer.  
Repeat the previous two steps to apply options to the drive or volume.  
(Optional) Repeat this step for all drives or volumes in the computer.
10. Click Submit on the toolbar.  
The Submit Job dialog opens.
11. Complete the required fields on the Submit Job dialog and click OK.  
The job is submitted.

## Backup Staging Methods

CA ARCserve Backup provides two methods to backup to a staging area and then migrate (or copy) this data to a final destination (usually a tape).

- The disk staging method utilizes a disk as the staging area and is commonly referred to as Backup to Disk to Tape (D2D2T).
- The tape staging method utilizes a tape library or a virtual tape library as the staging area and is commonly referred to as Backup to Tape to Tape (D2T2T).

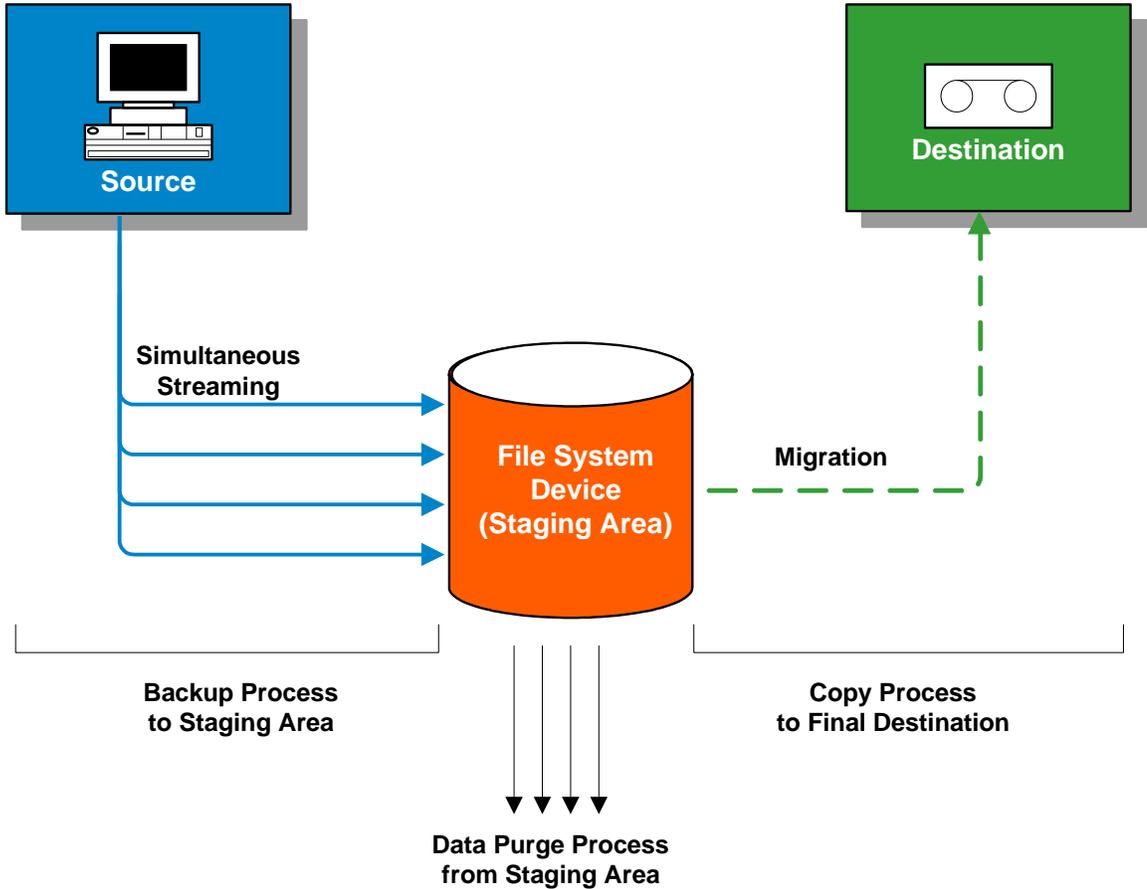
Each staging method contains specific options to control the behavior of CA ARCserve Backup during the backup process.

## How Backup to Disk to Tape Works

Backup to disk to tape is a method of protecting data that lets you back up data to a temporary data storage location (staging area), and then based on selected policy options, migrate (copy) the data to the final destination (which could be a tape or disk), or automatically purge the data from the staging area after a specified duration time. When necessary, CA ARCserve Backup lets you restore data directly from the staging area.

Backup to disk to tape (B2D2T) is a two-part backup process.

- **Backup Process**--CA ARCserve Backup backs up data from the source to the staging location. The staging location is a file system device (FSD).
- **Copy Process**--CA ARCserve Backup copies or migrates the backup data from the staging location to the final destination media. The final destination is usually tape media, but can be another FSD.



**Note:** CA ARCserve Backup lets you transmit up to 32 streams of data using multistreaming. To back up data using multistreaming and transmit more than two streams of backup data, you must license the CA ARCserve Backup Enterprise Module.

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## How to Use Disk Staging to Manage Backup Data

The following list describes how you can use staging to manage backup data.

- Using disk staging you can back up data to file system devices (FSD) that are used as a temporary staging area. A staging job can divide your backup job into several subjobs that run simultaneously. Disk staging lets you use simultaneous streaming to send multiple streams of data to the FSD. Since the data is split among several different streams, backup jobs with simultaneous streaming enabled can be completed significantly faster than regular backup jobs.
- You can then migrate (copy) the data from the FSD to a final storage media (or from disk to tape). As a result, the tape drive can be kept streaming, thereby minimizing the shoeshine effect (starting, stopping, and repositioning the tape), and increasing both the life expectancy and efficiency of the tape drive. While the backup image is still on the FSD, data can be restored directly from the FSD. The restore time is significantly reduced because restoring data from disk is generally faster than restoring from a tape (no delays due to tape load and seek latency).
- During the backup-to-FSD process, if the FSD gets full or reaches the specified maximum threshold, CA ARCserve Backup lets you create makeup jobs which would then back up the data directly to the final destination after the staging backup job fails. This increases the success rate of backups. In addition, if there are any errors during the copy-to-final destination process, CA ARCserve Backup lets you create makeup jobs.

**Note:** Under disk full conditions, the makeup job created to back up the data to tape will always try to use a blank tape or a media from a scratch set. It will never try to append to an existing media.

- The backup images are kept on the FSD until the retention time expires (as determined by the specified purge policy). At that time, CA ARCserve Backup automatically purges the data from the FSD, and reclaims disk space so that backups can continue.
- For rotation jobs or GFS rotation jobs, CA ARCserve Backup lets you specify policies that disable staging for any particular day. This feature is helpful in situations where the FSD is full, is scheduled for maintenance, or has a problem.

### More information:

[How to Use Tape Staging to Manage Backup Operations](#) (see page 232)

## Disk Staging Capabilities

Using disk staging to store backup data provides the following capabilities:

- **File System Device Capacity Management**--CA ARCserve Backup lets you specify minimum capacity and maximum capacity thresholds of the file system device. The maximum threshold can be represented as either an absolute value or as a percentage of the capacity of the volume.
- **Ensures that CA ARCserve Backup does not use the full capacity of a disk**--A backup job will fail when writing to a file system device if the total disk space used exceeds the maximum threshold.

**Important!** File System Devices (FSD) that are part of a staging group cannot be erased or formatted using the corresponding utility from the Device Manager window. To prevent accidental erasing or formatting of an FSD prior to the staged data being migrated to a final destination media, the Erase and Format toolbar buttons on the Device Manager window are disabled. If you want to erase or format the FSD, you can either use the command line (`ca_devmgr`) or disable the staging option for the selected FSD.

- **Increases your overall backup success rate**--You can define staging policies that let you create makeup jobs that back up directly to tape if an exceeds maximum threshold condition occurs or to create a makeup job on hold if a data migration failure occurs.
- **Pause Data Migration**--CA ARCserve Backup lets you pause the migration of data from the FSD to the final destination (tape) by enabling the Pause Data Migration option. This feature allows you to continue backing up to the FSD, but pause the migration from the FSD to the final destination in case the tape library is scheduled for maintenance or has hardware problems.
- **Simultaneous Streaming**--Simultaneous streaming is a process that divides your backup jobs into several subjobs that run simultaneously. Disk staging allows you to utilize the simultaneous streaming feature to send multiple streams of data to the temporary staging device (FSD) at the same time. Since the work is split up among several different streams (for concurrent writing to the FSD), simultaneous streaming-enabled backup jobs can be completed significantly faster than regular backup jobs. Simultaneous streaming also provides the capability to restore data while backup jobs are running.

- **SnapLock Support**--SnapLock™ is technology from Network Appliance that provides non-erasable, non-rewritable, Write Once Read Many (WORM) data protection. CA ARCserve Backup lets you use SnapLock protection on the backup operation. When you back up data with SnapLock protection enabled, you cannot purge or over-write the backed up data until the specified retention time elapses. This ensures that the data on the FSD cannot be deleted by any user, thus providing WORM support on disk with a retention time out. The retention time for the enabled SnapLock protection is determined by the specified settings for the staging purge policies.

**Note:** The device must support SnapLock technology. If you enable SnapLock on a device that does not support SnapLock WORM protection, CA ARCserve Backup write-protects the data, however, the data can be deleted from the device.

- **Copy Image Tracking**--CA ARCserve Backup provides the capability to track copied images on different media. As a result, the merging of catalogs only has to be performed one time, and then all sessions which are copies of each other would point to the same catalogs.
- **Flexible Restore Options**--During the time period that the backed-up data is located both on the final destination media (tape) and on the FSD (prior to purging), CA ARCserve Backup provides you with a choice for selecting the source for restoring the data. If the backup image is located on both the FSD and the final destination, you can choose where to restore it from.
- **Smart Restore**--CA ARCserve Backup provides a transparent Smart Restore feature that lets you restore backup data from multiple locations. If a media or drive error occurs during the restore process, from either the FSD or from the final destination media, CA ARCserve Backup internally finds the alternate media and starts restoring the data from the alternate media. Smart Restore helps to increase the success rate of restores in the event hardware problems occur while the job is running.
- **Optimize Restore Option**--If CA ARCserve Backup detects duplicate backup sessions, where one session resides on tape media and another session resides on an FSD, the Optimize Restore option lets you restore the data from the session that resides on the FSD.
- **Command Line Support**--CA ARCserve Backup lets you create backups to FSDs using either the graphical user interface (GUI) or the command line utility. In the event that a copy-to-tape operation fails, you can use the Query tool to analyze the file and session contents on the FSD. If you need to purge sessions from the FSDs, you can use the Purge tool to remove data and free extra space on the FSDs.
- **Disk Staging Reports**--CA ARCserve Backup lets you generate reports that are dedicated to disk staging backups. Using these reports you can find the status of backup sessions, whether a session was copied, when the session was copied, where the session was copied, whether the session was SnapLocked, when the session will be purged from the FSD, and other valuable information.

## How to Manage Backup Data Using Staging

The following sections provide information about how to protect data using disk staging (B2D2T) and tape staging (B2T2T) operations.

### **More information:**

[How to Manage Backup Data Using Tape Staging](#) (see page 229)

## Tasks You Can Perform Using Disk Staging

The operations and tasks associated with the staging include the following:

- Specify and configure file system devices, tape libraries, and virtual tape libraries.
- Configure devices as a staging group and configure staging group policies.
- Submit backup jobs to staging groups.
- Define policies for managing backup, data migration, data security, data purge, alert messages, and postscript operations.
- Perform simultaneous backup operations to devices in a staging group.
- Disable staging in rotation and GFS rotation backup jobs on any specified day of the week.
- View the status of master and child jobs in the Job Status Manager. The Job Status Manager displays a tree view of all master jobs and their corresponding child jobs for backup and migration operations.
- View the Activity Log (in Windows) displaying the logs of all the child jobs and migration jobs, and the purging activities of the master job in a tree format.
- Restore data from a staging device. If the data from a backup job resides in two locations (on the file system device and on the final destination media), you can restore the data from either location.
- Run command line tools that can analyze and purge data stored on a FSD in a staging group.
- Access reports using the Report Manager to capture information about purge and migration activities on FSDs.

## How the Max Number of Streams Option Affects Backup and Restore Operations

CA ARCserve Backup provides you with the capability of streaming multiple jobs simultaneously to FSDs. Simultaneous streaming is a process that divides your backup jobs into several subjobs that run simultaneously. CA ARCserve Backup lets you use simultaneous streaming to send multiple streams of data to a device in a staging group. Since the data is split up among several different streams, simultaneous streaming-enabled backup jobs can be completed significantly faster than regular backup jobs.

When you back up data using disk staging, a backup job can spawn child jobs. Each child job employs one stream of data. The actual number of child jobs that the parent job can spawn varies based on whether the backup job is a node-level or a volume-level backup job. However, the number of child jobs will never exceed the number of streams specified for staging.

**Note:** If a job spawns child jobs and you do not specify a number of streams to use, the child jobs will be created and backed up in one continuous stream.

For a node-level backup job, the number of child jobs spawned depends upon the number of agents specified in the backup job. Similarly, for a volume-level backup job, the number of child jobs spawned depends upon the number of volumes specified in the backup job.

### Example: Staging Backup Jobs with Multiple Streams

If a backup job consists of backing up four nodes and the backup level is at the node level, the parent job can spawn a minimum of four child jobs. In this example, if you specify three streams, the master job can stream three child jobs simultaneously and start the fourth child job as one of the three previous child jobs end. After all child jobs are complete, the parent job is considered finished.

## Staging Location Tab

To access the information and options on the Staging Location tab, start the Backup Manager and select the Staging Location tab.

The Staging Location tab contains the following options and informational fields:

### Group Field

Displays the name of the group selected for this job.

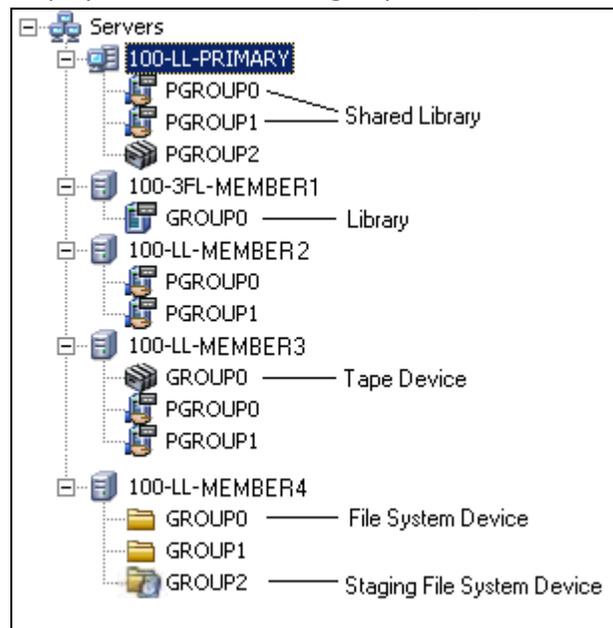
**Note:** A staging group must be selected in a staging job. Specifying a "\*" group is not allowed for staging.

### Max Number of Streams

Specifies the maximum number of simultaneous data streams that this job would be allowed to use while writing to the FSD in the staging group. For example, if the maximum number of streams is specified at 4, this means that at any point of time this staging job will have no more than 4 child jobs writing to the FSD simultaneously. To specify more than two streams, you must license the [Enterprise Module](#) (see page 40).

### Staging Groups Directory Tree

Displays the names of the groups which were configured as staging groups.



### Properties View

From the properties view in the Backup Manager, you can perform the following tasks:

- **Create Disk-based Devices**--Lets you open Disk-based Device Configuration so that you can configure Windows file system devices and deduplication devices.
- **Configure Groups**--Lets you open Device Group Configuration so that you can configure device groups.
- **Set Disk-based Device Group Properties**--Lets you open File System Device Group Configuration so that you can configure staging group properties.

## How to Configure CA ARCserve Backup to Perform Disk Staging Backups

If you plan to back up your data to disk, the best practice is to use disk staging, rather than backing up data to a file system device (FSD). Disk staging lets you do the following:

- Back up to disk and then copy the data to a final destination and delete the data on the staging device by creating staging groups.
- Create flexible policies that determine when you want to copy and delete data.
- Reduce the backup window when a single job breaks into multiple simultaneous streams while writing to a disk staging area. The number of simultaneous streams can be controlled according to your disk network throughput capabilities.

Before you can back up data using disk staging, you must perform the following tasks:

- Create the staging devices. First, you must specify the devices in your environment that you will use for staging operations.

**Important!** Staging backup operations can quickly consume a large amount of free disk space on FSDs. Due to the maximum file size limitations of FAT 16 and FAT 32 file systems, you should not use these file systems on FSDs designated for staging operations.

- Configure the staging groups. After specifying the devices in your environment, you must configure the device group to function as a staging group.
- Configure the staging policies. To perform backup operations using staging, you must define the copy and purge policies that CA ARCserve Backup will use to manage data stored on staging devices.

The following sections provide you with information about how to configure CA ARCserve Backup to perform staging backups.

### More information:

[Configure Device Groups to Use Staging](#) (see page 208)

[Specify Staging Groups Settings](#) (see page 210)

[Specify Copy and Purge Policies for Disk Staging Backups](#) (see page 211)

[Specify Miscellaneous Options for Disk Staging Backups](#) (see page 215)

[Specify Alert Options for Disk and Tape Staging Backups](#) (see page 217)

[Specify Postscripts Options for Disk and Tape Staging Backups](#) (see page 220)

## Configure Device Groups to Use Staging

This section describes how to configure device groups for staging operations.

**Note:** Before you can configure device groups, you must specify the devices that you will use for staging operations. For more information, see [Create File System Devices](#) (see page 354).

### To configure device groups to use staging

1. From the Administration menu in the Navigation Bar on the CA ARCserve Backup Manager Console, click Device Group Configuration.  
Device Group Configuration opens.
2. Click Next.  
The Login Page dialog opens.
3. Complete the required fields on the Login Page dialog and click Next.  
The Options dialog opens.
4. From the Options dialog, select the server that you want to configure, click Configure Disk-based Groups, and then click Next.
5. From the Groups list, select the group that you want to configure. To enable staging for the selected group, click the Enable Staging option and then modify the following options as needed:

- **Max Threshold**--Lets you specify the maximum amount of used space on a disk that CA ARCserve Backup will use for staging backups. When CA ARCserve Backup detects that the amount of used disk space exceeds the Max Threshold, CA ARCserve Backup pauses the backup job and purges the oldest migrated sessions from the FSD until the amount of used disk space is equal to or less than the Purge to Threshold.

**Default value:** If % is specified, 80%; if GB is specified, 8 GB; if MB is specified, 4000 MB.

The Max Threshold can be represented as either the total number of MB or GB used, or as a percentage of the total capacity used on the FSD. If the Max Threshold value is set as a percentage of the capacity of the FSD, the Max Threshold value must be equal to or less than 100% and the Purge to Threshold value must be greater than 0%.

**Note:** The Max Threshold must be greater than the Purge to Threshold. If you specify an absolute value (for example, MB or GB), the value must be equal to or greater than 1 MB.

- **Purge data when the used disk space exceeds the Max Threshold**--Lets CA ARCserve Backup purge migrated sessions from the FSD when the amount of used disk space exceeds the Max Threshold.

**Note:** To ensure that the purge mechanism starts in a timely manner, best practice is to specify a Max Threshold value that is at least 100 MB less than the total disk space.

- **Purge to Threshold**--Lets you specify the amount of used space on a disk when CA ARCserve Backup stops purging the oldest migrated sessions from the disk.

**Default value:** If % is specified, 60%; if GB is specified, 6 GB; if MB is specified, 3000 MB.

CA ARCserve Backup automatically specifies the units specified in the Max Threshold value (for example, %, MB, or GB). The Purge to Threshold value must be less than the Max Threshold value. If you specify an absolute value (for example, MB or GB), the value must be equal to or greater than 1 MB.

**Example:** The capacity of an FSD is 100 GB. The amount of used disk space is 75% (75 GB). The Max Threshold is 80% (80 GB) and the Purge to Threshold is 50% (50 GB). The administrator submits a job totaling 10 GB. CA ARCserve Backup detects that the job, when complete, will be greater than the Max Threshold. CA ARCserve Backup pauses the job and purges the oldest migrated sessions from the FSD until the amount of used disk space is equal to or less than the Purge to Threshold - in this example, 50% (or 50 GB). CA ARCserve Backup then continues the backup job.

**Note:** If CA ARCserve Backup purges all of the migrated sessions from the disk, but the amount of used continues to exceed the Purge to Threshold, CA ARCserve Backup restarts the job and attempts to complete the job using the available disk space.

- **Max # Streams**--Lets you specify the maximum number of simultaneous streams to the selected file system device group. If you have licensed the Enterprise Module, you may specify up to 32 streams, otherwise, the maximum number is 2.

**Note:** If a job spawns child jobs, the number of child jobs spawned will not exceed the number of streams specified for the job. However, if a job spawns child jobs and you do not specify a number of streams to use, the child jobs will be created and backed up in one continuous stream.

- **Enable SnapLock for this group**--Lets you enable SnapLock WORM protection on the file system device.

**Note:** This option is not available for libraries. To use this option, the file system device must support SnapLock technology. If you enable SnapLock on a device that does not support SnapLock WORM protection, CA ARCserve Backup write-protects the data, however, the data can be deleted from the device.

- **Pause data migration**--Lets you pause the data migration operation.

6. Repeat the previous step, as necessary, to configure other groups.
7. Click Next and then click Finish.

The options are applied to the job.

**More information:**

[How to Configure CA ARCserve Backup to Perform Disk Staging Backups](#) (see page 207)

## Specify Staging Groups Settings

Use the following procedure to modify staging group settings.

### To specify staging groups settings

1. From the Backup Manager window, click the Staging Location tab.
2. From the groups list, right-click a group and select Set Disk-based Device Group Properties from the pop-up menu.

The Disk-based Group Property Configuration dialog opens.

3. Select the desired group and click Enable Staging.
4. In the Max Threshold field, specify the maximum file system device threshold. From the drop-down list, choose MB, GB, or %.
5. Click the Purge data when the used disk space exceeds the Max Threshold option if you want CA ARCserve Backup to automatically purge migrated sessions from the FSD when the amount of used disk space is greater than the Max Threshold

In the Purge to Threshold field, specify the amount of used space on a disk when CA ARCserve Backup stops purging the oldest migrated sessions from the disk.

6. When you enable disk staging, multiple streaming is enabled by default. If you:
  - Did not license the Enterprise Module, you can specify one or two streams.
  - Licensed the Enterprise Module, you can specify up to 32 simultaneous streams.
7. If the file system device supports SnapLock, and you want to WORM-protect the backed up data, click the Enable SnapLock option.
8. Click OK.

After you complete these steps, the newly created file system device group appears in the Groups directory tree on the Staging Location tab.

**Note:** Device groups identified as staging device groups do not appear in the Destination tab of the Backup Manager.

**More information:**

[How to Configure CA ARCserve Backup to Perform Disk Staging Backups](#) (see page 207)  
[Configure Device Groups to Use Staging](#) (see page 208)

## Specify Copy and Purge Policies for Disk Staging Backups

CA ARCserve Backup lets you specify copy (migration) and purge policies for disk staging backups. Copy policies let you define when to migrate backup data to its final destination media after CA ARCserve Backup completes the backup to a disk staging device. Purge policies let you define when to delete backup sessions for the device to reclaim disk space.

The following information describes how to define policies for full and differential/incremental backups to a file system device or a deduplication device (B2D2T). For information about how to set policies for full and incremental/differential backup policies to a library or virtual library, see [How to Configure CA ARCserve Backup to Perform Tape Staging Backups](#) (see page 233).

**Note:** The copy and purge policies specified for disk staging backups apply to file system devices and deduplication devices.

### To specify copy and purge policies for disk staging backups

1. Open the Backup Manager and select the Start tab.  
From Start tab, click Normal Backup and Enable Staging.  
The Staging Location and Migration Policy tabs appear in the Backup Manager.

2. Click the Migration Policy tab.

The copy and purge options appear.

3. Specify the following Copy Policies, as required, for the job:

- Click **Full Backup** to specify policies for full backup jobs and select **Differential/Incremental Backup** to specify policies for differential and incremental backup jobs.
- **Do not copy data**--Choose this option if you do not want to migrate the backup sessions to final destination media. For example, consider differential and incremental backup operations. Operations of this type tend to have short retention periods and are small with respect to overall size. If you do not copy the incremental and differential backups to final destination media, the need for tapes to store your backups diminishes.

- **After**--Lets you start the migration operation after specified length of time elapses.

**Note:** Be aware that physical disks and volumes do not support differential and incremental backups. As a result, CA ARCserve Backup applies full backup policies to incremental and differential backups of physical disks and volumes. The copy time is the only exception to this behavior. With staging backups, CA ARCserve Backup copies incremental and differential backups of physical disks and volumes to final destination media based on the copy policies specified for incremental and differential backups.

CA ARCserve Backup starts the copy to final destination media operation based upon the occurrence of one of the following events:

- **After job starts**--Lets you start the migration operation at a fixed point in time after the backup to disk operation starts.
- **After job ends**--Lets you start the migration operation after the backup to disk operation ends.

Due to variations in the overall size of backup jobs and the length of time needed to complete backup to disk operations, simultaneous read and write operations to the disk staging device can occur. This option prevents simultaneous read and write operations to disk staging devices.

- **After each session is finished**--Choose this option if you want to start the copy to media operation immediately after the backup to disk operation for the session is complete.

Most backup jobs consist of several sessions. When you specify this option, you can direct CA ARCserve Backup to copy backup sessions to their final destination immediately after the backup job is finished. This option manifests simultaneous backup and copy operations. By performing backup and copy operations simultaneously, you can reduce the overall backup window and copy window.

Because this option induces simultaneous read and write operations on the FSD, you should only specify this option if you are using a high-speed device that can process many read and write operations simultaneously.

**Note:** For all Copy data after options, CA ARCserve Backup will not migrate sessions to their final destination media until after the backup job for the session is complete. This capability includes scenarios when the copy retention period expires before the backup operation is complete.

- **At**--Lets you start the migration operation at a specific time of day. When you use this option you can direct CA ARCserve Backup to start the migration process at a specific time on a daily basis.
  - Select the Or after the job is finished whichever happens later option if you suspect or anticipate the backup to disk operation to end after the specified start time for the copy to final destination operation. This option prevents CA ARCserve Backup from copying sessions from disk to tape while the backup operation is in progress.

- **Copy data for specified backups only**--Lets you migrate only monthly or weekly backups associated with rotation jobs.

**Note:** Copy data for specified backups only options do not apply to incremental and differential backups.

**Default value:** Disabled.

With this option enabled, you can specify one of the following migration options:

- **Copy data for monthly backups only**--Lets you migrate only the monthly full backup sessions, not the weekly full backup jobs, associated with rotation jobs.

**Note:** This option can be applied on only GFS rotation jobs.

- **Copy data for weekly backups only**--Lets you migrate only the weekly full backup sessions, not the daily backup sessions, associated with rotation jobs.

**Seven day rotations**--Lets you migrate data in the following scenarios: For 7-day weekly full backups, CA ARCserve Backup migrates the Saturday (full) backup sessions. For 7-day weekly incremental/differential backup, full backup on Sunday backups, CA ARCserve Backup migrates the Sunday (full) backup sessions.

**Five day rotations**--CA ARCserve Backup migrates only the Friday (full) backup sessions.

**Note:** This option can be applied on rotation jobs and GFS rotation jobs. For more information, see [Rotation Schemes](#) (see page 301).

4. Specify the following Purge Policies, as required, for the job:

- **After**--Lets you start the purge operation after specified length of time elapses. CA ARCserve Backup starts the purge operation based upon the occurrence of one of the following events:
  - **After job starts**--Lets you start the purge operation at a specified time after the backup to staging device operation starts.
  - **After job ends**--Lets you start the purge operation at a specified time after the backup to staging device operation ends.
- **At**--Lets you start the purge operation at a specific time of day. Use the spin box to specify the time of day that you want the operation to start.

5. To enable SnapLock protection, click the Enable SnapLock check box.

**Note:** The device must support SnapLock protection. If you specify Enable SnapLock on a device that does not support SnapLock WORM protection, CA ARCserve Backup write-protects the data; however, the data can be deleted from the device.

## Specify Miscellaneous Options for Disk Staging Backups

To perform disk to disk to tape (B2D2T) backups, you can optionally specify policies that control how CA ARCserve Backup processes backup job data.

**Note:** The miscellaneous options specified for disk staging backups apply to file system devices and deduplication devices.

### To specify miscellaneous options for disk staging backups

1. Open the Backup Manager and select the Migration Policy tab.

Click Miscellaneous in the policies list.

Specify the options that follow that you require for the job:

- **Purge canceled sessions from disk**--Use this option to direct CA ARCserve Backup to delete sessions from the staging device immediately after a backup to staging device is canceled.  
  
This option helps to reclaim free disk space on the staging device as quickly as possible.
- **Purge failed sessions from disk**--Use this option to direct CA ARCserve Backup to delete sessions from the staging device immediately after a backup to disk staging device fails.  
  
This option helps to reclaim free disk space on the staging device as quickly as possible.
- **Create makeup jobs to back up data directly to final destination under disk full conditions**--Use this option to direct CA ARCserve Backup to back up data directly to its final destination media if there is insufficient free space on the file system device in a staging group.

A backup operation will fail if there is insufficient free disk space on the staging device. To remedy this situation, CA ARCserve Backup can divert the backup operation from the file system device in a staging group directly to the final destination media. A makeup job searches for blank media and media from a scratch. As such, specifying this option can increase the overall success rate of your backup operations when a "disk full" condition exists.

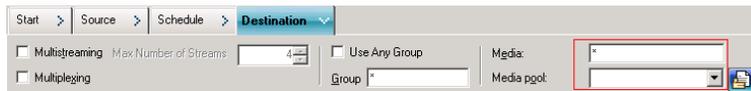
- **Create makeup jobs on hold if Data Migration jobs fail**--Use this option to direct CA ARCserve Backup to create makeup jobs on HOLD if data migration (copy to tape) jobs fail.

A data migration job can fail if a media or tape drive error occurs during the copy to tape operation. Use this option to create a makeup job with a HOLD status that you can change to a Ready status after correcting the tape drive or media errors. If an error condition exists, this option minimizes the need to create tapecopy jobs.

**Consolidate Data Across Jobs While Copying Options**

Lets you consolidate backup data during the migration operation.

- **Copy Method**--Specify a copy method (Append or Overwrite) that you want to use for the consolidation operation. The method that you specify must be the same for all jobs that you want to consolidate.
  - If you have a requirement to consolidate data across multiple jobs and ship the tapes on a daily basis, you should choose the Overwrite option.
  - If you have a requirement to consolidate data across multiple jobs (for daily backups) for the whole week to a single tape and ship the tapes on a weekly basis, you should choose the Append option.
- **Limitations and Considerations**
  - If the backup is a rotation or a GFS backup, you must specify the prefix of the target media and the prefix of the media pool that you want to use for consolidation on the Destination tab.



**Note:** For more information about consolidation options and examples, see [Consolidation During Migration](#) (see page 408).

## Specify Alert Options for Disk and Tape Staging Backups

CA ARCserve Backup lets you use the alert notification system to send messages about migration events that occur during staging operations. For more information about setting up alerts, see Using the Alert Manager.

**Note:** The alert options specified for disk staging backups apply to file system devices and deduplication devices.

### To specify alert options for disk and tape staging backups

1. Open the Backup Manager and click the Start tab.

From the Start tab, click Normal backup or Deduplication backup and then click Enable staging.

The Staging Location and Migration Policy tabs appear in the Backup Manager.

2. Click the Migration Policy tab.

The copy policy options appear.

3. Click Alert in the Policies list.

The Alert options display.

4. From the Event list, select one of the following migration job events for which you want to send an alert notification:

- **Job Completed Successfully**--A migration job completed successfully.
- **Job Incomplete**--A migration job did not complete successfully.
- **Job Canceled by User**--A migration job was canceled by the user.
- **Job Failed**--A migration job failed.
- **Virus Detected**--A virus was detected during the execution of a migration job.
- **Media not Available**--Media was not available during the execution of a migration job.

**Note:** The migration media (final destination media) must be tape media.
- **Format Blank Tape**--A tape was formatted during the execution of a migration job.

- **Customized Event**--A user-defined event, such as an error message, warning message, and critical error message, occurred during the execution of a migration job, and the message appeared in the Activity Log.

**Event Codes:**

**Note:** You can specify event codes only when you select Customized Event.

- **E\***--An error occurred and the error message appeared in the Activity Log.
- **W\***--A warning occurred and the warning message appeared in the Activity Log.
- **N\***--A notification message occurred and the notification message appeared in the Activity Log.
- **C\***--A critical message occurred and the critical message appeared in the Activity Log.
- **AE\***--An agent error message occurred and the agent error message appeared in the Activity Log.
- **AW\***--An agent warning message occurred and the agent warning message appeared in the Activity Log.

**Examples:**

- AE\* is specified in the Event Code field. An alert will be sent when any agent error message occurs and the agent error message appears in the Activity Log.
- AE0006 is specified in the Event Code field. An alert will be sent only when AE0006 occurs and the error message appears in the Activity Log.
- E\*;AE0006 is specified in the Event Code field. An alert will be sent when any errors occur and the error messages appear in the Activity Log, when AE0006 occurs and the error message appears in the Activity Log, or both.

**Note:** You must separate event codes with a semi-colon ";."

5. From the Methods & Recipients field, you can accept the default options, or create a custom alert for the event. The <Default> configuration means that you will use the alert options configured using the Alert Manager.

To create custom alerts, click the Configure button.

The Methods & Recipients Configuration dialog opens. You can specify one or more of the defined alert configurations. CA ARCserve Backup provides the following defined alert configurations:

- Broadcast
- Pager
  - Note:** Pager options are not supported on Japanese versions of CA ARCserve Backup.
- SMTP
- SNMP
- Event
- Printer
- Email
- Lotus Notes
- Unicenter NSM

6. To add a new Methods & Recipients configuration, click the New button.

The Configuration Name dialog opens. Specify a name for the configuration and click OK.

A new configuration tree displays in the browser at the left of the dialog. The new configuration tree contains one branch for all available notification methods. You must now add recipients to the methods branches of your tree. For example, if you want to use the Printer notification method, you must add an available printer to the tree.

7. To add a recipient to a configuration, you must first select a method (for example, Broadcast) from the configuration tree and then click the Add button.

The appropriate Add Recipient dialog opens for the selected configuration. Configure the new recipient in this dialog. For more information about the different Recipient dialogs, click the Help button.

After you configure the new recipient, it is added to the tree.

**Note:** You cannot add recipients for the Unicenter TNG alerts. If you click Modify, the Unicenter TNG Event Map dialog opens. You can then have messages sent to the Unicenter console or the World View repository when an alert is generated.

8. To modify a Methods & Recipients configuration, select the configuration from the Configuration drop-down list.

The selected Configuration tree displays in the browser. You can add, modify, or delete recipients from the configuration tree by clicking the Add, Modify, or Delete button.

To delete a configuration, select the configuration from the Configuration drop-down list and click the Delete button.

To rename a configuration, select the configuration from the Configuration drop-down list, and click the Rename button.

### Specify Postscripts Options for Disk and Tape Staging Backups

CA ARCserve Backup lets you specify postscripts that run based on particular migration events that occur during the course of staging operations.

A script is a set of instructions that are stored in user-defined files that can be created in any format, such as .bat and .exe. Scripts can be executed before or after an event occurs. A postscript is a set of instructions that you can run or execute after an event occurs, such a migration event. Postscripts are not limited to CA ARCserve Backup-based scripts.

**Note:** The postscript options specified for disk staging backups apply to file system devices and deduplication devices.

#### To specify postscripts options for disk and tape staging backups

1. Open the Backup Manager and click the Start tab.

From the Start tab, click Normal backup or Deduplication backup and then click Enable staging.

The Staging Location and Migration Policy tabs appear in the Backup Manager.

2. Click the Migration Policy tab.

The copy policy options appear.

3. Click Postscripts in the policies list.

Specify the options that follow that you require for the job:

4. From the Event list, select one of the following migration events for which you want to run a postscript:
  - **Migration job complete**--All sessions in the current migration job migrated successfully.  
**Example:**

A backup job can consist of one or multiple migration jobs. This event will occur after each individual migration job is complete.
  - **Migration job incomplete**--One or more sessions in a migration job did not complete successfully. For example, a session was skipped during the migration job.
  - **Migration job canceled**--A migration job was canceled by a user while it was in an Active, Ready, or Hold status. A makeup job was not created.
  - **Migration job failed**--One or more sessions in a migration job failed.
  - **Makeup of migration job created**--A migration job failed and CA ARCserve Backup created a makeup job.
  - **All sessions migrated**--All sessions corresponding with a staging job migrated successfully.  
**Example:**

A backup job consists of multiple migration jobs. The migration jobs consist of several sessions. This event will occur when all sessions in all migration jobs for the backup job migrated successfully.
5. Click in the Postscripts field adjacent to the selected event and do one of the following:
  - Enter the path to script that you want to run after the event occurs.
  - Click the ellipsis button  to browse to the script that you want to run after the event occurs.

**Note:** You can specify one postscript per migration event.
6. From the Run As section, complete the following fields:
  - User name
  - Password
  - Confirm password

**Note:** You must provide Windows credentials to run postscripts.
7. Repeat Steps 3, 4, and 5 to specify postscripts for other migration events.

### How to Submit a Disk Staging Backup Job

The following sections provide you with information about how to submit a disk staging backup job.

**More information:**

[Options on the Backup Manager Destination Tab](#) (see page 147)

## Back Up Data Using Disk Staging

Prior to performing a backup job using disk staging (B2D2T), you must have already configured the staging groups. If you did not configure CA ARCserve Backup to use disk staging, see [How to Configure CA ARCserve Backup to Perform Disk Staging Backups](#) (see page 207).

CA ARCserve Backup provides you with the capability to submit a backup job using either the Backup Manager or the command line utility. This information describes how to perform a disk staging backup job using the Backup Manager. For information about how to submit a staging backup job using the command line, see the *Command Line Reference Guide*.

**Note:** Before you can back up data using disk staging, ensure that all preconfiguration tasks are complete and licensing requirements are fulfilled. For more information, see Licensing Requirements for Staging Backups.

### Back up data using disk staging

1. Open the Backup Manager.  
Click the Start tab, select Normal, Deduplication, or UNIX/Linux Data Mover, and then click the Enable Staging check box.  
The Staging Location and Migration Policy tabs appear.
2. Click the Source tab, browse to and select the source objects that you want to back up.
3. Click the Schedule tab and specify the schedule that you want to use for the backup job.

**Note:** For more information, see [Rotation Schemes](#) (see page 301) and [Custom Schedules](#) (see page 313).

4. Click the Staging Location tab and expand the Staging Servers object.  
Browse to and select the staging group that you want to use for the backup job. If you selected a deduplication job on the Start tab, choose a deduplication device group from the Staging Location tab.

5. Click the Migration Policy tab. Complete the following Staging Policies required for the job:

- **Full Backup**--Specify the Copy and Purge policies for full backups required for the job.

(optional)--Click Enable Snaplock.

- **Incremental/Differential Backup**--Specify the Copy and Purge policies for incremental and differential backups required for the job.

(optional)--Click Enable Snaplock.

**Note:** For more information, see [Specify Copy and Purge Policies for Disk Staging Backups](#) (see page 211).

- **Miscellaneous**--Specify the Miscellaneous policies required for the backup job.

**Note:** For more information, see [Specify Miscellaneous Options for Disk Staging Backups](#) (see page 215).

- **Alert**--Specify the Alert policies required for the backup job.

**Note:** For more information, see [Specify Alert Options for Disk and Tape Staging Backups](#) (see page 217).

- **Postscripts**--Specify the Postscript policies required for the job.

**Note:** For more information, see [Specify Postscripts Options for Disk and Tape Staging Backups](#) (see page 220).

6. Click the Destination tab and expand the Servers object.

Browse to and select the destination device you want to use for the migration job. If desired, you may choose a deduplication device group as the final destination provided it is not the same deduplication device group selected as the staging group.

7. Click the Options on the toolbar.

The Options dialog opens.

8. Select the Encryption/Compression tab and complete the following fields for the backup job, provided you are not using deduplication devices:

- **Session/Encryption password**--Specify a Session/encryption password to restore this data from media.

**Important!** If you specify a Session/Encryption password, you must provide this password to restore the session.

- **Encrypt data**--Use this option to encrypt the backup data. You can specify one of the following options:
    - **At agent**--Select this option to encrypt the backup data prior to the actual backup process. For more information about this option, see [Data Encryption at the Agent Server](#) (see page 112).
    - **At backup server during backup**--Select this option to encrypt the backup data at the backup server during the backup process. For more information, see [Data Encryption During Backup](#) (see page 113).
    - **At backup server during migration**--Select this option to encrypt the backup data during the migration phase of a staging backup job. For more information, see [Data Encryption During Migration](#) (see page 114).
  - **Compress data**--Use this option to compress the backup data. You can specify one of the following options:
    - **At agent**--Select this option to compress the backup data on the system where the agent is installed and running.
    - **At backup server**--Select this option to compress the backup data at the CA ARCserve Backup server during the backup process. Using this option directs CA ARCserve Backup to compress files before backing them up using a software compression algorithm.
- Note:** When you use data compression at the backup server before data encryption, the amount of space required to store the data on the staging device can be two times the size of the source files. Because of this limitation, we discourage the use of compression before encryption when backing up to disk.

Be aware of the following considerations that affect encryption and compression:

- If you want to apply other options that affect the migration job, you should do so at this time. For example, to eject the tape from a library after the migration job is complete, click the Operation tab on the Global Options dialog and select the Eject Media option.
- If you specify encryption and compression options, and the backup destination is a drive that does not support compression, or is a file system device (FSD), CA ARCserve Backup encrypts the backup data and does not compress the backup data.
- Encryption and compression are not supported on deduplication devices. However, if you select a regular FSD for either the staging or final destinations, you may enable encryption or compression, as needed. For more information, see the topic, [Compression and Encryption with Deduplication](#) (see page 717).

9. Click Submit on the toolbar to submit the backup job.

The Submit Job dialog opens.

10. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

**More information:**

[Submit a Backup Job](#) (see page 134)

[Modify Pending Data Migration Jobs](#) (see page 315)

## Modify a Staging Rotation Scheme

If you are using rotation or GFS rotation disk staging jobs, CA ARCserve Backup provides you with the flexibility to disable staging on any specified day of the week.

### To modify staging when using a rotation scheme

1. Open the Backup Manager and select the Schedule tab.
2. Select the Use Rotation Scheme option, and then select the scheme name from the Scheme Name drop-down list.
3. Click the Rotation Rules tab.

The Staging column displays the current status of staging as it applies to your rotation scheme.

4. Select the Day Of Week for which you want to modify staging, and then click the Modify button.

The Configuration dialog opens.

5. From the Staging drop-down list, select Enable or Disabled.
6. Click OK.

**Note:** To disable staging for a staging group, see [Disable Staging](#) (see page 227).

**More information:**

[Modify Pending Data Migration Jobs](#) (see page 315)

## Pause Data Migration

The Pause Data Migration option lets you temporarily stop the process of migrating data from the FSD to its final destination media.

### Example: When You Should Pause Data Migration

You need to take a tape library offline to perform maintenance on the library. You can pause the data migration process, complete the maintenance tasks, bring the library back online, and then restart the migration process.

#### To pause data migration

1. From the Staging Groups tree on the Staging Location tab, select the group that you want to pause.
2. Right-click the group name and select Configure Disk-based Groups from the pop-up menu.

The Disk-based Group Property Configuration dialog opens.

3. Select the group in the groups list.

Click Pause Data Migration.

Click OK.

CA ARCserve Backup pauses the migration.

**Note:** To restart the data migration operation, repeat the above steps and clear the checkmark from Pause data migration.

## Disabling Disk Staging Rotations

When you back up data using regular or GFS rotation rules, CA ARCserve Backup provides you with the capability to suspend or disable staging in the backup jobs on any specified day of the week, bypassing the FSD, and backing up your data directly to its final destination media.

### Example: When You Should Disable a Staging Backup Job

If you discover that your FSD in a staging group is approaching or has exceeded its storage capacity threshold, backup jobs can fail. You can modify the staging job to disable staging on that day so that the data is backed directly to the final destination.

To verify whether staging for rotation and GFS rotations is disabled or enabled, open the Backup Manager, select the Schedule tab, and select the Rotation Rules tab. The Staging column in the Rotation Rules schedule displays the current status of all rotations and GFS rotations. To modify a rotation rule, click the Modify button below the schedule.

## Disable Staging

CA ARCserve Backup provides you with the capability to disable (or bypass) backup to FSD operations. When you use this option, data is backed up directly to its final destination media, rather than being backed up to the FSD.

There are two methods that you can use to perform this task:

- From the Rotation Rules tab on the Schedule tab of the Backup Manager.
- Using File System Device Group Configuration.

### Backup Manager - Schedule Tab

To disable backup to staging device operations from the Backup Manager, perform the following steps:

1. Open the Backup Manager window and click the Schedule tab.
2. Select the Scheme Name from the drop-down list.
3. Click the Rotation Rules tab and select the rotation that you want to disable.
4. Click the Modify button.

The Configuration dialog opens.

5. From the Staging drop-down list on the Configuration dialog, select Disabled.
6. Click OK.

### File System Device Group Configuration Dialog

To disable back up to staging device group operations using Device Group Configuration:

1. Open the Backup Manager window and click the Staging Location tab.
2. Right-click the group that you want to disable and select Set Disk-based Device Group Properties.

The File System Device Group Configuration dialog opens, displaying all groups in your environment that are specified as file system device groups.

**Note:** The groups that are enabled for staging display with a corresponding dark blue flag. The groups that are not enabled for staging display with a corresponding light blue flag.

3. Select the group that you want to disable.
4. Clear the check mark from the Enable Staging check box.
5. Click OK.

### How You Can Manage Staged Data When the Database Fails

When you use disk staging to back up data, the information about the backup jobs, sessions, staging policies, and so on is stored in the CA ARCserve Backup database. If the database fails, and you need to recover the CA ARCserve Backup database, the staging policies for the data residing on the staging device (for example, a file system device or a library) that specify when to copy the data to the final destination media and, if file system device (FSD), when to purge the data from the staging device are no longer available.

If this situation occurs:

- CA ARCserve Backup cannot copy (migrate) the data on staging device to its final destination media.
- CA ARCserve Backup cannot purge data from a file system device (FSD) to reclaim disk space. As a result, future backup jobs will probably fail due to an insufficient amount free disk space on the staging device.

To remedy this situation and retain all of the backup data that is stored on the staging device, you can use the `tapecopy` command line utility to copy all the backup data from the staging device to final destination media. (When you use this approach, media rotation rules, such as Friday tape or Monday tape may not be adhered to.) Then, you can use the `-purge` option from the Device Manager command line utility (`ca_devmgr`) to delete the data from the FSD and reclaim disk space.

## How to Reclaim Disk Space

This section provides examples of how you can quickly reclaim disk space using the **Purge Data At** and **Purge Data After** options.

### Example 1

You have a high-performance disk with a limited amount free disk space. You can quickly reclaim disk space by specifying a short length of time under the Purge data After option and select the After job starts option. This approach ensures that the purge operation starts shortly after the copy to final destination media operation starts, as opposed to the using the After job ends option, which starts the purge operation after the copy to final destination media operation ends.

### Example 2

You have a backup job rotation or a GFS rotation scheme that starts at the same time daily and your high-performance disk maintains a limited amount of unused space. Using the Purge data At option to schedule the purge operation to start before the next backup operation starts. This approach helps to ensure that you have freed enough disk space to prevent the backup job from failing.

**Important!** If you specify that the data is to be copied to final destination media, CA ARCserve Backup does not start the purge operation until after the copy to final destination media operation is finished.

#### **More information:**

[Modify Pending Data Migration Jobs](#) (see page 315)

## How to Manage Backup Data Using Tape Staging

The following sections provide information about how to protect data using backup to tape to tape operations.

#### **More information:**

[How to Manage Backup Data Using Staging](#) (see page 204)

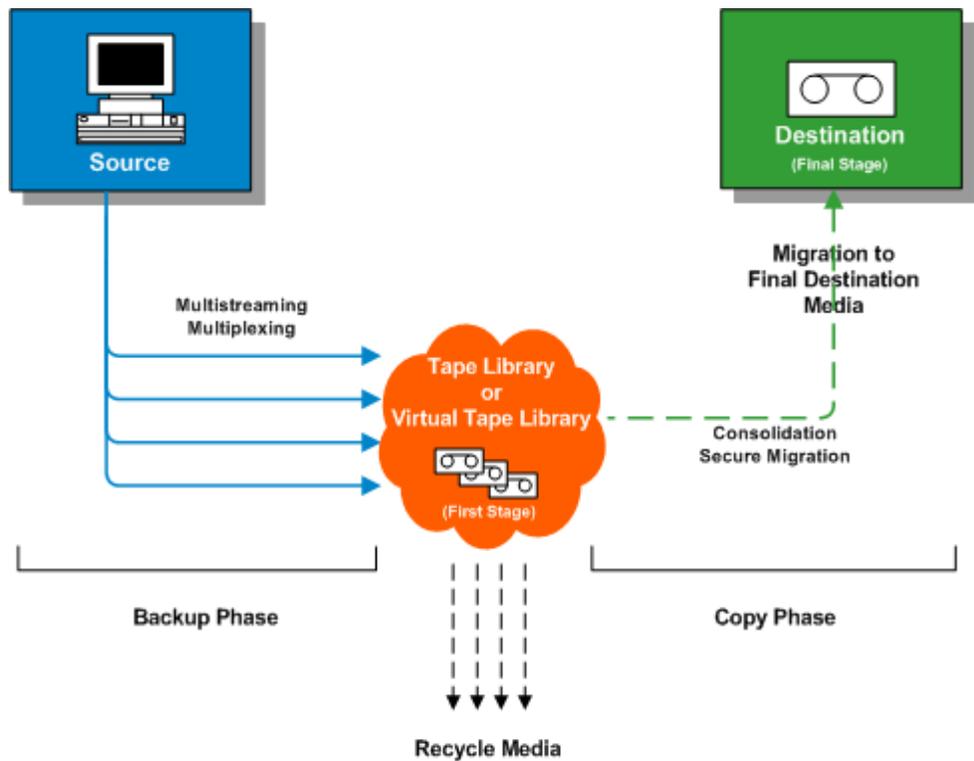
### How Backup to Tape to Tape Works

Backup to tape to tape is a data protection solution that lets you to back up data to a tape library or a virtual tape library, and then copy the data to a different tape library or other type of device. Copy operations, also known as migration, are governed by user-specified copy policies.

Backup to tape to tape (B2T2T) is a two-part backup process.

- **Backup Process**--CA ARCserve Backup backs up data from the source to the staging location. The staging location is a tape library or a virtual tape library (VTL).
- **Copy Process**--CA ARCserve Backup copies or migrates the backup data from the staging location to the final destination media. The final destination is tape media.

The following diagram illustrates the flow of data from the source to the first stage tape library (or virtual tape library) and then on to the final destination.



**Note:** CA ARCserve Backup lets you transmit up to 32 streams of data using multistreaming. To back up data using multistreaming and transmit more than two streams of backup data, you must license the CA ARCserve Backup Enterprise Module.

When you use backup to tape to tape (B2T2T) to protect data, the backup to tape to tape operation consists of two phases:

### Backup Phase

CA ARCserve Backup backs up data from the source to the tapes in the first stage, based on user-specified policies.

- Backup jobs can consist of full, incremental, or differential backups.
- During the backup job, global options, media selection rules, media pool usage, rotation rules, GFS rotation rules, Alert messages, Export options, and so on are identical to that of backing up directly to tape.

**Note:** Various global backup options do not apply to backup phase operations.

- Multiplexing and multistreaming can be used to transmit and save data to first stage media.

**Note:** The Multiplexing option can be used for backup operations to all tape devices, with the exception of file system devices. The Multistreaming option can be used for backup operations to tape libraries that contain two or more drives.

### Copy Phase

CA ARCserve Backup copies data from the first stage to the final destination based on user-specified policies.

- CA ARCserve Backup copies data from the first stage media to the final destination media one session at a time. Multiple sessions cannot be copied to a single tape simultaneously.
- If you need to copy data from more than one first stage media to one final destination media, CA ARCserve Backup copies each session in succession until all the sessions are copied to the final destination media.
- CA ARCserve Backup sessions associated with different jobs can be consolidated during migration. You can activate this capability using the consolidation option.
- If a hardware error occurs during the process of copying data to final destination, the job stops and CA ARCserve Backup creates a **Makeup Job On Hold**. After you correct the hardware error, you can change the job status to **Ready**, and then the job resumes.

## How to Use Tape Staging to Manage Backup Operations

The following are common scenarios that describe how you can use Backup to Tape to Tape operations (B2T2T) to manage backup operations:

- If you need to store two copies of backup data, one copy on site and one copy at an off-site storage location, B2T2T lets you back up data directly to tape. After the backup job is complete, you can use CA ARCserve Backup copy utilities to automate and create copies of the backup tapes, and then ship the tapes to an off-site storage location.
- B2T2T lets you encrypt backup data when you are copying the data to its final destination media. This capability is beneficial when you are copying data from a virtual tape library or a library that does not support encryption to a library that supports encryption. This capability ensures that your backups are as fast as possible and the tapes that you need ship to an off-site storage location are encrypted.
- While backup operations are in progress, you may have many jobs that are backing up data to many different tapes. This can result in media that is not being used to its full capacity. B2T2T operations let you consolidate backups to ensure that media is being used to capacity when copying data to final destination. This capability helps to reduce the cost of media because you are using fewer tapes for final destination media, off-site storage, or both.
- If you need to reduce the length of time required to back up data and copy the data from a staging area to final destination, you can use virtual tape libraries (VTL) in your environment to manage backup operations.

A VTL is a temporary storage location, such as a disk drive, that is configured to behave like a library. Since most backup data is transmitted across a network, CA ARCserve Backup lets you use multiplexing to reduce the backup window. When you use a VTL to store backup data, you can quickly read data from a multiplexing formatted data in a VTL because your operations do not encounter tape positioning overhead. As a result, the processes of backing up data to a VTL, reading from a VTL (disk), and copying the data to final destination media is fast. CA ARCserve Backup lets you automate the process of copying to final destination media when you use a VTL to stage your backup data.

## How to Configure CA ARCserve Backup to Perform Tape Staging Backups

Before you can back up data using tape staging, you must perform the following tasks:

- Create the staging devices.

If you plan to use a virtual library, open the Device Manager to confirm the library is properly configured. CA ARCserve Backup automatically configures libraries when you stop and restart the Tape Engine. If a library is not properly configured, you can run Device Configuration to manually set up libraries and virtual libraries for staging operations.

**Note:** For more information about using Device Configuration to set up libraries and virtual libraries, see [Tape Library Configuration](#) (see page 343).

- Specify device groups as staging groups.
- Configure staging policies.

**Note:** To perform backup operations using staging, you must define the migration policies that CA ARCserve Backup will use to manage data stored on staging devices. For more information, see [Back Up Data Using Tape Staging](#) (see page 236).

### More information:

[Specify Alert Options for Disk and Tape Staging Backups](#) (see page 217)

[Specify Postscripts Options for Disk and Tape Staging Backups](#) (see page 220)

[Specify Migration Policies for Tape Staging Backups](#) (see page 233)

[Specify Miscellaneous Options for Tape Staging Backups](#) (see page 235)

## Specify Migration Policies for Tape Staging Backups

CA ARCserve Backup lets you specify migration (copy) policies for tape staging backups. Migration policies let you define when to migrate backup data to its final destination media after CA ARCserve Backup completes the backup to a tape staging device (for example, a library, a virtual library, a tape drive, an FSD, and so on).

### To specify migration policies for tape staging backups

1. Open the Backup Manager and select the Start tab.

From Start tab, click Normal Backup and Enable Staging.

The Staging Location and Migration Policy tabs appear in the Backup Manager.

2. Click the Migration Policy tab.

The copy policy options appear.

3. Specify the following Copy Policies, as required, for the job:

- Click **Full Backup** to specify policies for full backup jobs and click **Differential/Incremental Backup** to specify policies for differential and incremental backup jobs.
- **Do not copy data**--Choose this option if you do not want to migrate the backup sessions to final destination media. For example, consider differential and incremental backup operations. Operations of this type tend to have short retention periods and are small with respect to overall size. If you do not copy the incremental and differential backups to final destination media, the need for tapes to store your backups diminishes.

Be aware of the following behaviors:

- Be aware that physical disks and volumes do not support differential and incremental backups. As a result, CA ARCserve Backup applies full backup policies to incremental and differential backups of physical disks and volumes. The copy time is the only exception to this behavior. With staging backups, CA ARCserve Backup copies incremental and differential backups of physical disks and volumes to final destination media based on the copy policies specified for incremental and differential backups.

- **Copy data for specified backups only**--Lets you migrate only monthly or weekly backups associated with rotation jobs.

**Note:** Copy data for specified backups only options do not apply to incremental and differential backups.

**Default value:** Disabled.

With this option enabled, you can specify one of the following migration options:

- **Copy data for monthly backups only**--Lets you migrate only the monthly full backup sessions, not the weekly full backup jobs, associated with rotation jobs.

**Note:** This option can be applied on only GFS rotation jobs.

- **Copy data for weekly backups only**--Lets you migrate only the weekly full backup sessions, not the daily backup sessions, associated with rotation jobs.

**Seven day rotations**--Lets you migrate data in the following scenarios: For 7-day weekly full backups, CA ARCserve Backup migrates the Saturday (full) backup sessions. For 7-day weekly incremental/differential backup, full backup on Sunday backups, CA ARCserve Backup migrates the Sunday (full) backup sessions.

**Five day rotations**--CA ARCserve Backup migrates only the Friday (full) backup sessions.

**Note:** This option can be applied on rotation jobs and GFS rotation jobs. For more information, see [Rotation Schemes](#) (see page 301).

## Specify Miscellaneous Options for Tape Staging Backups

To perform tape staging backup operations, you can optionally specify policies that control how CA ARCserve Backup processes backup job data.

### To specify miscellaneous options for tape staging backups

1. Open the Backup Manager and select the Migration Policy tab.

Click Miscellaneous in the policies list.

Specify the options that follow that you require for the job:

- **Create a makeup job on hold if a data migration job fails**--Use this option to direct CA ARCserve Backup to create makeup jobs on HOLD if data migration (copy to tape) jobs fail.

A data migration job can fail if a media or tape drive error occurs during the copy to tape operation. Use this option to create a makeup job with a HOLD status that you can change to a READY status after correcting the tape drive or media errors. If an error condition exists, this option minimizes the needs to create tapecopy jobs.

- **Schedule a makeup job for a data migration job if it cannot proceed because the source group or tape is not available**--Use this option to direct CA ARCserve Backup to schedule a makeup job when the source group or tape is not available.

The source may not be available do to a variety of reasons. For example, the backup phase for the job is not complete, or a hardware problem exists in the tape library or virtual tape library.

- **Reschedule after**--Specify how many minutes must elapse before the makeup will be rescheduled.

2. To consolidate the backup data during the migration operation, click the Consolidate data across jobs while copying option and complete the following fields.

**Note:** If you want to consolidate data across multiple jobs to the same tape, you should run the backup jobs on the same machine.

- **Copy Method**--Specify a copy method (Append or Overwrite) that you want to use for the consolidation operation.

The method that you specify must be the same for all jobs that you want to consolidate.

- If you have a requirement to consolidate data across multiple jobs and ship the tapes on a daily basis, you should choose the "Overwrite" option.
- If you have a requirement to consolidate data across multiple jobs (for daily backups) for the whole week to a single tape and ship the tapes on a weekly basis, you should choose the "Append" option.

**Note:** For more information about consolidation options and examples, see [Consolidation During Migration](#) (see page 408).

### How to Submit a Tape Staging Backup Job

The following sections provide you with information about how to submit a tape staging backup job.

**More information:**

[Options on the Backup Manager Destination Tab](#) (see page 147)

### Licensing Requirements for Tape Staging Backups

To perform successful backup to tape to tape backup (B2T2T) operations, verify that the following licensing requirements are fulfilled.

- You must license the CA ARCserve Backup Enterprise Module to use more than two streams of data when you use multistreaming to process backup data.
- You must license the CA ARCserve Backup Tape Library Option to back up data to a tape library that contains more than one tape drive.

### Back Up Data Using Tape Staging

Prior to performing a backup job using tape staging (B2T2T), you must have already configured the staging groups. For more information, see [How to Configure CA ARCserve Backup to Perform Tape Staging Backups](#) (see page 233).

CA ARCserve Backup provides you with the capability to submit a backup job using either the Backup Manager or the command line utility. This information describes how to perform a tape staging backup job using the Backup Manager. For information about how to submit a staging backup job using the command line, see the *Command Line Reference Guide*.

**Note:** Before you can back up data using tape staging, ensure that all preconfiguration tasks are complete and all licensing requirements are fulfilled. For more information, see Licensing Requirements for Staging Backups.

### **Back up data using tape staging**

1. Open the Backup Manager.

Click the Start tab and click the Enable Staging check box.

The Staging Location and Migration Policy tabs appear.

2. Click the Source tab, browse to and select the source objects that you want to back up.
3. Click the Schedule tab and specify the schedule that you want to use for the backup job.

**Note:** For more information, see [Rotation Schemes](#) (see page 301) and [Custom Schedules](#) (see page 313).

4. Click the Staging Location tab and expand the Staging Servers object.

Browse to and select the staging group that you want to use for the backup job. If you wish to enable deduplication, choose a deduplication device group from the Staging Location tab.

5. Click the Migration Policy tab. Complete the following Migration Policies required for the job:
  - **Full Backup and Incremental/Differential Backup**--Specify the migration policies that you require for full backups and for incremental/differential backups.

**Note:** For more information, see [Specify Migration Policies for Tape Staging Backups](#) (see page 233).
  - **Miscellaneous**--Specify the Miscellaneous policies required for the backup job.

**Note:** For more information, see [Specify Miscellaneous Options for Tape Staging Backups](#) (see page 235).
  - **Alert**--Specify the Alert policies required for the backup job.

**Note:** For more information, see [Specify Alert Options for Disk and Tape Staging Backups](#) (see page 217).
  - **Postscripts**--Specify the Postscript policies required for the job.

**Note:** For more information, see [Specify Postscripts Options for Disk and Tape Staging Backups](#) (see page 220).
6. Click the Destination tab and expand the Servers object.

Specify the final destination device group for the job by doing one of the following:

  - If the staging device contains two or more drives, you can select any device group on the Destination tab.

**Example:** You are required to stage your backup data to a virtual tape library and ship the final media to an off-site storage facility. To manage a backup of this type, you can specify a group that corresponds with a virtual library on the Staging Location tab, and then specify a group that corresponds with a tape library on the Destination tab.
  - If the final destination device contains one drive (for example, an FSD or a single-drive library), you must select a device group on the Destination tab that is different from the device group specified on the Staging Location tab.
7. Click Options on the toolbar.

The Options dialog opens.
8. Select the Encryption/Compression tab and complete the following fields, as required, for the backup job:
  - **Session/Encryption password**--Specify a Session/encryption password to restore this data from media.

**Important!** If you specify a Session/Encryption password, you must provide this password to restore the session.

- **Encrypt data**--Use this option to encrypt the backup data. You can specify one of the following options:
  - **At agent**--Select this option to encrypt the backup data prior to the actual backup process. For more information about this option, see [Data Encryption at the Agent Server](#) (see page 112).
  - **At backup server during backup**--Select this option to encrypt the backup data at the backup server during the backup process. For more information, see [Data Encryption During Backup](#) (see page 113).
  - **At backup server during migration**--Select this option to encrypt the backup data during the migration phase of a staging backup job. For more information, see [Data Encryption During Migration](#) (see page 114).
- **Compress data**--Use this option to compress the backup data. You can specify one of the following options:
  - **At agent**--Select this option to compress the backup data on the system where the agent is installed and running.
  - **At backup server**--Select this option to compress the backup data at the CA ARCserve Backup server during the backup process. Using this option directs CA ARCserve Backup to compress files before backing them up using a software compression algorithm.

**Note:** The Compress data options do not apply to backups to UNIX and Linux data mover servers.

Click OK.

The Options dialog closes and the specified encryption and compression options are applied.

Be aware of the following:

- If you want to apply other options that affect the migration job, you should do so at this time. For example, to eject the tape from a library after the migration job is complete, click the Operation tab on the Global Options dialog and select the Eject Media option.
- If you specify encryption and compression options, and the backup destination is a drive that does not support compression, or is a file system device (FSD), CA ARCserve Backup encrypts the backup data and does not compress the backup data.

9. Click Submit on the toolbar to submit the backup job.

The Submit Job dialog opens.

10. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

**More information:**

[Submit a Backup Job](#) (see page 134)

[Modify Pending Data Migration Jobs](#) (see page 315)

**Submit a Tape Staging Backup Job Using a Rotation Scheme**

This section topic describes how to set up tape staging (D2T2T) backup jobs using a rotation or GFS rotation scheme. A rotation scheme lets you determine the type of backup (full, differential, and incremental), when to run a backup job, and where to save the backup data (media).

**To submit a tape staging backup using a rotation scheme**

1. Open the Backup Manager.  
Click the Start tab and click the Enable Staging check box.  
The Staging Location and Migration Policy tabs appear.
2. Click the Source tab, browse to and select the source objects that you want to back up.
3. Click the Staging Location tab and the Destination tab to configure the media pool and group.  
Specify the values that you require to submit the backup job in the following fields:
  - Media Pool or Media pool (prefix)  
**Note:** The name of the media pool or the media pool prefix that you specify in this field is the name (or prefix) of the media pool that you will use for the tape staging job.
  - Group
4. Select the Schedule tab, and select the Use Rotation Scheme option.  
A list of available schemes display in the Scheme Name drop-down list.
5. From the Scheme Name drop-down list, select the scheme that you require for your backups.
6. Click Submit on the toolbar.  
The Submit Job dialog opens.
7. Complete the required fields on the Submit Job dialog and click OK.

## Backing up Multiple Data Mover Servers in a Single Job

CA ARCserve Backup lets you submit backups that consist of multiple data mover servers to shared tape libraries in a single job. This capability lets you simplify the process of managing backups, and helps to minimize the amount of media used to store the backup data.

- **Backup types supported**--CA ARCserve Backup lets you submit normal UNIX/Linux Data Mover backups and tape staging UNIX/Linux Data Mover backups.

- **Storage devices supported**--CA ARCserve Backup lets you submit multiple UNIX/Linux Data Mover server backups in a single job to shared tape libraries.

- **Licensing requirements**--CA ARCserve Backup lets you submit UNIX/Linux Data Mover backups with the following licenses:

CA ARCserve Backup UNIX and Linux Data Mover must be installed on the data mover servers. The licenses for UNIX and Linux Data Mover must be registered with the primary server.

**Note:** For more information about licensing requirements for UNIX and Linux Data Mover, see the *UNIX and Linux Data Mover Guide*.

- **Backup considerations**--UNIX/Linux Data Mover backup does not support the following CA ARCserve Backup functionality:

- Backing up data to CA ARCserve Backup data deduplication devices, file system devices, and CA ARCserve Backup Tape RAID devices.
- Backing up data using multiplexing, using CA ARCserve Backup server-side encryption, CA ARCserve Backup server-side compression, and LTO encryption.
- Protecting Oracle database data at Oracle object level granularity.

**Note:** For more information about installing and using UNIX and Linux Data Mover, see the *UNIX and Linux Data Mover Guide*.

This section contains the following topics:

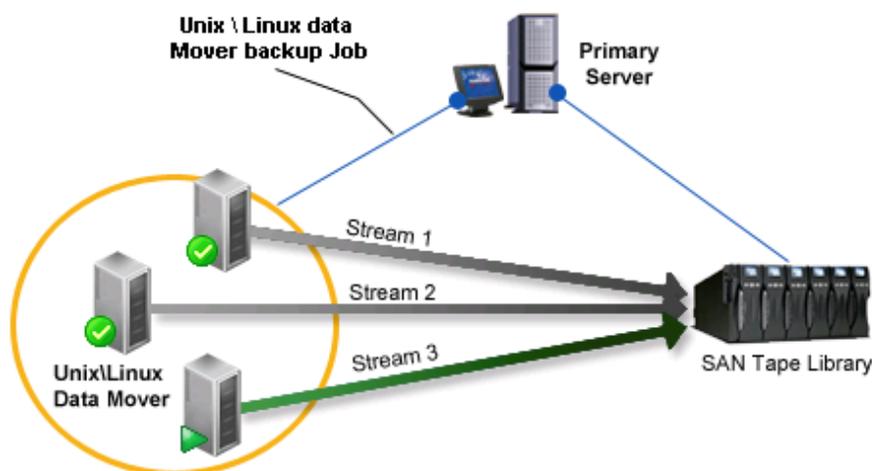
[Back up Multiple Data Mover Servers in a Single Job](#) (see page 242)

[Back up Multiple Data Mover Servers in a Single Job Using Staging](#) (see page 245)

## Back up Multiple Data Mover Servers in a Single Job

CA ARCserve Backup lets you submit backups consisting of multiple data mover servers to a shared tape library in a single job.

The following diagram illustrates how CA ARCserve Backup processes backups of data mover servers in a single job. Note that this type of job does not use tape staging processes.



### Prerequisite Tasks

- Verify that you configure at least one library. For information about how to configure libraries, see [Configure Libraries](#) (see page 344).

### To back up multiple data mover servers in a single job

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start menu, select Backup.  
The Backup Manager opens and the Start tab displays.
2. From the Start tab, click UNIX/Linux Data Mover backup.  
The backup type is applied to the job.

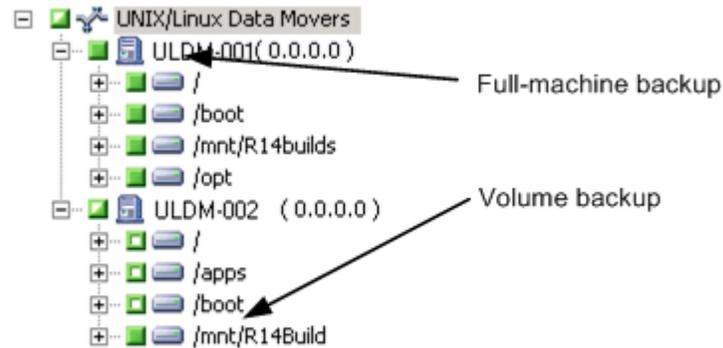
**Important!** You cannot specify file system devices as staging devices for UNIX/Linux Data Mover backups. To use a file system device as a staging device for data mover backups, you must specify Normal backup.

3. Click the Source tab.  
The backup source directory tree appears.

- Expand the UNIX/Linux Data Movers object.

The data mover servers appear.

- Specify the source that you want to back up, as illustrated by the following screen:



Click the Schedule tab.

The schedule options appear.

- Specify the schedule options that you require for the job.

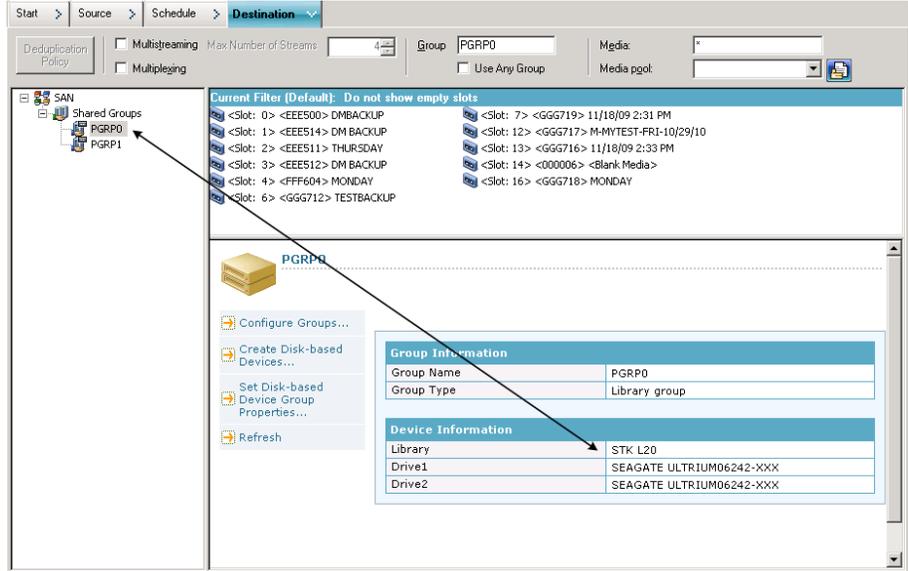
**Note:** For more information about scheduling jobs, see [Job Customization Methods](#) (see page 295).

Click the Destination tab.

The destination group directory tree appears.

- Expand the SAN object and expand the Shared Groups object.  
Specify the Device Group where you want to store the backup data.

**Note:** Click the Device Group to identify the library associated with the group as illustrated by the following screen:



**Important!** CA ARCserve Backup prevents you from submitting backup jobs when the data mover server specified on the Source tab does not share the device group specified on the Destination tab.

- (Optional) On the Destination tab, click the Multistreaming check box to back up your data using multistreaming. Without multistreaming, CA ARCserve Backup processes backup sessions sequentially. With multistreaming, CA ARCserve Backup lets you distribute the backup sessions across multiple streams, which helps to decrease the overall length of time required to complete the backup.

**Note:** For more information, see [How CA ARCserve Backup Process Backup Data Using Multistreaming](#) (see page 102).

- (Optional) Click Options on the toolbar to specify additional options that you require for the backup.

**Note:** For more information about backup job options, see [Global Backup Options](#) (see page 151).

- Click Submit on the toolbar to submit the job.

The Security and Agent Information dialog opens.

11. On the Security and Agent Information dialog, edit or confirm the security and agent information for your job, and click OK.

The Submit Job dialog opens.

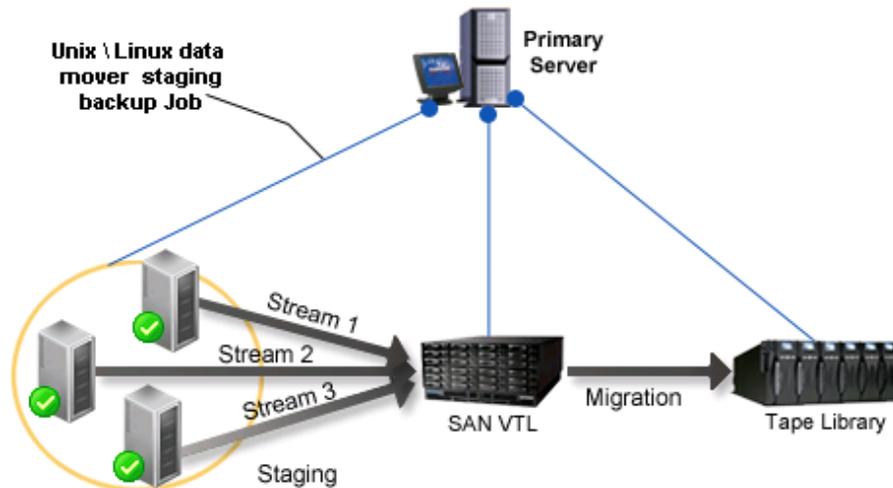
12. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

## Back up Multiple Data Mover Servers in a Single Job Using Staging

CA ARCserve Backup lets you submit backups consisting of multiple data mover servers to a shared tape library, using staging (D2T2T), in a single job.

The following diagram illustrates how CA ARCserve Backup processes backups of data mover servers in a single job using staging.



**Prerequisite Tasks**

- Verify that you configure at least one library. For information about how to configure libraries, see [Configure Libraries](#) (see page 344).

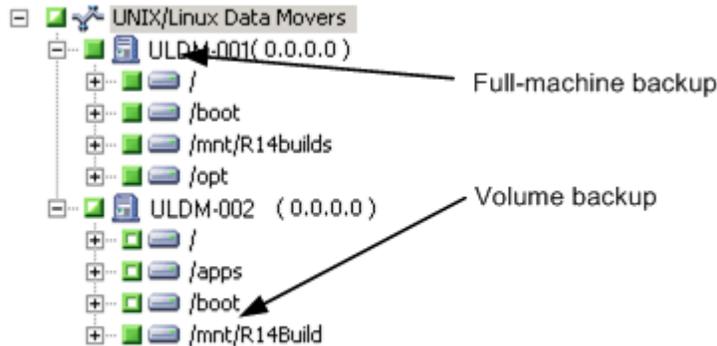
**To back up multiple data mover servers in a single job using staging**

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start menu, select Backup.
2. The Backup Manager opens and the Start tab displays.  
From the Start tab, click the following:
  - UNIX/Linux Data Mover backup
  - Enable staging

The backup type is applied to the job.

**Important!** You cannot specify file system devices as staging devices for UNIX/Linux Data Mover backups. To use a file system device as a staging device for data mover backups, you must specify Normal backup.

3. Click the Source tab.  
The backup source directory tree appears.
4. Expand the UNIX/Linux Data Movers object.  
The data mover servers appear.
5. Specify the source that you want to back up, as illustrated by the following screen:



- Click the Schedule tab.  
The scheduling options appear.

- Specify the schedule options that you require for the job.

**Note:** For more information about scheduling jobs, see [Job Customization Methods](#) (see page 295).

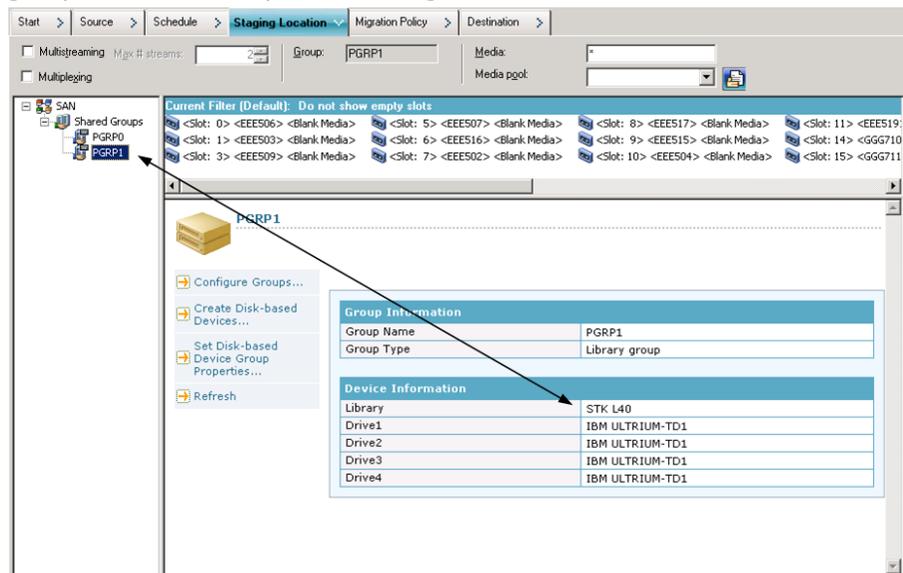
Click the Staging Location tab.

The staging location and group directory tree appears.

- Expand the SAN object and expand the Shared Groups object.

Specify the Device Group where you want to stage the backup data.

**Note:** Click the Device Group to identify the library associated with the group as illustrated by the following screen:



**Important!** CA ARCserve Backup prevents you from submitting backup jobs when the data mover server specified on the Source tab does not share the device group specified on the Staging Location tab.

- (Optional) On the Staging Location, click the Multistreaming check box to back up your data using multistreaming. Without multistreaming, CA ARCserve Backup processes backup sessions sequentially. With multistreaming, CA ARCserve Backup lets you distribute the backup sessions across multiple streams, which helps to decrease the overall length of time required to complete the backup.

**Note:** For more information, see [How CA ARCserve Backup Process Backup Data Using Multistreaming](#) (see page 102).

- Click the Migration Policy tab.

The migration policy options appear.

10. Complete the following Migration Policies required for the job:

- **Full Backup and Incremental/Differential Backup**--Specify the migration policies that you require for full backups and for incremental/differential backups.

**Note:** For more information, see [Specify Migration Policies for Tape Staging Backups](#) (see page 233).

- **Miscellaneous**--Specify the Miscellaneous policies required for the backup job.

**Note:** For more information, see [Specify Miscellaneous Options for Tape Staging Backups](#) (see page 235).

- **Alert**--Specify the Alert policies required for the backup job.

**Note:** For more information, see [Specify Alert Options for Disk and Tape Staging Backups](#) (see page 217).

- **Postscripts**--Specify the Postscript policies required for the job.

**Note:** For more information, see [Specify Postscripts Options for Disk and Tape Staging Backups](#) (see page 220).

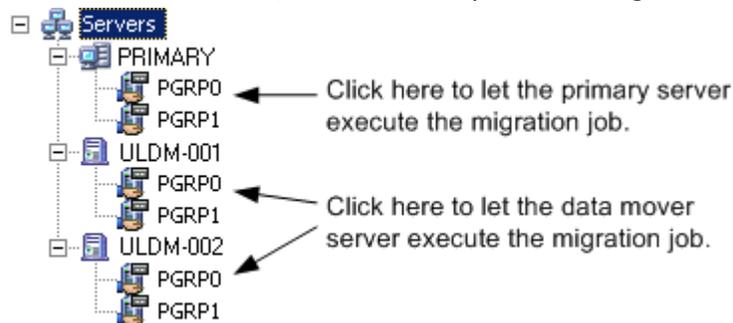
Click the Destination tab.

The Destination directory tree appears.

11. Expand the Servers object on the Destination tab.

Specify the device group containing the device where you want to store the data.

**Note:** CA ARCserve Backup lets you execute migration jobs via the primary server or the data mover server. Migration jobs execute from the primary server or the data mover server based on the method used to specify the final destination media, as illustrated by the following screen:



12. (Optional) Click Options on the toolbar and specify the options that you require for the job.

As a best practice, you should apply other options that affect the migration job at this time. For example, to eject the tape from a library after the migration job is complete, click the Operation tab on the Global Options dialog and select the Eject Media option.

**Note:** For more information about backup options, see [Global Backup Options](#) (see page 151).

13. Click Submit on the toolbar to submit the job.

The Security and Agent Information dialog opens.

14. On the Security and Agent Information dialog, edit or confirm the security and agent information for your job, and click OK.

The Submit Job dialog opens.

15. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

## Disaster Recovery

To ensure against data loss, maintain current backups of all your servers and workstations. If you do not have these backups, CA ARCserve Backup is limited in its ability to recover data. Be sure to create a media rotation scheme and a schedule to maintain current backups.

By default, the CA ARCserve Backup server always generates or updates disaster recovery information for all full backup systems, even when the CA ARCserve Backup Disaster Recovery Option is not installed. This ensures that the latest backup information is always available if the CA ARCserve Backup Disaster Recovery Option is installed a later time.

**Note:** To disable the CA ARCserve Backup server from generating or updating the disaster recovery information, create and set the following registry key value to 1 on the CA ARCserve Backup server machine:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Computer Associates\CA ARCserve  
Backup\Base\Task\backup\SkipDRSession
```

For more information, see the *Disaster Recovery Option Guide*.



# Chapter 4: Restoring Data

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CA ARCserve Backup provides you with various tools and options that you can use to restore data. This section includes information about how you can safely and efficiently restore data.

This section contains the following topics:

[Restore Manager](#) (see page 251)

[How to Find Files That You Want to Restore](#) (see page 252)

[Restore Manager Markers](#) (see page 261)

[Restore Manager Location Options](#) (see page 263)

[Restore Job Schedules](#) (see page 263)

[Specify Run as Administrator on Windows Server 2008 Systems](#) (see page 264)

[Global Restore Options](#) (see page 265)

[System State Restore Options](#) (see page 273)

[Restoring Data Scenarios](#) (see page 275)

## Restore Manager

The aim of running a successful restore job is to quickly identify the data you need and to retrieve it from the appropriate backup media.

CA ARCserve Backup allows you to restore data to most machines attached to your Windows network. Each restore job requires a source and destination. The files selected as your source must originate from backup media created by CA ARCserve Backup, and the destination must be a hard drive. The Restore Manager provides three tabs to customize your restore job:

- Source
- Destination
- Schedule

The optional CA ARCserve Backup Client Agents allow you to communicate with remote workstations in various environments to restore data to non-Windows systems, such as NetWare or UNIX.

Similarly, the optional Backup Agents allow CA ARCserve Backup to restore online databases and applications such as Microsoft Exchange Server, Microsoft SharePoint Server, Microsoft SQL Server, Lotus Domino, Oracle, and IBM Informix.

For procedural information on how to submit a basic restore job, see the online help.

## How to Find Files That You Want to Restore

CA ARCserve Backup makes it easy to find the files you want to restore. Because your requirements and circumstances can vary, CA ARCserve Backup provides you with the following methods for selecting the data (the source) you want to restore:

- **Restore by Tree**--Lets you restore a specific directory or drive from a display of files and directories that were backed up with CA ARCserve Backup. Use this method when you do not know which media contains the data you need, but you know the machine from which the backup originated.

The Restore by Tree view displays only the last instance of a backup. To view and access all other instances, select the object that you want to restore and click the Version History button. If there are multiple partial backups of the same drive, the Restore by Tree view displays only the last backup. However, if there is a full volume backup of the drive available, the last full backup is displayed, instead of the last partial backup.

The Computer Name field allows you to filter based on partial name searching. You can enter any part of the name and a list of relevant items are returned. For example, if there are some computers whose computer name contains 'BB', you can enter 'BB' in the Computer Name field and click the Update button. Relevant computers are found. The Computer Name field also supports full name searching and wildcard searching.

**Note:** The Restore Manager cannot display file paths that exceed 512 bytes. For single-byte languages, this equates to approximately 500 characters. For multi-byte languages with a combination of single, mixed, and multi-byte characters, 512 bytes equates to 250 to 500 characters. For multi-byte languages with all multi-byte characters, 512 bytes equates to approximately 250 characters. If a file path exceeds 512 bytes, truncation occurs. To restore data from a truncated directory, you must submit the restore job from the last directory in the path whose name was not truncated.

- **Search button**--Click the Search button to search your backups for a specific file or group of files with a similar file name. CA ARCserve Backup lets you specify file names up to 255 characters, including the file extension, in the Search for field. If you do not know the complete file name, you can simplify the results of the search by specifying the wildcard characters "\*" and "?" in the Search for field.

**Note:** The Search restore method will not work if the Database Engine is stopped.

**Examples:**

1. Drive D:\ contains two directories that are backed up on a weekly basis—D:\Temp and D:\Documents. D:\Temp and D:\Documents were both backed up on April 21 and April 28. A full backup of drive D:\ was performed on April 1.
2. The Restore Manager displays instances relating to the full backup of Drive D:\ performed on April 1.
3. To restore the April 28 instance of D:/Documents, select the D:/Documents directory in the Restore by Tree view and click the Version History button. From the Version History dialog, select the April 28 instance and then click the Select button.

- **Restore by Session**--Lets you select the session, the files, and directories you want to restore. Use this method when you know the media name, but are not certain about the session you want to restore.

This restore method will not work if the Database Engine is stopped.

Deduplication devices are supported by Restore by Session but will likely contain thousands of sessions. You will be prompted to choose a display option to manage the volume.

The Media Name field allows you to filter based on partial name searching. You can enter any part of the name and a list of relevant items are returned. For example, if there are some sessions whose media name contains 'BB', you can enter 'BB' in the Media Name field and click the Update button. Relevant sessions are found. The Media Name field also supports full name searching and wildcard searching.

**Note:** The Restore Manager cannot display file paths that exceed 512 bytes. For single-byte languages, this equates to approximately 500 characters. For multi-byte languages with a combination of single, mixed, and multi-byte characters, 512 bytes equates to 250 to 500 characters. For multi-byte languages with all multi-byte characters, 512 bytes equates to approximately 250 characters. If a file path exceeds 512 bytes, truncation occurs. To restore data from a truncated directory, you must submit the restore job from the last directory in the path whose name was not truncated.

- **Restore by Query**--Lets you restore files based on the search pattern used to locate the names of the files or directories. Use this method when you know the name of the file or directory you want to restore, but do not know the machine it was backed up from or the media it was backed up to.

Restore by query is not a case-sensitive operation.

CA ARCserve Backup lets you specify file names up to 255 characters, including the file extension, in the File Name field. If you do not know the complete file name, you can simplify the results of the query by specifying the wildcard characters "\*" and "?" in the File Name field.

**Note:** This restore method will not work if the Database Engine is stopped.

- **Restore by Backup Media**--Lets you restore a complete backup session from a specified media in a storage device. All files in the session are restored to the destination, unless filters are added to the restore job. Use this method when media was created by a different version of CA ARCserve Backup or if the database does not recognize it.

**Important!** If you cannot see the items that you would like to restore, the corresponding records may have been pruned from your database. You can repopulate your restore source selection by running the Merge utility. For more information about the Merge utility, see the section Merge Utility.

- **Recover Virtual Machine**--Lets you recover a virtual machine by VM name or VM type. If you search by VM type, you must have VMware Converter 3.0.2 installed on the proxy or recovery jobs fail. Using this restore method enables additional options on the Global Options Operation tab. Recover Virtual Machine makes the specified VM unavailable while the recovery job is in progress.

If you installed CA ARCserve Backup Enterprise Module, you will also have Restore by Image/Serverless available. Use this method when you need to read and restore blocks of data quickly by bypassing the file system.

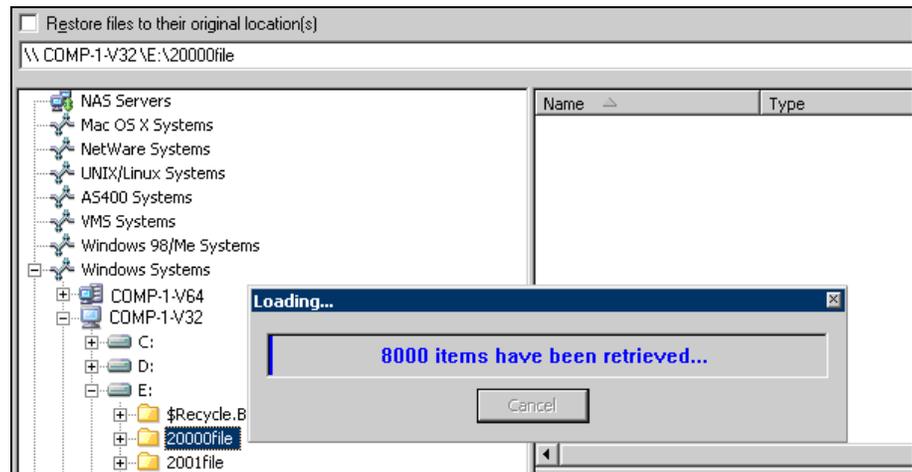
**Note:** For more information on how to submit a restore job using each of these methods, see the online help.

## How CA ARCserve Backup Lets You Browse a Large Number of Items in the Restore Manager

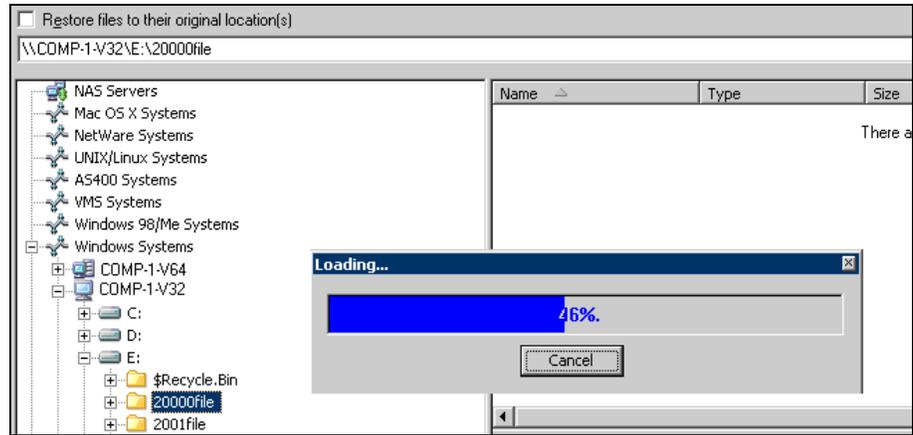
CA ARCserve Backup lets you pause the process of loading items in the Restore Manager when you browse a large number of directories, files, and so on. You can pause the loading process when you click the Destination tab, clear the check mark from the Restore files to their original location(s) option, and browse items on the Destination tab.

The steps that follow describe how CA ARCserve Backup lets you browse a large number of items in the Restore Manager window.

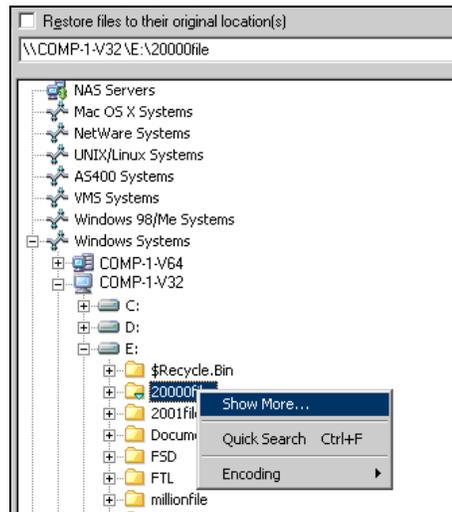
1. When you select an item in from the directory tree in the Restore Manager, Destination tab, CA ARCserve Backup displays a Loading dialog to inform you that a large number of items need to be retrieved and loaded into the Restore Manager window. You cannot click Cancel while CA ARCserve Backup is retrieving the list of items to display in the Restore Manager window.



2. After CA ARCserve Backup retrieves the list of items to display in the Restore Manager window, the Loading dialog then displays the percentage of items that are loaded into the Restore Manager. You can click Cancel to pause the operation.



3. After you pause the Loading operation, you can continue the Loading operation by right-clicking the target directory and selecting Show More from the pop-up menu.



4. If you pause the loading process, the icon for the target directory displays as follows:



5. You can pause and continue the loading process as often as necessary. To load more items, right-click the target directory and click Show More from the pop-up menu.
6. When the loading process is complete, the icon for the target directory displays as follows:



### Browse a Large Number of Files in the Restore Manager

Use the following procedure when you need to browse a directory that contains a large number of items in the Restore Manager.

#### To browse a large number of files in the Restore Manager

1. Open the Restore Manager and click the Destination tab.

On the Destination tab, clear the check mark from Restore files to their original location, and then browse to and specify a target directory from the directory tree.

The Loading message box appears.

2. From the Loading message box, click Cancel to stop the loading process.

If CA ARCserve Backup did not load all items, the To show more objects, right-click the target directory and select Show More from the pop-up menu warning message appears.

**Note:** The message only appears the first time you click Cancel on the Loading message box.

3. From the directory tree, right-click the target directory and click Show More from the pop-up menu.

The Loading message box appears and CA ARCserve Backup continues loading the items.

4. You can pause and continue the loading process as often as necessary until CA ARCserve Backup loads all items in the target directory.

If you pause the loading process, the icon for the target directory displays as follows:



When the loading process is complete, the icon for the target directory displays as follows:



## Version History

If you have backed up a volume, directory, or individual files on a node more than once, the path displays only once in the graphical tree, but you can still restore any version of your data in the database. Use the Version History button to view all the versions that you backed up and select the one that you need. Each version is identified by modification date, file size, media name, backup time, session number, type, and method.

**Note:** You can view the Version History when you use Restore by Tree as your source view.

## Duplicate Backup Sessions

When you back up data using disk staging, or copy media using the `tapecopy` command line utility, duplicates of backup sessions can exist in multiple locations. For example, you can define your staging copy and purge policies such that backup sessions remain on the file system device used for staging for a period of time after the copy to final destination media operation occurs. If the backup session was not purged from the file system device, data will reside on the file system device and the final destination media. If this situation presents itself, you can restore the session by using data that resides on the file system device.

When you copy media, duplicate backup sessions exist on multiple media. If one media remains on site and the other media was vaulted, you can direct CA ARCserve Backup to use the media that is on site to facilitate the restore operation.

To search for duplicate sessions, click the Duplicates button on the Version History dialog. The Duplicates Sessions dialog displays the original backup session and all of its copies. If duplicates for a session exist, CA ARCserve Backup lets you use the session that allows you to restore the session as quickly as possible.

## Smart Restore

CA ARCserve Backup provides a transparent Smart Restore feature that can increase the overall success rate of your restore operations. If a media read error or a hardware error occurs during a restore job, CA ARCserve Backup searches for an alternate media to use to complete the restore job.

### Example: Smart Restore

During a restore job, the restore source media jams and disables the library. CA ARCserve Backup then searches for duplicates of the backup session. If a duplicate of the session exists, regardless of whether it exists on a file system device or another media, the restore operation continues without user intervention.

**Note:** If a second media error occurs during the restore job, the job will fail.

## Export the Restore by Query Results and View the Results in a Spreadsheet

CA ARCserve Backup lets you query the CA ARCserve Backup database and export the results of the query to a text file. CA ARCserve Backup exports the values in tab-separated format. With a tab-separated format, you can import the data into a spreadsheet application (for example, Microsoft Excel) to analyze the results.

### Example: Export the Restore by Query Results and View the Results in a Spreadsheet

Users asked you to restore several files that reside on different computers in your environment. The users do not know the precise file names. There are other files with similar file names on the computers. You can query the CA ARCserve Backup database using wildcard characters to obtain the host names, file paths, file names, and file modification dates. Using an Excel spreadsheet, you can sort the results and then ask your users to inform you which files to restore.

#### To export Restore by Query results and view the results in a spreadsheet

1. From the Quick Start menu on the CA ARCserve Backup Home Page, click Restore.

The Restore Manager window opens.

2. From the drop down list, click Restore by Query.

The query options fields appear.

3. Specify the values that you require and click Query.

The results of the query appear below the query fields.

4. Click Export Query Result.

CA ARCserve Backup gathers the query results and the Save as dialog opens.

5. Specify a location and a file name, and then click Save.

The query results are saved to a text file.

6. Open your spreadsheet application.

Import the text file that you just created.

**Note:** For information about how to import text files, see the documentation for your spreadsheet application.

The results of the query appear in the spreadsheet.

## Restore Data by Query on UNIX and Linux Platforms

The Restore by Query method of restoring data lets you search for and restore files based on the search criteria used to locate the names of the files or directories stored in your backup data. On UNIX and Linux platforms, the syntax that you use to query the ARCserve database based on the Look in Directory (file location) option is different from that of Windows platforms. The following procedure describes the syntax that you will use to restore data by query on UNIX and Linux platforms.

### To restore data by query on UNIX and Linux platforms

1. From the Restore Manager, select Restore by Query from the Source view drop-down list.

The Restore by Query fields appear.

2. To specify your search criteria, complete the following fields:

- **Computer Name**--Lets you specify the name of the computer that you want to search. You can specify a specific computer name or select <<ANY>> from the drop-down list to search all computers in your ARCserve environment.
- **File Name**--Lets you specify a wild card or specific file name search. On UNIX and Linux platforms, CA ARCserve Backup uses the standard 8.3 file naming convention. For example, if you specify \*.txt, all files with a .txt file extension appear in the query results.

**Note:** Do not specify leading or trailing spaces in this field.

- **Look in Directory**--Lets you specify the directory that you want to search. You must specify an exact string match, starting with the drive letter, in this field.

UNIX and Linux platforms regard the backward slash character "\" as a separator. For example, \root\dir1\text.txt.

**Examples: Look in Directory**

If the mount point is "/", use the following search string:

```
^root\dir1\text1
```

If the mount point is "/root", use the following search string:

```
Vroot\dir1\text1
```

**Note:** Do not specify leading or trailing spaces in this field.

- **Include Subdirectories**--Lets you search the subdirectories of the directory specified in the Look in Directory field.

3. Click Query.

CA ARCserve Backup queries the database and returns the files that meet your search criteria.

4. Select the files and directories you want to restore by double-clicking the name of the file or directory.

A green light appears when a file or directory is selected.

## Restore Manager Markers

Each object displayed in the Restore Manager window has a green or gray box to its left called a marker.

- **Green marker**--Lets you control the extent of the restore for an object directly. Click a marker to exclude an object from a restore or to indicate that you want the restore for the object to be full or partial. As you click the marker, you fill or empty the marker of color, indicating the extent of the restore.
- **Gray marker**--These markers are associated with objects that are not real and that you cannot restore. Typically, these items serve as placeholders under which other objects are grouped and displayed. As you click the green markers under a gray marker item, the fill proportion of the gray marker changes automatically from empty to partial to full depending on the proportion of files you have chosen to restore.

The following table describes the different marker configurations and corresponding restore levels:

Marker	Configuration	Description
	Completely filled center.	Full restore.
	Partially filled center.	Partial restore.
	Empty center.	Do not restore.

**Note:** Gray marker configurations follow the same pattern as green marker configurations, but reflect the proportion of files under them that are selected for restore.

The fill proportion of a marker at a higher level of the directory tree depends on the fill proportions of the markers of the objects at the lower levels.

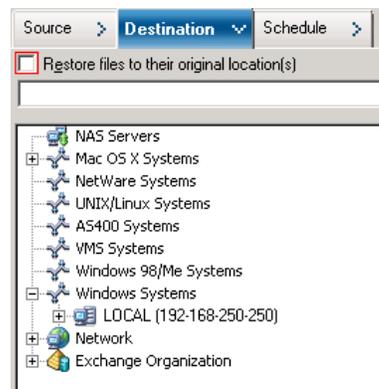
- If you click a marker at a higher, parent level so that it is completely filled, all the markers at the lower, child levels are automatically filled completely.
- If you click all the markers at the lower, child levels so that they are completely filled, then the marker at the higher, parent level is automatically partially filled.
- If the markers at the lower, child levels are a mix of completely filled and partially filled, the marker at the higher, parent level is automatically partially filled.

## Restore Manager Location Options

CA ARCserve Backup provides you with two methods for selecting the location that you want to restore the data to:

- Restore files to their original location
- Restore to user-shared directories and drives

**Note:** The default method is to restore files to their original location. If you clear the Restore files to their original location check box, CA ARCserve Backup presents you with a list of machines, directories, and files that you can specify for the location to restore the data.



## Restore Job Schedules

Jobs can be submitted so that they repeat as follows:

- **Once**--Do not repeat this job.
- **Every n frequency**--Repeat this job every specified number of Minutes, Hours, Days, Weeks, or Months.
- **Day(s) of the Week**--Repeat this job on the days that are checked off.
- **Week(s) of the Month**--Repeat this job on the weeks that are checked off.
- **Day of the Month**--Repeat this job on the specified day.
- **Custom**--Repeat this job on the month, day, hour, or minute specified.

**Note:** If you select the Run Job Now option when your storage device is busy, CA ARCserve Backup reports that the storage device is busy and the job is not submitted to the job queue. You should schedule your job, keeping the current date and time. This way, when CA ARCserve Backup discovers that the storage device is busy, it automatically retries the job until the drive becomes free.

For a description of detailed job scheduling features, see the chapter "Customizing Jobs" or the online help.

## Specify Run as Administrator on Windows Server 2008 Systems

On Windows Vista and Windows Server 2008 operating systems, a security feature prompts you to provide or confirm administrator credentials (user name and password) each time you attempt to launch an executable or application. To bypass the continuous prompting you can specify to run each executable or application as an administrator.

For example, if you want to run the Windows Command Prompt, locate the Command Prompt icon (from the Start menu), right-click the icon, and select the Run as administrator from the pop-up menu. After your administrator privileges have been established for the Command Prompt console, all subsequent Command Prompt invocations can be launched without any further prompts until you close the Command Prompt console.

**Note:** This task should be performed on all CA ARCserve Backup executables and applications. For example, ca\_auth, ca\_backup, ca\_restore, cabatch, and so on.

### To specify Run as Administrator on Windows Server 2008 systems

1. From Windows Explorer, locate the executable or application that you want to specify as Run as administrator.

Right-click the executable or application and select Run as administrator from the pop-up menu.

Windows prompts you to provide administrator credentials (a user name and a password).

2. Do one of the following when you are prompted to provide administrator credentials:
  - If you are not logged in as an administrator, enter the administrator user name and password.
  - If you are logged in as an administrator, click Continue.
3. Follow the prompts and complete the required fields to complete this task.

**More information:**

[Authentication Levels for CA ARCserve Backup Services, Components, and Applications](#) (see page 485)

## Global Restore Options

This section describes the global restore options you can select when submitting your restore job. To access the global options dialog, click the Options button in the Restore Manager. The available options are as follows:

- [Backup Media options](#) (see page 265).
- [Destination options](#) (see page 266).
- [Operation options](#) (see page 268).
- [Pre/Post options](#) (see page 270).
- [Job Log options](#) (see page 271).
- [Virus options](#) (see page 271).
- [Alert options](#) (see page 272).

## Restore Manager Backup Media Options

The Restore Manager supports the following backup media options:

- **Timeout Options**--You can specify a timeout period that CA ARCserve Backup will wait to provide the media you need to restore your data. Available media options are:
  - **Timeout for First Backup Media**--Period of time that CA ARCserve Backup waits for the first media required for your restore job. If the time expires, the job fails.
  - **Timeout for Additional Backup Media**--Period of time that CA ARCserve Backup waits for any additional media to become available.
- **Optimize Restore**--If, during a restore operation, CA ARCserve Backup discovers duplicate backup sessions, where one session resides on tape media and another session resides on a file system device, the Optimize Restore option directs CA ARCserve Backup to restore the data from the session that resides on the file system device.

The Optimize Restore option is a global setting that is applied to all restore operations, and is enabled by default.

Under most circumstances, restoring data from a file system device is faster than restoring from tape media. However, you may wish to consider disabling the Optimize Restore option if you are using tape media or a library with high-speed reading capabilities, or there is a known problem with your file system device.

To disable the Optimize Restore option, clear the check mark from the Optimize Restore check box.

## Restore Manager Destination Options

The Destination options determine how the directory structure is created on the destination when files are copied or restored. They also determine which files (if any) can be overwritten.

### Directory Structure Options

Select one of the following methods CA ARCserve Backup should use to create directories on your destination.

- **Do Not Create the Base Directories**--(default) Do not create the base directory on the destination path, but create all subdirectories below the source base directory. A base directory is considered the first directory selected in the source path.
- **Create Directories from the Base**--Create the destination path beginning from the base directory.
- **Create Entire Path from the Root**--Create the entire source path (except the root drive or volume name) on the destination. No files from any parent directories are restored. Only the directory path to the base directory is created on the destination.

### File Conflict Resolution Options

Select the method CA ARCserve Backup should use when there are files on the destination disk that have the same name as files being copied from the source. The default is Overwrite All Files.

- **Overwrite All Files**--Restore all source files to the destination regardless of conflicting file names. The files from the source overwrite existing files on the destination.
- **Rename Files**--Copy the source file to the destination with the same file name but a different extension. The format of the renamed extension will vary based upon the file system that is present on the target partition.
  - If the length of file name is more than 251 characters, CA ARCserve Backup truncates the file name at 251 characters and appends '.\_\_0' to the file name, after the first restore. For all subsequent restores, CA ARCserve Backup appends '.\_\_1', '.\_\_2', and so on to the truncated file name.

- If the length of the file name is less than or equal to 251 characters and has a file extension, CA ARCserve Backup replaces the last character of the file extension with the character 1 (for example, filename.tx1). For subsequent restores, CA ARCserve Backup replaces the last character of the file extension with the character 2, 3, and so on. After the 10th restore, CA ARCserve Backup replaces the last two characters of the file extension with 10, 11, 12, and so on (for example, filename.t10). After the 100th restore, CA ARCserve Backup replaces the last three characters of the file extension with 100, 101, 102, and so on (for example, filename.100). After the 999th restore, CA ARCserve Backup cannot rename the file extension, which causes the restore to fail. If the length of the file name is less than or equal to 251 characters, and it does not have a file extension, CA ARCserve Backup appends '.\_0' to the end of the file name. If CA ARCserve Backup appends '.\_0' to the file name after the first restore, the renaming process appends two characters after the 10th restore (for example, filename.\_10), and after the 100th restore, the renaming process appends three characters to the file name (for example, filename.100). After the 999th restore, CA ARCserve Backup cannot rename the file name, which causes the restore to fail.
- **Skip Existing Files**--Do not restore a source file if a file with the same name already exists on the destination.
- **Overwrite with Newer Files Only**--Only restore source files whose modification date is later than the modification date of the file with the same name on the destination. Source files whose modification date is earlier are not copied to the destination.

### VMS File Version Options

The following options indicate how CA ARCserve Backup should act when restoring VMS files that have the same names and version numbers as the files in the target restore directory.

- **Create New File Version**--CA ARCserve Backup will restore all files as new versions of the original. The files in the target directory will not be affected.
- **Replace Current File Version**--If a file in the target directory has the same name and version number as a file in the restore data, CA ARCserve Backup will overwrite the file.
- **Restore File Version**--If a file in the target directory has the same name and version number as a file in the restore data, CA ARCserve Backup will not restore the file. All other files will be restored with their original names and version numbers.

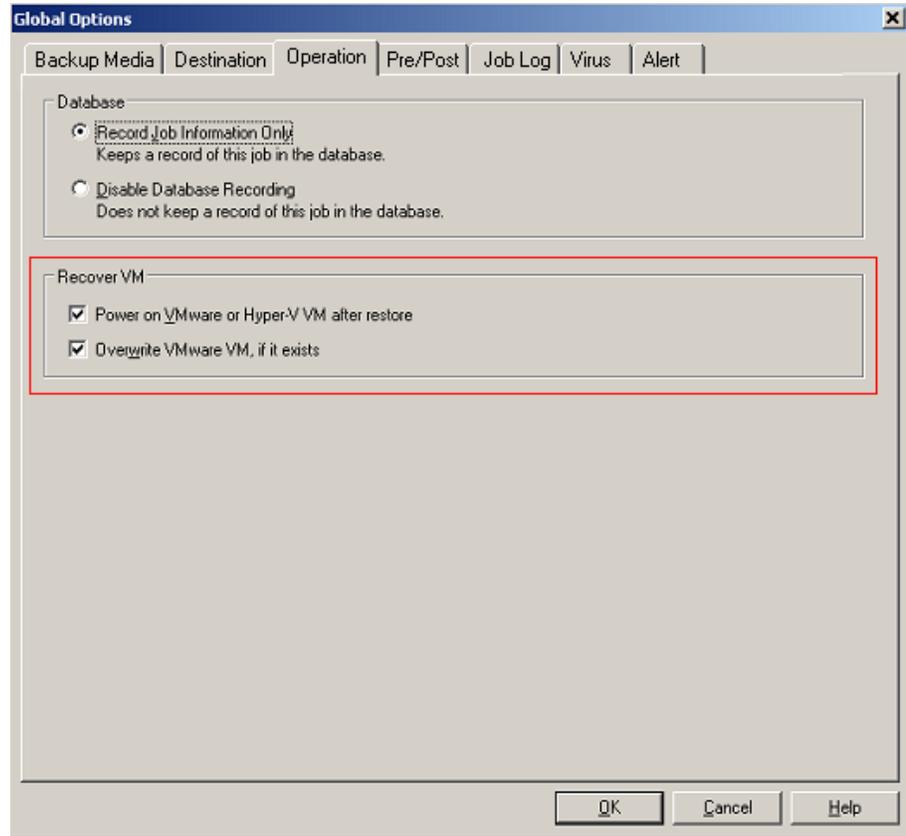
## Restore Manager Operation Options

Operation options let you determine the actions or related action that you want to perform while a job is in progress or after a job completes, and the level of detail that is recorded in the CA ARCserve Backup database.

The options that follow affect the CA ARCserve Backup database:

- **Record Job Information Only**--Record job information.
- **Disable Database Recording**--Do not record job information.
- **Restore and Preserve Directory Attributes and Security Information**--Restore the existing directory attributes (such as Read Only, Archive, and Hidden) and security data to the machine.
- **Restore and Preserve File Attributes and Security Information**--Restore the existing file attributes (such as Read Only, Archive, and Hidden) and security data to the machine.
- **Restore Registry Files and Event Logs**--Restore registry files and event logs to the restore target machine if the sessions selected for restore have the registry files and event log files.

The options that follow affect VM restores and appear on the Operation tab only if the restore method selected is Recover VM:



- **Power on VMware or Hyper-V VM after restore**--Powers on the VM after the restore job is complete.  
**Default value:** Enabled.
- **Overwrite VMware VM, if it exists**--Lets you overwrite the VM, if the VM exists.

When you restore a VMware VM, CA ARCserve Backup detects the VMs that reside in the host system. If the VM exists in the host system, this option lets you overwrite the VM using the existing UUID of the VM.

**Default value:** Enabled.

**Note:** For Hyper-V VMs, the agent always overwrites the VM, if the VM exists in the Hyper-V host.

The option that follows affects CA ARCserve Replication scenarios:

- **Continue the restore job even when the scenario cannot be stopped**--Lets you restore a CA ARCserve Replication scenario while you are backing up the scenario.

When you attempt to restore a CA ARCserve Replication scenario while you are backing up the scenario, by default, the restore job will fail. With this option specified, CA ARCserve Backup will complete the restore job while a backup is in progress.

**Note:** This option appears on the Global Options dialog only when you integrate CA ARCserve Backup with CA ARCserve Replication.

## Restore Manager Pre/Post Options

The Pre/Post options let you run commands on your system before or after jobs execute.

For example, you can use the Pre option to stop the application that owns the data you are backing up, and then use the Post option to start it the application after the backup is complete.

**Note:** Commands with executables on remote systems are not supported.

- **Run Command Before Job**--Select the following options to run a command on your machine before the job is executed:
  - Enter the path to, and name of, the file to be executed on the machine before the job starts.
  - **On Exit Code**--CA ARCserve Backup detects exit codes of other programs. For a specified exit code, you can choose to run the job immediately, skip the job, or skip post application.
  - **Delay in Minutes**--Specify the delay that CA ARCserve Backup waits before running a job when the specified exit code is detected.
- **Run Command After Job**--Enter the path to, and name of, the file to be executed on the machine after the job is completed.
- **Do Not Run Command If**--Specify that a command will not run if CA ARCserve Backup detects the following events:
  - **Job Fails**--If a job fails, then the command will not run.
  - **Job is Incomplete**--If a job is not completed, then the command will not run.
  - **Job is Complete**--If a job is completed, then the command will run.

- **Run Before/After Command As**--Specify the User Name and Password that corresponds to that of the Local Host server selected, and is required to check the system privileges on that server. The user name and password entered into these fields should not be confused with the CA ARCserve Backup User Name and Password.

## Restore Manager Job Log Options

Using this option, you can determine the level of detail that is included in the log report for the restore job. You can view the log report in the Job Queue or Database Manager window (Job View). The log options are:

- **Log all activity**--Record all of the activity that occurs while the job is running.

**Note:** When you specify Log all activity, CA ARCserve Backup creates log files named JobLog\_<Job ID>\_<Job Name>.Log. With this log file, you can view detailed logging information about the job. CA ARCserve Backup stores the log files in the following directory:

C:\Program Files\CA\ARCserve Backup\LOG

- **Log summary only**--Record summary information of the job (including source, destination, session number, and totals) and errors.
- **Log disabled**--Do not record any information about this job in the job log.

## Restore Manager Virus Options

Since CA Antivirus is bundled with CA ARCserve Backup, you can automatically scan for viruses during the job using the virus scanning options.

- **Enable Virus Scanning**--Select this option to enable virus scanning and the following options:
  - **Skip**--Does not process the infected file.
  - **Rename**--If CA Antivirus detects an infected file (for example filename.com), it renames the file and appends 0.AVB to the file name (for example filename.com.0.AVB). If filename.com.0.AVB already exists, eTrust renames the file to filename.com.1.AVB, filename.com.2.AVB, filename.com.3.AVB and so on.
  - **Delete**--Delete the infected file.
  - **Cure**--Attempts to cure the infected file.
  - **Scan Compressed Files**--Check each file in compressed archives individually. Selecting this option might affect the performance of the backup but provides increased virus protection.

## Restore Manager Alert Options

You can use the Alert notification system to send messages about events that appear in the Activity Log during your restore operation. Choose one or more of the following events for which you want to be notified:

- **Job Completed Successfully**--All of the nodes and drives/shares were processed.
- **Job Incomplete**--Some nodes, drives, or shares were missed.
- **Job Canceled by User**--The user canceled the job.
- **Job Failed**--The job was started but could not be completed.
- **Virus Detected**--A virus was detected in one of the files to be backed up. See Virus options (Backup, Copy, Count)
- **Customized Event**--A customized event occurred. To specify this type of event, enter an error, warning, or notification code in the space below the Event drop-box.

Choose one or more of the defined Alert configurations. The <default> configuration means that you will use whatever is configured in Alert Manager. Click Configure to define further configurations. CA ARCserve Backup provides the following defined Alert configurations:

- Broadcast
- Pager
- SMTP
- SNMP
- Event
- Printer
- E-Mail
- Lotus Notes
- Unicenter TNG

Select **Attach Job Log** to include the job log information in the Alert message. (This option applies for Trouble Tickets and Mail only.)

**Note:** The list you create using Alert Options is saved with the Job Script and the configuration defined using the Configuration button.

## System State Restore Options

Right-click the system state session to access the restore option context menu. The following options are available:

- **Make the Restored Copy of the Active Directory Authoritative**--Forces the restored copy to become the "authoritative" version of Active Directory on the system. This means that, even if the restored replica set is older than the current replicas, the older data is replicated to all of its replication partners. Authoritative restore is typically used to restore a system to a previously known state.  
**Note:** Windows Server 2008 systems do not support placing the Active Directory in an authoritative mode.
- **When Restoring replicated data sets, mark the data as primary for all replicas**--Forces the restored File Replication service data to be replicated to other servers. If this option is not enabled, the replicated data sets may not be replicated to other servers because the restored data will appear to be older than the data on other servers.
- **Stop the Cluster if necessary to Restore the Cluster Database**--Gives permission to stop a cluster service to restore the cluster database. This applies only to cluster machines. If this option is not enabled and the cluster service is running, CA ARCserve Backup dumps the cluster database files into the %SYSTEMROOT%\clubkup folder, but does not load them. CA ARCserve Backup provides a utility program (caclurst.exe) that lets you load the cluster database files at a convenient time.
- **Enable Quorum Drive Selection when Quorum Location Changes (Non-Windows Server 2008 Cluster only)**--Lets you to set the drive of the quorum resource that a cluster currently uses. If a cluster system was reconfigured to use a different quorum drive since the last system state backup, use this option to provide the new quorum drive. Otherwise, the backup copy of the quorum drive will be used which will cause the cluster database restore to fail.
  - **Select the drive letter in the case the quorum location changed since this backup**--Lets you specify a drive letter to restore data to when the location of the quorum changed since the backup was performed.

- **Authoritative Restore Cluster Database (Windows Server 2008 Cluster only)**--Lets you perform an authoritative restore on Windows Server 2008 clusters. An authoritative restore lets you to restore the cluster database across all nodes. You should enable this option when you want to roll back the cluster configuration to the previous version.

Use the following guidelines to determine when to process an authoritative restore or a non-authoritative restore:

- **Authoritative restore**--An authoritative restore lets you use the cluster configuration that is stored in the backup data, not the current cluster node configuration, to recover the node. An authoritative restore lets you allow the cluster to use the restored configuration as the most recent configuration. If you recover the node using an authoritative restore, the current cluster configuration replicates to all of the nodes in the cluster.
- **Non-authoritative restore**--A non-authoritative restore lets you use the backup data to recover disabled nodes. With a non-authoritative restore, the latest cluster configuration information replicates to the recovered node after it becomes functional and joins the cluster.

Be aware of the following behaviors and considerations:

- The Authoritative Restore Cluster Database (Windows Server 2008 Cluster only) option can be applied at the node level.
- If the node that you want to restore is corrupt or disabled, you must perform a node restore before you perform an authoritative restore. To perform a node restore, do not enable this option.
- You must restart the node after you perform an authoritative or a non-authoritative restore.

**Note:** For information about recovering clusters from a disaster, see "Recovering Clusters" in the *Disaster Recovery Option Guide*.

- **Do not Stop World Wide Web Service**--Lets you continue the www service while the certificate server is being restored. The IIS Publishing Service may be using the certificate service dynamic files at the time of certificate server restore. For this reason, by default, WWW service will be stopped during certificate server restore. If you do not want it to stop, use this option.

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## Restoring Data Scenarios

The following sections describe how to restore data in specific scenarios.

- [Restore Data Backed Up Using Staging](#) (see page 275).
- [Restore a Remote Agent on a System without the Disaster Recovery Option](#) (see page 276).
- [Restore CA ARCserve Backup Member Servers without the Using the Disaster Recovery Option](#) (see page 278).
- [Best Practices - How to Recover a Stand-alone Server from a Disaster Using the Disaster Recovery Option](#) (see page 280).
- [Best Practices - How to Recover a CA ARCserve Backup Server from a Disaster Without Using the Disaster Recovery Option](#) (see page 281).

### Restore Data that was Backed Up Using Staging

The process for restoring data that was backed up using staging is identical to the process of restoring data that was backed up to any other type of storage media. However, staging provides you with the option to restore data from the location that is most suitable to your needs.

When you perform backup operations using staging, and the backed up data has been copied to its final destination media, the data can reside in two locations (the staging device and its final destination media). If you need to perform a restore operation and the data resides in two locations, you can restore the data directly from the staging device. Restore operations from staging devices are usually faster than tape-based restores.

#### To restore data that was backed up using staging

1. Open the Restore Manager and select the Restore by Tree method.
2. In the left pane of the Restore Manager, select the volume, drive, directory, or file you want to restore.
3. Click the Version History button.

CA ARCserve Backup searches the databases and the Version History dialog opens displaying a list of all backed up versions of this file, directory, drive, or volume.

**Note:** When using disk or tape staging, ensure that the staging tape is not offlined without formatting or erasing the staging tape. This will allow you to view the session details from the destination (migration) tape.

4. From this list, select the version you want to restore.

CA ARCserve Backup presents you with a list of all duplicates for the session. Duplicates exist when clones of the session reside on the multiple media which might have happened because of staging backup jobs or tape copies.

**Note:** If the staging device is an FSD, restoring data from a disk is generally faster than restoring from a tape. When you restore data from a disk, there are no delays caused by tape load and seek latency. If you need to restore data that exists in two locations (disk and tape), you can reduce the restore time by restoring directly from the disk rather than retrieving it from a tape.

- If you want to restore directly from the final destination, click OK to start the restore process.
- If you want to restore from a different location rather than from the final destination, click the Duplicates button.

The Duplicate Sessions dialog opens displaying any sessions which are duplicates or clones of each other (including the original session). If the selected session has no duplicates, the Duplicates field will be blank.

For each copy of the selected session, the Duplicate Sessions dialog displays the Modified Date, Size, Media Name, Backup Time, Session #, Type, and Media Type to help you decide the location from where you want to restore from.

After you select the session and click OK, the restore process will start.

## Restore a Remote Agent on a System without the Disaster Recovery Option

This section describes how to restore a remote agent on a system without the CA ARCserve Backup Disaster Recovery Option.

Before proceeding, ensure that the following prerequisite tasks are complete:

- Verify that there is one full backup of the remote agent machine, and verify that the backup media is available.
- Record the disk partition/volume configuration, including all volume drive letters and volume mount points, when the system is up and running.
- Record the network configuration when the system is up and running.
- Ensure the operating system CD, the device drivers, and the CA ARCserve Backup installation media are available.

**To restore a remote agent on a system without the Disaster Recovery Option**

1. Start the computer you want to recover, using the Windows operating system CD.
2. Create partitions which are necessary for installing the operating system. Other disk partitions/volumes can be restored manually after the operating system is installed. For dynamic disk configuration, it must be restored after the operating system is installed.
3. Install the operating system and verify that the host name is the same as the original system.
4. Restore the remaining disk/volume configuration, disk partition layout, dynamic disk volumes, etc.  
**Note:** The volume drive letter should be the same as the original system.
5. Install the device drivers which are not included on the operating system CD. This includes SCSI/RAID/FC drivers and network adapter drivers.
6. Configure the network and verify that all configurations are the same as the original system.
7. Apply the operating system patch. This is necessary when the system is going to be connected to the network.
8. Install the same antivirus software as backup time, and update to the latest patch. This is necessary when the system is going to be connected to the network.
9. Install CA ARCserve Backup Client Agent.
10. Add this machine to the source node list of the ARCserve backup server if it is not on the existing node list.
11. Select restore by tree in the CA ARCserve Backup Restore Manager and submit the restore job.

## Restore CA ARCserve Backup Member Servers without the Using the Disaster Recovery Option

This section describes how to restore CA ARCserve Backup member servers without using the Disaster Recovery Option.

**Important!** This procedure does not apply to restoring CA ARCserve Backup primary servers and stand-alone servers.

### Prerequisite Tasks:

Before proceeding, ensure that the following prerequisite tasks are complete:

- Ensure that there is at least one full backup of the system and the backup media is available.
- Record the disk partition/volume configuration, including all volume drive letters and volume mount points, when the system is up and running.
- Record the network configuration when the system is up and running.
- Ensure that the operating system CD, the device drivers, and the CA ARCserve Backup installation media are available.

### To restore CA ARCserve Backup member server without using the Disaster Recovery Option

1. Start the computer you want to recover, using the Windows operating system CD.
2. Create the partitions that are necessary for installing the operating system. Other disk partitions/volumes can be restored manually after the operating system is installed. For dynamic disk configuration, it must be restored after the operating system is installed.
3. Install the operating system and verify that the host name is the same as the original system.
4. Restore the remaining disk/volume configuration, disk partition layout, dynamic disk volumes, and so on.

**Note:** The volume drive letter should be the same as the original system.

5. Install the device drivers which are not included on the operating system CD. This includes SCSI/RAID/FC drivers and network adapter drivers.
6. Configure the network and verify that all configurations are the same as the original system.

7. Apply the operating system patch.

**Note:** This step is necessary when the system is going to be connected to the network.

8. Install the same antivirus software that was running when the last backup completed and update to the latest patch.

**Note:** This step is necessary when the system is going to be connected to the network.

9. Install all applications same as original system.

10. Install CA ARCserve Backup, agents, and options into the same directories as the original installation.

11. Open the Restore Manager and click the Options toolbar button.

The Options dialog opens.

Click the Operation tab, select the Restore Registry File and Event Log option and click OK.

The restore options are applied.

12. From the Restore Manager, specify the Restore by tree restore method and submit the restore job to restore the system.

Restart the system after the restore job is complete.

If the system is not a domain controller, go to Step 17.

13. When restarting the system press the F8 key to start the Windows Server 2003 Expansion Option Menu.

14. When prompted, select Directory Service Restore Mode to start the system in the restore mode.

15. Restore the System State using the following options:

- Specify the System State as the source.
- From the ARCserve server, specify the Global Options for restoring data (see Step 10).

16. Restore the system.

17. After the job is complete, restart the system.
18. Based on one of the following scenarios, confirm that the system has been restored successfully after the system restarts.
  - If the operating system detects that the backed up registry information does not reflect the currently-used hard disk device, you may need to change the drive letter assignment. If this occurs, re-assign the proper drive letter.
  - If a file is required for the system, in addition to the system drive, you may need to restart the system after the drive letter is re-assigned. If other drives are data only, restarting the system is not necessary. If you are not sure of the types of data that reside on the other drives, you should restart the system after re-assigning the drive letter.

## Best Practices - How to Recover a Stand-alone Server from a Disaster Using the Disaster Recovery Option

The following scenario describes how to leverage the Disaster Recovery Option to protect a CA ARCserve Backup server that is hosting SQL Server databases.

### Server Specifications

The CA ARCserve Backup server is configured as follows:

- The ARCserve Stand-alone Server installation option is installed on the server.
- The ARCserve database is hosted using Microsoft SQL Server 2008 Express Edition.
- The stand-alone server is hosting various Microsoft SQL Server databases.

### Software Specifications

The following applications are installed on the CA ARCserve Backup server:

- Microsoft Windows Server
- Microsoft SQL Server
- Microsoft SQL Server 2008 Express Edition as the CA ARCserve Backup database
- CA ARCserve Backup for Windows
- CA ARCserve Backup Client Agent for Windows
- CA ARCserve Backup Agent for Microsoft SQL Server
- CA ARCserve Backup Disaster Recovery Option

**Note:** Microsoft SQL Server and Microsoft SQL Server 2008 Express reside on the same node. The CA ARCserve Backup installation routine installed the Microsoft SQL Server 2008 Express application.

**Use the following guidelines to recover a CA ARCserve Backup server that is hosting SQL Server databases from a disaster:**

1. During the backup operation, ensure that you do not status the SQL Server and SQL Server 2008 Express instances as offline.
2. Perform a full backup of the machine. The backup should be successful.
3. Create the Disaster Recovery Boot Kit.

**Note:** For information about creating a Disaster Recovery Boot Kit, *Disaster Recovery Option Guide*.

4. Perform Disaster Recovery restore. The restore should be successful.

During the restore operation, the Disaster Recovery Option recovers the master and model databases in the CA ARCserve Backup database (Microsoft SQL 2008 Express).

5. When prompted, restart the CA ARCserve Backup server.

After you restart the CA ARCserve Backup server, the disaster recovery process continues recovering the CA ARCserve Backup database. After the CA ARCserve Backup database is recovered, you can start CA ARCserve Backup normally.

6. Restore the disaster recovery element sessions for the SQL Server database instances.

**Note:** For more information, see the *Agent for Microsoft SQL Server Guide*.

7. Restart the SQL instances.
8. Restore the data to each of the SQL instances.

## Best Practices - How to Recover a CA ARCserve Backup Server from a Disaster without Using the Disaster Recovery Option

CA ARCserve Backup lets you perform a full disaster recovery of a CA ARCserve Backup server without installing the Disaster Recovery Option. To enable this capability, you must complete the steps described in Recover the CA ARCserve Backup server described below. If the CA ARCserve Backup server that you are recovering is a primary or stand-alone server, you must also complete the steps in Recover the CA ARCserve Backup Database below.

The procedure consists of the following tasks:

1. Perform a full backup and restore of the CA ARCserve Backup server.
2. Recover the CA ARCserve Backup server.
3. Recover the CA ARCserve Backup database.
4. Reactivate the existing CA ARCserve Backup database (optional).
5. Recover the Job Queue Session.

**Important!** You must restore the Job Queue to the ARCserve primary or stand-alone server. Do not restore the Job Queue to a member server of any ARCserve domain.

6. Recover the Active Directory.

**Note:** This task applies only to CA ARCserve Backup servers that function as a domain controller.

7. Confirm CA ARCserve Backup licenses, if needed.

**Note:** During and after the recovery process, you will encounter error messages in the system log and CA ARCserve Backup log. These messages are normal under recovery circumstances and will not result in a loss of data or functionality problems.

#### **To recover the CA ARCserve Backup server**

**Important!** You must have performed at least one full backup of the CA ARCserve Backup server before you can recover the CA ARCserve Backup server.

1. (Optional) If the CA ARCserve Backup server is a domain controller, Windows File Replication Service must be installed on the backup server before you can restore the system state to the backup server.
2. Reinstall the operating system on the CA ARCserve Backup server.  
Verify that the hard disk partitions, hardware, and the operating system (version, edition, and service pack) configurations are identical to the configurations that were backed up.
3. Reinstall CA ARCserve Backup, agents, and options into the same directories as the original installation.
4. After you install CA ARCserve Backup, open the Merge utility and merge the media used for the last full backup.

5. After the merge is complete, open the Restore Manager, and verify that the Restore files to their original location(s) option is selected.

Locate the full backup sessions.

Select the backup sessions for the machine, excluding all the following CA ARCserve Backup-specific sessions:

- Disaster Recovery session
- ARCserve Job Queue session
- ARCserve Database session
- SQL Server Disaster Recovery Elements session

**Note:** If the CA ARCserve Backup Catalog database session was selected during the restore, you must close the CA ARCserve Backup Manager Console after you submit the restore job (CA ARCserve Backup enables the catalog database by default). This approach lets the restore process overwrite the catalog database. You can reopen the Job Status Manager or Job Monitor to monitor the status of the job, however, you must not open the Restore Manager or Database Manager until the job is complete.

6. Click Options on the toolbar.

The Restore Manager, Options dialog opens.

Click the Operations tab, click Restore Registry Files and Event logs, and click OK.

The Options dialog closes.

7. Click Submit on the toolbar to submit the restore job.

The Session User Name and Password dialog opens.

8. On the Session User Name and Password dialog, complete the fields that follow, as required, and then click OK.
  - **User Name**--Specifies the user name for the target CA ARCserve Backup server.

**Note:** You must complete this field on Windows Server 2003 64-bit systems and on Windows Server 2008 systems.
  - **Password**--Specifies the password for the target CA ARCserve Backup server.

**Note:** You must complete this field on Windows Server 2003 64-bit systems and on Windows Server 2008 systems.
  - **Session Password**--Specifies the password for encrypted backup sessions.
  - **IP Address**--Specifies the IP address of the target CA ARCserve Backup server.

On the Session User Name and Password dialog, click Edit to modify the User Name, Password, and IP address for the selected session.

The Enter User Name and Password dialog opens.

9. On the Enter User Name and Password dialog, specify the User Name and Password for the CA ARCserve Backup server, click the Apply [User Name and Password] to All Rows check box to apply the user name and passwords specified to all sessions.

**Note:** When you are editing IP addresses and passwords, you must edit the individual IP address and session password for each individual session.

Click OK.

The Enter User Name and Password dialog closes.

10. Click OK to close the Session User Name and Password dialog.

**Note:** After you click OK, a message box labeled CA ARCserve Backup may open and prompt you to specify the IP addresses for the sessions that require authentication to submit the restore job. If the CA ARCserve Backup dialog opens, you must specify all the IP address for all sessions to submit the job, and then click OK.

The restore job is submitted.

11. When the restore job is complete, restart the computer.

Be aware of the following behavior:

- When you log in to the operating system, you may receive an error message asking why the computer was unexpectedly shut down. This is expected behavior caused by the System State Recovery. If needed, you should select the appropriate response from the drop-down list and continue.
- You may also see the message, "At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details." In addition, the service SQL Server (ARCSERVE\_DB) cannot start, thus resulting in the error. This is normal behavior because the SQL Server service does not recover during this step. This error will be corrected when you complete the steps in the section Recover the CA ARCserve Backup database.

12. After the computer restarts, do one of the following:

- If the SQL Server service started and the CA ARCserve Backup database *is not* Microsoft SQL Server 2008, continue to the next task: **To recover the CA ARCserve Backup database.**
- If the SQL Server service started and the CA ARCserve Backup database *is* Microsoft SQL Server 2008, do the following:

a. Open the Windows Services Manager.

Stop the CA ARCserve Database Engine service and the SQL Server service.

b. Start the SQL Server service in single user mode using sqlservr.exe -m.

c. Using SQL Server Management Studio, log in to the local SQL Server.

From the Object Explorer pane, drill down to <hostname>, [Security], and [Logins].

Delete the original Windows account.

**Example:** <hostname>\Administrator

**Note:** If a message appears that warns you about deleting this account, you can safely ignore the warning message.

Add a Windows account that you want to use to log in SQL Server.

**Example:** <hostname>\Administrator

Specify a default language for the database.

Specify [public] and [sysadmin] privileges to this account.

d. Stop the single user mode for the SQL Server service.

e. Open the Windows Services Manager and start the SQL Server service.

f. Continue to the next task: **To recover the CA ARCserve Backup database.**

- If the SQL Server service did not start, continue to the next step.

13. Right-click the Data folder and select Properties from the pop-up menu.

The Properties dialog opens.

14. Click the Security tab and then click Advanced.

The Advanced Security Settings for Data opens.

**Note:** On Windows Server 2008 systems, click Edit on the Data Security Detailed Settings screen.

15. Click the Permissions tab and select the Replace permission entries on all child objects shown here that apply to child objects option and click OK.

**Note:** On Windows Server 2008 systems, click the Replace the existing inheritable permissions on all descendants with inheritable permissions from this object option.

If the CA ARCserve Backup Database is configured such that the database data files are stored in a different directory, repeat Steps 9, 10, and 11 on this folder to change its security attributes.

16. Open the Windows Services Manager and start the SQL Server service (ARCSERVE\_DB).
17. Do one of the following:
  - If the SQL Server service is started, continue to the next task, **To recover the CA ARCserve Backup database.**
  - If the SQL Server service is not started and you cannot start the SQL Server service, continue to the next step.

18. Open the Windows Computer Management Console, click Local Users, and then click Groups.

The following group name should appear:

```
SQLServer2008MSSQLUser$MACHINENAME$ARCSERVE_DB
```

**Note:** The value of MACHINENAME should be the name of your computer.

19. Record this Group name.

Return to the Data folder (see Step 8).

Right-click the Data folder and select Properties from the pop-up menu.

The Properties dialog opens.

20. Click the Security tab and then click Add.

The Select Users, Computer, and Groups dialog opens.

21. Click Locations and then click Local Machine.

Add the Group that you recorded in step 14 and click OK.

The Select Users, Computer, and Groups dialog closes.

22. Click the Advanced tab and then click the Permissions tab.

Select the Replace permission entries on all child objects shown here that apply to child objects option and click OK.

**Note:** If the CA ARCserve Backup database is configured such that the database data files are stored in a different directory, repeat Steps 8 to 11 on this folder to change its security attributes.

23. Open the Windows Services Manager and start the SQL Server service (ARCSERVE\_DB).

### To recover the CA ARCserve Backup database

**Important!** CA ARCserve Backup will not be available until you recover the database. Error messages may appear in the CA ARCserve Backup Activity Log that you can ignore.

1. Open the Windows Services Manager and start the CA ARCserve Database Engine service.

2. Open the Restore Manager.

From the restore methods drop-down list, select Restore by Session.

Locate and select the CA ARCserve Backup Database session as the restore source.

Click the Destination tab and verify that the Restore files to their original location(s) option is selected.

**Note:** If the CA ARCserve Backup database you are recovering is stored in an independent local SQL Server instance, you should select the "master" database to restore before restoring the CA ARCserve Backup "asdb."

3. Open the Restore Options by clicking Options on the toolbar.

Click the Operation tab, select the Disable Database Recording option, and click OK.

The Options dialog closes.

4. Right-click the ARCserve Database session and select Agent Option from the pop-up menu.

5. Click the Restore Options tab, select the Force Restore over existing option, and click OK.

**Note:** If you do not choose this option, the restore job may fail, and the Database Engine will not start. For troubleshooting assistance, see the steps under the section To Reactivate the existing CA ARCserve Backup database.

6. Click Submit on the toolbar to submit the restore job.

**Note:** After you click Submit on the toolbar to submit the restore job, you must specify a user name and password on the DBAgent tab on the Session User Name and Password dialog.

During the restore process, the Database Engine service may pause or stop and the Manager Console may respond slowly. Because the Database Engine is unavailable during the recovery process, clients cannot connect to it. Therefore, Error E1516 [Staging] may be recorded in the Activity Log: "Cannot inquiry the database (Error=4294967293)." This behavior is normal during the database recovery process.

After the restore job completes successfully, the Database Engine will automatically resume and CA ARCserve Backup will return to normal operations.

### To reactivate the existing CA ARCserve Backup database

This is an optional task. If the restore job fails because the correct options were not selected in the previous steps, the database may have been in an offline state while the restore job was in progress. As a result, the Database Engine could not access the CA ARCserve Backup database during the restore. The following steps describe how to reactivate the CA ARCserve Backup database.

1. Browse to the CA ARCserve Backup Home directory and locate `asdbe_start.bat`.
2. Execute `asdbe_start.bat`.

**Note:** The script uses a Microsoft SQL CLI utility "sqlcmd" to run a series of commands that will bring the CA ARCserve Backup database online.

After you execute the script, the Database Engine service resumes.

3. Repeat the steps in the section To recover the CA ARCserve Backup database.

**Note:** Verify that you specify the Disable Database Recording and Force Restore over existing options before you start the job.

### To Recover the Job Queue Session

1. After the CA ARCserve Backup server starts, open the Restore Manager, locate, and select the Job Queue session.

**Note:** When you select this session, CA ARCserve Backup requires a merge job of the Job Queue session.

Click Yes to continue the recovery of the Job Queue session.

2. From the Destination tab, specify an alternate location to restore the Job Queue session.
3. Click Submit on the toolbar to submit the job to restore the Job Queue session to an alternate location.

**Note:** Verify that the alternate location is an empty directory.

4. After the Job Queue session is restored to the alternate location, open the Server Admin and do the following:
  - a. Locate the CA ARCserve Backup primary server or stand-alone server.
  - b. Right-click the CA ARCserve Backup server and select Stop all services from the pop-up menu.

All CA ARCserve Backup services stop.

5. Access the alternate location and copy all Job Queue files under the folder that you restored to the following directory:  
`ARCserve_HOME\00000001.qsd`

6. From the Server Admin, restart all CA ARCserve Backup services by doing the following:
  - a. Locate the CA ARCserve Backup primary server or stand-alone server.
  - b. Right-click the CA ARCserve Backup server and select Start all services from the pop-up menu.

All CA ARCserve Backup services start.

**Note:** The status of the backup job that you used for restoration is in a "crashed" state. When the Job Queue was backed up, that job was in an active state, but the corresponding process was not running. Therefore, that job is now in a crashed state and error message E1311 is written to the Activity Log: Job has crashed. This behavior is normal while the Job Queue is being restored.

7. If the CA ARCserve Backup is not a domain controller, go to the section, **Confirm CA ARCserve Backup product licenses**. Otherwise, continue to **Recover the Active Directory**.

### Recover the Active Directory

1. Restart the system.

After the system restarts, press F8.

The Advanced Option Menu appears.

2. Select Directory Service Restore Mode and start the system in the Restore mode.

Start CA ARCserve Backup.

Error message E3073 occurs:

Unable to logon as user, user =Administrator,EC=Logon Failure or W3073 Unable to logon as user, user =Administrator,EC=Logon Failure

3. Open the Restore Manager and select the Source tab.

From the Restore methods drop-down list, select Restore by Session.

Locate and select the System State session.

Do one of the following:

- To perform a **Non-authoritative Restore**, go to Step 5.
- To perform an **Authoritative Restore**, right-click the System State session and select Local Options from the pop-up menu.

The System State Restore Options dialog opens.

Continue to Step 4.

4. On the System State Restore Options dialog, click Make the Restored Copy of the Active Directory Authoritative and click OK.

5. Click Options on the Toolbar.  
The Global Options dialog opens.
6. Click the Operation tab.  
Click Restore Registry Files and Event logs and click OK.  
The Global Options are applied.
7. Do one of the following:
  - **Windows Server 2003 systems**--Click Submit on the toolbar to submit the restore job.
  - **Windows Server 2008 systems**--Complete the steps described in [Restore Active Directory Objects](#) (see page 542).

After the restore job is complete, restart the system.

**Note:** To restore the active directory data in Authoritative mode, CA ARCserve Backup executes NTDSUTIL.exe on the CA ARCserve Backup server. However, NTDSUTIL.exe executes asynchronously with the restore job and may not complete at the same time as the restore job. If this behavior occurs, restart the system after NTDSUTIL.exe completes. To help ensure that NTDSUTIL.exe is complete, open Windows Task Manager, click Processes, and search for NTDSUTIL.exe. If NTDSUTIL.exe does not appear in the Windows Task Manager, NTDSUTIL.exe is complete and you can restart the system.

### **Confirm CA ARCserve Backup product licenses**

You should confirm the product license after full restore is complete. The current CA ARCserve Backup license is restored back to the original state when you perform a full backup. If you have applied new licenses after a full backup, or the licenses were dynamically assigned to other servers, it is possible to encounter license errors. You should register or adjust product licenses accordingly.

### **Error Messages**

After you recover the CA ARCserve Backup server, you may discover errors, warnings, and failure audits in the system Event Log similar to the error messages listed below, depending on how your system is configured. Such messages are caused by the intermediate state of recovery, or are related to the startup order in which CA ARCserve Backup and the SQL Server services started.

CA ARCserve Backup may report the following errors during the intermediate state of recovery.

**Error 8355**

This error message is reported when a "service broker" disabled setting is detected in the MSDB that was recovered. You can safely ignore this error because this is the default behavior of a system database recovery that is limited to SQL Server 2008 Express Edition. SQL Server 2000 and SQL Server 2005 are not affected by this behavior.

You can suppress this error by doing the following:

1. Open a Windows Command Line window.
2. Connect to the CA ARCserve Backup database (ARCSERVE\_DB) by executing the following sqlcmd:

```
SQLcmd -S <machine name>\<Instance name>
```

For example:

```
C:\Users\Administrator>sqlcmd -S localhost\ARCSERVE_DB
```

3. Confirm the value of service\_broker on msdb is 0:

```
select name,is_broker_enabled from sys.databases  
go
```

4. Execute the command using the following arguments:

```
alter database msdb set enable_broker  
go
```

5. Confirm the value of service\_broker on msdb is 1:

```
select name,is_broker_enabled from sys.databases  
go  
Quit
```

Close the Command Line window.

CA ARCserve Backup corrects the following error conditions after the recovery process is complete:

**Error 615**

This error message is reported when the 'master' database is restored during recovery without using the CA ARCserve Backup Disaster Recovery Option and SQL Server is hosting a single CA ARCserve Backup database. This error may not occur when SQL Server 2008 Express Edition hosts the CA ARCserve Backup database.

The CA ARCserve Backup Agent for Microsoft SQL Server will not back up the tempdb database even when a full instance is selected. Tempdb is also excluded by the CA ARCserve Backup server and file system agent when the normal file system is backed up. However, tempdb is recorded as an existing database in the SQL Server master database, so when the master is restored, the SQL Server service reports that it cannot find tempdb.

**Error 15466**

This error message is reported when the system state is restored during recovery without using CA ARCserve Backup Disaster Recovery Option. Either SQL Server 2008 Express Edition or SQL Server can host the CA ARCserve Backup database.

When you recover the CA ARCserve Backup server without using the Disaster Recovery Option, the Windows operating system and SQL Server are reinstalled, and the Service Master Key (SMK) of SQL Server is created. The Service Master Key (SMK) is used to encrypt all database master keys and all server-level secrets such as credential secrets or linked server login passwords.

The key is a 128-bit 3DES key. The SMK is encrypted using DPAPI and the service account credentials. When the system state is restored but SQL Server sessions have not yet been restored, the system state is overwritten by the restore operation. However, the SQL Server instance is not yet overwritten. The SMK is in the system state, so it has been recovered to the old one, which is therefore inconsistent with the SQL Server instance. At this time, the recovery procedure requires that you restart the operating system.

During the restart, SQL Server reads the SMK and checks it against the SQL database. Because the SMK and SQL Server database are inconsistent, the error occurs.

**Error 17113**

This error message is reported when the user permission settings for either the file or its containing folders are incorrect. Using the procedures described in this topic, you will adjust these permissions. The error will be corrected after you adjust the permissions.

**Errors not related to the recovery process**

If the CA ARCserve Backup services and SQL Server services do not start in the proper sequences, SQL Server error messages may appear in the system log. This behavior is a known issue. For more information, see the readme file.

# Chapter 5: Customizing Jobs

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This section contains the following topics:

[Job Customization Methods](#) (see page 295)

[Rotation Schemes](#) (see page 301)

[How Job Filters Work](#) (see page 307)

[Schedule Custom Jobs](#) (see page 312)

[Custom Schedules](#) (see page 313)

[Tasks You Can Perform Using the Job Status Manager](#) (see page 314)

[How Save Agent and Save Node Information Works](#) (see page 329)

[How to Use the Job Scheduler Wizard to Schedule Jobs](#) (see page 337)

[Job Scripts](#) (see page 337)

[Job Templates](#) (see page 339)

[Windows-Powered NAS and Storage Server 2003 Device Configuration](#) (see page 340)

## Job Customization Methods

CA ARCserve Backup provides a number of methods to customize your jobs to suit your needs. This chapter discusses the following customization methods in further detail.

- **Rotation schedules** let you to define standard and consistent intervals at which to rotate and retire backup media.
- **Filters** let you select the files and directories to be included in (or excluded from) your backup and restore jobs based on a wide variety of criteria.
- **Scheduling options** provide you with the ability to schedule your jobs to run immediately, later, or on a regular basis.
- The **Job Scheduler Wizard** is a powerful tool that lets you quickly and easily schedule and submit any job that can be entered at the command line.
- The **Job Status Manager** is a graphical tool that helps you centrally manage CA ARCserve Backup servers enterprise-wide.
- **Job scripts** allow you to save the options, filters, and scheduling information you define for your job as a file, so you can re-use, copy, or efficiently resubmit jobs with these settings.
- **Job templates** let you use preconfigured settings to submit jobs on any machine running CA ARCserve Backup without having to repeat the set up detail tasks for each job. The job template copies your configured backup schedule settings to be used again in the future on any machine.

## Dynamic Job Packaging

If you click the box next to an item and the box turns completely green, this item is packaged dynamically. Dynamic job packaging means that the content of your selection is determined when the job runs. For example, if you choose to back up a source group or a server, and the nodes or volumes listed on that source group or server change between the time you scheduled the job and the time the job runs, the nodes and volumes changed from the time the job actually runs are backed up.

When you dynamically select a parent item, all of its associated (or child) items are automatically backed up dynamically as well.

### Exclude Objects from Dynamically Packaged Jobs

When you package job to back up data dynamically, you can exclude nodes or disks that you do not want to back up. For example, if you choose to dynamically back up a customized source group, where a server is part of another customized source group, you can exclude the server from being backed up from one of the customized source groups.

CA ARCserve Backup lets you exclude only machines and disks; you cannot select individual folders to be excluded from a dynamically packaged job.

When you exclude a machine or disk from a dynamically packaged job, CA ARCserve Backup does not back up the data that resides on the excluded object. However, CA ARCserve Backup captures the information that it needs to recover the excluded object from a disaster.

#### To exclude items from dynamically packaged jobs

1. Open the Backup Manager and dynamically package a backup job. For example,



2. Right-click the machine or disk that you do not want to back up, and then click Exclude This Item on the pop-up menu.

*(Excluded)* appears next to the machine or disk name.

3. Go to the other tabs and finish creating the backup job.

CA ARCserve Backup will not back up the marked items when you execute the backup job.

### Exclude the CA ARCserve Backup Database from Backup Jobs

CA ARCserve Backup backs up the CA ARCserve Backup database when you submit a full node backup of the primary server or stand-alone server. This is default behavior that is designed to help ensure that you protect the most current data in the CA ARCserve Backup database as you back up the primary server or stand-alone server. Optionally, you can exclude the CA ARCserve Backup database from the backup job using the following steps.

#### **To exclude the CA ARCserve Backup database from backup jobs**

1. Open the Backup Manager.
2. Click the Start tab and specify the backup type that you require for the job.
3. Click the Source tab.

From the view drop-down list, select Group View.

The Backup Manager groups the agents installed in your CA ARCserve Backup environment.

4. Expand the Microsoft SQL Server object.

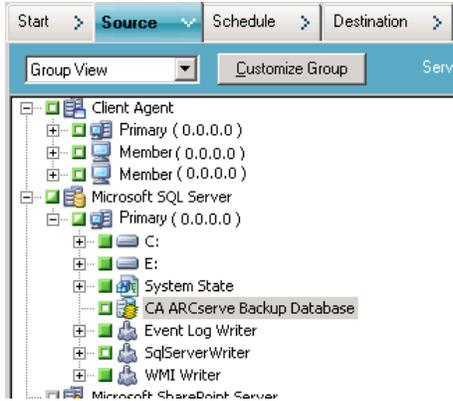
Locate the primary server or stand-alone server.

Click the check box next to the primary server or stand-alone server.

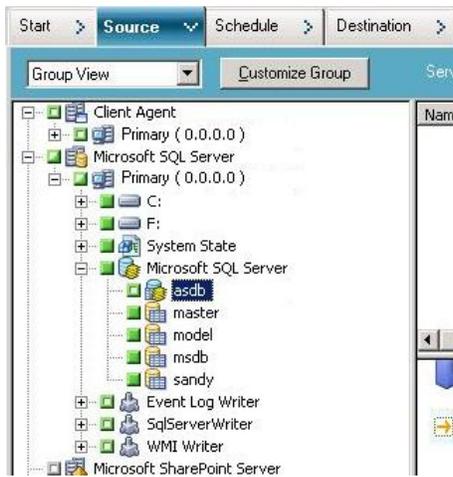
The Backup Manager selects all of the content in the backup server.

5. Do one of the following:

- **Microsoft SQL Server Express Edition databases**--Clear the check box next to CA ARCserve Backup Database.



- **Microsoft SQL Server databases**--Clear the check box next to ASDB.



The CA ARCserve Backup database is excluded from source for the backup job.

6. Click the Schedule tab and specify the schedule that you require for the job.
7. Click the Destination tab and specify the destination that you require for the backup data.
8. Click Options on the toolbar and specify additional options that you require for the job.
9. Click Submit on the toolbar to submit the job.

CA ARCserve Backup backs up the entire backup server and does not back up the CA ARCserve Backup database.

## Static Job Packaging

If you click the box next to a child item and its parent box appears half green, the parent item is packaged statically. Static job packaging means that, in a parent object, you select only certain child items to include in your job. As a result, the content of what is packaged from the parent item is determined when you schedule the job rather than when the job runs.

When a parent item is explicitly selected, it applies only to its child items (the level that immediately follows). It does not apply to any selection you may make in the child items (for example, if you choose to back up only certain files within your child items).

For example, if you back up only the C and E drives on your server, then the server is statically packaged. If you add another drive to your server between the time you scheduled your job and the time it runs, the new drive is not included in this job. However, since your C and E drives are backed up dynamically, any changes to the contents of these drives between the time you scheduled your job and the time it runs are included in the job when the job actually runs.

## Create Static Backup Jobs

A static backup job backs up only those servers, nodes, and volumes in a source group or a server that you selected at the time of creating the job. If you add a server to a source group, or a node or volume to a server after creating a static backup job, it is not backed up when you run the job.

### To create static backup jobs

1. Open the Backup Manager and go to the Source tab.
2. Right-click the source group or server that you want back up statically, and click Enable Static Backup on the pop-up menu.  
*(Static Backup)* appears next to the group or machine name.
3. Go to the other tabs and finish creating the backup job.

When you run the job, only the nodes and volumes that you had selected at the time of creating the job are backed up.

## Convert Jobs Submitted Using the Classic View to the Group View

CA ARCserve Backup lets you browse source data and submit jobs in two view formats:

- **Classic view**--Lets you browse source data and submit jobs based on the operating system that is running on the source computers. For example, Windows, UNIX/Linux, and so on.
- **Group view**--Lets you browse source data and submit jobs based on the CA ARCserve Backup agents that are running on the source computers. For example, Agent for Microsoft Exchange, Agent for Microsoft SQL Server, and so on.

Submitting jobs using the Group View is a convenient method of submitting jobs. The Group View lets you submit backup jobs that include specific agents. However, you cannot change the view that you specified when you submitted the job (Classic View to Group View and vice versa) after you submitted the job.

If you upgraded to this release, all of the jobs that you submitted using the previous release are packaged in the Classic View. The following steps describe how to convert jobs that were submitted using the Classic View to jobs that were submitted using the Group View.

### To convert jobs submitted using the Classic View to Group View

1. Open the Job Status Manager and click the Job Queue tab.

The jobs in the Job Queue appear.

2. Locate the job that you want to convert.

Right-click the job and click Convert Job for Group View on the pop-up menu.

The Convert Job for Group View dialog opens.

3. Do one of the following:

- (Best practice) In the Group Name field, accept the default name provided or specify a new name for the group.

Click OK.

- From the Group Name drop-down list, select a name for the group and click OK.

The Duplicated Source Notification dialog opens only when both of the following conditions occur:

- One or more nodes in the job that you want to convert are included with full backup jobs that are configured as scheduled, repeating, or GFS rotation jobs.
- The group name specified, which is an existing group, is included with full backup jobs that are configured as scheduled, repeating, or GFS rotation jobs.

If you are sure that you want to use the group name specified, click Yes.

The job is converted.

## Rotation Schemes

This section describes how to configure a rotation scheme for a backup job by using the CA ARCserve Backup default scheme or by specifying your own rotation parameters. To access the parameters for configuring a rotation scheme, select the Schedule tab in the CA ARCserve Backup Manager. The parameters that you can use are described below.

- **Scheme Name**--Select the type of rotation scheme you want, based on 5 or 7 days, and incremental, differential, or full backups. For more information on these standard schemes, see [Calendar View Tab](#) (see page 306) to modify your rotation scheme.
- **Start Date**--The date the backup will start.
- **Execution Time**--The time the backup will start.

- **Enable GFS**--CA ARCserve Backup allows you to select from pre-defined Grandfather-Father-Son (GFS) rotation schemes consisting of full weekly backup jobs combined with daily incremental and differential jobs. The GFS strategy is a method of maintaining backups on a daily, weekly, and monthly basis.

Accessible from the Backup Manager, the primary purpose of the GFS scheme is to suggest a minimum standard and consistent interval to rotate and retire the media. The daily backups are the Son. The last full backup in the week (the weekly backup) is the Father. The last full backup of the month (the monthly backup) is the Grandfather. GFS rotation schemes allow you to back up your servers for an entire year using a minimum of media.

GFS backup schemes are based on a five or seven-day weekly schedule beginning any day. A full backup is performed at least once a week. On all other days, full, partial, or no backups are performed. Using GFS rotation, you can restore data reliably for any day of the week by using the weekly full backup in conjunction with the daily incremental or differential backup jobs.

**Note:** A five-day GFS rotation scheme requires 21 media-per-year, while a seven-day scheme requires 23 media-per-year.

Although GFS rotation schemes are predefined, you can modify these schemes to suit your individual needs. You can deviate from your standard rotation scheme (for instance, if a holiday falls on Wednesday, your usual backup day).

- **Append Media**--If you specify the Enable GFS option, you can direct CA ARCserve Backup allow data from GFS rotation to append to existing jobs on the media.
- **Daily Backup Method**--The Daily Backup Method option lets you specify one of the following options for your daily backup jobs:
  - **Full**--All source files are backed up. This backup method clears the archive bit.
  - **Incremental**--Files that have changed since the last backup are backed up. This backup method clears the archive bit.
  - **Differential - Archive Bit**--Files that have changed since the last full backup job are backed up. This backup method does not change the archive bit.
- **Use WORM Media**--The Use WORM Media option lets you direct CA ARCserve Backup to use WORM media for all rotation rules. With this option enabled, you have the capability to use WORM media for daily, weekly, and monthly GFS backup jobs.

**Important!** CA ARCserve Backup does not support the use of WORM media for multiplexing and multistreaming backup jobs. As a result, when you enable the Multiplexing option or the Multistreaming option on the Destination tab of the Backup Manager, the Use WORM Media option is disabled.

**More information:**

[Calendar View Tab](#) (see page 306)

## How You Can Manage GFS Rotation Jobs on File System Devices

CA ARCserve Backup supports using a GFS rotation scheme on File System Devices. A retention period for the media being used in the GFS rotation scheme can be determined using the following default retention cycle for a seven-day weekly rotation:

Frequency	Number of Media
Daily	6
Weekly	5
Monthly	12
Total	23

To run a rotation job beyond a year, a GFS rotation scheme requires 23 File System Devices to be created. These settings can be modified to meet your specific needs. Modifying the default values of the GFS rotation may change the number of FSDs required.

**Note:** Previously, only local disks were considered FSDs. You can now create FSDs that are accessible through a network share using a Universal Naming Convention (UNC) path.

Because a GFS rotation job may be using local disk drives and drive arrays, users must first make sure that there is enough space on the particular file system to store all the data being backed up for the entire retention period. Creating file system devices on a boot partition is not recommended because a boot disk that becomes full can cause the operating system to function abnormally.

**Note:** All file system devices need to be assigned to the same device group.

For more information on configuring a device group to be used by the GFS rotation scheme, or on how to set up a GFS rotation job, see the online help.

A configured GFS rotation job can run on a daily basis at a specified time. CA ARCserve Backup utilizes file system devices similar to a physical tape. As needed on a daily basis, CA ARCserve Backup moves tapes between the save sets and the scratch sets in the media pools, formats blank media, overwrites expired media, and tracks all operations in the database.

You can choose to duplicate backup data stored on the file system devices to physical tape media. The Job Scheduler Wizard and the TapeCopy utility provide the ability to automate the creation of the duplicate images.

The following sections describe the tabs available to customize your rotation job.

### Set Up GFS Rotation Schemes

This section describes how to set up GFS rotation schemes using the Backup Manager. For detailed information about the functions, capabilities, options, and tasks that you can perform using the Backup Manager, see "Backing Up Data."

#### To set up GFS rotation schemes

1. From the Backup Manager, select a source and destination, and click the Schedule tab.
2. Enable the Use Rotation Scheme option. From the Scheme Name drop-down menu, choose one of the backup schemes.

**Note:** The Enable GFS option is automatically checked when a GFS scheme is selected.

3. If you want to add the data from one incremental or differential backup session to the same media as the previous backup session, enable the Append Media option.
4. In the Media Pool Name Prefix field, enter the prefix for all of your media names.

CA ARCserve Backup automatically creates and names your backup media using the name you designate.

**Note:** CA ARCserve Backup prevents you from using the underscore character ( \_ ) and the hyphen character ( - ) when specifying Media Pool names.

5. Specify the Start Date and the Execute Time as required.
6. Click Submit to submit the job.

The backup job runs precisely as you specified, and your media is recycled as you determined.

## Rotation Rules Tab

You can modify the backup method or execution time for each day of the week.

Day of Week	Media Name	Method	Exec. Time	Staging
Sunday	<Auto Naming>	Off		
Monday	<Auto Naming>	Incremental	<Default>	Enabled
Tuesday	<Auto Naming>	Incremental	<Default>	Enabled
Wednesday	<Auto Naming>	Incremental	<Default>	Enabled
Thursday	<Auto Naming>	Incremental	<Default>	Enabled
Friday	<Auto Naming>	Full	<Default>	Enabled
Saturday	<Auto Naming>	Off		

Modify

### Calendar View Tab

You can customize individual days. With GFS rotation either enabled or disabled, you can use the Calendar View feature to customize your rotation scheme according to the types of backups you want for particular days of the week or month, based on the calendar.

Rotation Rules   Calendar View   Exceptions   Media						
Print...		Preview...		January 2010		
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 Full F-<POOL>-TUE-01/05/10 <Default>	5 Incremental I-<POOL>-WED-01/06/10 <Default>	6 Incremental I-<POOL>-THU-01/07/10 <Default>	7 Full W-<POOL>-FRI-01/08/10 <Default>	8 Off	9
Off	10 Incremental I-<POOL>-MON-01/11/10 <Default>	11 Incremental I-<POOL>-TUE-01/12/10 <Default>	12 Incremental I-<POOL>-WED-01/13/10 <Default>	13 Incremental I-<POOL>-THU-01/14/10 <Default>	14 Full W-<POOL>-FRI-01/15/10 <Default>	15 Off
Off	17 Incremental I-<POOL>-MON-01/18/10 <Default>	18 Incremental I-<POOL>-TUE-01/19/10 <Default>	19 Incremental I-<POOL>-WED-01/20/10 <Default>	20 Incremental I-<POOL>-THU-01/21/10 <Default>	21 Full W-<POOL>-FRI-01/22/10 <Default>	22 Off
Off	24 Incremental I-<POOL>-MON-01/25/10 <Default>	25 Incremental I-<POOL>-TUE-01/26/10 <Default>	26 Incremental I-<POOL>-WED-01/27/10 <Default>	27 Incremental I-<POOL>-THU-01/28/10 <Default>	28 Full M-<POOL>-FRI-01/29/10 <Default>	29 Off
Off	31					

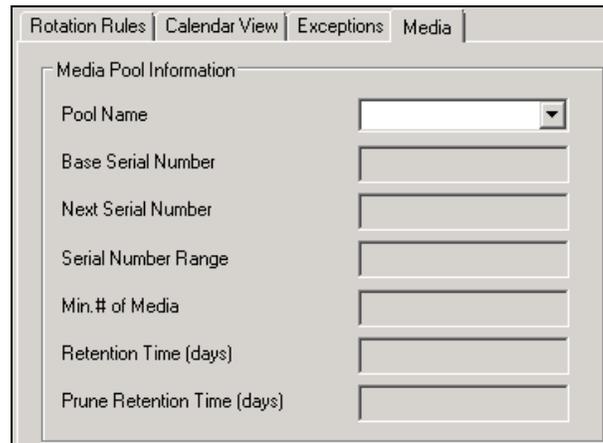
**Note:** This feature enables you to specify exceptions to the standard rotation scheme you are using.

### Exceptions Tab

Define particular days on which the backup method and the execution time or date differs from the pre-existing schemes.

## Media Tab

View information about the media pool you selected, including name, base serial number, next serial number, serial number range, minimum number of media, retention time, and prune retention time. You can also click the Daily, Weekly, or Monthly boxes to change the number of required media per year.



The screenshot shows a software window with four tabs: "Rotation Rules", "Calendar View", "Exceptions", and "Media". The "Media" tab is selected. Below the tabs is a section titled "Media Pool Information" containing several input fields:

Field Name	Input Type
Pool Name	Dropdown menu
Base Serial Number	Text input
Next Serial Number	Text input
Serial Number Range	Text input
Min.# of Media	Text input
Retention Time (days)	Text input
Prune Retention Time (days)	Text input

## Media Pool Specification

Specify a (non-shared) media pool to the rotation scheme. If necessary, you can append data to media and change the media name.

## Backup Method Options

A combination of three different backup methods is available: full, differential, and incremental. See the section "Custom Schedules" in this chapter for detailed information about each of these methods.

## How Job Filters Work

Filters allow you to include or exclude files and directories from your backup and restore jobs, as well as from the utilities, such as Copy, Count, and Purge.

For backup jobs, filtering can be performed on a per node basis. This means you can include a directory from one node and exclude the same directory from another node. A backup job can have node-level (local) and job-level (global) filters for the same job. Node-level filters apply to one specific node, not the entire job. If you want to add a filter that applies to the entire job, use a job-level, or global, filter. If you specify local (node-level) filters and global (job-level) filters for a backup job, CA ARCserve Backup applies the local filters and disregards the global filters.

You can include or exclude files based on the following criteria:

- Specific file names, patterns, attributes, and size.
- Specific directory names or patterns.
- Files accessed, modified, and created before, after, between, or within a specific date range.

CA ARCserve Backup uses wildcards or substitute characters, except when it detects that an absolute path is specified. If a valid absolute path is specified, CA ARCserve Backup will only exclude (or include) the absolute path specified, rather than excluding (or including) more directories, as it would for regular expression.

The wildcard characters supported for job filters based on file name or directory name are as follows:

- "\*" --Use the asterisk to substitute zero or more characters in a file or directory name.
- "?" --Use the question mark to substitute a single character in a file or directory name.

**Important!** Exercise caution when specifying filters for your backup or restore operation. Incorrectly applied filters may not back up or restore the data you need, and can result in lost data and wasted time.

### Examples: Back Up Data Using Wildcards

The following table describes examples of how you can use wildcards in conjunction with filters to back up data.

**Note:** The following examples assume that the source data resides in drive C:\.

Filter	Type and Criteria	Results
File	Include *.doc	CA ARCserve Backup backs up all files residing in drive C:\ that contain a .doc file extension.
File	Exclude *.doc	CA ARCserve Backup backs up all files residing in drive C:\ that do not contain a .doc file

Filter	Type and Criteria	Results
		extension.
File	Include ?.doc	CA ARCserve Backup backs up files that contain a single character file name and a .doc file extension. For example, a.doc, b.doc, 1.doc, 2.doc, and so on.
File	Include C:\myFolder\CA*.exe and Include C:\test\ms*.dll	CA ARCserve Backup backs up all of the following files: <ul style="list-style-type: none"> <li>■ Files residing in C:\myFolder that start with CA and contain an .exe file extension.</li> <li>■ Files residing in C:\test that start with ms and contain a .dll file extension.</li> </ul>
File	Exclude/Include C:\DOC\C*	CA ARCserve Backup restores all the files backed up in the 'C:\DOC\' folder except the files starting with 'C.'
Directory	Include m*t	CA ARCserve Backup backs up all directories residing in drive C:\ with directory names that start with m and end with t.
Directory	Exclude win*	CA ARCserve Backup backs up all directories residing in drive C:\ except directories that start with win.
Directory	Exclude C:\test\m* and Include C:\test\media\*.gif	CA ARCserve Backup does not back up data. In this example, the exclude filter criteria directs CA ARCserve Backup to exclude all directories that reside in C:\test that start with m. As such, C:\test\media is excluded from the backup. Although the include filter directs CA ARCserve Backup to back up all files that reside in C:\test\media and contain a .gif file extension, CA ARCserve Backup will not back up any files because C:\test\media is excluded from the backup. <p><b>Note:</b> When you combine include filters with exclude filters, CA ARCserve Backup filters data based on exclude criteria first, and then by include criteria.</p>

## Filter Options

You can access the filter options from the Backup Manager, Restore Manager, Copy, Count, Scan, Compare, and Purge Utility windows.

- **Exclude filters**--Exclusions always take precedence over inclusions. For example, if you add a filter to include files that have an .exe extension, and you add another filter to exclude your \SYSTEM directory, all .exe files in the \SYSTEM directory are excluded.
- **Include filters**--Results contain only those files that satisfy the filter specifications. For example, suppose you selected to back up your entire local hard drive, and you then set up a filter to include files in the \SYSTEM directory. The result would be that CA ARCserve Backup would only back up files from your \SYSTEM directory. No other files would be backed up.

## Types of Filters

Filters are available which enable you to include and exclude files to suit your needs. For more information about how to apply filters, see the online help.

- **File Pattern Filter**--Use the File Pattern filter to include or exclude files from a job. You can specify a particular file name or you can use wildcards to specify a file pattern.  
**Note:** Wildcards "\*" (asterisk) and "?" (question mark) can be used in the file pattern filter.
- **Directory Pattern Filter**--Use the Directory filter to include or exclude specific directories from a job. You can enter an entire directory name or you can use wildcards to specify a directory pattern.  
**Note:** Wildcards "\*" (asterisk) and "?" (question mark) can be used in the directory pattern filter
- **File Attributes Filter**--Use the File Attributes filter to include or exclude specific types of files from a job. Select as many of the following types of file attributes as you want:
  - **Hidden**--Files not shown in a directory listing. For example, IO.SYS is a hidden file.
  - **System**--Files that are unique to the machine you are using.
  - **Archive**--Files whose archive bit is set.
  - **Read Only**--Files that cannot be modified.

- **File Modified Filters**--Use the files last modified attribute to include or exclude files, based on the time they were last changed. There are four options from which to choose:
  - **Before**--Files whose date matches, or whose date is earlier than this date, are included or excluded.
  - **After**--Files whose date matches, or whose date is later than this date, are included or excluded.
  - **Between**--Files whose date falls between the two dates are included or excluded from the job. You must specify two dates for this selection.
  - **Within**--Files whose date falls within the specified time are included or excluded from the job. You must specify the number of days, months, or years.
- **File Created Filters**--Use the files last created attribute to include or exclude files based on when they were created. There are four options from which to choose:
  - **Before**--Files whose date matches, or whose date is earlier than, this date is included or excluded.
  - **After**--Files whose date matches, or whose date is later than, this date is included or excluded.
  - **Between**--Files whose date falls between the two dates are included or excluded from the job. You must specify two dates for this selection.
  - **Within**--Files whose date falls within the specified time are included or excluded from the job. You must specify the number of days, months, or years.
- **File Accessed Filters**--Use the file last accessed attribute to include or exclude files based on when they were last accessed. There are four options from which to choose:
  - **Before**--Files whose date matches, or whose date is earlier than, this date is included or excluded.
  - **After**--Files whose date matches, or whose date is later than, this date is included or excluded.
  - **Between**--Files whose date falls between the two dates are included or excluded from the job. You must specify two dates for this selection.
  - **Within**--Files whose date falls within the specified time are included or excluded from the job. You must specify the number of days, months, or years.

- **File Size Filters**--Use the file size attribute to include or exclude files based on the specific size of the file. You can specify a size range from 0 to 99999999999 bytes, KB, MB, or GB. There are four options from which to choose:
  - **Equal to**--Files whose size matches the size range are included or excluded from the job.
  - **Greater than**--Files whose size matches or whose size is greater than the size range are included or excluded from the job.
  - **Less than**--Files whose size matches or whose size is less than the size range are included or excluded from the job.
  - **Between**--Files whose size falls between the two sizes are included or excluded from the job.
- **NDS Context & Object**--Lets you include or exclude certain NDS objects (NetWare Administrators and Directory Services) from your job.

Effective with this release, two new types of filters have been added:

- **Node name pattern**-- Only nodes whose name meets the pattern are included for backup. You can specify all or part of a search string using wildcards.
- **Node subnet pattern**--Only the node whose IP address is in the subnet is backed up.

## Schedule Custom Jobs

All jobs can all be scheduled using the Schedule options available in each Manager. Jobs can be submitted with a repeat method. For information about repeat methods, see Rotation Schemes or Custom Schedules in this chapter.

If you select the Run Job Now option when your storage device is busy, CA ARCserve Backup reports that the storage device is busy and the job is not submitted to the Job Queue. You should schedule your job, keeping the current date and time. This way, when CA ARCserve Backup discovers that the storage device is busy, it automatically retries the job until the drive becomes free.

You should select the Run Job Now option when:

- The job you are submitting is a one time only job that you want executed immediately.
- You want to monitor the job as it runs.

You should schedule your job when:

- You are submitting a single occurrence job but and you want it to run at a specific time.
- You are submitting a single occurrence job, but you do not want to run it now. You want to submit the job on Hold, and start it manually at a later time.
- You are submitting a job that should run regularly. This is especially useful for setting up a media rotation scheme for your network.
- Your storage device is busy and you want to run a backup job as soon as the drive is free. To do this, schedule your backup job with the current date and time.

For details on how to specify a scheduling option, see the online help.

**Important!** All scheduled times for CA ARCserve Backup jobs are based upon the time zone where the CA ARCserve Backup server is located. If your agent machine is located in a different time zone than the CA ARCserve Backup server, you will need to calculate the equivalent local time that you want the job to be run.

## Custom Schedules

You can select a custom schedule on the Schedule tab in the Backup Manager. A custom schedule enables you to run a backup job either once or on a repeating basis. You can specify the following parameter for a backup or restore job:

- **Repeat Method**--All jobs can be scheduled using the Schedule options available in each Manager. Jobs can be submitted with a repeat method of
  - **Once**--Do not repeat this job.
  - **Every n frequency**--Repeat this job every specified number of Minutes, Hours, Days, Weeks, or Months.
  - **Day(s) of the Week**--Repeat this job on the days that are checked off.
  - **Week(s) of the Month**--Repeat this job on the weeks that are checked off.
  - **Day of the Month**--Repeat this job on the specified day.
  - **Custom**--Repeat this at the specified interval, but exclude the days that are checked.

You can specify the following parameters for a backup job:

- **Backup Method**--This specifies what data will be backed up. Jobs can be submitted with a backup method of:
  - **Full (Keep Archive Bit)**--Performed each time the job is repeated and *keeps* the archive bit.
  - **Full (Clear Archive Bit)**--Performed each time the job is repeated and *clears* the archive bit.
  - **Incremental backup**--Backs up only those files whose archive bit have been set since the last full or incremental backup was performed. After each backup, archive bits are reset so that they are not backed up during the next incremental backup job.
  - **Differential backup**--Backs up only those files whose archive bits have been set since the last full backup was performed. Because differential backup jobs do not clear a file's archive bit, the files that were backed up in the last differential job are backed up again. Using this backup method, the backup jobs require more time to process than incremental backup jobs. However, this strategy requires less effort to restore servers and workstations because you will probably require fewer media to restore your machines.
- **Use WORM Media**--Directs CA ARCserve Backup to use WORM media when the backup job runs.

## Tasks You Can Perform Using the Job Status Manager

The Job Status Manager is a graphical tool that helps you centrally manage CA ARCserve Backup servers across the enterprise.

You can use the Job Status Manager to:

- View all available CA ARCserve Backup servers, job history, job queues, and activity logs.
- Manage jobs--stop, add, run, delete, modify, reschedule jobs, and place jobs in a hold status.
- Monitor the progress of active jobs that are running on CA ARCserve Backup primary servers and member servers. You can view the real-time status of active jobs in the queue.
- View job detail and job log information about all the jobs that have been executed.
- View activity and media logs.
- Stop an active job.
- Modify user names and passwords associated with a job.
- Preflight Check the job.

Pop-up menus enable you to perform various operations with the Job Status Manager. These menus appear in both the left (server browser) and right (Job Queue) panels. To access a menu, right-click a selected item. When accessing a pop-up menu in the browser, the pointer must be on a selected group, server, or object. When accessing a pop-up menu in the Job Queue, a job must be selected.

**Note:** When you submit a job that spawns child jobs, the Job Queue tab displays details about the master job only. The Activity Log tab displays details about the master and child jobs. The Activity Log presents you with a description for the job.

**Important!** When you are executing a multistreaming, multiplexing, or disk staging job, the number of child jobs associated with a master job will never exceed the number streams specified for the job. However, if a job spawns multiple child jobs and the value specified for the Multiplexing Max # of Streams option is one, the child jobs will be created and backed up in one continuous stream (the default Max # Stream is four).

**More information:**

[Preflight Checks for Your Backups](#) (see page 126)

## Modify Pending Data Migration Jobs

Migration is the process of moving backup data from a temporary staging location (device or media) to final destination media.

A migration job is the CA ARCserve Backup task associated with migrating data, or copying data, from the staging location to the final destination media. The parameters for the migration job, such as the schedule, copy policies, and so on, are defined by the staging policies that you specified when you submitted the job.

To help you manage pending migration jobs, CA ARCserve Backup provides you with a tool called the Migration Job Status dialog. The Migration Job Status dialog displays a list of all backup sessions for a job in the Job Queue that are pending data migration. With the Migration Job Status tool you can reschedule migration and purge jobs, cancel migration jobs, and change the device group that contains the final destination media.

### To modify pending data migration jobs

1. Open the Job Status Manager and select the Job Queue tab.

Job Name	Backup Se...	Job No.	Job ID	Status	Execution T...	Job Type	Last Result	MB Processed	Elapsed Time	MB/Minute
123	LIY002...	5	3	DONE	<Run Now>	Backup	Finished			
Data Migration Job	LIY002...	14	14	DONE	1/22/2009 ...	Migration	Finished			
Data Migration Status	LIY002...									
221	LIY002...	7	15	DONE	1/22/2009 ...	Backup	Finished			
Data Migration Job	LIY002...	12	11	DONE	1/22/2009 ...	Migration	Finished			
Data Migration Job	LIY002...	16	17	DONE	1/22/2009 ...	Migration	Finished			
Data Migration Status	LIY002...									
333	LIY002...	9	9	DONE	<Run Now>	Backup	Finished			
Data Migration Job	LIY002...	13	12	DONE	1/22/2009 ...	Migration	Finished			
Data Migration Status	LIY002...									
Backup [Custom, Staging]	LIY002...	20	21	ACTIVE	Backup files ...	Backup		0.00	3s	1.25
Data Migration Status	LIY002...									
Backup [Custom]	LIY002...	3	1	DONE	<Run Now>	Backup	Finished			
Database protection job	LIY002...	2		HOLD	1/22/2009 ...	Backup (Ro...	Finished			
Database pruning job	LIY002...	1	13	READY	1/23/2009 ...	DB Pruning	Finished			
eee	LIY002...	17	18	DONE	<Run Now>	Backup	Finished			

Locate the jobs with pending data migration jobs and click Data Migration Status.



The Migration Job Status <Backup Server Name> dialog opens as illustrated by the following screen.

No.	Backup Time	Copy Time	Purge Time	Num. of Sessions	Data Size(MB)	Status	Group Name	Tape Name
1	12/11/08 10:00 AM	12/11/08 1:01 PM	12/13/08 10:01 AM	1	290.04	Scheduled	PGRP1	*
2	12/11/08 12:00 PM	12/11/08 3:01 PM	12/13/08 12:01 PM	1	290.04	Scheduled	PGRP1	*

Note: The list doesn't display those sessions which have already been copied or were not supposed to be copied.  
 \* A Scheduled status indicates that the sessions have not been copied because the scheduled start times has not passed.  
 \*\* A Pending status indicates that the sessions have not been copied although the scheduled start time has passed.

Buttons: Modify, OK, Cancel

2. Locate and click the sessions that you want to modify and click Modify.

The Migration Job Configuration dialog opens.

3. Specify the options that follow:

- **Copy Time**--Lets you specify the date and time that you want to start the migration job.

**Note:** If you do not want to migrate the backup data to final destination media, clear the check box next to Do not copy data.

- **Purge Time**--Lets you specify the date and time that you want to purge the backup data from the staging device.

- **Target**--Lets you specify the group containing the final destination media.

- **Apply to the selected rows**--If you selected more than one session on the Migration Job Status dialog, this option lets you apply the Copy Time, Purge Time, and Target options that you specified to all of the sessions selected on the Migration Job Status dialog.

4. Click OK.

**More information:**

[Back Up Data Using Disk Staging](#) (see page 222)

[Back Up Data Using Tape Staging](#) (see page 236)

[How to Reclaim Disk Space](#) (see page 229)

## Update Multiple Jobs

In your CA ARCserve Backup environment, you can have several to many jobs listed in the Job Queue. If a situation arises where you need to change the READY or HOLD status on more than one job, you can update multiple jobs simultaneously. The updates that you can perform simultaneously include changing the job status from HOLD to READY, from READY to HOLD, and delete the job.

**Note:** When you select a job that contains child jobs, CA ARCserve Backup applies the update to the parent job and all of its child jobs.

### To update multiple jobs

1. From the Job Status Manager, select the Job Queue tab.
2. Click to select the job that you want to update.
  - To select multiple adjacent jobs, press and hold the Shift key as you select the jobs.
  - To select multiple non-adjacent jobs, press and hold the Ctrl key as you select the jobs.
3. Right-click the selected jobs.
4. From the pop-up menu, select HOLD, READY, or Delete Job as warranted by the situation.

## How to Manage Jobs Using the Job Queue Tab

The Job Queue tab on the right panel displays information about all jobs. Every time you run or schedule a job with the CA ARCserve Backup Manager, you submit it to the Job Queue. CA ARCserve Backup continuously scans the Job Queue for jobs that are waiting to execute. Select a job and right-click for the following options:

- **READY/HOLD**--Changes the job's status to HOLD or to READY (if it is currently on hold). HOLD signifies that the job is not scheduled to be executed, while READY means that the job can be executed.
- **Add Job**--You can quickly submit a job to the queue by using a previously saved script. (A script is a job that you saved to a file. It contains the original source, destination, option, and schedule information for the job.)
- **Modify Job**--Modifies a job. Allows you to add options or additional sources to an existing job, without having to create a new job.
- **Reschedule Job**--Quickly change a job's execution date, time, or status. It also allows you to resubmit a Done job that is still in the Job Queue. You may want to do this if your job was not successful when it first ran.

- **Run Now**--Available for jobs that have a Ready or Done status. This option is useful in the following scenarios:

- You want to run a job earlier than the time it is scheduled to run
- A scheduled job did not run because of a hardware problem and you want to run it immediately after the problem is fixed

If a device group is available, this option runs the job immediately. If you select Run Now and a device group is not available, the job stays in the queue and waits for a group to become available.

If you select the Run Now option for a repeating, rotation, or GFS rotation job, the following conditions apply:

- The job runs immediately and the existing schedule is not affected unless the time it takes to run the job overlaps with the next scheduled run. In this scenario, the scheduled run is skipped for that day. For example, if you have a job scheduled to run Monday through Friday at 9:00 p.m., you select Run Now at 6:00 p.m. and it does not finish till 10:00 p.m., the 9:00 p.m. scheduled run for that day is skipped.
- The backup method used for the job is the same backup method that will be used for the scheduled run that day. For example, if you have an incremental backup job scheduled for 9:00 p.m. and select Run Now at 6:00 p.m., the job that runs at 6:00 p.m. will be an incremental backup. If you select Run Now on a day that does **not** have a scheduled run, the backup method of the next scheduled job will be used. For example, if you have an incremental job scheduled to run Monday and you select Run Now on Saturday, the job that runs on Saturday will be an incremental backup.

- **Stop Job**--Cancels an active job from the CA ARCserve Backup queue and reschedules it for its next regular interval.

**Note:** If you stop a job, the Last Result field displays "Canceled."

- **Delete Job**--Cancels the job and deletes it from the CA ARCserve Backup queue completely.

You cannot use the Delete Job option on an active job. Use the Stop Job option if you want to delete an active job that repeats at intervals (determined when you create the job). Selecting the Delete Job button will interrupt and remove the job completely from the queue, and it will not be rescheduled. You will have to recreate the job if you did not save it to a script file.

**Note:** CA ARCserve Backup lets you re-create the CA ARCserve Backup database protection job and the database pruning job in the event they are deleted intentionally or unintentionally. For more information, see [Re-create the CA ARCserve Backup Database Protection Job](#) (see page 598) and [Re-create the CA ARCserve Backup Database Pruning Job](#) (see page 323).

- **Modify User Name**--Modify the user name and password for server and source nodes.

- **Modify Encryption Password**--Modify the encryption password that was previously specified for a job.
- **Preflight Check**--Runs vital checks on the CA ARCserve Backup server and agents to detect conditions that may cause backup jobs to fail.
- **Sort By**--Jobs in the queue are listed in order of execution time. This option changes the order in which jobs are listed in the queue. Sorting the Job Queue is for informational purposes only. It does not affect the order in which jobs are processed. To sort jobs, click any of the following fields: Status, Execution Time, Job Type, Server, Last Result, Owner, Total Files, and Description.  
**Note:** You can resize these columns by using the "drag and drop" method with the mouse. Place the cursor on the divider between columns, click and hold down the left mouse button, and then move the divider in either direction until the column is the size you want.
- **Properties**--Double-click to call up the Job Properties dialog when the job is processing.

For more information about using these menu options, see the online help.

## Job Status Types

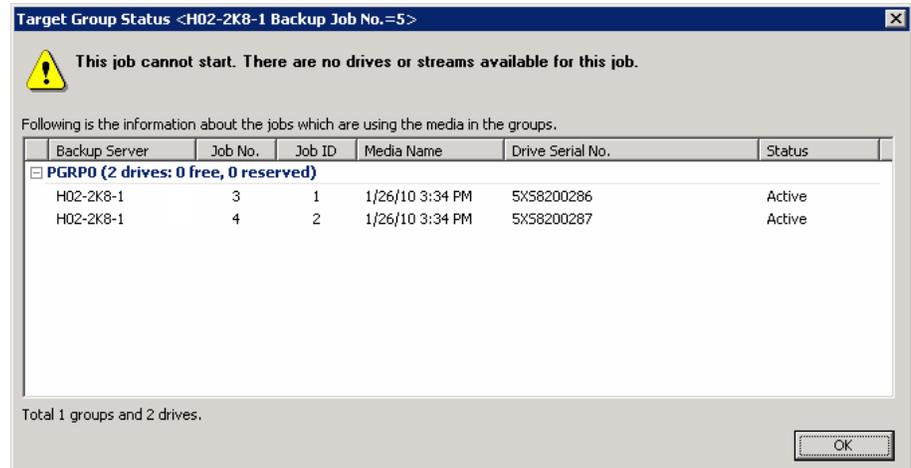
When a job is in the CA ARCserve Backup queue, it is listed with a status. The status can be one of the following:

- **Done**--A no repeating job that was successfully executed and completed.
- **Ready**--A new one-time or repeating job (a backup job that runs every Friday, for example) waiting to be executed.
- **Active**--A job that is currently being executed.
- **Hold**--A job that is in the queue and was placed in a hold status.

**Note:** A job with a hold status will not execute until you remove the hold status.

- Waiting for Target**--A job that is ready to execute and is waiting for the target device, media, or both to become available. A device or media may not be available, for example, because it is busy with another job. To determine the specific reason why a job is waiting for a device, click the Waiting for Target hyperlink to open the Target Group Status dialog.

The Target Group Status dialog represents stream-based backups or device-based backups.



The Target Group Status dialog describes the information that follows:

- Title bar**--Displays the name of the backup server, the job number, and the job ID of the job that you clicked in the Job Status Manager.
- The reason the job is waiting (for the device or media)
- Backup Server**--The name of the backup server using the listed device.
- Job No.**--The job number that is using the listed device, if available.
- Job ID**--The job ID that is using the listed device, if available.
- Media Name**--The name of the media in the listed device, if available.
- Drive Serial No.**--The serial number of the listed device.
- Status**--The status of the job that is using the listed device.
- Waiting for source group**--A migration job is waiting for a source group to be available.
- Waiting for source tape**--A migration job is waiting for the source tape to be available.
- Waiting for target tape**--A job that should be active, but it is not because it is waiting for the target device or media.
- Positioning source tape**--A migration job is waiting for the source tape to be positioned in the drive.

- **Positioning target tape**--A migration job is waiting for the target tape to be positioned in the drive.
- **Copying**--A migration job (copy to final destination media) is in progress.

**Note:** Completed jobs remain listed in the Job Queue for a specified number of hours. This period of time is set up through the CA ARCserve Backup Server Admin. For more information, see [Job Engine Configuration](#) (see page 459).

### How to Analyze Jobs Using the Last Result Field

The Last Result field on the Job History tab indicates whether your executed job was successful. If it was not successful, the information in this field helps you determine why the job may have failed. The Last Result field may contain the following one of the following statuses:

- **Finished**--All of the nodes and drives and shares were processed.
- **Incomplete**--The job was partially successful. Review the Activity log information to check the exact nature of what occurred to prevent job completion.
- **Canceled**--The job was intentionally canceled. The following actions may have occurred:
  - A user canceled the job from the Job Queue.
  - Someone answered NO or CANCEL to a console prompt.
  - The job required either a confirmation of OK, or media to be inserted before the time out was reached. (Time out is set in the media options in the Backup Manager window.)
- **Failed**--The job failed to perform its designated task. This usually occurs if CA ARCserve Backup cannot back up any source nodes of a job (for example, if the agent is not loaded or an invalid password was entered) or if a hardware error occurs. If the job was started, but the Manager could not complete the job, you will receive "Run Failed" status. Review the Activity log information to check the exact nature of what occurred to prevent the job from completing.
- **Run Failed**--The job was started, but the program that runs the job failed, because either there was not enough memory to run the job or a DLL file was not found.
- **Crashed**--The job was started and a system error occurred which prevented CA ARCserve Backup from completing its task, such as a memory violation that caused CA ARCserve Backup or the operating system to be shut down. If a job has a status of Crashed, it can be retried after the Job Engine restarts. This can be set up through the CA ARCserve Backup Server Admin in the Job Engine Configuration tab.

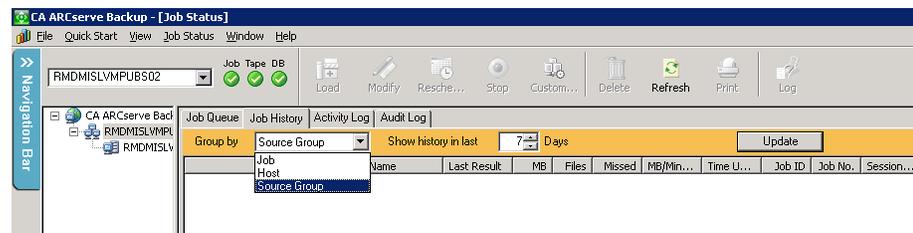
## How to Analyze Jobs Using Group View

The Job History tab lets you group results by Source Group. Source Group view lets you view backup results for jobs using the Group View feature.

### Default view: Job view

To view jobs by source group, open the Job Manager, click the Job History tab and select Source Group in the Group By dropdown list. Click the Update button to refresh the display.

Results are displayed by group, allowing you to expand results for the specific machine, device and session detail within a group.



## Re-create the CA ARCserve Backup Database Pruning Job

CA ARCserve Backup lets you re-create the CA ARCserve Backup Database Pruning Job in the event it was deleted intentionally or unintentionally.

### To re-create the CA ARCserve Backup Database Pruning Job

1. Start the CA ARCserve Backup Server Admin and click the Configuration toolbar button.

The Configuration dialog opens.

2. Select the Database Engine tab.
3. Check the Submit prune job option.

**Note:** The Submit prune job option is active only if the Database Pruning Job was deleted.

4. Click OK.

The database pruning job is submitted to the job queue and will run at the specified time.

## View Job Details Using the Activity Log

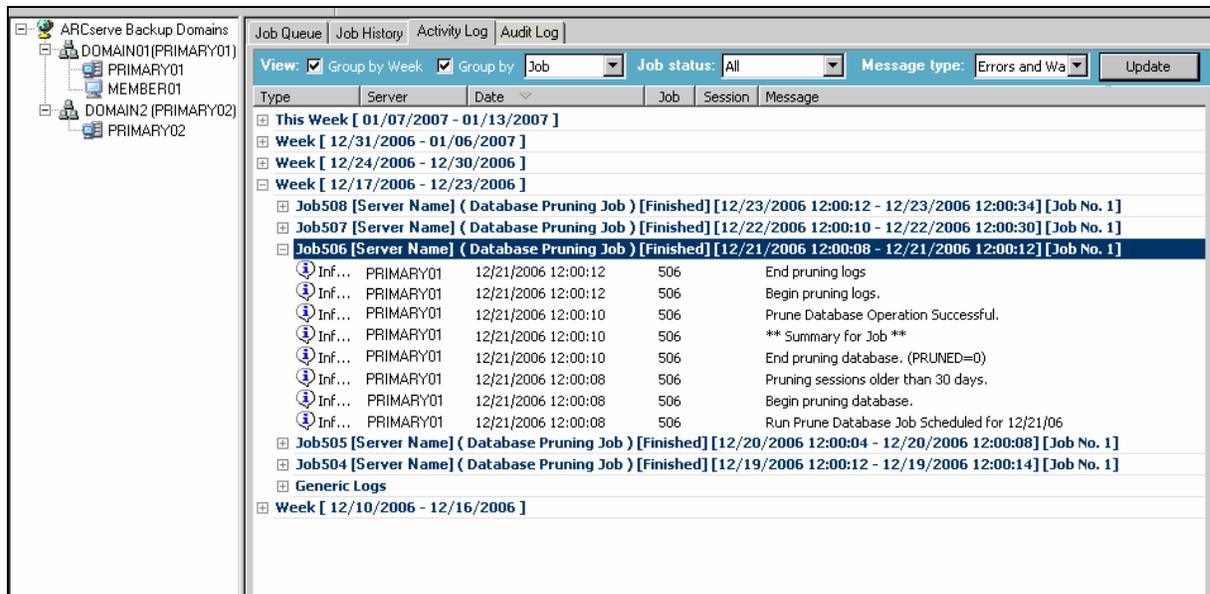
The Activity Log tab on the right panel contains comprehensive information about all the operations performed by CA ARCserve Backup.

The log provides an audit trail of every job that is run. For each job, the log includes the following information:

- Time the job started and ended
- Type of job
- Average throughput of the data
- Number of directories and files processed (backed up, restored, or copied)
- Job session number and job ID
- Result of the job
- Errors and warnings that occurred

When you install the Central Management Option, you can view Activity Log data as it relates to the domain primary server, a domain member server, or both.

The following diagram illustrates that the Central Management Option is installed, domain member server MEMBER01 is selected, and the activity log details for the MEMBER01 display.



Group by Week (if checked) is always the first level group. The date comes from the operating system's setting.

The format for the week node is as follows:

Week[start date - end date]

The format for the job node is as follows:

JobID [Server Name](Job Name)[Job Status][Start time - End time][Job No.]

The Generic Log appears at the end of the master job list. It contains the logs that do not belong to any job.

**Note:** If you do not install the Central Management Option, the Activity Log displays data relating to the CA ARCserve Backup server that you are currently logged in to.

You can scan this log every day to see if any errors occurred. You can also use it to find a session number in case you need to restore a specific session. You can organize the Activity log view or print it to a file.

## Delete Activity Log Files

To conserve file space, you can delete the entire Activity log file or unnecessary log records older than a specific time period.

### To delete files in the Activity log

1. Open the Job Status Manager and select the Activity Log tab. Click the Delete toolbar button.

The Delete dialog opens.

2. Select the criteria you want to apply in the Delete dialog. Choose one of the following options:
  - **Entire Log**—Deletes all log file records.
  - **Partial**—Lets you select specific logs based on a time period. You can choose from the following criteria:
    - **days:** range 1-365
    - **weeks:** range 1-54
    - **months:** range 1-12
    - **years:** range 1-10

3. Click OK.  
A caution dialog appears.
4. Click OK.  
The Activity log files are deleted.

You can also use the command line interface to purge job logs (or any other log file) from the Activity log. Use the `ca_log -purge` command to delete logs older than a specified period of time from any log file. You can also use the `ca_log -clear` command if you want to delete all log data from log files with no specified time period.

**Note:** For more information about the `ca_log` command, see the *Command Line Reference Guide*.

## Activity Log Pruning

To conserve file space, you can schedule log pruning.

### More information:

[Database Engine Configuration](#) (see page 471)

## Set Activity Log Queries

CA ARCserve Backup provides you with the capability to customize the type of information and how the information displays in the Activity Log.

The default activity log query values are as follows:

- View: Group by Week and Group by Job
- Job Status: All Message
- Type: All
- Date: All Time
- Job ID: blank
- Session: blank
- Keywords: Message

**Note:** To return to the default setting at any time click Reset.

### To set Activity Log Queries

1. Open the Job Status Manager and select the Activity Log tab.
2. Expand the Log Query Bar. By default the Log Query Bar is collapsed.  
The Log Query Bar opens.

3. Specify the desired options.

- **View**--Specify how you want to group the activity log messages. You can group by week, type and job.
  - The Group by Week lets you group the activity log messages by the week (default).
  - The Group by Jobs option, lets you group the Activity Log with the parent job together with all of its child jobs. For each parent job and its corresponding child jobs, the Activity Log presents you with a description for the job (default).
  - The Group by Type option lets you group error messages, warning messages, and information messages.
- **Job status**--Specify the types of jobs that you want to view in the Activity Log. You can view All, Finished, All unsuccessful, Canceled, Failed, Incomplete, Crashed and Unknown.
- **Message type**--Specify the types of messages that you want to view in the Activity Log.

You can view All, Error, Warnings, Errors and Warnings, Informations, Errors and Informations, and Warnings and Informations.
- **Date**--Specify a date or range of dates of messages that you want to view in the Activity Log.

You can show all messages, filter messages such that only messages before or after a specified date display, or display a specific range of dates.
- **Job ID**--Specify a know job ID.
- **Session**--Specify a know session.
- **Keywords**--Sort the activity log by keywords. You can specify Job Name or Message.

4. Click Update.

The Activity Log displays the results according to the specified query.

**Note:** To get the latest jobs, with the existing filters, click Refresh on the toolbar or F5.

## Tape Log Tab

The Tape Log tab in the Job Status Manager displays if you enabled the option Show Tape Log on Job Status Manager while configuring the Tape Engine. For more information, see the section Tape Engine Configuration.

**Note:** After you enable the option "Show Tape Log on Job Status Manager," you must click Refresh in the Job Status Manager for the changes to take effect.

**More information:**

[Tape Engine Configuration](#) (see page 462)

## Job Detail Tab

The Job Detail tab in the bottom panel displays details about any job in the queue, including the source and destination targets and the job's schedule. If you have selected customization options such as Pre/Post backup requirements, they will be displayed here. After a job has started, you can view its sequence and session number.

## Job Log Tab

The Job Log tab in the bottom panel displays information about specific jobs that have been executed. It is generated for each job that CA ARCserve Backup runs. You can specify the level of detail in the log by choosing the Log options before you submit the job. For information on how to configure and view the log report for a job, see the online help.

CA ARCserve Backup provides the following log options:

- **Log all activity**--Record all of the activity that occurs while the job is running.

**Note:** When you specify Log all activity, CA ARCserve Backup creates log files named JobLog\_<Job ID>\_<Job Name>.Log. With this log file, you can view detailed logging information about the job. CA ARCserve Backup stores the log files in the following directory:

C:\Program Files\CA\ARCserve Backup\LOG

- **Log summary only (default)**--Record summary information on the job (including source, destination, session number, and totals) and errors.
- **Log disabled**--Do not record any information about this job.

## How Save Agent and Save Node Information Works

Saving an agent or node to the CA ARCserve Backup database makes it accessible to all users on the same domain. CA ARCserve Backup views the Primary Server, Member Servers, and all agents in a domain as nodes.

The Save Agent/Node Information feature lets you perform the following tasks:

- Save new nodes to the CA ARCserve Backup database
- Save the user account information to the CA ARCserve Backup database
- Filter nodes by agent type
- Group agents by type of agent

### Add, Import, and Export Agents and Nodes

The Add, Import, and Export Nodes feature lets you add multiple nodes and agents using the Backup Manager, whether the nodes and agents will be backed up.

You can add, import, and export nodes from the Classic View and Group View in the Backup Manager.

#### **To add, import, and export agents and nodes**

1. Open the Backup Manager and select the Source tab.

From the view drop-down list, specify one of the following views:

- Group View
  - Note:** The default view is Group View.
- Classic View

The view option is applied.

2. Based on the view option that you specified, do one of the following:

- **Group View**--Right-click one of the group objects in the browser (for example, the Microsoft SQL Server, Microsoft Exchange Server, and Oracle Server objects) and select Add/Import/Export Agents from the pop-up menu.

The Add/Import/Export Agents dialog opens and any existing agents are added to the list of agents which will be added to the Source tree as viewed in the right-pane.

- **Classic View**--Right-click one of the classic objects in the browser (for example, the Windows Systems object) and select Add/Import/Export Nodes from the pop-up menu.

The Add/Import/Export Nodes dialog opens and any existing nodes are added to the list of nodes which will be added to the Source tree as viewed in the right-pane.

3. Add the agents or nodes to the list in the right-pane, which will be added to the Source tree. This can be done in the following ways:

- Specify the host name or host name (IP address) of the agents or nodes that you want to add in the text box and click Add.

The best practice is to specify the host name and the IP address of the target system. This approach helps ensure that CA ARCserve Backup can accurately detect the target system, based on its IP address, and display the system under the Windows Systems object.

**Note:** If you specify only the host name, CA ARCserve Backup sets the IP address value to 0.0.0.0.

- Select those agents or nodes from the list of agents or nodes detected by auto-discovery in the left-pane and click Add or Add All.

You can select multiple nodes and agents using the CTRL or Shift key.

**Note:** The agents or nodes are removed from the left-pane list after they have been added to the right-pane list.

- Click Import to add a list of nodes and agents using a .csv or .txt file.

**Example: .txt file:**

```
Hoatname1(IP)
Hostname2(IP)
Hostname3(IP)
Hostname4(IP)
```

**Example: .csv file:**

```
Hostname1(IP), Hostname2(IP), Hostname3(IP), Hostname4(IP), ...
```

**Note:** For more information, see [Add Multiple Agents and Nodes Using .csv and .txt Files](#) (see page 333).

The nodes and agents that will be added to the Backup Manager Source tree are displayed in the right-pane list.

4. (Optional) Click Delete or Delete All if necessary to remove items from the right-pane list.

The Delete and Delete All buttons are only enabled if you select a node or multiple nodes in the right-pane list. If the node was originally entered in the text box or imported from a .csv or .txt file, and you click Delete, the nodes will be removed from the right-pane list. If the node or agent was detected by auto-discovery, and you click Delete, the nodes or agents display in the left-pane list of nodes and agents detected by auto-discovery.

5. Select the nodes and agents in the right-pane list you want to enter a user name and password for and then click Security.

(Optional) From the list of nodes and agents that will be added to the Source directory tree, double-click the Host name or Address value of the target system.

The Security dialog opens where you can add the user name and password for multiple nodes and agents at one time. The nodes and agents displayed on the Security dialog are provided from the right-pane list on the Add/Import/Export Nodes dialog.

6. Enter the user name and password and click OK.

You are returned to the Add/Import/Export Nodes dialog and the user name and password are added to the right-pane list.

7. (Optional) Select a node or agent in the left-pane list and click Properties.

The Server Properties dialog opens and displays the Domain name, Server name, IP address, Last response time, and Products installed. These properties are detected by the auto-discovery service, so the Properties button will only be enabled when you select a node or agent in the left-pane list and click Properties.

8. Click OK.

**Note:** If CA ARCserve Backup cannot access the newly added nodes, the Add Agents Result dialog opens. The Add Agents Result dialog provides you with a list of agents that CA ARCserve Backup cannot access and the corresponding status (reason) for each agent. If the reason for the failure relates to security credentials, the Add Agents Result dialog lets you modify the user name and password that CA ARCserve Backup requires to log in to the agent. Follow the on-screen instructions on the Add Agents Result dialog to add the agents and click OK.

The agents and nodes are added to the Backup Manager Source tree. If an existing node or agent was deleted, it will be removed from the Backup Manager Source tree. If an agent or node name is duplicated, you will see a warning message indicating that this is a duplicate name and the node or agent will not be added to the Backup Manager Source tree. However, you can add multiple host names with the same IP address.

## Add Multiple Agents and Nodes Using .csv and .txt Files

The Import function allows you to quickly and easily add multiple nodes and agents using the CA ARCserve Backup user interface by importing them from a .csv or a .txt file.

**Note:** A .csv file is a file that uses a comma-separated value format.

### To add multiple agents and nodes using .csv and .txt files

1. Open the Backup Manager and select the Source tab.

From the view drop-down list, specify one of the following views:

- Group View

**Note:** The default view is Group View.

- Classic View

The view option is applied.

2. Based on the view option specified, do one of the following:

- **Group View**--Right-click one of the group objects in the browser (for example, the Microsoft SQL Server, Microsoft Exchange Server, and Oracle Server objects) and select Add/Import/Export Agents from the pop-up menu.

The Add/Import/Export Agents dialog opens.

- **Classic View**--Right-click one of the classic objects in the browser (for example, the Windows Systems object) and select Add/Import/Export Nodes from the pop-up menu.

The Add/Import/Export Nodes dialog opens.

3. Click Import.

The Windows Open dialog opens.

4. Browse to the file containing the agents or nodes that you want to import and click Open.

The agents or nodes are added to the right-pane list on the Add/Import/Export Agents or Add/Import/Export Nodes dialog.

5. Select the agents or nodes in the right-pane list that you want to enter a user name and password for and then click Security.

The Security dialog opens where you can add the user name and password for nodes and agents at one time. The nodes and agents displayed on the Security dialog are provided from the right-pane list on the Add/Import/Export Agents or Add/Import/Export Nodes dialog.

6. Click OK.

The agent and nodes are added to the Backup Manager Source tree.

## Export Multiple Agents and Nodes to a Text File

Nodes and agents that are already entered Backup Manager Source tab can be exported to a .txt file to make it easy to import the list of nodes and agents to another CA ARCserve Backup server.

### To export multiple agents and nodes to a text file

1. Open the Backup Manager and select the Source tab.

From the view drop-down list, specify one of the following views:

- Group View

**Note:** The default view is Group View.

- Classic View

The view option is applied.

2. Based on the view option specified, do one of the following:

- **Group View**--Right-click one of the group objects in the browser (for example, the Microsoft SQL Server, Microsoft Exchange Server, and Oracle Server objects) and select Add/Import/Export Agents from the pop-up menu.

The Add/Import/Export Agents dialog opens.

- **Classic View**--Right-click one of the classic objects in the browser (for example, the Windows Systems object) and select Add/Import/Export Nodes from the pop-up menu.

The Add/Import/Export Nodes dialog opens.

3. Click Export

The Export dialog opens.

4. Select the agents or nodes that you want to export to a text file.

**Note:** By default, all agents or nodes are selected for you.

5. (Optional) Click Select All or Clear All to select or clear the agents and nodes in the list that you want to export.

6. Click OK.

The Windows Save As dialog opens.

7. Select a path where the file should be created and saved.

The selected agents or nodes are exported to a .txt file.

**Note:** The user name and password are not exported.

## Filter Nodes by Agent Type

You can determine which computers in the domain have the same agents installed. CA ARCserve Backup lets you filter nodes from the Backup Manager Source tree and the Restore Manager Source tree and Destination tree.

**Note:** From the Classic View, you can filter only the Windows System object and the UNIX/Linux Systems object.

### To filter nodes by agent type

1. Open the Backup Manager and select the Source tab.

From the view drop-down list, specify one of the following views:

- Group View

**Note:** The default view is Group View.

- Classic View

The view option is applied.

2. Click Agent Type on the Source toolbar.

The Filter by Agent Type dialog opens. The default value is Show all nodes.

3. Click Filter by Agent Type.

From the list of CA ARCserve Backup agents, specify the agents that you want the Source tree to display.

Click OK.

The nodes are filtered and only the nodes containing the specified agents display.

**Note:** To clear the filters, so that you can view all nodes, click Reset on the Source toolbar.

## Modify the IP Address or Host Name of Agents and Nodes

CA ARCserve Backup lets you modify the IP address, host name, or both for agents and nodes.

### To modify the IP address or host name of agents and nodes

1. Open the Backup Manager and select the Source tab.

From the view drop-down list, specify Classic View.

The view option is applied.

2. Locate the agent or node that you want to modify.  
Select and right-click the agent that you want to modify.  
From the pop-up menu, click Modify Agent.  
The Agent Option dialog opens.
3. From the Agent Option dialog, clear the Use computer name resolution check box.  
Enter a Host name and an IP address.  
Click OK.  
The new IP address, host name, or both are applied to the agent or node.

## Delete Agents and Nodes from the Source Tree

CA ARCserve Backup lets you delete agents and nodes from the Backup Manager source tree. The agent and node information, all accounts associated with the agents and are deleted from the CA ARCserve Backup database.

### To delete agents and nodes from the Source tree

1. Open the Backup Manager and select the Source tab.  
From the view drop-down list, specify one of the following views:
  - Group View  
**Note:** The default view is Group View.
  - Classic ViewThe view option is applied.
2. Locate the agent or node that you want to delete.  
Based on the view that you specified, do one of the following:
  - **Group View**--Select and right-click the agent that you want to delete.
  - **Classic View**--Select and right-click the node that you want to delete.From the pop-up menu, click Delete Machine/Agent.  
The delete confirmation dialog opens.
3. Click Yes.  
The agent or node is deleted.

## How to Use the Job Scheduler Wizard to Schedule Jobs

The CA ARCserve Backup command line enables direct control over all operations that can be performed by a CA ARCserve Backup server. The Job Scheduler Wizard provides an alternative to entering job scheduling commands in the Command Prompt window.

The benefits of using this wizard rather than the command line include:

- Jobs can be scheduled and repeated.
- Jobs appear in the Job Queue and Activity log.
- Jobs can be stopped in the Job Queue.
- The commands you can enter are not limited to CA ARCserve Backup. You can use this wizard for virtually any executable, such as Notepad.exe.
- It provides an easy way to quickly package and submit jobs.

**Important!** All scheduled times for CA ARCserve Backup jobs are based upon the time zone where the CA ARCserve Backup server is located. If your agent machine is located in a different time zone than the CA ARCserve Backup server, you will need to calculate the equivalent local time that you want the job to be run.

When you submit a job using the Job Scheduler Wizard, it is labeled as a generic job in the Job Queue and Activity log. Although you can modify a generic job using the Job Queue; you can only reschedule and stop it.

**Note:** You must have Administrator rights on the local Windows machine to submit jobs using the Job Scheduler Wizard.

## Job Scripts

A script is a job that you saved to a file. It contains the original source, destination, options, and schedule information for the job. It will also contain any filters you created to include and exclude files and directories.

Creating a script has the following advantages:

- You can re-use the same settings later.
- You can copy your settings to a different Windows machine running CA ARCserve Backup.
- You can quickly resubmit regularly executed jobs after a job has been accidentally deleted.

## Create a Job Script

You can save almost any type of job as a script. A script is a set of CA ARCserve Backup instructions that let you execute jobs.

### To create a job script

1. After you create the job, click the Submit toolbar button.  
The Submit Job dialog opens.
2. Click Save Job to save the job criteria in a script.  
The Save Job Script dialog opens.
3. Enter a name for the script and click Save.  
The job script is saved.
4. Click OK to submit the job to the queue.  
The job is submitted and a job script is created.

## Execute a Job Using a Script

You can execute almost any type of job using a script. A script is a set of CA ARCserve Backup instructions that let you execute jobs.

### To execute a job using a script

1. Open the Job Status Manager and select the Job Queue tab.  
Click Load on the toolbar.  
The Add Job dialog opens.
2. Browse to and select the script for the job that you want to execute.  
Click Open.  
The Select a Server dialog opens.
3. From the drop-down list, select the server from which you want the job to execute.  
Click the Submit on Hold option to submit the job in a Hold status.  
**Note:** The Submit on Hold option is selected by default.  
Click OK.  
The job information for the previously saved script will be displayed in the Job Queue as a new job.

For more information about how to create and use scripts, see the online help.

## Job Templates

A job template contains a series of settings such as the destination, options, and schedule information for the job. Similar to job scripts, a template can also contain any filters you created to include and exclude files and directories.

Job templates are different, however, from job scripts because they provide the flexibility to repeat custom backup schedule settings on other CA ARCserve Backup machines. Because the job template does not retain the backup source information as the job script does, the template files can be copied and applied to any new server source running CA ARCserve Backup. But, job scripts cannot be modified to accommodate new server sources.

You can choose from seven default job templates or you can create a custom template to meet your individual backup needs. The default job templates are designed to meet specific backup tasks such as rotation scheme, backup method, and GFS options. The default job templates can be accessed from the File menu when you choose the Open Job Template option.

## Create Custom Job Templates

You can create a custom job template that you can save for future jobs on any CA ARCserve Backup system.

### To create a job template

1. From the CA ARCserve Backup Manager window, select Backup from the Quick Start menu.

The Backup Manager Window opens.

2. Make selections for your backup job by accessing the Start, Source, Destination, and Schedule tabs.

Click Submit in the toolbar to submit the job.

The Submit Job dialog opens.

3. Click Save Template.

The Save Job Template dialog opens.

4. In the File Name field, specify a name for the job template and click Save.

The job is saved as a job template with an .ast file name extension.

**Note:** While default job templates are stored in the Templates/Jobs folder in the CA ARCserve Backup directory, you can save your template in any directory you want. To open your custom job template on a local machine or from a remote server, access the File menu and choose the Open from Template option. After the job template is open, specify the source data, and then you can submit the job.

## Windows-Powered NAS and Storage Server 2003 Device Configuration

CA ARCserve Backup provides support for backup and restore of Windows-powered NAS and Storage Server 2003 devices (referred to as Windows-powered NAS).

When you install CA ARCserve Backup on Windows-powered NAS, a new CA ARCserve Backup tab is available on the Web administration user interface for the device. By accessing the tab, you can connect directly with the CA ARCserve Backup components.

### Access CA ARCserve Backup Through the Windows-powered NAS Device

You can administer backup and restore jobs as well as perform agent maintenance for Windows-powered NAS devices through the Web interface. A seamless integration of the CA ARCserve Backup Home Page is easily accessible from the Windows-powered NAS Web administration interface.

Links to CA ARCserve Backup Manager, Device Configuration, or Client Agent Admin are displayed from the Windows-powered NAS menu option. The options available are dependent upon the options installed on the Windows-powered NAS Device.

Use the following table to determine what options are available in the Windows-powered NAS Web administration interface based on a specific CA ARCserve Backup component install.

<b>Installed CA ARCserve Backup Component</b>	<b>Options Available in Windows-powered NAS Interface</b>
CA ARCserve Backup Manager	CA ARCserve Backup Manager
CA ARCserve Backup Server	Device Configuration
CA ARCserve Backup Windows Client Agent	Agent Admin

## CA ARCserve Backup and Windows-powered NAS Device Configuration

The following describes basic Windows-powered NAS configurations supported by CA ARCserve Backup.

This section contains the following topics:

- [Backup Devices Connected Directly to Windows-powered NAS Devices](#) (see page 341).
- [How You Can Back Up Devices Connected to CA ARCserve Backup Server](#) (see page 341).
- [How You Can Back Up Devices Shared Between CA ARCserve Backup and Windows-powered NAS](#) (see page 342).

### Backup Devices Connected Directly to Windows-powered NAS Devices

You can configure and deploy CA ARCserve Backup directly on a Windows-powered NAS as displayed in the following illustration:

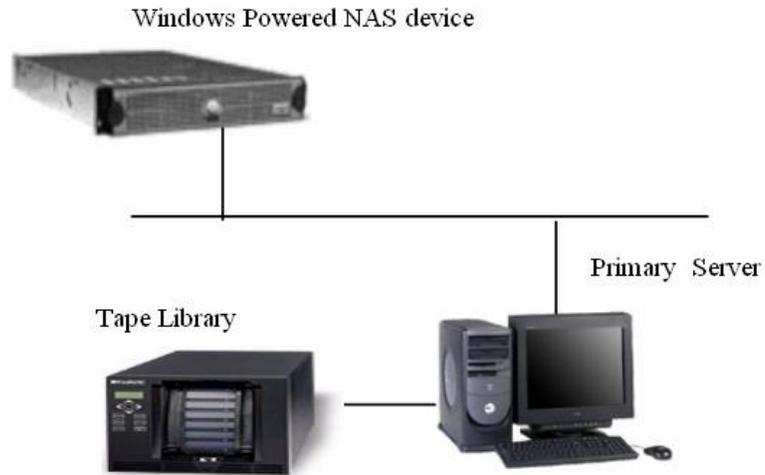


You can use the Web interface integration provided by CA ARCserve Backup on a remote server and perform backup and restore tasks as well as monitor scheduled jobs configured for the installation.

### How You Can Back Up Devices Connected to CA ARCserve Backup Server

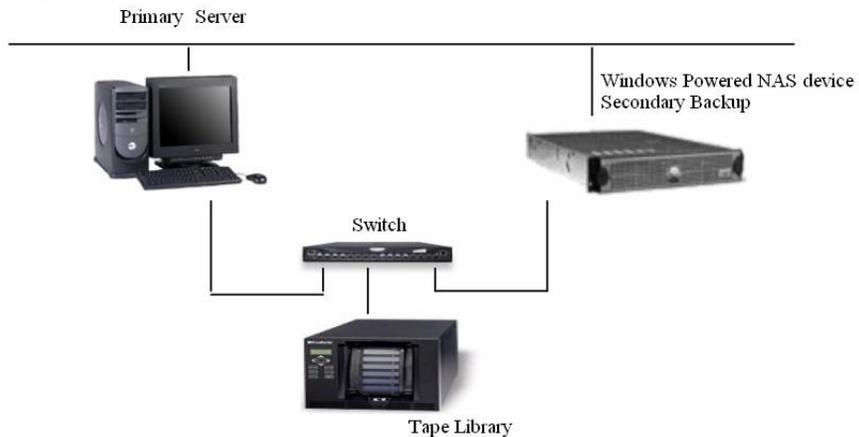
You can configure CA ARCserve Backup Windows Client Agents on the Windows-powered NAS device. Agents can be administered using the integrated Web administration interface provided by CA ARCserve Backup.

The Agents can be backed up from the remote CA ARCserve Backup Server which may be running on another Windows-powered NAS device as shown in the following illustration.



### How You Can Back Up Devices Shared Between CA ARCserve Backup and Windows-powered NAS

You can configure CA ARCserve Backup Server, Manager, and the SAN Option on a Windows-powered NAS device and create a secondary remote CA ARCserve Backup server with a SAN Option. Both machines can connect to a shared backup device such as a tape library through a fiber switch as displayed in the following illustration.



# Chapter 6: Managing Devices and Media

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This section contains the following topics:

[Device Management Tools](#) (see page 343)

[Device Manager](#) (see page 364)

[How to Optimize Tape Usage](#) (see page 406)

[How Media Pools Work](#) (see page 412)

[Media Management Administrator \(MM Admin\)](#) (see page 424)

[MM Admin Interface](#) (see page 425)

[How the Media Management Process Works](#) (see page 432)

## Device Management Tools

CA ARCserve Backup provides a number of ways to help you manage, monitor, and maintain your devices and media:

- The Device Manager gives you information about storage devices connected to your system, the media in these devices, and the status of these devices. It is the starting point for all media and device monitoring and maintenance operations.
- The Media Pool Manager lets you create, modify, delete, and manage media pools, collections of media managed as a unit to help you organize and protect your media.
- The Media Management Administrator (MMO) provides the tools you need to control, manage, and protect media resources.

## Tape Library Configuration

The Tape Library configuration option lets you configure a single-drive tape or optical library in a Windows environment.

The following sections describe the tasks that you can perform to fully configure your library.

**Note:** For information about working with and configuring multiple-drive tape and optical libraries and Tape RAID libraries, see the *Tape Library Option Guide*.

### More information:

[Configure Devices Using the Device Wizard](#) (see page 115)

## Device Assignment

Assigning a drive to a library allows CA ARCserve Backup to recognize the drive's existence within the library.

Usually the manufacturer configures a library in such a way that the first library drive has the lowest SCSI ID number and the last library drive has the highest SCSI ID number.

**Note:** This is not always the case. See the documentation that came with your library for information on how its drives are configured.

To manually assign a drive to a library, highlight the drive you want to assign from the Available Devices list and the library in which the drive should reside from the Library Devices list then use the Assign button to move the drive to the library. To un-assign a drive from a library, highlight the drive in the Library Devices list and click Remove.

**Note:** All drives must be empty for CA ARCserve Backup to complete the drive configuration. The process may take a few minutes, depending on the number of drives in your library.

## Configure Libraries

CA ARCserve Backup automatically detects and configures your libraries as the Tape Engine starts. You do not need to run a wizard or other external application to enable CA ARCserve Backup to detect your libraries.

**Note:** If CA ARCserve Backup does not automatically configure your libraries, use Device Configuration to manually configure your libraries.

To configure a library, you must first ensure that the following prerequisite tasks are complete:

1. Install the CA ARCserve Backup base product.
2. Install the license for the CA ARCserve Backup Tape Library Option as required for your environment.
3. Start the Tape Engine.

CA ARCserve Backup automatically detects and configures your libraries.

4. If you want CA ARCserve Backup to read the tapes, do the following:
  - a. Open CA ARCserve Backup Device Manager
  - b. Browse to and select the library.
  - c. Click Inventory on the toolbar.CA ARCserve Backup reads the tapes.

**To configure libraries**

1. Open the Device Manager window and browse to the library.

Right-click the library and select Library Properties from the pop-up menu.

The Library Properties dialog opens.

2. Click the General tab.

Modify the following General options as required for your library:

- **Bar code reader installed**--If your library contains a bar code reader, this option lets you use the bar code reader in the device to inventory the tapes in the library.
- **Set unknown bar code media to not inventoried during initialization**--To enable this option, you must first select the Bar code reader installed option.

This option lets CA ARCserve Backup initialize faster by designating media with a bar code that is not recorded in the CA ARCserve Backup database as "Not Inventoried." This option prevents CA ARCserve Backup from inventorying the "not inventoried" slots as the Tape Engine starts. Media that is designated as not inventoried can remain in its slot until you need it. To use media that is designated as "Not Inventoried," you must inventory the media using the Manual Inventory option from the Device Manager window.

- **Library Quick Initialization**--This option is designed for libraries that cannot read bar codes. With this option enabled, CA ARCserve Backup retains information about the library's slots in the CA ARCserve Backup database. As a result, CA ARCserve Backup does not repeat the inventory process when the Tape Engine is restarted. CA ARCserve Backup ignores this option on libraries that contain a bar code reader.

**Note:** If the library does not support bar codes and this option is disabled, CA ARCserve Backup inventories the entire library when CA ARCserve Backup starts.

This option lets CA ARCserve Backup initialize faster by bypassing the inventory slots process when the Tape Engine starts. When you use this option, CA ARCserve Backup assumes that the media in the slot have not been added, removed, moved, or swapped since the last shutdown. If you added, removed, moved, or swapped media, you should manually inventory the entire library or inventory the slots that changed.

**Note:** CA ARCserve Backup must inventory the library after you configure the library. The quick initialization option takes affect after you complete the first full inventory of the library.

- **Eject media upon backup job completion**--Lets you direct CA ARCserve Backup to move the tapes back to their original slots after the backup job is complete rather than allow them to remain in the drives.

**Note:** You can override this option on a job-by-job basis by enabling the global option for jobs called Do not Eject Media. In addition, if you do not enable the ejection of media after a backup job completes and later decide that you want to eject media after a particular job, you can enable the global option for jobs called Eject Media.

- **Library is a VTL**--This option lets you set up a library to function as a virtual tape library (VTL).

Be aware of the following behavior:

- CA ARCserve Backup ignores media expiration dates when you select this option.
- Read performance improves when you identify a library as a VTL. This capability lets CA ARCserve Backup maximize drive efficiency and overall VTL backup and data migration performance.
- You should not identify a physical library as a VTL. When you identify a physical library as a VTL, the library's backup and data migration performance can be adversely affected.

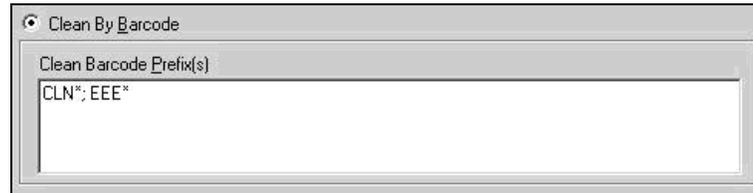
3. Click the Cleaning tab.

Modify the following Cleaning options as required for your library:

- **Clean by slot**--Lets you designate specific slots as cleaning slots. You can specify one or more cleaning slots and they do not need to be in a successive order.

- **Clean by Barcode**--Lets you specify cleaning slots for your library based on a specific bar code or a range of bar codes using a prefix and a wildcard character. In the Clean Bar Code Prefixes field, enter the prefixes of your bar coded cleaning tapes.

Specify the bar code prefixes into the Clean Barcode Prefix(s) field as illustrated by the following:



**Note:** The asterisk is a wildcard character.

Click OK.

The cleaning slots are set based on their bar code prefix.

**Examples:**

- The bar code on your cleaning tape is CLN123. In the Clean Barcode Prefix(s) field, specify CLN123.
  - There are several cleaning tapes in your library. The bar code prefix for the cleaning tapes is ABC. In the Clean Barcode Prefix(s) field, specify ABC\*.
  - There are several cleaning tapes in your library. The cleaning tapes' bar code prefixes are ABC, CLN1, and MX. In the Clean Barcode Prefix(s) field, specify ABC\*; CLN1\*; MX\*.
- **Automatic tape cleaning**--Lets you direct CA ARCserve Backup to manage your tape cleaning tasks automatically. When you enable this option you must specify the number of hours that must elapse between cleaning tasks.

4. Click OK.

The library is configured.

## RAID Device Configuration Option

The RAID Device configuration option lets configure a RAID device in the Windows environment.

To configure a RAID Device, the Tape Engine must be stopped. If your Tape Engine is running, a pop-up window is displayed to allow you to stop the engine.

The following sections describe the steps required to fully configure your RAID device.

**Note:** For information about configuring Tape RAID device, see the *Tape Library Option Guide*.

### **More information:**

[Configure Devices Using the Device Wizard](#) (see page 115)

## RAID Level Configuration

Choose the RAID device from the Device Configuration dialog.

When you click Next, the RAID Option Setup dialog appears, enabling you to:

- Create a new RAID device
- Assign a RAID level
- Delete an existing RAID
- Change the RAID level

To review the attributes of each RAID level, instructions on selecting a RAID level, and instructions on assigning drives to the RAID device, see the online help.

## RAID Group Configuration

The RAID device must be added to a group in the Device Manager to perform backup, restore, and copy operations using that RAID device. When running the job, CA ARCserve Backup automatically assigns a RAID device to a group, if it is not already assigned.

For information on how to manually assign a RAID device to a RAID group, see the online help.

## Virtual Library Configuration Option

The Virtual Library configuration option lets you configure or modify the configuration of a virtual library in the Windows environment.

To configure a virtual library, the Tape Engine must be stopped. If your Tape Engine is running, a pop-up window is displayed to allow you to stop the engine.

The Virtual Library option is used to set up all virtual libraries. The option lets you define virtual libraries and their parameters, including the number of slots and drives required for the library. At minimum, a virtual library must have at least one slot and one drive associated with it.

Because the Virtual Library feature works on existing configured libraries, you must install the CA ARCserve Backup Tape Library Option and configure your physical libraries before configuring virtual libraries.

**Note:** You must separate WORM (Write Once Read Many) and non-WORM media in the same library using the Virtual Library configuration option. If WORM and regular media are not separated, the Job Manager treats all media as WORM media. However, the Device Manager can manage these media correctly.

For more information see [Configure Libraries to Function as VTLs](#) (see page 388).

**More information:**

[Configure Devices Using the Device Wizard](#) (see page 115)

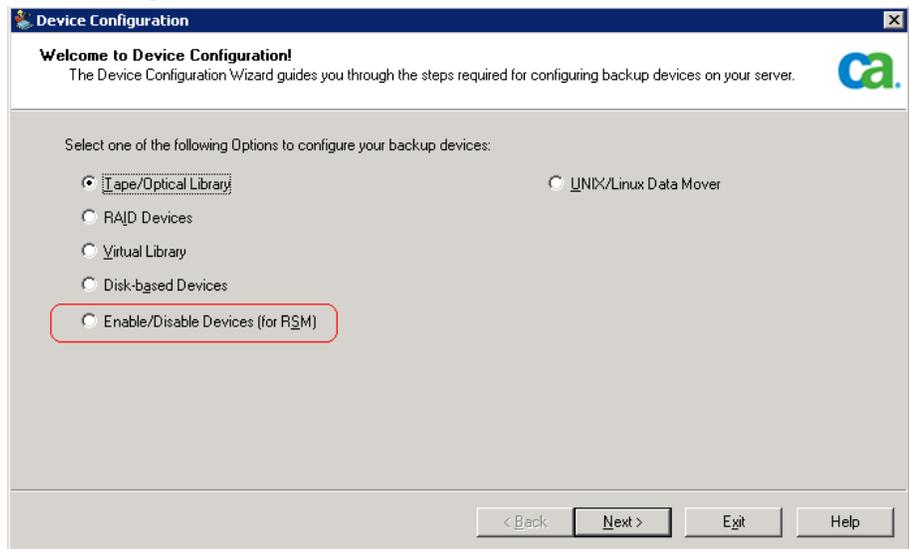
## Control Devices Using Removable Storage Management

The Enable/Disable Devices (for RSM) configuration option lets you enable or disable devices for Removable Storage Management (RSM) in the Windows 2000 and Windows Server 2003 environment.

Be aware of the following considerations and expected behavior:

- To enable or disable devices for RSM, the Tape Engine must be stopped. If your Tape Engine is running, a pop-up window displays that lets you stop the Tape Engine.
- Servers running Windows 2000 and Windows Server 2003 take control of all the devices attached to the server when the Removable Storage service is enabled. This service manages removable media, drives and libraries. To control these devices CA ARCserve Backup must have exclusive access to them.

- By default, RSM maintains exclusive control of all devices. When the Tape Engine starts, CA ARCserve Backup detects all devices under the control of RSM and attempts to obtain exclusive control of the devices by disabling the devices in RSM. However, CA ARCserve Backup can obtain exclusive control from RSM only if the devices are not being used by other applications. If RSM is not running when the Tape Engine starts, CA ARCserve Backup detects the devices but CA ARCserve Backup cannot disable RSM's control of the devices. As a result, RSM obtains exclusive control of the devices the next time RSM starts. To help ensure that CA ARCserve Backup can obtain exclusive control of RSM devices, you must specify the Enable/Disable Devices (for RSM) option and disable the devices. You can access the Enable/Disable Devices (for RSM) from Device Configuration as illustrated by the following screen:



- When RSM has exclusive control of device, CA ARCserve Backup cannot send SCSI commands directly to the device. However, when CA ARCserve Backup has exclusive control of a device, it can communicate (input and output commands) directly to the device.
- When you choose the Enable/Disable Devices (for RSM) option, you are provided with a list of all the devices that are currently available in the system. CA ARCserve Backup manages the devices currently selected. If you want another application to manage any device, clear the selected device.
- You do not need to disable a device in the RSM if the device driver is not installed on the CA ARCserve Backup server. RSM functions in this manner because the lack of a device driver prevents RSM from detecting the device. CA ARCserve Backup does not require the presence of a device driver to be able to detect a device.

**More information:**

[Configure Devices Using the Device Wizard](#) (see page 115)

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## Configure Devices Using Enterprise Module Configuration

Enterprise Module Configuration is a wizard-like application that lets you configure the following devices:

- **StorageTek ACSLS**--The StorageTek ACSLS configuration option lets you configure or modify the configuration of a StorageTek ACSLS Library. With this option, the CA ARCserve Backup server can interface with the StorageTek ACSLS libraries to manage backup and restore operations, tape volume movement, and tape volume organization.

To configure StorageTek ACSLS library, ensure that it is properly installed and running before you start Enterprise Module Configuration.

For information about using StorageTek ACSLS libraries with CA ARCserve Backup, see the *Enterprise Module Guide*.

- **IBM 3494**--The IBM 3494 configuration option lets you configure or modify the configuration of an IBM 3494 library. With this option, you can use the full capabilities of CA ARCserve Backup with the large tape volume capacities of the IBM® TotalStorage® Enterprise Automated Tape Library 3494.

To configure IBM 3494 Libraries, ensure that the following configurations are complete before you start Enterprise Module Configuration:

- All libraries are properly attached to your network.
- IBM 3494 Automated Tape Library software is installed on the primary server.

For information about using IBM 3494 libraries with CA ARCserve Backup, see the *Enterprise Module Guide*.

- **Image Option**--The Image Option configuration option lets you install a driver on target systems to enable Image Option capabilities. With this option, you can perform high-speed backups by bypassing the file system, creating a snapshot image of the drive, and reading data blocks from the disk.

For information about backing up and restoring data using the Image Option, see the *Enterprise Module Guide*.

- **Serverless Backup Option**--The Serverless Backup Option configuration option lets you install a driver on target systems to enable Serverless Backup Option capabilities. With this option, you can perform backups with near-zero impact to the system CPU by allowing applications on servers to continue to run while backups are in progress.

For information about backing up and restoring data using the Serverless Backup Option, see the *Enterprise Module Guide*.

### To configure devices using Enterprise Module Configuration

1. From the Windows Start menu, click Start, point to Programs (or All Programs), CA, ARCserve Backup, and click Enterprise Module Configuration.

The Enterprise Module Configuration, Options dialog opens.

2. Click the button for the device that you want to configure, follow the prompts on the subsequent dialogs, and complete all required information.

## Disk-Based Device Configuration

With Device Configuration, you can create Windows File System or Deduplication devices using a wizard application, or you can modify the configuration of existing devices within the Windows environment. Devices are configured to a folder on a specific shared drive. When you specify the device as your backup destination, each session is stored as an individual file within that folder.

CA ARCserve Backup lets you configure disk-based devices without stopping the Tape Engine. When you configure devices, you can change the credentials of devices used for remote access by clicking Security from the Disk-Based Device Configuration dialog.

From Device Configuration, you can add one or many devices. When you click Next, CA ARCserve Backup verifies the validity of information specified for all devices and displays the results as tool tips. Point your mouse to the icon in the Device Name column. Device status is indicated by the series of icons described in the following table:

Icon	Description	Function
	Pending	Displayed while a device is being created or edited.
	Verifying	Displayed while a device is being verified.
	Passed	Displayed when a device passes verification.
	Failed	Displayed when a device fails verification.

Icon	Description	Function
	Warning	Displayed when a device passes verification, but requires corrections.
	Ready	Displayed when a device does not change and is ready for use.

When the status displayed is Failed:

- Ensure the paths specified for the Location are unique for each device.
- Ensure the security credentials are accurate.
- Check that the volume is shared.
- Check that the path specified for the location is valid.

Staging backup operations can quickly consume a large amount of free disk space on file system devices. Due to the maximum file size limitations of FAT 16 and FAT 32 file systems, you should not use these file systems on file system devices designated for staging operations.

You can specify the Location of the FSD using any of the following formats:

- To specify a path to a local folder, use the format that follows:  
c:\fs\_drive
- To specify a path to a folder that resides on a mapped drive, use the format that follows:  
k:\fs\_drive  
CA ARCserve Backup converts the path and prompts you for credentials when you are finished editing.
- To use a shared folder as a File System Device that you want to access through the network, specify the Universal Naming Convention (UNC) path of the shared folder, for example, \\SERVER1\fs\_drive\. For UNC path, we encourage users to always put the correct credentials in the Security Window. Incorrect credentials may lead to unexpected results on some platforms, such as Windows 2008, Vista, and others.

When you use a mapped drive as an FSD:

- CA ARCserve Backup can use the mapped drive, but you must have logged in to the mapped drive previously.
- If you use a mapped drive for an FSD, CA ARCserve Backup converts the mapped drive to a universal naming convention (UNC) path and prompts you to provide log in credentials when you click Finish.
  - The log in credentials provided must enable full access to the mapped drive.
  - By default, CA ARCserve Backup uses the CA ARCserve Backup System Account to gain access to each remote FSD. You can change the credentials that you use with the selected file system device by using Security.
  - You do not need to provide credentials when you create an FSD using a local disk.

**Important!** CA ARCserve Backup does not support sharing an FSD with multiple CA ARCserve Backup servers. When an FSD is shared, the ARCserve servers using the FSD can overwrite the other server's backup data.

**Note:** CA ARCserve Backup supports configuring an aggregate total of 255 FSDs and DDDs (only if the number of physical devices configured is 0).

## Create File System Devices

File System Devices (FSDs) can be used as backup destinations in normal or staging jobs. If you wish to create deduplication devices, see the topic, [Create Deduplication Devices](#) (see page 356).

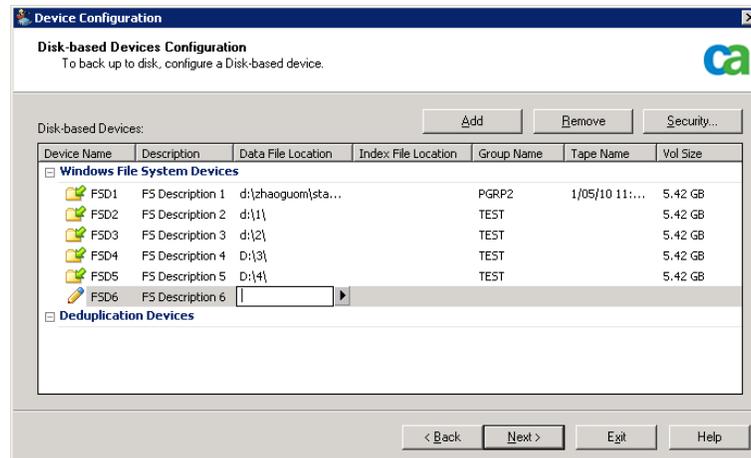
### To create file system devices

1. Open the CA ARCserve Backup Manager Console.
  - From the Navigation Bar, expand Administration and click Device Configuration.
  - Device Configuration opens.
2. On the Welcome to Device Configuration dialog, select the Disk-based Devices option and click Next.
3. From the Login Server dialog, provide the required security credentials for the Primary Server and click Next.
4. From the second Login Server dialog, select the desired server and click Next.

The Disk-Based Device Configuration dialog opens, showing separate branches in the tree for Windows File System Devices and Deduplication Devices.

5. Click the branch for the type of device you wish to create, for example, Windows File System Devices, and then click Add.

A new, blank device is added to the appropriate branch of the tree.



6. Complete device configuration, as follows:
  - a. In the Device Name field, enter a name or accept the default.
  - b. In the Description field, enter a description or accept the default.
  - c. In the Data File Location field, type a location or click the Browse button to search for one.
  - d. In the Group Name field, enter a name.

**Note:** The Index File Location field applies only to deduplication devices and is not available when creating FSDs. The Tape Name and Vol Size fields auto-fill when verification completes successfully.

### Add More than One File System Device to a Group

To add multiple file system devices to the same device group, the file device type you specify in Device Configuration should be the same for each device you want to include in the group. You can also use Configure Groups to place multiple file system devices in the same group after the file system devices have been created.

**Note:** You can place only one deduplication device in a deduplication device group.

### Device Commands for File System Devices

The device commands that are available for file system devices are:

- **Format--**Deletes the sessions from that folder.
- **Erase--**Deletes the sessions and writes a blank header file on that folder.

The device commands that are not available for file system devices are:

- Retension
- Compression
- Eject
- Long erase

### How to Create Deduplication Devices

Deduplication Devices (DDD) can be used as backup destinations in normal or staging jobs. For more information, see [Create Data Deduplication Devices](#) (see page 709).

**Note:** If you wish to create file system devices, see [Create File System Devices](#) (see page 354).

### Remove Disk-Based Devices

When file system or deduplication devices break down, or when you no longer wish to use a device, you can remove the device from CA ARCserve Backup.

**Note:** The following procedure applies to file system and deduplication devices.

#### To remove disk-based devices

1. Launch Device Configuration and choose Disk-Based Devices.
2. Click Next.  
The Login Server screen opens.
3. Specify the domain name, primary server name, and authentication type.  
Enter your user name and password and click Next.  
Specify the server on which the disk-based device is to be removed and click Next.  
The Disk-Based Device Configuration screen opens.
4. From the desired branch of the tree (File System or Deduplication Device), click the device you wish to remove to select it.  
Click Remove.  
The selected device is flagged for removal. If you change your mind and wish to keep the device, click Cancel Remove.
5. Click Next and review results. The device you removed is shown as Delete - Successful in the Report column.
6. Click Next to remove more devices or click Exit to end device configuration.  
The disk-based device is removed.

## Change Disk-Based Devices

CA ARCserve Backup lets you change a disk-based device name, description, and data or index file locations (deduplication devices only). However, you may not modify the device's group or tape names here.

**Note:** The following procedure applies to File System and Deduplication Devices.

### To change disk-based devices

1. From the CA ARCserve Backup Manager Console, launch Device Configuration.

The Device Configuration screen opens.

2. Select Disk-Based Devices and click Next.

The Login Server screen opens.

3. Specify the domain name, primary server name, and authentication type.

Enter your user name and password and click Next.

Specify the server on which the disk-based device you wish to change is connected and click Next.

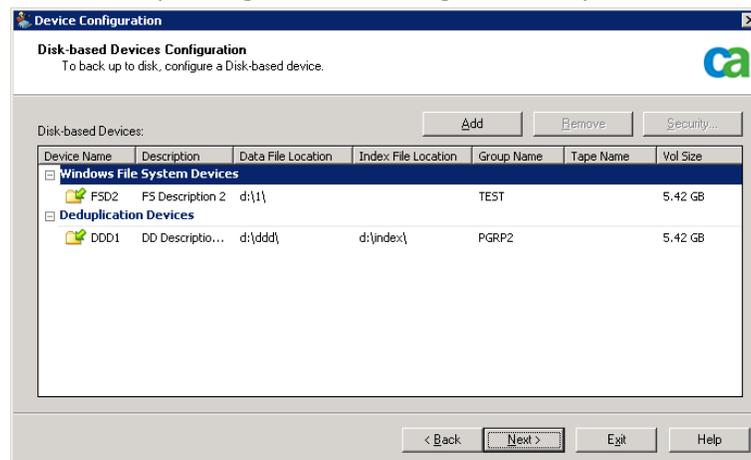
The Disk-Based Device Configuration screen opens.

4. From the appropriate branch of the tree, click the device you wish to change to select it.

For File System Devices, you may change the Device Name, Description or Data File Location.

For Deduplication Devices, you may change the Device Name, Description, Data File or Index File Locations.

**Note:** You cannot change the Group and Tape Names from this screen. Use Device Group Configuration to change the Group Name.



5. Specify new security settings. If you changed remote locations for the Data File or Index File Locations, click Security and provide the required User Name, Domain and Password. Retype the password to confirm.
6. Click Next.
7. Click Exit to leave Device Configuration if you are done modifying devices.

## Configure Device Groups

Group Configuration is a utility that allows you to create, rename, and delete groups, assign or remove devices from groups, and set the properties of groups, such as those needed for staging or deduplication jobs.

From the Device Group Configuration wizard, there are two options:

- [Configure groups](#) (see page 358) -- use this option to create, rename, or delete groups, or assign or remove devices from groups.
- [Configure Disk-Based Groups](#) (see page 361) -- use this option to set properties for deduplication groups or staging groups.

## Configure Groups

The Configure groups option of the Device Group Configuration wizard lets you create, rename and delete groups as well as assign or remove devices from groups.

When disk-based devices are created, they are automatically added to groups. However, for times when you need to reassign devices, such as for hardware maintenance or replacement, you can add a new (empty) group and assign devices to it later, or swap devices among existing groups.

## Add a New (Empty) Disk-Based Device Group

You can create a new regular group and then assign a disk-based device to it, making the regular group a deduplication device group or a file system device group, accordingly. If an existing device is busy or damaged, but the group has been specified in various backup jobs, you can remove the device from a particular group and put a new device in its place.

**Note:** You can assign multiple file system devices to a group, but only one deduplication device to a group.

### To add a new empty group

1. From the CA ARCserve Backup Manager Console, launch Device Group Configuration.  
Device Group Configuration appears.
2. Click Next.

3. On the Login Page, provide credentials and click Next.
4. On the Options dialog:
  - a. select the server you would like to configure,
  - b. choose Configure Groups,
  - c. click Next.
5. From the Device Group Configuration dialog, click New.  
The New Group dialog opens.
6. On the New Group dialog,
  - a. Enter a Name for the new group,
  - b. click OK.

The new regular group appears in the Empty Groups list, but contains no device. You may now assign an available disk-based device to this group.

### Assign Disk-Based Devices to Groups

You can assign devices to groups using Device Group Configuration. If you wish to assign a deduplication device to a group, the desired group must be empty. Only one deduplication device can be assigned to a group.

If Device Group Configuration is not already running, launch it from the CA ARCserve Backup Manager Console.

#### To assign disk-based devices to groups

1. From Device Group Configuration, click a Group from the list of available groups on the left.
2. From the list of Available Devices on the right, click a device to select it.  
**Note:** If there are no Available Devices to choose from, remove a device from another group or delete an existing device groups. Devices in deleted groups are moved to the Available Devices list.
3. Click Assign.  
The device is added to the group you selected.
4. Click Finish when you are done assigning devices.
5. Click Exit to leave Device Group Configuration.

You can convert an existing File System Device group to a Deduplication Device group by removing the FSD devices from it and adding a deduplication device to it. Similarly, you can convert a deduplication group to a normal FSD group in the same manner.

## Remove Disk-Based Devices from Groups

You can remove file system or deduplication devices from groups to reassign the devices elsewhere.

### To remove disk-based devices from groups

1. From Device Group Configuration, click a Group from the list of available groups on the left.
2. Select the device inside the group to select it.
3. Click Remove.

The device is removed from the Group and added to the list of Available Devices.

4. Click OK when you are done removing devices.

You may reassign devices you have removed to other device groups.

## Delete Disk-Based Device Groups

You may delete file system or deduplication device groups. Devices assigned to deleted groups are moved to the list of available devices for reassignment.

### To delete disk-based device groups

1. Launch Device Group Configuration.  
Device Group Configuration appears.
2. Click Next.
3. On the Login Page, complete the required fields and click Next.
4. On the Options dialog, select the server you would like to configure, choose Configure Groups and then click Next.
5. From the Device Group Configuration dialog, click a Group from the Groups list to select it.
6. Click Delete.

A confirmation message appears.

7. Click OK to continue.

The selected group is deleted. The device assigned to the deleted group is moved to the Available Devices List.

8. Click Finish if you are done deleting groups.
9. Click Exit to leave Device Group Configuration.
10. Click Yes to clear the confirmation message.

## Rename Disk-Based Device Groups

If you wish to rename an existing File System or Deduplication device group, you may do so from Device Group Configuration.

### To rename disk-based device groups

1. Launch Device Group Configuration.  
Device Group Configuration appears.
2. Click Next.
3. On the Login Page, complete the required fields and click Next.
4. On the Options dialog, select the server you would like to configure, choose Configure Groups and then click Next.
5. From the Device Group Configuration dialog, click a Group from the Groups list to select it.
6. Click Rename.  
The Rename Group dialog opens.
7. From the Rename Group screen, specify a new name for the device group.  
Click OK  
The name is changed and the device previously assigned to the group remains unchanged.

## Configure Disk-Based Device Groups

Use the Configure Disk-Based Groups option to set properties for groups. You can set staging properties for File System Devices or deduplication properties for Deduplication Devices.

### To set disk-based group properties

1. Launch Device Group Configuration and click Next.
2. Specify the Primary Server and Authentication Type, enter the required security credentials and click Next.
3. Choose the Configure Disk-Based Groups option and click Next.
4. For File System Device Groups, click the Enable Staging option to set staging properties. For Deduplication Device Groups, set the deduplication device properties.
5. Click Finish.

## Disk-Based Device Group Properties

From the list of Groups displayed, choose the disk-based device group you wish to configure and then complete the following fields.

Depending on the group selected, there are two types of properties you may configure:

### Deduplication Group Properties

The following options apply to devices configured as deduplication devices.

- **Max Threshold**--Specifies the maximum amount of space that can be used on a disk before a job fails. When the maximum threshold is reached, CA ARCserve Backup fails the jobs.

**Default Value:** 80%

The Max Threshold is represented as either a percentage of the total capacity used on the disk, or as the total number of GB or MB used.

- **Max # Streams**--Specifies the maximum number of simultaneous streams to the device.

**Default Value:** 4

- **Pause data migration**--Instructs CA ARCserve Backup to halt the data migration process. This option applies only to deduplication groups used in staging operations.

**Default Setting:** Disabled

- **Allow optimization in Data Deduplication backups**--Directs CA ARCserve Backup to examine file header parameters first. The process of identifying natural boundaries and performing hash calculations is performed only on files whose header details have changed since the last backup, greatly enhancing backup throughput.

Default Value: Enabled

**Note:** You cannot optimize stream-based data (for example, MS SQL or Oracle). If you use Optimization, ensure the Reset Archive bit for backup to deduplication device option on the Operation tab in Global Options is enabled. Failure to reset the archive bits after a backup job means Optimization considers all files to be changed, even if no changes actually took place. We recommend disabling optimization in rare situations where applications running on the machine being backed up reset the file archive bit and file attributes like modified time.

- **Enable Global Deduplication**--Lets you to perform deduplication on the C:\ drives of different machines.

**Note:** CA ARCserve Backup lets you perform Global Deduplication operations on Oracle RMAN sessions.

- **Delayed Disk Reclamation**--Lets you reclaim disk space created by the deduplication process. Delayed disk reclamation reduces the risk of disk fragmentation.
- **Expedited Disk Reclamation**--Lets you immediately reclaim disk space created by the deduplication process. Although expedited disk reclamation improves the performance of disk reclamation, it can introduce disk fragmentation to the device. This option is enabled by default to improve the performance of disk reclamation.

### Staging Device Group Options

The following options are available when the option, Enable Staging, is selected:

- **Max Threshold**--Specifies the maximum amount of space that can be used on a disk before a job fails. When the maximum threshold is reached, CA ARCserve Backup fails the jobs.

**Default Value:** 80%

The Max Threshold is represented as either a percentage of the total capacity used on the disk, or as the total number of GB or MB used.

- **Purge data when the used disk space exceeds the Max threshold**--Instructs CA ARCserve Backup to delete old sessions when the disk space used for backup exceeds the Max Threshold value.
- **Purge to Threshold**--Available only when the Purge data when the used disk space exceeds the Max threshold option is enabled.
- **Max # Streams**--Specifies the maximum number of simultaneous streams to the device.
- **Enable SnapLock for this group**--Available only on devices that support SnapLock technology, this option prevents data purge or over-write until the specified retention time elapses.
- **Pause Data Migration**--Instructs CA ARCserve Backup to halt the data migration process. This option applies only to deduplication groups used in staging operations.

**Default Value:** Disabled

### More information:

[Global Deduplication](#) (see page 724)

## Deduplication Device Management

Use Device Configuration to create data deduplication devices, to remove existing deduplication devices, or to change the properties on an existing device. You must have the proper security access to create a data deduplication device on a remote server.

**Note:** You may also create deduplication devices using the Create Disk-based Devices option from the Device Manager.

### More information:

[Remove Disk-Based Devices](#) (see page 356)

[Change Disk-Based Devices](#) (see page 357)

[Protect Deduplication Devices with CA ARCserve Replication](#) (see page 364)

[Disk-Based Device Group Properties](#) (see page 362)

[Create Data Deduplication Devices](#) (see page 709)

## Protect Deduplication Devices with CA ARCserve Replication

When deduplication devices are installed locally, the deduplication data files are excluded from CA ARCserve Backup jobs. If you wish to protect the deduplication device itself, you can do so using CA ARCserve Replication.

With CA ARCserve Replication, you can create a scenario that replicates the index and data file paths for a deduplication device. For more information, see the topic, [Create CA ARCserve Replication Scenarios for Deduplication Devices](#). (see page 721)

## Device Manager

The Device Manager provides information about storage devices that are connected to your system, the media in these devices, and the status of these devices. When you highlight a storage device or the adapter card it is configured to, summary information is displayed about the adapter card or the storage device, such as the vendor, model name, and board configuration.

If you have more than one storage device connected to your machine, CA ARCserve Backup lets you separate them into groups. Establishing device groups is the key to the flexibility and efficiency of CA ARCserve Backup.

By default, CA ARCserve Backup is installed with each storage device assigned to its own group. If identical storage devices (same make and model) are detected, it automatically places them in the same group. You can use Device Group Configuration to:

- Create a new device group
- Assign a device to a device group (including a RAID group)
- Remove a storage device from a device group
- Rename or delete a device group
- Use a RAID tape set as one unit

## Maintenance Tasks

Using the Device Manager, you can perform the following maintenance tasks on your media:

- [Format media](#) (see page 365).
- [Erase data](#) (see page 367).
- [Retention tapes](#) (see page 368).
- [Compress data](#) (see page 369).
- [Eject media](#) (see page 369).
- [Online and Offline drives](#) (see page 370).
- [Rebuild media - RAID devices only](#) (see page 370).
- [Scan device - USB storage devices only](#) (see page 371).

**Important!** Before you use these options, especially formatting and erasing, make sure you have the right media selected.

### Format Media

Although CA ARCserve Backup automatically formats blank media during a backup job, you can use this option to manually format your media. Formatting writes a new label at the beginning of the media, effectively destroying all existing data on the media.

**Note:** Use this option with care. After the media is formatted, CA ARCserve Backup can no longer restore the data and any job sessions associated with the media.

Low level formatting, which is required on most hard drives and some mini cartridge device drives, is not required for drives that CA ARCserve Backup supports.

### To format media

1. Click the Format toolbar button on the Device Manager window.

The Format dialog opens. It displays specific details about the media in your library slots. For example, unformatted media appears as <Blank Media>, and slots reserved for cleaning media do not appear.

**Important!** File System Devices (FSD) that are part of a staging group cannot be formatted using the Format toolbar button. To prevent accidental formatting of an FSD before the data is migrated to a final destination media, CA ARCserve Backup disables the Format toolbar button on the Device Manager window. If you want to format the FSD, you can either use the command line (`ca_devmgr`) or disable the staging option for the selected FSD.

2. Select the slot containing the media that you want to format. Assign a New Media Name and an Expiration date to the media that you want to format.

**Note:** When you assign a New Media Name to a slot, the light icon next to the selected slot turns green. Slots with write-protected media appear in red. These media cannot be formatted. You must specify a New Media Name before formatting the media.

Repeat this step if you want to specify more media.

3. If you want to use the media in a media pool, select a slot with the green light icon and check the Use Rotation option. Then, from the Media Pool drop-down list, select the media pool that you want to use the newly formatted media in. In the Serial No. field, you can accept the default serial number or specify a user-defined serial number. (If no media pool name is defined and the media has an assigned bar-coded serial number, then CA ARCserve Backup does not overwrite that serial number during the format procedure.)

**Note:** Click the Apply to all button if you want to use all of the formatted media in a media pool and assign all the media to the same media pool.

4. Assign a name and an expiration date to the media you want to format. You must specify a New Media Name before formatting the media. For more information, see [How to Choose Expiration Dates](#) (see page 374).

5. Click OK.

The Format dialog closes and the following message appears:

"Formatting will erase ALL of your data from the media. Do you want to format the media?"

6. Do one of the following:
  - To start the formatting process, click OK.  
CA ARCserve Backup formats the media.
  - To cancel the formatting process, click Cancel.  
CA ARCserve Backup does not format the media.

## Erase Media

Use this option to erase all data from a single media or from multiple media. CA ARCserve Backup also erases all references to the contents of this media (if any) from the database. When you reformat this media, its physical history (read and write passes) is retained.

You should verify that you have selected the correct media before using the Erase option. Erased data cannot be retrieved. When erasing media, you can choose from the following options:

- **Quick Erase**--Quick Erase effectively erases media. It avoids the time a Long Erase would take (minutes to hours) by overwriting the media label. The media history remains available to CA ARCserve Backup for tracking purposes.
- **Quick Erase Plus**--This option performs the same operation as Quick Erase, and also erases bar codes and serial numbers. For more information about bar code and serial number cataloging, see Mount and Dismount Option.

**Note:** If the media you are erasing does not have a serial number or bar code, this option functions in the same manner as the Quick Erase option.

Media erased using the Quick Erase Plus option can no longer be tracked by CA ARCserve Backup, and information such as the expiration date is no longer carried forward.

- **Long Erase**--Long Erase completely removes all data from media. It takes much longer than a Quick Erase, but the media is literally blank. For security reasons, use the Long Erase option to ensure that all data on your media is erased completely.

The Long Erase option is the equivalent of formatting the optical platter when erasing optical media.

**Note:** The long erase process consumes more time than the quick erase process. This will be apparent when you erase large capacity libraries. Exercise caution when using this option on large capacity libraries.

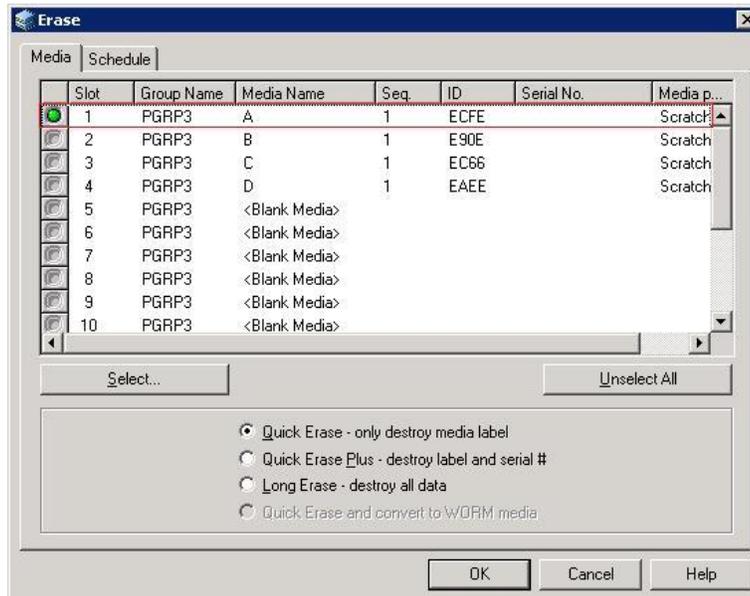
- Quick Erase and convert to WORM**--This option quickly erases all data from the media. In addition, CA ARCserve Backup converts the media to Write Once - Read Many (WORM) media.

To use this option, CA ARCserve Backup must detect DLTWORM capable media in the library or in a stand-alone drive.

**To erase media**

- Click the Erase toolbar button.

The Erase dialog opens.



**Note:** Slots reserved for cleaning media do not appear in the Erase dialog.

- Select the slot you want to erase. When you select media, the light icon next to the media turns green.

You can press the Shift key to select multiple contiguous media. Press the Ctrl key to select multiple noncontiguous media. You can also click and drag the light icon to select multiple contiguous media.

- Select an erase method, click OK, and then click OK to confirm. CA ARCserve Backup erases the media.

**Retension Tapes**

The Retension option helps to ensure that tapes are tensioned properly to avoid errors, jamming, or breaking. You should retension media if you are having trouble writing to it or reading from it.

**Note:** This feature applies only to quarter inch cartridge tapes.

**To retention tapes**

1. Insert the tape into a storage device.
2. Select that tape.

In the left pane of the Device Manager, expand the tree under the storage device containing the tape.

Then highlight the tape.

Click the Retention on the toolbar.

Click OK.

CA ARCserve Backup retentions the tape.

**Compress Media**

CA ARCserve Backup lets you compress the backup data that is stored on the media. Use the Compression option only if your storage device supports tape compression. If it does not, the Compression toolbar button will be disabled.

**Note:** Set the Compression option off only if you plan to use a media in another drive that does not support compression. In this case, the drive that does not support compression will not be able to read the compressed data on the media.

**To turn compression on or off**

1. Open the Device Manager and browse to the library that you want to configure.

2. Select the device drive in the Device Management tree.

If the device drive supports compression, then CA ARCserve Backup enables the Compression toolbar button. To verify if the device supports compression, select the Detail tab when the device is highlighted.

3. Click Compression on the toolbar.
4. Click OK to set the Compression Mode to Off (if it is On) or On (if compression is Off).

**Eject Media**

Use this option to eject media from library storage drives and return the media to their home slots (the slot with which the media was associated during the inventory process).

### **To eject the media from all drives in a library or a single drive**

1. Open the Device Manager window.
2. From the Device Manager's devices directory tree, do one of the following:
  - To eject the media from all drives in a library, select the library.
  - To eject the media from a single drive, select the individual drive.
3. To eject the media, do one of the following:
  - Right-click the library or drive and select eject from the pop-up menu.
  - Click the Eject toolbar button.
4. Click OK to confirm.  
CA ARCserve Backup ejects the media.

### **Online and Offline Drives**

You can status library drives as offline or online from the Device Manager by right-clicking on the drive and selecting offline or online, depending on the current state of the drive.

This capability can be useful for marking defective drives in a library as offline, which prevents CA ARCserve Backup from using the drive until it is repaired and in an online status.

**Note:** If there is media inside the drive you want to mark as online or offline, eject the media prior to marking the drive offline. CA ARCserve Backup cannot access the media inside an offline drive.

### **To online and offline drives**

1. Open the Device Manager and browse to the server connected to the library containing the drive that you want to status as online or offline.
2. Expand the library, right-click the drive, and select Online or Offline from the pop-up menu.

The drive status changes to offline or online.

**Note:** Drives display in a disabled mode when they are in an offline state.

### **Rebuild Media**

CA ARCserve Backup lets you rebuild one missing or unusable tape containing backup data in a RAID level 5 environment. Due to the architecture of RAID Level 5 (striping with parity), you cannot rebuild more than one missing or defective tape.

**To rebuild RAID tape drives**

1. Eject the incomplete RAID set, using the eject option from CA ARCserve Backup Device Manager (choosing 'Eject' while highlighting the RAID ejects all tapes in RAID).
2. Insert a tape that the user wants to use as the replacement for the missing tape in one of the tape drives.
3. Chose Erase from the Device Manager.  
CA ARCserve Backup erases the tape.
4. Insert the incomplete RAID set in the other tape drives and click the Rebuild toolbar button.  
CA ARCserve Backup rebuilds the media.

**To rebuild RAID tape libraries**

1. If there are no blank tapes in the library, import one tape, or erase an unused tape in the library.
2. Choose the RAID set that you want to rebuild and click the Rebuild toolbar button.  
CA ARCserve Backup rebuilds the media.

**Scan Devices**

Use the Scan Device option to enumerate USB storage devices that are connected directly to the CA ARCserve Backup server.

**Note:** This option applies to USB storage devices only.

**To scan a USB storage device using the Scan Device option**

1. Open the Device Manager.
2. Connect the USB storage device to the CA ARCserve Backup server.
3. Select the USB controller icon in the device directory tree and click the Scan Device toolbar button.  
CA ARCserve Backup detects and enumerates the device in the Device Manager, device directory tree.

**Important!** If the drivers for the USB storage device are not Plug and Play (PnP) compatible, CA ARCserve Backup may not be able to detect and enumerate the storage device. To resolve this, you must configure the USB storage device by stopping and restarting the Tape Engine.

**To scan a USB storage device by stopping and starting the Tape Engine**

1. Stop the Tape Engine by doing the following:

a. From the Quick Start menu, select Server Admin.

The Server Admin Manager opens.

b. From the server tree, locate and select the primary server.

The CA ARCserve Backup services appear in the right side of the window as illustrated by the following screen:

Name	Status	Up Time (days:hours: minu...)	Description
CA ARCserve Communication Foundation	Started	2 : 23 : 35	Provides data used by CA ARCserve Backup Dashboard.
CA ARCserve Database Engine (ODBC)	Started	2 : 23 : 35	Provides database services for ARCserve Backup products. If thi...
CA ARCserve Discovery Service	Started	2 : 23 : 35	Enables the discovery of all ARCserve Backup products on the ne...
CA ARCserve Domain Server	Started	2 : 23 : 34	Provides the management of domains and authentication service...
CA ARCserve Job Engine	Started	2 : 23 : 35	Maintains and executes jobs from the ARCserve Job Queue. If t...
CA ARCserve Management Service	Started	2 : 23 : 35	Provides remote services for command line utilities.
CA ARCserve Message Engine	Started	2 : 23 : 35	Allows remote management of other ARCserve Servers.
CA ARCserve Service Controller	Started	2 : 23 : 35	Enables remote start/stop of ARCserve Backup services.
CA ARCserve Tape Engine	Started	2 : 23 : 34	Manages the configuration and operation of backup devices for ...

c. Right-click CA ARCserve Tape Engine and select Stop on the pop-up menu.

The Tape Engine stops.

**Note:** Do not close the Server Admin Manager.

2. Attach the USB storage device directly to the CA ARCserve Backup server.

3. Restart the Tape Engine by doing the following:

a. From the server tree, locate and select the primary server.

The CA ARCserve Backup services appear in the right side of the window.

b. Right-click CA ARCserve Tape Engine and select Start on the pop-up menu.

The Tape Engine starts.

After the Tape Engine starts, CA ARCserve Backup detects and enumerates the device in the Device Manager device directory tree.

**More information:**

[Configure USB Storage Devices](#) (see page 394)

## Schedule Device Management Jobs

Under Device Management, you can submit a scheduled Format or Erase job. In the Format or Erase dialog, choose Run Now to run and submit the device command now or choose Schedule to submit a device command job to the CA ARCserve Backup queue and run later. Specify the date and time you want to run the device command.

For more information about the Run Now option, refer to the section Job Queue Tab.

### **More information:**

[How to Manage Jobs Using the Job Queue Tab](#) (see page 318)

## Device Management Functions for Libraries

Using the Device Manager, you can perform the following management tasks for your libraries.

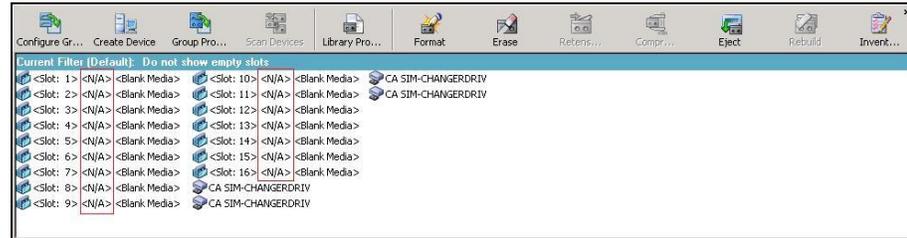
- [Inventory the slot range](#) (see page 376).
- [Mount and Dismount a magazine](#) (see page 378).
- [Import and export media](#) (see page 379).
- [Clean media](#) (see page 382).
- [Offline and online removable drives](#) (see page 385).
- [Configure library device groups](#) (see page 389).

## How CA ARCserve Backup Labels Media with Bar Codes or Serial Numbers

Labeling media allows the library to quickly recognize and differentiate one media from the others. Bar code recognition is a library-specific feature. Each media comes from its manufacturer with a bar code label affixed to the outer edge of the media cartridge. This label has a predefined serial number in letters and numerals, which is used as the media serial number when the media is formatted.

If you select a media pool name and the media has an assigned bar coded serial number, that serial number is preserved and the media pool range is ignored.

**Note:** When the serial number or bar code does not exist on the media, CA ARCserve Backup displays N/A (not available) on the media description in the Device Manager as illustrated by the following screen.



### How to Choose Expiration Dates

The expiration date tracks how long media should be in service. The life of media is generally based on passes. A pass is defined as the storage drive head passing over a given point on the media. For example, a backup without verification constitutes one pass, whereas a backup with verification constitutes two passes.

Tape manufacturers rate their tapes' useful lives from about 500 to 1500 passes. This does not mean that the tape is unusable after it reaches the maximum number of passes, only that it is more susceptible to errors at this point.

You should choose expiration dates based on how you plan to use the tape. If you plan to use the tape often, (for example, a few times a week), you should set the expiration date to one year, or less, from the date of formatting. By contrast, if you plan to use the tape only once or twice a month, you can set the expiration date to two or three years from the current date.

When media reaches its expiration date, CA ARCserve Backup notifies you that you cannot overwrite to expired media. To remedy this condition, you can specify to append the backup data to the expired media by doing the following:

1. Open the Backup Manager and click Options on the toolbar.

The Global Options dialog opens.

2. Select the Backup Media tab.

In the First Backup Media section, click Append, click OK, and resubmit the job.



## How CA ARCserve Backup Logs Expired Media

CA ARCserve Backup logs messages in the Activity Log that relate to media that is expired or will expire in certain number of days.

- When the backup job appends the backup data to an expired media, a warning message is displayed as shown below:

This job is appending to an expired media. (MEDIA=media\_name[S/N:serial\_number], ID=media\_id, SEQ=sequence\_number)

- When a backup job chooses a media to overwrite or append the backup data, it checks the alert period of the media expiration and displays the following message:

This job is using media that will expire after <# of days> (MEDIA=media\_name[S/N:serial\_number], ID=media\_id, SEQ=sequence\_number).

Where <# of days> represents a specific number days (for example, 3, 5), Media\_name represents the name of the media (for example, tape1, Media\_id represents the media ID (for example, 3d3c), and Sequence\_number represents the sequence number.

**Note:** This operation applies to both first tape and spanning tape.

- The alert period of the media expiration is 30 days by default. You can change this by adding the DWORD AlertPeriodForTapeExpiration to the following registry key to set the alert period (number of days):

```
\\HKEY_LOCAL_MACHINE\ComputerAssociates\CA ARCserve  
Backup\Base\Task\Backup\AlertPeriodForTapeExpiration
```

**Note:** This approach only applies to tape media, and you cannot overwrite to an expired media.

## Inventory Slots

The Inventory Slots option checks the library slots and reads the media header. It then associates the media header with the slot in which it was found (called the home slot). In this way, the Tape Engine can track changes made to media in the library. For example, media added or removed from a magazine or moved to a different slot.

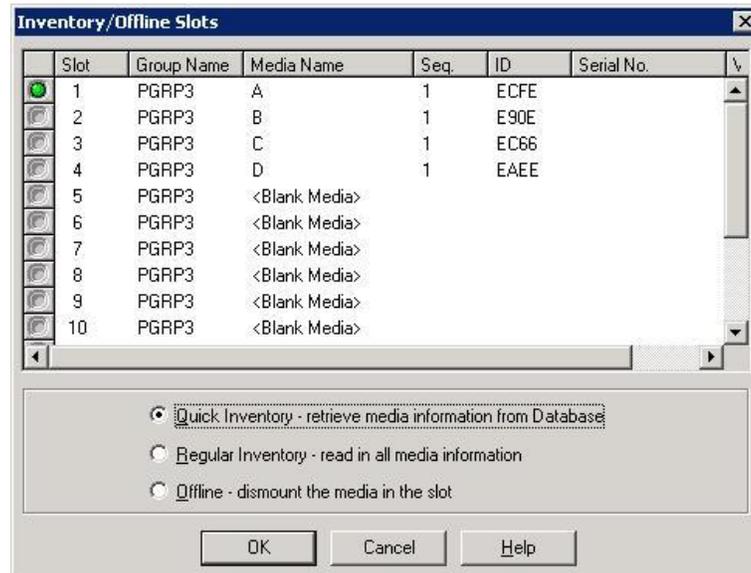
Be aware of the following considerations when using the Inventory Slots option to inventory media:

- Each media that you load into the storage drives in the libraries must have a unique serial bar code number.
- You should only add and remove media when the Tape Engine is running so that you can immediately inventory your slots.
- For media that was created using a previous ARCserve release, this release automatically creates a new media pool with the same name given to media that was inventoried and used in a media pool in the previous ARCserve release.

### To inventory slots

1. Right-click a slot and select Inventory/Offline Slots from the pop-up menu.

The Inventory/Offline Slots dialog opens.



2. Select the slot you want to inventory. Press the Shift key to select multiple contiguous media. Press the Ctrl key to select multiple non-contiguous media. The light icon next to selected media turns green.

**Note:** You can also click and drag the light icon to select multiple contiguous media.

3. Choose one inventory method:
  - **Quick Inventory**--The Tape Engine matches the bar code number to the media serial number, if the library supports bar codes, and the bar code option is enabled. You can only use this method if you are using the bar code option.
  - **Regular Inventory**--The Tape Engine reads all the media information from the media.  
**Note:** This method is also known as a Manual Inventory.
  - **Offline**--Dismounts the selected slots.
4. Click OK.  
CA ARCserve Backup inventories the slots.

### Mount and Dismount Magazines

Use this option to mount (load) or dismount (remove) a magazine from the library. Mounting a magazine initiates an inventory of the slots in the magazine. Dismounting a magazine returns all media to their home slots and prepares the magazine for removal. The time this process requires varies based upon the number of media in the magazine you are mounting or dismounting. Additionally, the time required to mount and dismount magazines can vary from vendor to vendor.

This option checks the library slots and reads the media header. It then associates the media header with the slot in which it was found (its home slot). This enables the Tape Engine to keep track of any changes made to media in the library (media added to or removed from a magazine or moved to a different slot).

If you are using bar codes, each media that you load into a storage drive in the libraries must have a unique serial bar code number. If you purchased two media having identical serial numbers, you must use one of the media in a different backup session.

You should add and remove media only when the Tape Engine server is running, so that you can immediately inventory your slots.

### To mount and dismount a magazine

1. Click the Mount toolbar button.

The Mount/Dismount Magazine dialog opens.



2. From the Magazines drop-down list, select the magazine you want to mount or dismount.

Depending on the operation that you want to perform, click one of the following buttons:

- Mount
- Dismount

CA ARCserve Backup mounts or dismounts the magazine.

## Import and Export Media

CA ARCserve Backup lets you import media and retrieve media information from the media or the CA ARCserve Backup database. You can also import or export multiple media to or from your library slots.

If the library has mail slots, CA ARCserve Backup lets you move tapes into and out of the library. You can:

- Import one or more media from mail slots to library slots.
- Export one or more media from library slots to mail slots.

When importing media, you can choose one of the following methods:

- **Quick Import**--CA ARCserve Backup imports the media and attempts to use the media's bar code information to retrieve the corresponding information from the CA ARCserve Backup database.

**Note:** You can only use this method if you are using the bar code option.

- **Regular Import**--Reads all media information from the media itself.

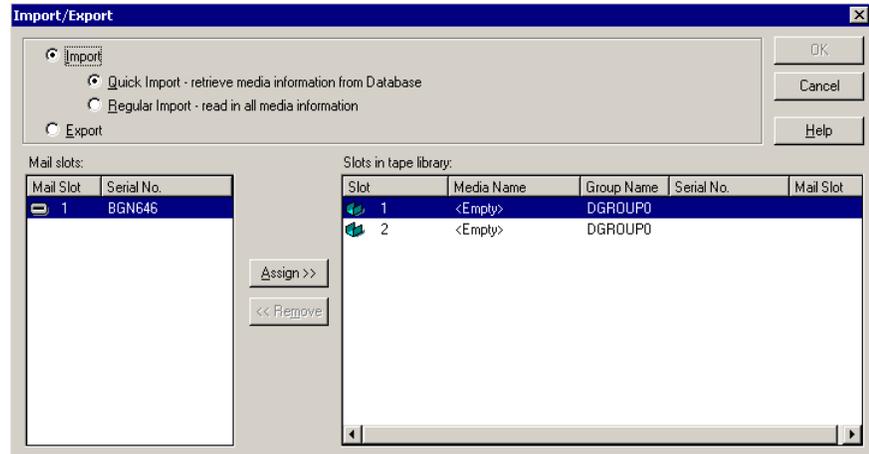
**To import media to libraries**

1. Open the Device Manager and browse to the library that you want to configure.

Select the library in the Device Management tree.

2. Click Import/Export from the tool bar.

The Import/Export dialog opens.



3. Choose Import to view all the available empty slots in a media library.

**Note:** If your library has a bar code reader, the Serial No. field displays the bar code number of your tape. You can use the Serial No. field to identify tapes located in a specific mail slot.

Select the mail slot containing the media you want to assign to your library.

Select the empty slot to which you want to import the media and click Assign.

CA ARCserve Backup imports the media into the library.

**Note:** The best practice is to import cleaning tapes to slots that you have designated as cleaning slots, or set the barcode as a cleaning tape prefix. You can do this from the Library Properties window of the Device Manager. If you import it to a different slot, you may receive unrecognized media errors.

4. Repeat the previous step for each media you want to import.
5. Choose an Import method and click OK.

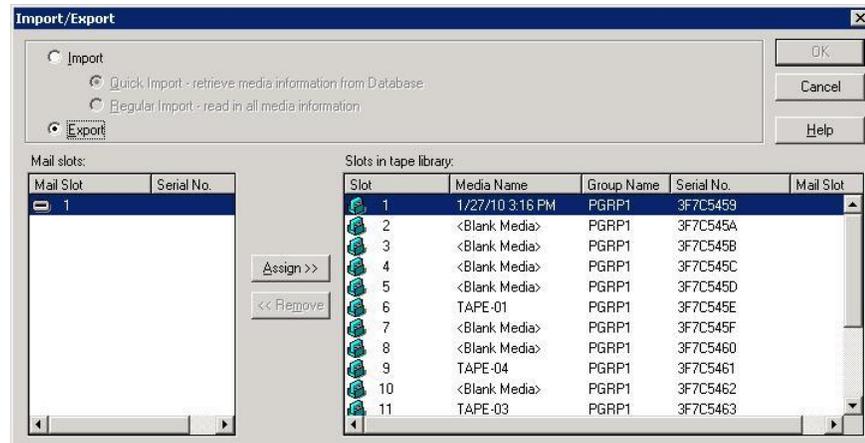
The media is imported to the library.

**To export media from libraries**

1. Open the Device Manager and browse to the library that you want to configure.
2. Select the library in the Device Management tree.

3. Click Import/Export on the toolbar.

The Import/Export dialog opens.



4. Select the Export option to view all the occupied slots in a library.  
Highlight the media you want to export.  
Select the mail slot to export to, and click Assign.  
CA ARCserve Backup exports the media from the library.
5. Repeat the previous step for each media you want to export.
6. Click OK.  
The media is exported from the library.

## Clean Media

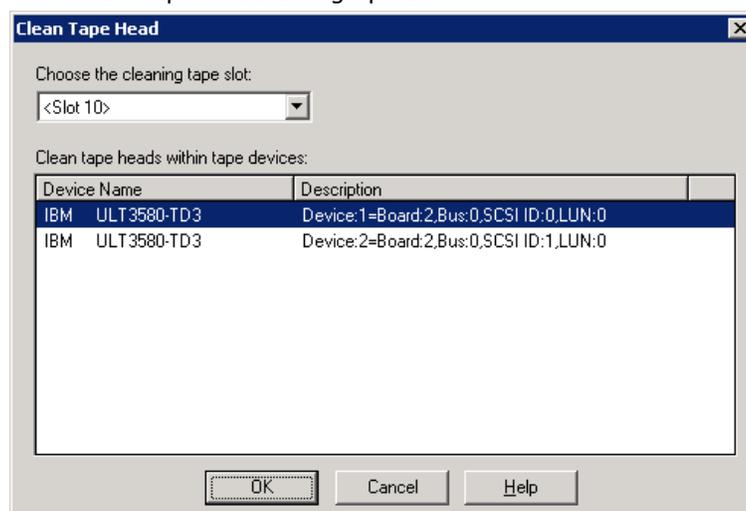
Use this option to clean the tape heads of any media drive in your library.

**Note:** To use this option, you must have at least one cleaning tape configured in your library.

### To clean media (tape heads)

1. Click the Clean toolbar button.

The Clean Tape Head dialog opens.



**Note:** Offline drives do not appear in the Device Name and Description lists.

2. From the Choose the cleaning tape slot drop-down list, select the cleaning slot that you want to use.

From the Clean tape heads within tape device list, select the drive whose head you want to clean.

Click OK.

CA ARCserve Backup cleans the tape heads.

### More information:

[Configure Libraries](#) (see page 344)

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## How to Configure Cleaning Slots

This section describes how you can configure more than one cleaning slot.

If supported by your library, you can use CA ARCserve Backup to specify more than one cleaning slot. You can designate a slot based on the following:

- **Slot number**--This option lets you designate specific slots as cleaning slots. You can specify one or more cleaning slots and they do not need to be in a successive order.
- **Bar code prefix**--This option lets you designate slots based on a bar code prefix.

**Example 1:** If your cleaning tape bar code number is CLN123, specify "CLN\*" as the bar code prefix.

**Example 2:** If you are using more than one cleaning tape, and their bar codes start with ABC, specify "ABC\*" as the bar code prefix.

### More information:

[Add Cleaning Slots Based on Slot Number](#) (see page 383)

[Remove Cleaning Slots Based on Slot Number](#) (see page 384)

[Configure Cleaning Slots Based on Bar Code Prefix](#) (see page 384)

## Add Cleaning Slots Based on Slot Number

CA ARCserve Backup lets you add cleaning slots based on the slot number.

### To add cleaning slots based on slot number

1. Open the Device Manager and browse to the library that you want to configure.
2. Right-click the library and select Library Properties from the pop-up menu.  
The Library Properties dialog opens.
3. Select the Cleaning tab.  
The cleaning options display.
4. Select the Clean by Slot option.  
From the Available Slots list, select the slot that you want to designate as a cleaning slot and click the Add button.  
The available slot is added to the Clean Slots list.
5. Repeat the previous step to add more cleaning slots.
6. Click OK.

You have successfully added cleaning slots based on their slot number.

**More information:**

[How to Configure Cleaning Slots](#) (see page 383)

**Remove Cleaning Slots Based on Slot Number**

CA ARCserve Backup lets you remove cleaning slots based on the slot number.

**To remove cleaning slots based on slot number**

1. Open the Device Manager and browse to the library that you want to configure.
2. Right-click the library and select Library Properties from the pop-up menu.  
The Library Properties dialog opens.
3. Select the Cleaning tab.  
The cleaning options display.
4. Select the Clean By Slot option.  
From the Available slots list, select the slot that you want to remove.  
Click the Remove button to exclude the slot from use as a cleaning slot.  
The available slot is removed from the Cleaning Slots list.
5. Repeat the previous step to configure more cleaning slots.
6. Click OK.  
The cleaning slots are removed based on their slot numbers.

**More information:**

[How to Configure Cleaning Slots](#) (see page 383)

**Configure Cleaning Slots Based on Bar Code Prefix**

The Clean By Bar Code function lets you specify cleaning slots for your library based on a specific bar code or range of bar codes using a prefix and a wildcard character.

**To configure cleaning slots based on bar code prefix**

1. Open the Device Manager and browse to the library that you want to configure.
2. Right-click the library and select Library Properties from the pop-up menu.  
The Library Properties dialog opens.
3. Select the Cleaning tab.  
The cleaning options display.

4. Select the Clean by Barcode option.

Specify the bar code prefixes into the Clean Barcode Prefix(s) field as illustrated by the following:

**Note:** The asterisk is a wildcard character.

Click OK.

The cleaning slots are set based on their bar code prefixes.

### Examples: Clean Bar Code Prefixes

The bar code on your cleaning tape is CLN123. In the Clean Barcode Prefix(s) field, specify CLN123.

There are several cleaning tapes in your library. The bar code prefix for the cleaning tapes is ABC. In the Clean Barcode Prefix(s) field, specify ABC\*.

There are several cleaning tapes in your library. The cleaning tapes' bar code prefixes are ABC, CLN1, and MX. In the Clean Barcode Prefix(s) field, specify ABC\*; CLN1\*; MX\*.

### More information:

[How to Configure Cleaning Slots](#) (see page 383)

## Offline and Online Removable Drives

CA ARCserve Backup automatically detects removable drives that are connected via Universal Serial Bus (USB) or Serial Advanced Technology Attachment (SATA) to a CA ARCserve Backup primary or member server. Before you can back up data to a removable drive, you must perform a one-time configuration and then bring the removable drive online.

After you perform a one-time configuration, you can specify removable drives as online or offline from Device Manager by right-clicking on the drive and selecting online or offline (depending on the current state of the drive) from the pop-up menu.

**Note:** If there is media inside the drive that you want to mark as online or offline, eject the media prior to marking the drive offline. CA ARCserve Backup cannot access the media inside a drive that is in an offline state.

CA ARCserve Backup automatically detects and configures removable drives that are connected via USB or SATA to a CA ARCserve Backup primary or member server. Before you can back up data to a removable drive, you must configure the removable drive and then bring the removable drive online.

**To specify a removable drive as online**

1. Ensure that the removable drive is attached to a CA ARCserve Backup domain primary or member server.
2. Open the Device Manager window and expand the Servers object.  
Browse to and select the server to which the removable drive is connected. CA ARCserve Backup presents you with a list of devices attached to the selected server.
3. From the list of devices attached to the server, select and right-click the removable drive that you want to bring online.

From the pop-menu, select **Online**.

CA ARCserve Backup prompts you to confirm that you want to configure the device.

**Note:** This message displays only the first time that you bring the removable drive online.

4. Click OK.  
CA ARCserve Backup prompts you to confirm that you want to bring the device online.
5. Click OK.

The removable drive is now configured and is in an online state.

Use the **Offline** removable drive option when you want to perform maintenance, repairs, or detach a drive from your CA ARCserve Backup environment. For example:

- You do not want to use the removable drive for a period of time and you do not want to overwrite the media in the drive.
- You want to detach the removable drive from the CA ARCserve Backup server so that you can replace it with an identical removable drive, or remove it completely from your CA ARCserve Backup environment.

**Important!** When the removable drive is offline, jobs associated with the removable drive may fail.

### To specify a removable drive as offline

1. Open the Device Manager window, expand the Servers object.

Browse to and select the server to which the removable drive is attached.

CA ARCserve Backup presents you with a list of devices attached to the selected server.

2. From the list of devices attached to the server, select and right-click the removable drive that you want to take offline.

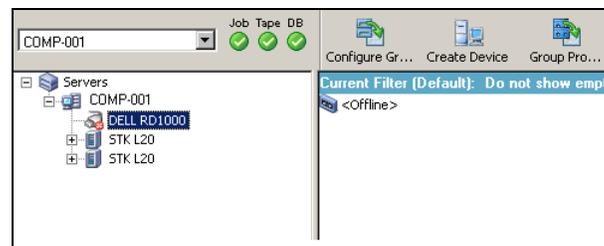
From the pop-up menu, select **Offline**.

CA ARCserve Backup prompts you to confirm that you want to take the removable drive offline.

3. Click OK.

The removable drive is now in an offline state in the Device Manager window.

**Note:** After you mark the removable drive as offline, *<Offline>* displays in the Device Manager window as illustrated by the following:



### How Device Replacement Works

Situations may arise that require you to repair or replace a device that is connected directly to your CA ARCserve Backup server (for example, a single-drive library, tape drive, CDRom, and so on).

When you replace a device, CA ARCserve Backup demonstrates the following behavior:

- After you replace the device with a device that is **different** from the original device and start the Tape Engine, CA ARCserve Backup assumes that the device is a new device and creates a new device group for the device. Since the replacement device is not associated with the original device group, jobs associated with the original device group will fail.

To remedy the failed jobs, you must reconfigure the jobs associated with the original device group and then resubmit the jobs.

- After you replace the device with a device that is the **same** as the original device and start the Tape Engine, CA ARCserve Backup assigns the device to the device group where the original device was assigned.

This behavior ensures that jobs associated with the original device group do not fail.

**Limitations:**

- The replacement device must be a product from the same manufacturer as the original device.
- The replacement device must be the same type of device as the original device (for example, a single-drive library, a tape drive, and so on).
- The replacement device must be connected to the same adapter and channel as the original device.
- The original device must not be assigned to a RAID device group.
- The CA ARCserve Backup server, where the original device is connected, must not be a member of a SAN domain.

## Configure Libraries to Function as VTLs

Read performance improves when you configure a library to function as a virtual tape library (VTL). This capability lets CA ARCserve Backup maximize drive efficiency and overall VTL backup and data migration performance.

**Important!** You should not configure a physical library to function as a VTL. The library's backup and data migration performance can be adversely affected when configured to function as a VTL.

**Prerequisite Tasks**

Before you can configure libraries to function as VTLs, ensure the following prerequisite tasks are complete:

- Ensure that the Tape Library Option is licensed.
- Ensure that the VTLs are properly configured using Device Configuration.
- Ensure that CA ARCserve Backup detects the VTLs.

**To configure libraries to function as VTLs**

1. From the Administration menu in the Navigation Bar on the Home Page, select Device.

The Device Manager window opens.

2. From the Server directory tree, locate the VTL.

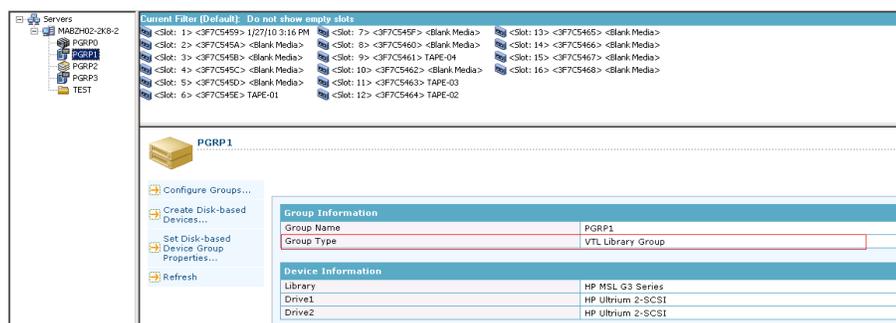
Right-click the VTL and select Library Properties from the pop-up menu.

The Library Properties dialog opens.

### 3. Select the General tab.

In the VTL (Virtual Tape Library) section, check the Library is a VTL check box and click OK. CA ARCserve Backup ignores specified media expiration dates when you select this option.

The library is identified as a VTL in the Backup Manager, Destination tab as illustrated by the following screen:



**Note:** If you do not want to identify a library as a VTL, repeat the above steps and remove the check mark from the Library is a VTL check box.

## Media Movement

When you insert a media into a magazine slot or remove a media from a slot, you must either inventory this slot or remount the magazine.

**Important!** If you are manually inserting media into a library, always insert media into slots, never into its library drives.

## Device Group Configuration Using the Device Manager

CA ARCserve Backup lets you separate the slots in your library into groups. Grouping slots lets you run several types of jobs at the same time. Additionally, if you have several slots in a group, you can let the library span the media in the group for you.

By default, the first time you start the Tape Engine, all the slots in each library you have attached to your machine are automatically assigned to that group.

After you start CA ARCserve Backup, you can use the Device Manager to:

- [Create new groups](#) (see page 390).
- [Assign slots to groups](#) (see page 391).
- [Remove slots from groups](#) (see page 393).
- [Delete groups](#) (see page 393).
- [Rename groups](#) (see page 394).

### Example: Library Configuration Using the Device Manager

For example, if you have two libraries attached to your machine, you will have two groups—all the slots in the first library are assigned to GROUP0, and all the slots in the second library are assigned to GROUP1. You can retain these group names, or you can regroup and rename them. Since each slot in a library is viewed as a virtual storage drive, each slot can be assigned its own group.

### Create a New Library Group

To create a new library group, you must first open the Device Group Configuration dialog. The following are methods you can use to open the Device Group Configuration dialog.

- From the Device Manager, click the Device menu and select Configure Groups.
- From the Device Manager window or the Staging Location tab in the Backup Manager window, click the Configure Groups option located in the device properties preview pane, as shown in the following example.



**Note:** To access the Device Group Configuration dialog using a wizard-like application, from any manager window, click the Configuration menu and select Device Group Configuration.

**To create a new library group**

1. From the Device Manager, click the Device menu and select Configure Groups.

The Device Group Configuration dialog opens. Existing groups, and the slots assigned to each group, are listed here. If you have reserved one of your slots for cleaning media, it cannot be assigned to a group and it does not appear in this dialog.

2. Click New.

The New Group dialog opens.

3. Enter a name for the library group and click OK.

The new library group displays in the Groups field. You can now begin assigning slots to this group.

**Assign Slots to a Library Group**

CA ARCserve Backup lets you assign specific slots to a library group.

**To assign slots to a library group**

1. From the Administration menu in the Navigation Bar on the CA ARCserve Backup Manager Console, select Device Group Configuration.

The Device Group Configuration Welcome dialog opens.

2. Click Next.

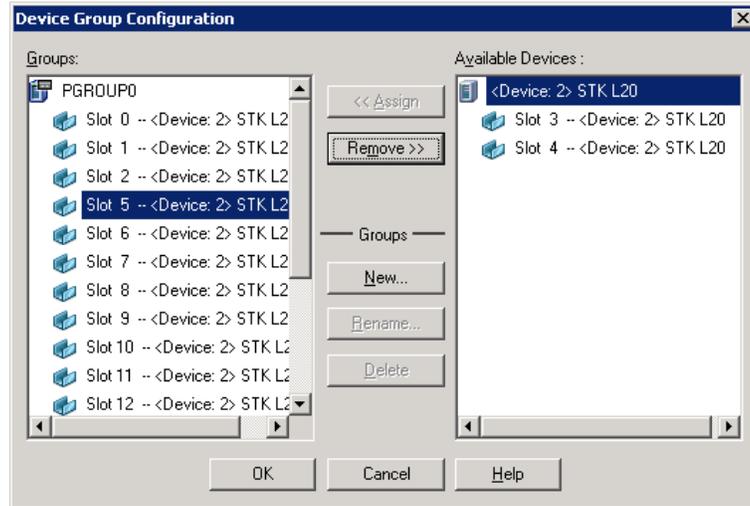
The Login Page dialog opens.

3. Complete the required fields on the Login Page dialog and click Next.

The Options dialog opens.

4. Select the server that you want to configure, click the Configure Groups option, and then click Next.

The Device Group Configuration dialog opens. Library devices and their corresponding slots (available for assignment) display in the Available Devices list.



5. From the Available Devices list, select the slots that you want to assign to a group. You can select one available slot at a time, or you can select the library to assign all of its available slots to a group.
6. From the Groups list, select the group to which you want to assign the slot.
7. Click Assign.

CA ARCserve Backup removes the slot from the Available Devices list and places it in the Groups list, below the group to which it was assigned.

8. Repeat Steps 5 through 7 to assign more slots to groups.

**Note:** If there are no slots available, you can remove them from their currently assigned group to make them available to other groups. To do this, from the Groups list, select the slot that you want to make available to other groups and click Remove. The slot is now available to other groups. You can now perform Steps 5 through 7 to assign the slot to a different group.

9. Click Finish and then click Exit to exit Device Group Configuration.

The slots are assigned to the library groups.

## Remove Slots from a Library Group

CA ARCserve Backup lets you remove (unassign) specific slots from a library group.

### To remove slots from a library group

1. From the Device Manager, click the Device menu and select Configure Groups.

The Device Group Configuration dialog opens.

2. Highlight the slot you want to remove. Slots are listed in the Groups list beneath the name of the group to which they were assigned.
3. Click Remove.

The slot is removed from the group to which it was assigned in the Groups list and placed in the Available Devices list.

4. Repeat Steps 2 and 3 to remove more slots from groups.
5. Click OK.

The slots are removed from the library groups.

## Delete a Library Group

If you no longer require a specific library group, CA ARCserve Backup lets you delete library groups.

### To delete a library group

1. From the Device Manager window, click Configure Groups (from the list of functions) or click the Groups toolbar button.

The Device Group Configuration dialog box opens.

2. Select the group you want to delete.
3. Click Delete, and then click OK to confirm.

The group is removed from the Groups list. Any slots that were assigned to the group are placed in the Available Devices list.

## Rename a Library Group

CA ARCserve Backup lets you rename specific library groups.

### To rename a library group

1. From the Device Manager window, click Configure Groups (from the list of functions) or click the Groups toolbar button.

The Device Group Configuration dialog opens.

2. Select the group you want to rename and click Rename.

The Rename Group dialog opens.

3. Specify a new name for the group and click OK.

The new group name is appears in the Groups list.

## Universal Serial Bus (USB) Storage Devices

CA ARCserve Backup can detect the following types of Universal Serial Bus (USB) storage devices that are connected to the CA ARCserve Backup server:

- Tape drives
- Media changers
- USB removable drives

After you connect the USB storage devices to your CA ARCserve Backup server, you can use them for all of your backup and restore operations.

**Note:** If you disconnect USB devices from the CA ARCserve Backup server and do not restart the Tape Engine after disconnection, you can manually assign the disconnected devices to new groups. These assignments are activated after you reconnect your devices to the server and restart the Tape Engine. If you restart the Tape Engine after disconnecting USB devices from the CA ARCserve Backup server, you cannot manually assign the disconnected devices to new groups.

## Configure USB Storage Devices

Use the Scan Device option to enable CA ARCserve Backup to detect and enumerate USB storage devices. You can start the Scan Device option by clicking the Scan Device button on the Device Manager toolbar.

**Important!** The drivers for the USB storage device must be installed on the CA ARCserve Backup server in order for CA ARCserve Backup to detect and communicate with the devices.

**Note:** For more information about configuring USB storage devices, see Scan Device Option.

**More information:**

[Scan Devices](#) (see page 371)

## Prerequisites for Backing Up to Removable Drives

Before you can back up to removable drives, you must:

- Ensure that the media is formatted to the NTFS or FAT32 file system.

**Note:** If you need to format or reformat the media, consult the manufacturer's documentation for formatting guidelines, or use a Windows-based application to format the media.

- Attach the removable drive to a CA ARCserve Backup domain primary or member server.
- Status the removable drive as online.

## Format Removable Media

After CA ARCserve Backup detects your drive, you must format the removable storage media as a CA ARCserve Backup storage media. In the CA ARCserve Backup graphical user interface, removable media is represented as if it is tape media. This is not an error. CA ARCserve Backup treats removable media in the same manner as tape media.

**Note:** Various manufacturers provide you with pre-formatted media that needs to be manually formatted before you can use it. For more information about how to format the media for the drive you are using, see the manufacturer's documentation.

### To format removable media

1. Open the Device Manager window and expand the Servers object.
2. Browse to the server to which the removable drive is connected.
3. Select and right-click the removable drive.
4. From the pop-up menu, select Format media.

CA ARCserve Backup formats the media.

## How You Can Configure Removable Device Groups

You configure removable device groups through the Device Management feature. Using this feature, you can perform the following tasks:

- Create or delete new removable device groups.
- Rename removable device groups.
- Assign or remove individual devices from a device group.

**Note:** You cannot assign a removable drive into a group of media drives. You must create a new group for the removable devices.

## Filter Libraries

CA ARCserve Backup lets you use filters to configure the Device Manager to display only the information you need, thereby increasing data manageability and application performance.

### To filter libraries

1. Open the Device Manager window and select Preferences from the View menu.

The Preferences dialog opens.

2. Select the Library Filter tab and specify the filter options that are appropriate to your needs:
  - **Show Write Protected Media in Format / Erase dialogs**--Lets you view information about write-protected media in all Format and Erase dialogs.
  - **Show device name as Vendor ID and Serial Number**--Lets you view device names as the Vendor ID and the serial number.
  - **Show Empty Slots**--Select this option to view the empty slots in the library.
  - **Show Slots Between**--Specify the range of slots to be displayed in the current manager. To define the range, enter the minimum and maximum number of slots allowed.
  - **Show Blank Media Only**--Select this option to view the blank media in the library.
  - **Show Tapes within Media Pool**--Select this option to view the tapes within a particular media pool. Wild cards ("\*" and "?") are accepted in the media pool.
  - **Show Tapes Matching Serial #**--Select this option to view the tapes that match a certain serial number. Wild cards ("\*" and "?") are accepted in the serial number.

If a filter was applied to the current manager, the status bar will indicate it by displaying FILTER in the second panel and it will be detailed in the right panel of the view.

**Note:** Click Clear to clear all the fields of their information and remove all library filter criteria.

3. Optionally, click the Save as Default button after you have entered the criteria for your library filter to apply the filtering criteria to all Device Manager views.
4. Click Apply.

The filtering criteria are applied to the current view.

**Note:** Click the **Cancel** button to discard the changes to your filtering options.

## Removable Drive Support

CA ARCserve Backup supports SCSI and USB removable devices allowing you to back up data, restore data, scan sessions, merge removable sessions, and manage removable media on your removable devices. The Backup Manager identifies and treats the removable media as tape media.

**Note:** To access the most up-to-date list of certified devices, click the Technical Support link on the CA ARCserve Backup Home Page.

## How CA ARCserve Backup Supports Write Once Read Many (WORM) Media

CA ARCserve Backup allows you to back up your data either to rewriteable media or WORM media. WORM media, with significantly longer shelf life than magnetic media, manifests secure, long-term storage for data you do not want to erase.

CA ARCserve Backup lets you mix WORM and non-WORM media in a library. From the Device Manager, you can identify WORM media by an icon with the letter "W" inside a red circle. In addition, CA ARCserve Backup lets you specify WORM media for custom backup jobs.

The Backup Manager contains three options for Daily, Weekly, and Monthly WORM media rotations for use with GFS rotations. You can locate these options on the Backup Manager, Schedule tab, when you specify the Use Rotation Scheme option.

### ■ **WORM Media Supported**

CA ARCserve Backup supports backing up data to the following WORM media:

- DLT WORM (DLTIce)
- STK Volsafe
- IBM 3592 WORM
- LTO3 WORM
- SAIT WORM

### ■ **WORM Media Considerations**

The following list describes situations that can occur when using a DLT WORM device with DLT WORM media and how CA ARCserve Backup responds to such situations.

- When a backup job spans tapes and the media is WORM media, CA ARCserve Backup needs WORM media to complete the job.
  - If a blank WORM media is not available, and a blank DLT WORM-capable media is available, CA ARCserve Backup automatically converts blank DLT media to DLT WORM media and then completes the backup job.
  - If WORM media is not available for a WORM job to continue, CA ARCserve Backup does not convert non-blank media to WORM media.
- When you are running a backup job that specifies Use WORM Media and there is no WORM media available, CA ARCserve Backup may convert blank WORM-capable media to WORM media for the job.

**Note:** For these scenarios, the available WORM media must be DLT SDLT-II or higher.

### ■ **WORM Media Limitations**

If you use WORM media, certain CA ARCserve Backup features, specifically those involving media pools, reformatting, and overwriting or reusing media, are disabled because of the nature of the media. These limitations include the following:

- You cannot erase WORM media.
- You cannot submit an Overwrite job to WORM media.
- You cannot format WORM media unless the media is blank.
- You cannot use WORM media for multiplexing jobs.
- CA ARCserve Backup does not automatically assign WORM media to the Scratch Set in a media pool. WORM media cannot be recycled and as such, is always assigned to the Save Set in a media pool.
- CA ARCserve Backup cannot use WORM media with optical devices, file system devices, and the CA ARCserve Backup Tape RAID Option.
- In cross-platform SAN environments, UNIX and NetWare do not support WORM media.

## DLTSage Error Handling

DLTSage is an error monitoring, reporting, and alerting technology developed by Quantum for use on SuperDLT tape drives. To receive tape drive alerts, you must use SuperDLT tape drives with DLTSage firmware.

CA ARCserve Backup interfaces with the firmware on SuperDLT tape drives to analyze critical tape drive and media performance parameters collected for each track, segment, Magneto Resistive (MR) channel, and optical band. CA ARCserve Backup uses the information collected to:

- Diagnose information such as threshold conditions and tape drive history.
- Identify high-risk tape drives and media that are approaching or have reached their end of life.
- Predict tape drive cleaning needs.
- Analyze tape drive environmental conditions.
- Generate media and hardware error messages.

### How DLTSage Error Handling Works

CA ARCserve Backup queries DLTSage using a SCSI Log Sense. If a hardware or media error occurs as a backup job starts, during a backup job, or after a backup job ends, CA ARCserve Backup uses the information captured from the SCSI Log Sense to generate tape drive error messages that display in the Tape Log and the Activity Log.

An error message displays if any of the following conditions exist:

- The tape drive is experiencing difficulties reading from or writing to a tape.
- The tape drive cannot read from or write to a tape, or the media performance is severely degraded.
- The media exceeded its life or maximum number of passes expectancy.
- The tape drive may have a clogged head or needs cleaning.
- The tape drive has a cooling problem.
- There is a potential tape drive hardware failure.

If an error condition is detected, CA ARCserve Backup may attempt to automatically correct the problem and complete the job. However, you must install the CA ARCserve Backup Tape and Optical Library Option to use the capabilities of uninterrupted inline cleaning, drive usage balancing, and error-preventive drive selection features. For more information about automated error resolution, see the *Tape Library Option Guide*.

If the CA ARCserve Backup Tape Library Option is not installed, you must cure the error condition or problem area manually. See the manufacturer's documentation, as necessary.

## How CA ARCserve Backup Cures Tape Drive Errors

If an error condition occurs, CA ARCserve Backup makes a second attempt to complete the job. If the error persists, CA ARCserve Backup stops the backup job. The tape drive then relays the information about the error condition to CA ARCserve Backup. You can view the details about the error condition in the Activity Log.

After determining the cause of the error condition and curing the problem, you must restart the job.

## How CA ARCserve Backup Integrates with Secure Key Manager

Secure Key Manager (SKM) is encryption technology that lets hardware vendors, such as HP and Quantum, secure data that is stored on storage devices. To support the encryption key management capabilities of these vendors, CA ARCserve Backup integrates with SKM technology.

If you are backing up data to devices that support SKM, as best practice, you should use the encryption features provided by the devices instead of the encryption features provided by CA ARCserve Backup. We recommend this approach because hardware-based encryption provides a higher level of security than software-based encryption.

Integration with SKM technology lets CA ARCserve Backup behave in a manner that is transparent to the user.

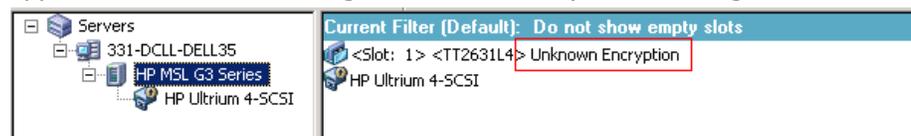
In some instances, devices may not be able to read from the media because the media is not recognized or the encryption key is not available. These conditions cause the device to appear as if it is offline or not functioning. If a device appears to be offline or not functioning, CA ARCserve Backup behaves as follows:

**Note:** The following behaviors apply to single-drive libraries and multiple-drive libraries that support SKM technology.

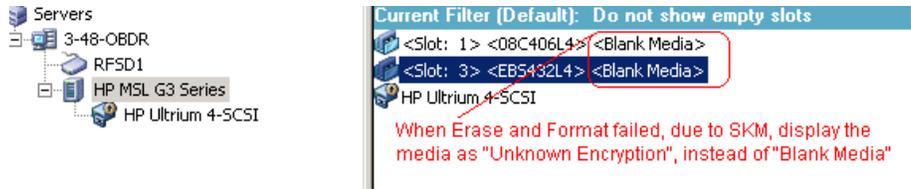
### Device Manager

The Device Manager demonstrates the following behavior when CA ARCserve Backup detects that SKM is installed on the device and the SKM application is offline or not functioning:

- **Encryption type**--For SKM controlled devices, Unknown Encryption appears in the Device Manager as illustrated by the following screen:



- Format and Erase operations**--For SKM controlled devices, Unknown Encryption appears in the Device Manager as illustrated by the following screen:



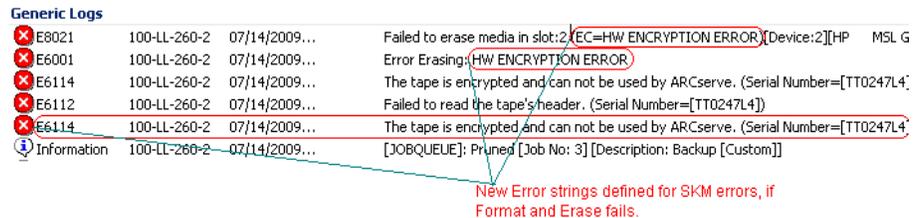
**Messages**

The messages that follow appear when CA ARCserve Backup detects that SKM is installed on the device and the SKM application is offline or not functioning:

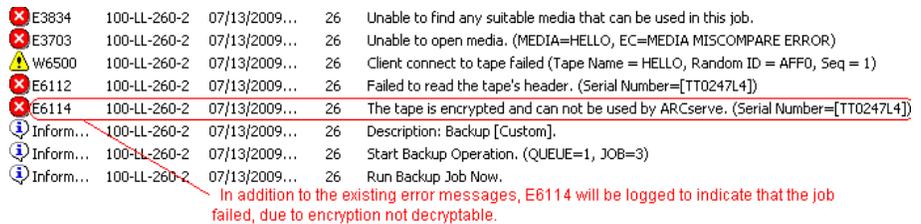
- Failed Format and Erase Operations**--The message that follows opens when Format and Erase operations fail on SKM controlled devices:



- Activity Log messages**--CA ARCserve Backup generates the Activity Log messages highlighted in the following screen when Format and Erase operations fail on SKM controlled devices:



The following Activity Log message appears when CA ARCserve Backup cannot decrypt the encryption that is detected on SKM controlled media:



## How to Ensure that CA ARCserve Backup Spans Media in a Single Drive Autoloader

When CA ARCserve Backup backs up data to a single drive autoloader, and detects there is no blank media at spanning, CA ARCserve Backup pauses the job at spanning to let you insert blank tapes into the drive. This behavior is designed to help ensure that backup data spans media properly.

When CA ARCserve Backup spans media and detects no blank media in a single drive autoloader, the events that follow occur:

1. CA ARCserve Backup pauses the job and prompts you to insert blank media into the autoloader.

**Note:** If there are no empty slots, you can replace the older media with blank media. However, you must not replace or remove the media from the recently spanned slots. While spanning tapes, CA ARCserve Backup locks the affected slots during the inventory process. As a result, removing or replacing the spanning tapes prevents CA ARCserve Backup from updating the slot information properly. If you insert media that is not blank, you may inadvertently erase the data from the media using Device Manager.

2. After you close the door to the autoloader, CA ARCserve Backup inventories all media in the slots.

If the inventory process does not start automatically, you can inventory the media manually using Device Manager.

**Note:** You must wait for the inventory process to finish, which can take several minutes to complete.

After the inventory process is complete, the backup job resumes using the blank media, after you click OK on the message box that prompted you to replace the media.

**To ensure that CA ARCserve Backup spans media in a single drive autoloader**

1. Open the Device Manager and browse to the autoloader.  
Right-click the device and select Library Properties from the pop-up menu.  
The Library Properties dialog opens.
2. Click the General tab.  
Clear the Set unknown bar code media to not inventoried during initialization check box.  
Click OK.  
CA ARCserve Backup inventories the blank media automatically when spanning is required.

**Important!** If you do not perform these steps, you must inventory the media manually using Device Manager.

## Media Assure

From the Media Assure & Scan Utility, you can select the Media Assure button to display the Media Assure Option dialog. This dialog allows you to enable a media assure operation, which helps you ensure that the sessions on the media are restorable. A Media Assure job scans sessions randomly based on specified criteria.

After a Media Assure & Scan job completes, check the Activity Log in the Job Status Manager for errors. Based on the nature of the errors, you can take corrective actions to remedy the error.

**Note:** For the Media Assure feature, it depends on the session records in the CA ARCserve Backup database. So, if there are no records for the media in the database or the session records for this media have been destroyed, media assure will not scan any sessions.

- **Enable Media Assure**--Check this option to enable a media assure scan job that will select some sessions to scan randomly. Otherwise, it is a regular scan job.
- **Scan all data in a session**--Select this option to scan all session details.
- **Scan only session headers for each session**--Select this option to scan session headers only and not the session details. This is quicker than scanning all data in a session, however it may be harder to find the problem.

- **Scan sessions that match the following criteria**
  - **Sessions that were backed up in the last (number) Days**--Specifies the number of days that sessions were backed up to include in the Media Assure operation. The default is 7 days. So, all sessions that were backed up in the last 7 days will be scanned.
  - **Choose session no more than**--Limits the number of sessions scanned, because there are too many sessions that can fit a scan condition. The default is 20%. A percent or numerical value can be selected.
  - **Specify the Nodes for which the sessions should be scanned (Using ", " to separate)**--Indicates the sessions to scan in the specified nodes. This can be a wildcard match. For example, if you specify the node name ARC\*, sessions will be selected from the node name ARC001 and the node name ARC002. If you don't specify any node name, then any session in all nodes may be selected. By default, all sessions in all nodes may be selected.

## How Uninterrupted Drive Cleaning Works

A contaminated tape drive condition is usually discovered when you are running a backup job. A significant number of tape drive and media errors can be remedied by cleaning the tape drive.

For CA ARCserve Backup to perform uninterrupted drive cleaning, you must have a cleaning tape installed in the tape cleaning slot specified during setup, and a specified cleaning schedule. If you did not specify a cleaning schedule, CA ARCserve Backup defaults to a 100 hour period between scheduled tape cleaning operations.

If CA ARCserve Backup detects a contaminated tape drive condition during a backup job, and a cleaning slot is configured, CA ARCserve Backup automatically performs the following analyses and actions:

- If CA ARCserve Backup detects a write error during a backup, and the symptoms relate to a contaminated tape drive or media, CA ARCserve Backup makes a second attempt to write to the tape drive.
- If the second write attempt fails, CA ARCserve Backup cleans the tape drive if one or more of the following conditions exist:
  - The tape drive was never previously cleaned.
  - DLTSage detected the need to clean the tape drive and drive usage exceeds one fourth of the scheduled cleaning.
  - Tape drive usage exceeds one third of the cleaning.
  - The user specified ForceClean the tape drive.

If CA ARCserve Backup determines that a tape drive must be cleaned to continue a job, the following actions take place:

1. CA ARCserve Backup pauses the job.
2. The library returns the tape to its home slot and locks the tape drive.
3. CA ARCserve Backup directs the cleaning operation.
4. The library reloads the tape into the cleaned drive and aligns the tape with the buffer.
5. CA ARCserve Backup resumes the job.

## How to Optimize Tape Usage

Suppose you have a scenario where you have multiple disk staging backup jobs or multiple GFS Rotation backup jobs, and each job formats its own tape for incremental or differential backups. If the incremental or differential size of the data is lesser than the capacity of the tapes, the tape usage will not be optimized and space on the tapes will be wasted. In addition, using more tapes will increase the requirement for the number of slots in a tape library and can also result in the need to ship more tapes off-site.

There are two approaches to resolving this problem: [Media Maximization](#) (see page 406) and [Consolidation During Migration](#) (see page 408).

### Media Maximization

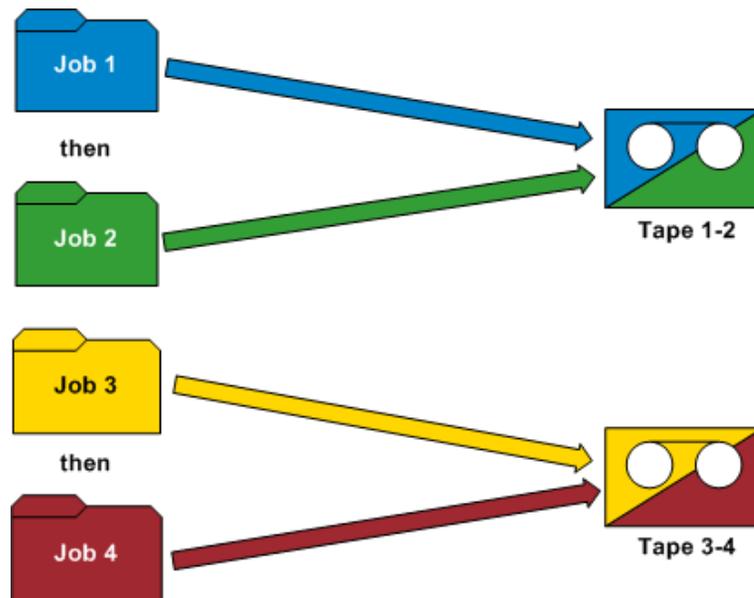
Media maximization is a process that helps optimize disk and tape usage in GFS and rotation jobs. In a GFS or rotation job, when data is backed up on a scheduled basis to the same media pool, CA ARCserve Backup automatically appends the newly backed up data to a partially filled tape, instead of formatting a new tape each time. Using media maximization, you can optimize disk and tape space and also reduce the number of tapes needed to store your GFS rotation job data.

Media maximization can be used with the following types of jobs:

- GFS jobs
- Disk staging GFS jobs
- Disk staging rotation jobs
- Custom disk staging jobs using media pools to append backup data

**Note:** CA ARCserve Backup applies media maximization to a GFS Rotation job only if the specified media pool prefix is the same for those sets of jobs that are intended to use media maximization. For example, you can consolidate data from Job 1 and Job 2 on to the same tape in media pool A, and you can also consolidate data from Job 3 and Job 4 to another tape in media pool B.

However, in the media maximization process, CA ARCserve Backup does not back up data to a media that is already being used by an active backup job. So, you must ensure that the backup job schedule or migration schedule (in a staging job) is configured so that the backup or migration of data is sequential. If CA ARCserve Backup detects that the media is currently in use, it will revert to formatting a new tape for the second job, rather than wait for the first job to complete.



### Examples: How Media Maximization Works

- **GFS rotations**--Multiple backup servers are processing GFS backup jobs. CA ARCserve Backup will store the backup data on the same media, only if you specify the same media pool prefix for all of the jobs.
- **Staging backups**--Multiple backup servers (Server A and Server B) are processing backup or migration jobs. The job on Server B starts while the job on Server A is in progress. CA ARCserve Backup writes the data for the job on Server B to a different tape than the job on Server A. CA ARCserve Backup demonstrates this behavior because multiple backup servers cannot write data to the same media simultaneously. However, if the job on Server B starts after the job on Server A completes, CA ARCserve Backup writes the data to the same tape that was used by Server A.

**Note:** As a best practice, you can increase the Timeout for First Media value to control the length of time that the job waits before it selects a different tape to store the backup data. For more information, see [Backup Manager Backup Media Options](#) (see page 160).

## Consolidation During Migration

Consolidation during migration is a process to help optimize tape usage in staging jobs. Consolidation during migration can be used in a custom job, rotation job, or GFS rotation job.

In a staging job, when data is migrated (or copied) from the staging area to the same media destination (same media pool prefix), the consolidation during migration option allows you to append migrated data onto a partially filled tape, instead of formatting a new tape each time. Through the use of the consolidation during migration option, you can optimize tape space and also reduce the number of tapes needed to store your migrated data.

The consolidation during migration option is similar to the media maximization feature and data will not be migrated to a media that already has an active migration job in process. However, with this option you no longer have the responsibility of scheduling each job so that the next migration job is not started before the previous migration job has been completed. If you select this option, CA ARCserve Backup will automatically detect if the media is currently in use, and if it is, will wait for the current migration job to complete before starting the next migration job. To consolidate data during migration you need to specify the same exact target media prefix and target media pool prefix so that data belonging to different jobs can be consolidated to the same exact tape.

The Consolidate data across jobs while copying option, which is a Miscellaneous option that appears on the Migration Policy tab, lets you specify if you want to consolidate the data from different jobs onto a single tape during migration.

### **Example: How Consolidate Data During Migration Works**

You can consolidate data from Job 1 and Job 2 onto the same tape, and you can also consolidate data from Job 3 and Job 4 to another tape. In this scenario you would need to do the following:

- When submitting a backup of Job 1, choose consolidation. Specify the media prefix as AAA and the media pool as MP1.
- When submitting a backup of Job 2, choose consolidation. Specify the media prefix as AAA and the media pool as MP1.
- When submitting a backup of Job 3, choose consolidation. Specify the media prefix as BBB and the media pool as MP2.
- When submitting a backup of Job 4, choose consolidation. Specify the media prefix as BBB and the media pool as MP2.

If you want data to be consolidated from Jobs 1 and 2 and from Jobs 3 and 4, you must specify the exact same media prefix and the exact same media pool in each submitted job. Since the consolidation has to be done to the same tape set you must also choose the same tape library group in the target destination. In addition, the jobs which are supposed to consolidate must run on the same backup server.

**Important!** If any of these four parameters are different (Media Prefix, Media Pool, target destination, and backup server), the data will NOT be consolidated to the same tape set.

You can also specify the copy method as either to overwrite the data on a tape or to append to the data on an existing tape.

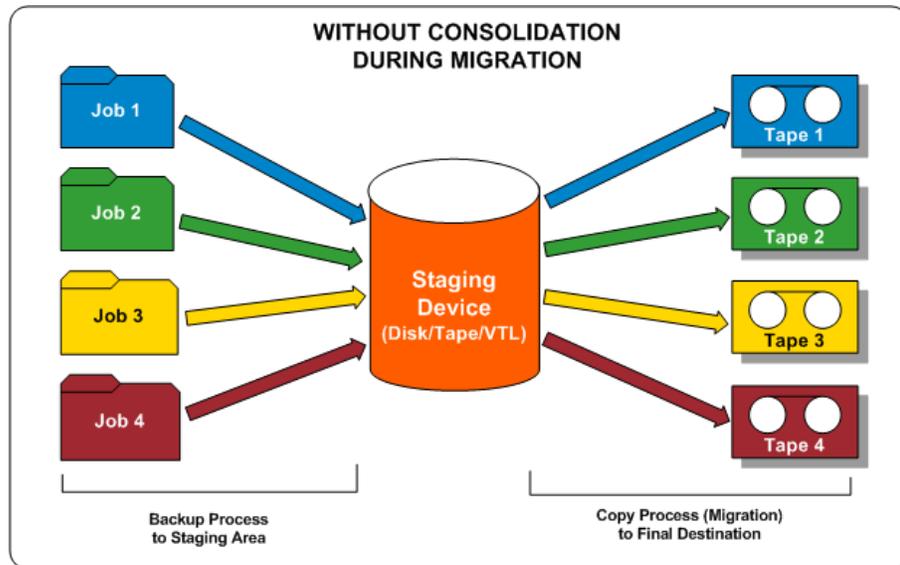
- **Overwrite**--If you have a requirement to consolidate data across multiple jobs and ship the tapes on a daily basis, you should choose the "Overwrite" option. This will ensure that a tape is formatted on a daily basis and all the data backed up on that day would be migrated to a single tape.

For example, if you have two jobs (Job 1 and Job 2) and you want to ship the tapes offsite on a daily basis. In this scenario you would choose Overwrite. When the backup job finishes on Monday, CA ARCserve Backup would format a final tape for Monday and copy the data from the staging tapes of Jobs 1 and 2 to the final tape. Then, after the backup finishes on Tuesday, CA ARCserve Backup would format a final tape for Tuesday and copy the data from staging tapes of Jobs 1 and 2 to the final tape. This way a tape is formatted every day and helps you to ship the tapes offsite on a daily basis.

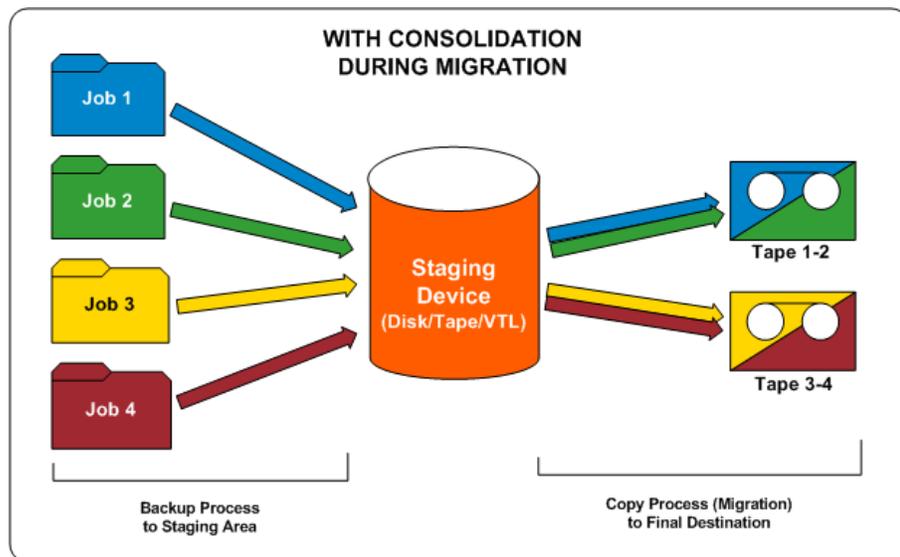
- **Append**--If you have a requirement to consolidate data across multiple jobs (for daily backups) for the whole week to a single tape and ship the tapes on a weekly basis, you should choose the "Append" option. This will ensure that for example, in 5-day GFS rotation jobs, all the incremental or differential data (belonging to different jobs) that are backed up on Monday, Tuesday, Wednesday, and Thursday is consolidated to one tape set. The full backups that happen (for different jobs) on Friday would be consolidated to another tape set.

For example, if you have two jobs (Job 1 and Job 2) and you don't want to ship the tapes offsite on a daily basis. In this scenario you would choose Append. When the backup job finishes on Monday, CA ARCserve Backup would format a final tape for Monday and copy the data from the staging tapes of Jobs 1 and 2 to the final tape. Then, after the backup finishes on Tuesday, CA ARCserve Backup would copy and append the data from staging tapes of Jobs 1 and 2 to the final tape from Monday. A new tape would not be formatted and only one tape would be formatted for the entire week of daily backups. This helps you utilize your tapes more efficiently.

The following diagram shows the tape usage requirements if you do not enable the consolidate during migration option:



The following diagram shows the tape usage requirements if you enable the consolidate during migration option:



## How Media Pools Work

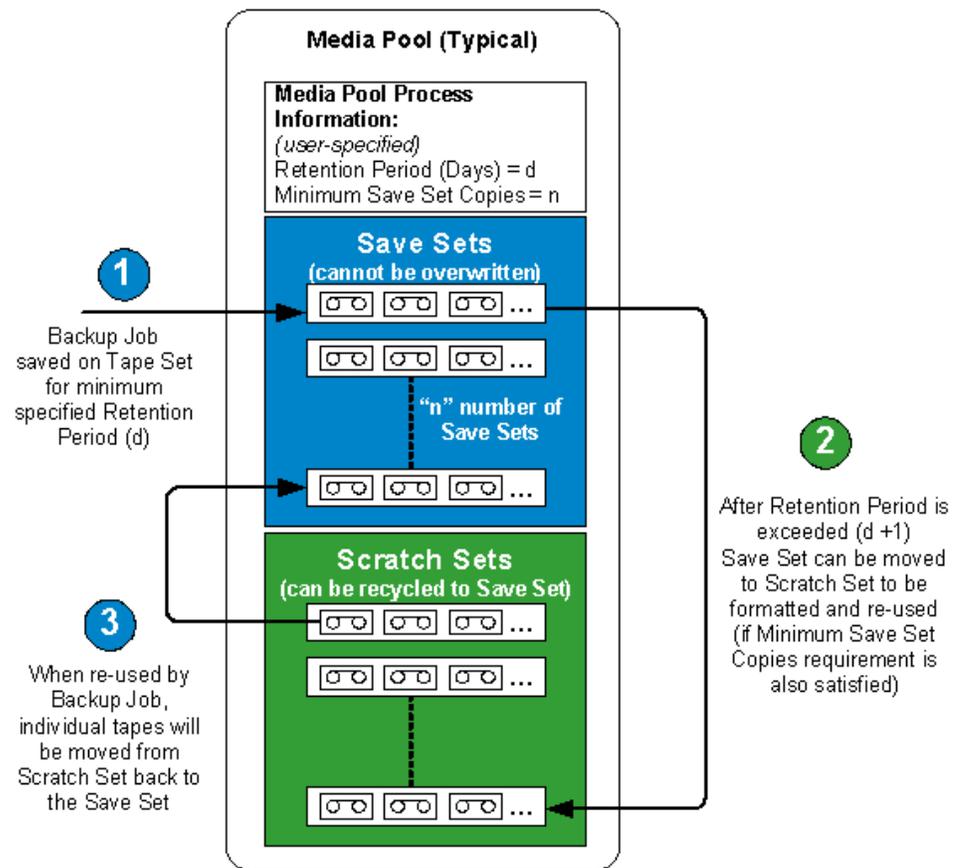
Each media pool is divided into Save Sets and Scratch Sets. These sets are used in conjunction with each other to control the preservation of backup data on tapes until your specified criteria has been met and then allows you to recycle these tapes for reuse. The two user-defined retention criteria are:

- the minimum number of media that must be contained in the Save Set
- the retention period (in days)

### **Example: Media Pool Used in a Rotation**

During a 5-day work week, daily backups are performed on Monday, Tuesday, Wednesday, and Thursday. Each of these daily backups has their own set of backup media (daily Save Sets) that are retained for four days (the user-specified retention period). On the fifth day (Friday), a weekly Save Set is created and the daily Save Set from the previous Monday becomes part of the Scratch Set, so that it can be reused (overwritten). In other words, on the next Monday, and the daily media pool from the previous Monday becomes part of the Scratch Set and can be reused for this Monday's backups. After the new Monday backup is completed, the Scratch Set for that day becomes the Monday Save Set and is retained all week.

The following diagram shows how a typical media pool processes a backup job and the movement of Save Sets and Scratch Sets within a media pool:



## Save Sets

The media pool Save Set is a set of media that cannot be overwritten until the media pool's retention requirements that you specify have been met. You can modify Save Set information for all Custom backup jobs, move media from the Save Set to the Scratch Set, or you can move media from one media pool Save Set to another media pool Save Set.

You define the minimum number of media that must be contained in the Save Set and the retention period (in days). These settings determine how long media will be held. After both of these criteria have been satisfied, CA ARCserve Backup releases the oldest media in the Save Set back into the Scratch Set, where it can be recycled and re-used (overwritten).

- The retention period is the number of days in which a media has not been used (written to) before it is moved into the Scratch Set. For example, if you specify a retention period of 14 days, a media remains in the Save Set if it has been used within that specified time. If the media has not been used for 14 days, it is moved to the Scratch Set.
- The minimum number of media contained within the Save Set is the number of media that must be retained in the Save Set before the older media are recycled to the Scratch Set. This is a safeguard for preventing data loss in case backups are not done for extended periods of time.

**Note:** You will receive a warning if you attempt to format or erase media that is contained in a Save Set.

## Scratch Sets

The media pool Scratch Set is a set of media that has been recycled from the Save Set after its specified retention criteria has been satisfied. The media from the Save Set that can be re-used and overwritten are placed in the Scratch Set after they have met the specified criteria (the minimum number of media to save and retention period). The oldest media in the Scratch Set, those that have not been used for the longest period of time, are used first.

Each time a media in the Scratch Set is used, it moves from the Scratch Set to the Save Set. The media moves back to the Scratch Set once the specified retention criteria have been met. If the media meets these retention criteria, CA ARCserve Backup prompts for a blank tape or accepts media from the Scratch Set.

CA ARCserve Backup performs media pool maintenance at the beginning of a job, and will not allow media in the Save Set to be moved to the Scratch Set until the two retention criteria are met. When you select a media pool Scratch Set in the left pane of the Media Pool Manager, the right pane will display the media pool name, the set name, the owner name, and the date the Scratch Set was created.

## Save Sets and Scratch Sets

The set of media containing important data that cannot be overwritten is called the Save Set. You can move media from the Save Set in one media pool to the Save Set in another media pool. Media that has not been formatted for the longest period will be used first.

**Note:** You will receive a warning if you try to format or erase media in a Save Set.

When the media meets certain criteria in a Save Set (minimum number of media in Save Set and retention period) they are recycled to the Scratch Set. Each time a media in the Scratch Set is written to, it moves from the Scratch Set to the Save Set. Additionally, if CA ARCserve Backup detects non-blank media in the Scratch Set, the Media Pool Manager controls the usage of the media such that WORM media containing data is not used.

The retention period is the number of days in which a media has not been used before it is moved into the Scratch Set. For example, if you specify a retention period of 14 days, a media remains in the Save Set if it has been used within that specified time. If the media has not been used for 14 days, it is moved to the Scratch Set.

You define the minimum number of media contained within the Save Set. This is the number of media to be retained in the Save Set before the older media are recycled to the Scratch Set. This is a safeguard for preventing data loss in case backups are not done for extended periods of time.

Media pools apply to every media, regardless of which backup type and method were selected. CA ARCserve Backup performs media pool maintenance at the beginning of a job, and will not allow media in the Save Set to be moved to the Scratch Set until two criteria are met:

- The oldest tape in the Save Set is compared and exceeds the retention time.
- The minimum required number of media is in the Save Set.

If the media meets these criteria, CA ARCserve Backup prompts for a blank tape or accepts media from the Scratch Set.

## Serial Numbers

The serial number of a media is one way to categorize media pools. You cannot change the serial number of media, but you can create a serial number for media by:

- **Bar code**--A number is read from a bar code label and this number becomes the serial number. A changer with a bar code reader is required for this method. This will override any previously defined media pool settings.
- **Automatic**--CA ARCserve Backup automatically assigns a serial number for the media based on the base and range of serial numbers set when the pool was created.
  - **Base**--This is the base number, which CA ARCserve Backup will use when automatically assigning serial numbers. The first media formatted will have the same serial number as the base number. Each media's serial number thereafter will be increased by one.
  - **Range**--You can specify the range (up to 31 digits) from which the media pool serial numbers will be categorized.

## GFS Media Pools

Grandfather-Father-Son (GFS) Rotation media pools are based on basic media pooling architecture.

GFS Rotation jobs use three media pools: Daily, Weekly, and Monthly, which are based on the information you enter in the Media Pool Name Prefix field when submitting the job.

When a GFS Rotation job runs, CA ARCserve Backup automatically formats and names your media according to the backup type, media pool, and date using the following syntax:

(backup type)-(user-defined media pool prefix)-(day-of-the-week)-(date)

Where..	Is...
backup type	F - full backup I - incremental backup D - differential backup W - weekly backup M - monthly backup  A - all daily backups (full, incremental, and differential) when you use the Media Maximization option (enabled by default) and enable the Append Media option. For more information on the Media Maximization option, see the section Media Maximization in GFS Rotation Jobs.
user-defined media pool prefix	The name you assigned to the media pool for your GFS Rotation scheme.
day of the week	An abbreviation for the day of the week on which the job was performed.
Date	The date on which the backup was performed in mm/dd/yy format.

This media naming convention allows you to easily identify backup media. For example, the media used for the first full backup in your rotation scheme will have the following name: F TP MON 11/1/05.

**Note:** CA ARCserve Backup prevents you from using the underscore character ( \_ ) and the hyphen character ( - ) when specifying Media Pool names.

Five-day rotation schemes have the following retention times for each media pool:

- **Daily (\_DLY)**--six days (daily media in seven-day Rotation Schemes have a retention time of eight days)
- **Weekly (\_WLY)**--five weeks
- **Monthly (\_MLY)**--343 days

The following are the formulas used for calculating the number of media in the Save Sets and the retention times for the GFS media pools:

- **Daily pool**--This pool holds the media for daily backup jobs. The default retention period is six days and the number of Save Set media is based on the number of daily media in the GFS Rotation minus one [ $\#$  of daily media - 1].
- **Weekly pool**--This pool holds the weekly media. The retention period equals the number of weekly media times seven, minus one [ $(\#$  of weekly media \* 7) - 1]. The number of save media is based on the number of weekly media in the GFS setup minus one [ $\#$  of weekly media - 1].
- **Monthly pool**--This pool holds the monthly media. The retention period equals the number of monthly media times 29 minus five [ $(\#$  of monthly media \* 29) - 5]. The number of save media is based on the number of monthly media in the GFS setup minus one [ $\#$  of monthly media - 1].

For more information on rotation schemes, including information on how to submit a rotation backup job, see the online help.

**More information:**

[Media Maximization in GFS Rotation Jobs](#) (see page 417)

## Media Maximization in GFS Rotation Jobs

By default, CA ARCserve Backup enables the Media Maximization option, which lets you submit multiple GFS backup jobs using the same media pool. By sharing the same media pool, you can append multiple jobs to the same tape sets rather than creating new tape sets for each job. This reduces the amount of media you use when processing GFS Rotation jobs.

**Important!** To help ensure that CA ARCserve Backup writes GFS rotation backup data to the same tape, you must specify the same media pool prefix for the desired jobs in the Backup Manager window.

**Note:** To disable the Media Maximization option, set the NT registry DWORD value EnableMediaMaximization to 0. This registry key is as follows:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup\Base\Task\Backup

**More information:**

[GFS Media Pools](#) (see page 416)

**How You Can Maximize the Use of Media**

To take full advantage of the Media Maximization option, use the following guidelines when submitting GFS backup jobs using the same media pool:

- **Use the same Rotation Scheme**--GFS jobs that use different rotation schemes may need different tape names. To ensure that multiple GFS jobs will share the media, use the same rotation scheme.
- **Start GFS jobs on the same day**--The first day of a GFS job is a full backup. Jobs that start with different dates may not be able to share media during the first week. To ensure that multiple GFS jobs will share media during the first week, start GFS jobs on the same day. Otherwise, media sharing will begin after the weekend.
- **If you want to modify multiple GFS backup jobs to use a new media pool, modify them on the same day**--This ensures that all jobs will share the media right away. Otherwise, media sharing will begin after the weekend.
- **Modify existing GFS jobs to use the same media pool as other GFS jobs**--If the existing GFS jobs you modified use the same rotation scheme, media sharing should begin right away. However, if any of the jobs have been running for less than one week, media sharing may begin after the weekend.

**Media Maximization Methods**

There are two different methods you can use to maximize your media usage. The method depends on whether you enable the Append Media feature when submitting your GFS backup job. Both methods significantly reduce the amount of media required. The following is a description of each method.

**GFS Rotation Jobs without Append Media Enabled**

If you submit GFS rotation jobs without the Append Media feature enabled, you can maximize media usage by submitting multiple jobs using the same media pool.

For example, if you submit three GFS rotation jobs all using the same media pool and 5-day rotation scheme, all three jobs share the same set of tapes. On each day of the rotation scheme, all three jobs append to the same tape:

- Monday = One tape that includes full backup data from job 1(day 1), job 2(day 1), and job 3(day 1)
- Tuesday = One tape that includes incremental backup data from job1(day 2), job 2(day 2), and job 3(day 2)

- Wednesday = One tape that includes incremental backup data from job 1(day 3), job 2(day 3), and job 3(day 3)
- Thursday = One tape that includes incremental backup data from job 1(day 4), job 2(day 4), and job 3(day 4)
- Friday = One tape that includes weekly backup data from job 1(day 5), job 2(day 5), and job 3(day 5)

This results in five tapes for the week.

Without the Media Maximization option, each job would require its own tape:

- Monday = Three full backup tapes. One tape for job1(day 1), one tape for job 2(day 1), and one tape for job 3(day 1)
- Tuesday = Three incremental backup tapes. One tape for job1(day 2), one tape for job 2(day 2), and one tape for job 3(day 2).
- Wednesday = Three incremental backup tapes. One tape for job1(day 3), one tape for job 2(day 3), and one tape for job 3(day 3).
- Thursday = Three incremental backup tapes. One tape for job1(day 4), one tape for job 2(day 4), and one tape for job 3(day 4).
- Friday = Three Weekly backup tapes. One tape for job1(day 5), one tape for job 2(day 5), and one tape for job 3(day 5).

Without the Media Maximization option, you need 15 tapes for the week.

**Note:** When submitting multiple GFS Rotation Jobs with the same media pool without Append Media enabled, tapes can be shared only if the same Backup Method is used. For example, a tape that has data from a full backup job can be shared only with data from another full backup job. It cannot be shared with data from incremental, differential, weekly, or monthly backup jobs.

### GFS Rotation Jobs with Append Media Enabled

Similar to submitting GFS Rotation jobs without the Append Media feature enabled, you can maximize media usage when you enable Append Media by submitting multiple jobs using the same media pool. In addition, enabling Append Media also lets you maximize media usage by allowing you to share tapes among different jobs, regardless of the backup method that was used. (The only exceptions to this is weekly and monthly backup jobs. Weekly and monthly backup jobs can never share tapes with full, incremental, and differential backup jobs.)

For example, when submitting multiple GFS rotation jobs with the same media pool without Append Media enabled, a tape that has data from a full backup job can be shared only with data from another full backup job. If you enable Append Media, a tape that has full backup data can be shared with full, incremental, and differential data.

To share tapes among different jobs with different backup methods, CA ARCserve Backup uses the same GFS rotation naming syntax, but it uses a different naming convention for backup types when the Append Media feature is enabled:

(backup type)-(user-defined media pool prefix)-(day-of-the-week)-(date)

<b>Without Append Media</b>	<b>With Append Media</b>
F - full backup	A - full backup
I - incremental backup	A - incremental backup
D - differential backup	A - differential backup
W - weekly backup	W - weekly backup
M - monthly backup	M - monthly backup

If you submit GFS rotation jobs with the Append Media feature enabled, you can maximize media usage by submitting multiple jobs using the same media pool and use the previous day's tape within the current week.

For example, if you submit three GFS rotation jobs all using the same media pool and 5-day rotation scheme, all three jobs share the same set of tapes. In addition, multiple days can share the same tape, drastically reducing the amount of tapes you use:

- Monday, Tuesday, Wednesday, Thursday = One tape that includes full backup data from job 1(day 1), job 2(day 1), and job 3(day 1), and incremental backup data from job 1 (days 2, 3, and 4), job 2(days 2,3, and 4), and job 3(days 2,3, and 4).
- Friday = One tape that includes weekly backup data from job 1(day 5), job 2(day 5), and job 3(day 5)

This results in two tapes for the week.

Without the Media Maximization option, each job requires its own set of tapes. Among these tapes, only the ones that include data from the same Backup Method can be shared:

- Monday = Three full backup tapes. One tape for job1(day 1), one tape for job 2(day 1), and one tape for job 3(day 1)
- Tuesday, Wednesday, Thursday = Three incremental backup tapes. One tape for job1(days 2, 3, and 4), one tape for job 2(days 2, 3, and 4), and one tape for job 3(days 2,3, and4).
- Friday = Three weekly backup tapes. One tape for job1(day 5), one tape for job 2(day 5), and one tape for job 3(day 5).

This results in nine tapes for the week.

**Note:** If you submit a GFS Rotation job with Append Media enabled and CA ARCserve Backup cannot use the previous day's media for some reason, it will format a media in the Scratch Set or a blank media using the "With Append Media" naming convention. To minimize the likelihood of this situation occurring, see Media Maximization Rules in this chapter.

## Overlapping Media Rules

Because the Media Maximization option allows multiple GFS jobs using the same media pool to share tapes, you may encounter a situation where a media is busy because it is being used by another GFS job. If this occurs when submitting a GFS backup job without Append Media enabled, the job waits for the tape to become available before appending. The default wait time is 10 minutes. If the media is still busy after 10 minutes, the job uses another tape.

If this occurs when submitting a GFS backup job with Append Media enabled, CA ARCserve Backup tries to append to a previous day's media. If that media is busy, it waits 10 minutes. If the media is still busy after 10 minutes, the job uses the current date to generate another media and attempts to use it. If the new media is busy, the job waits 10 minutes. If this media is still busy after 10 minutes, the job formats another media with a new name.

**Note:** You can change the wait time by entering a new value for the Windows registry key GFSwaittime. This value is stored in the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup\Base\Task\Backup

## Media Pool Manager

The Media Pool Manager allows you to create and maintain media pools. CA ARCserve Backup creates a catalog file on your media to improve performance for merge jobs and database backup jobs. The Media Pool Manager helps you to perform the following tasks:

- **Create a new media pool**--To assign media to a media pool, you first need to create the media pool. A media pool name can consist of up to 16 uppercase characters.
- **Delete an existing media pool**--To delete a media pool, you must first re-assign the media to another media pool.
- **Move media in a pool**--You can move media from one set to another. You can also move media from a Scratch Set to a Save Set and vice versa by using the Assign Media and Remove Media options.

- **Perform location maintenance**--You can enter information about a new location, modify information about an existing location, or assign media to a location.
- **Assign media to a media pool**--You can assign media to a media pool during the process of formatting. When you format media using Device Management, you define certain media pooling information that will be associated with the media.
- **Remove media from a media pool**--You can remove media from a media pool.

For more information on how to perform these tasks, see the online help.

**Note:** Media Pool operations, backup jobs using the Overwrite option, Tape Erase operations, and backup jobs involving Media Pools (such as GFS rotation jobs) are not supported on WORM (Write Once Read Many) media. These operations are either blocked or disabled in WORM support updates.

## Create Media Pools

You can use automatic rotation schemes to control the media you use during backups. However, if you choose not to use the automatic features, the Media Pool Manager is an indispensable tool to efficiently schedule the maintenance and recycling of media. The Media Pool Manager helps you to organize your media into media pools, similar to those used in rotation schemes. Just as in rotation schemes, the media pools you create are collections of rewriteable storage media managed as a single unit.

**Note:** If you are using WORM media, media pool options are disabled. By definition, WORM media cannot be overwritten, so you cannot recycle it in a rotation scheme or a media pool.

For more information about media pools, see "Managing Devices and Media."

### To create media pools

1. From Administration menu in the Navigation Bar on the Home Page, click Media Pool.

The Media Pool Manager opens.

2. From the Media Pool Manager, click New.

The Media Pool Configuration dialog appears.

**Note:** CA ARCserve Backup detects and assigns media serial numbers when media is formatted and placed in a specific media pool.

3. Enter a name for the media pool in the Pool Name field. Fill in the remaining fields appropriately.
4. Click OK when you are finished.

The new media pool you created appears in the Media Pool Manager. You can now assign media to the Save Sets and Scratch Sets of this media pool.

## How You Can Create a Rotation

To create a rotation, select the Schedule object in the left pane of the MM Admin window, double-click it, and select a schedule from the list. Double-click the schedule to access the Rotation object. Right-click the Rotation object and select Create. The Create Rotation dialog appears where you can set the following:

- **Sequence Number**--MM Admin automatically generates a sequence number for your rotation. Vault cycles start with the lowest sequence number. The default for a new rotation is 10 and the next new rotation that follows is 20. If you would rather assign a particular sequence number, select the Sequence Number option and select a number.
- **Vault Name**--A vault name must be specified for each rotation. You can select the name of a vault from the drop-down vault list.
- In the Retention fields, set any of the following conditions:
  - **Hold Days**--The number of days you want tape volumes to be retained.
  - **Keep for Cycles**--The number of vault cycles you want tape volumes to be retained in this rotation.
  - **Days Elapsed from First Format Date**--Starting from the day the tape volumes were first formatted, enter the number of days you want tape volumes to remain in this rotation.
  - **By Date**--Tape volumes are retained in this rotation until the date you enter here is reached.
  - **By Tape Expiration Date**--Tape volumes are retained in this rotation until their expiration date passes.
  - **Permanent**--All tape volumes are retained in this rotation permanently.

If a tape volume meets one of these conditions, it remains in the same rotation. None of these conditions have priority over the other so if any condition is true, the media will stay in the vault--even if conditions appear to conflict. For example, if you select 60 in the Hold Days field but enter a date that is only 30 days away in the By Date field, the tape volume will stay for 60 days.

When you click Add, the new rotation is saved and added to the Rotation branch in the MM management window.

When the Retention period for a tape volume expires, the tape volume is unvaulted and returned to Tape Service to be re-used.

## Media Management Administrator (MM Admin)

**Note:** To use the MM Admin, you must install the Enterprise Module.

MM Admin lets you protect, control, and manage your media resources. Using MM Admin, you can organize tape movement to off-site storage locations, define retention policies to ensure that your tapes are protected from being prematurely overwritten, secure access to tape-resident files, and maintain a comprehensive inventory of tape library resources.

MM Admin activities are recorded in the Activity Log. This includes information, warnings, and errors. This important function allows you to centrally keep track of all media management operations.

To manage media using MM Admin, you must create a vault, create a schedule, select a vault criteria descriptor, and define a rotation. The following sections include information on each of these steps and cover all topics associated with managing your media using MM Admin.

## Media Management and Tape Service

In data centers with off-site storage locations, tape volumes are typically cycled out of the central tape library to more secure storage areas (vaults), and then cycled back into the central library. MM Admin works with Tape Service to provide additional media control, rotation, slot number assignment, and reporting on vaulted tape volumes so that you can physically route these tape volumes to off-site storage locations and back to the data center, as necessary.

You can define vaulting criteria using MM Admin. The criteria for holding tape volumes in vaults can be different for each schedule and for each vault. As tape volumes meet these criteria, they are checked out of Tape Service with the proper vault code and reports are generated indicating the current location and destination to where the tape volumes must be moved.

## Media Management Administrator Terms

The following are important terms associated with the MMO:

- **Vault**--Any identifiable storage area or location you define.
- **Slot**--Virtual slots in a vault are assigned when a tape volume is vaulted. Each slot is used to store one tape volume. By default, there are 32000 slots in a vault, but you can designate a different maximum number of slots as you create a vault.
- **Schedule**--Determines when a tape volume is to be placed in or removed from a vault.
- **Rotation**--Determines when to move tape volumes, and is associated with a schedule. Each rotation you define points to a vault.
- **Vault Criteria Descriptor (VCD)**--Defines the controlling data set you want to use for the selected tape volume. You can choose the controlling data set by media name or file name, or you can select an individual media as the controlling data set.
- **Vault cycle**--The actual movement of tape volumes. You must describe the vault, the tape volumes, and the rules for tape volume movement under the MMO by creating a Vault Criteria Descriptor (VCD) record. The MMO uses this descriptive information to execute a vault cycle when movement is scheduled.
- **Reports**--Each time you execute a vault cycle or an estimated vault cycle, CA ARCserve Backup generates several reports before another vault cycle can be initiated. The Vault Selection Report contains a list of tape volumes to be selected for moving into the vaults through the VCD. The Shipping Report and the Receiving Report provide a reliable record of the result of the vault cycle and the current location of your tape volumes.

The Shipping Content Report and the Receiving Content Report provide you with basic session details—in addition to the information contained within the Shipping Report and the Receiving Report—such as the session number, source path, start date, size, and number of files.

An Inventory Report is also available, which you can generate at any time.

## MM Admin Interface

The MM Admin interface is designed to make vault creation, scheduling, VCD creation, rotation, and report creation easy. The tools provided by MM Admin allow you to establish the vaulting policy needed for complete Media Management.

The MM Admin workspace includes a menu bar, the main MM Admin toolbar, and the MM management window. The left pane of the MM Management window displays the MM primary management server in a tree structure for easy navigation. The right pane displays information related to the object selected in the left pane. It also displays any output messages and reports generated during your MM Admin session.

## MM Admin Toolbar

The following table describes tasks that you can perform using the Media Management Administrator (MM Admin). Click the corresponding toolbar button to start the task.

<b>Button</b>	<b>Task</b>
Initialize MM Database	Lets you Initialize the MM database.
Retrieve Data	Lets you retrieve data and display the latest information if the database fails.
Refresh	Lets you refresh and update the information displayed in the MM Admin window.
Start Vault Cycle	Lets you start the vault cycle process.
Simulate Vault Cycle	Lets you produces a Vault Selection Report that predicts how many tape volumes will be moved without actually updating location information.
Find Media in Vault	Lets you search for media by Tape Name or Serial Number.
Property	Lets you view the server's properties.
Print	Lets you print the information displayed in the right pane of the MM Admin window.
Print Preview	Lets you preview information before printing.

## MM Admin Window

The objects in the left pane of the MM Admin window are arranged in an expandable tree. To view related information, double-click the branch you need. After you access a branch, you can add, modify, or delete objects from the tree structure using the available pop-up menus. Right-click any object to access pop-up menus.

When you open MM Admin, the MM primary management server is displayed at the top of the tree. Double-click the branch to expand it and access the following objects:

- **Current Server**--Displays information about the server you are currently using.
- **Vault**--Provides information about previously created vaults.
- **Schedule**--Lists the names of the previously created schedules, and allows you to access the Vault Criteria Descriptor and Rotation objects.
- **Reports**--Provides access to the seven available reports.
- **Status**--Allows you to view the status of the most recent operation.
- **Find Media in Vault**--Lets you access the Find Media dialog to locate a particular media.

## Schedule Object

The Schedule object provides information about previously defined schedules and allows you to create new schedules. You must create a schedule before you define the Vault Criteria Descriptor and Rotation that determine selection and retention policies for your vault.

When you select the Schedule object, the right pane of the MM Admin window displays the names of previously defined schedules. These schedules are also listed under the Schedule object in the left pane. Right-click the Schedule object to create a new schedule. Right-click a specific schedule to delete it. For more information about creating or deleting a schedule, see the section How You Can Schedule Tape Volume Movement.

After you have named and created a schedule, the Vault Criteria Descriptor (VCD) and Rotation objects appear in the left pane of the MM Admin window.

## Vault Criteria Descriptor Object

The Vault Criteria Descriptor (VCD) allows you to set source information that governs the tape volumes assigned to a vault. You can select a media pool name or a file name as the controlling data set. If you want to assign only one tape, select the Assigned by User option as the controlling data set. If you use this option, you must enter command line information. When this data set is vaulted, the tape volumes are assigned to slots in the vault.

When you select the Vault Criteria Descriptor object, the right pane of the MM Admin window displays columns listing the following information for existing VCDs:

- **VCD Name**--The name of the Vault Criteria Descriptor.
- **VCD Type**--Indicates whether the controlling data set is defined by media pool, file name, or by user.
- **Media Pool**--If the controlling data set is a media pool, the name of the media pool appears.
- **Host Name**--If the controlling data set is a file name, the host where the file resides appears in this column.
- **Path/File Name**--If the controlling data set is a file name, the full path and file name appear in this column.
- **Create Date**--The date the VCD was created.

In the right pane of the MM Admin window, right-click an existing VCD to update or delete it. Right-click the Vault Criteria Descriptor object in the left pane to create a new VCD. For more information about creating, updating, or deleting a VCD, see the section [How You Can Manage Tape Volumes and VCDs](#).

### More information:

[How You Can Manage Tape Volumes and VCDs](#) (see page 436)

## Rotation Object

Media management relies upon user-defined rotation policies to determine when and where tape volumes should be moved. Use the Rotation object to set or update the retention policies that determine when tapes will be moved or released from the vault and returned to Tape Service.

When you select the Rotation object, the right pane of the MM Admin interface lists the following information about previously defined rotations:

- **Rotation Name**--The name of the rotation.
- **Vault Name**--The name of the vault the rotation is associated with.
- **Retention Hold Days**--Starting from the Last Write date (the date the media was last written to), this indicates the number of days that the tape volumes will be held in this rotation.  
**Note:** To view the Last Write date, expand the Vault object and highlight a media name in the top right-hand pane. The Last Write date appears in the lower right-hand pane.
- **Retention Keep for Cycles**--Indicates the specific number of vault cycles and tape volumes that are held in this rotation.
- **Retention Days Elapsed from First Format Date**--Indicates that tape volumes are held in this rotation until a specified number of days have elapsed since they were first formatted.
- **Retention Permanent**--Indicates that tape volumes will remain in this rotation permanently.
- **Retention By Tape Expiration Date**--Indicates that tape volumes remain in this rotation until the tape expiration dates have passed.
- **Retention By Date**--Indicates that tape volumes remain in this rotation until the specified date has passed.
- **Create Date**--The date the rotation was created.
- **Description**--A user-defined description of the rotation.

Existing rotations are also listed in the right pane of the MM Admin window under the Rotation object.

- To update an existing rotation, right-click the rotation name and select Update from the pop-up menu.
- To create a new rotation, right-click the Rotation object and select Create.

## Reports Object

Although tape volume location information in the database is updated when you initiate a vault cycle, the physical movement of tape volumes is done manually. MM Admin generates reports indicating the current location and destination where the tape volumes must be moved so that you can route them to other storage locations and back to the data center, as necessary.

The Reports object provides access to the reports generated by the vault cycle process and the Inventory reports, which can be generated at any time. Expand the Reports object in the left pane of the MM Admin window to view the following report types:

- **Vault Selection Report**--Contains a list of tape volumes to be selected for moving into the vaults through the Vault Criteria Descriptor (VCD).
- **Shipping Report**--Contains a list of tape volumes to be pulled from each of the vaults.
- **Shipping Content Report**--Contains a list of tape volumes and sessions in each tape volume to be pulled from each of the vaults.
- **Receiving Report**--Contains a list of tape volumes to be distributed to the vaults.
- **Receiving Content Report**--Contains a list of tape volumes and sessions in each tape volume to be distributed to the vaults.
- **The Inventory Report, By Vault**--Lists tape volumes grouped by the vault where they reside.
- **The Inventory Report, By Media**--Lists tape volumes grouped by vault and shows Media name in front.

When you select a report type in the left pane of the MM Admin window, the right pane displays the contents, listing the available reports identified by date. Click a report to view it in the right lower pane. You can print any of these reports using the Print button on the MM Admin toolbar. At the time it is generated, you can also select to send a report by email if you configure the alert notification system to use Microsoft Exchange. For more information on sending reports using email, see How the Media Management Process Works in this chapter. For more information on using alerts, see the chapter "Using the Alert Manager."

The Inventory Reports are based on information in the Slot table, and can be generated at any time. The Shipping and Receiving Reports are based on movement records generated during a vaulting cycle, and are updated after each vault cycle process completes.

The Vault Selection Listing is produced each time the Start Vault Cycle command is executed. For each VCD processed, this listing identifies the first tape volume in the tape volume set and the controlling data set. This information is provided for all tape volume sets selected for the vaulting cycle.

## Find Media in Vault Object

The Find Media in Vault object provides the quickest way to search vaults for a specific media, if, for example, you require that media to execute a restore job. You can choose to search for the media using its Tape Name or its Serial Number (case sensitive).

To open the Find Media in Vault dialog, right-click the Find Media in Vault object, and choose Find from the pop-up menu. Using this dialog you can set the criteria for your media search.

## Status Object

MM Admin can run only one vault cycle at a time. To monitor the progress of the vault cycle, or to obtain current online status, double-click the Status object in the left pane of the MM Admin interface to view the following information:

- **Current Status**--The status of the current operation is displayed as either Active or Finished.
- **Last Operator**--The owner of the last operation executed.
- **Last Operation Type**--Operation types can be Ready, Vault Cycle, Commit, Browsing, Update, and Reset.
- **Last Operation Started At**--The date and time the last operation began.
- **Last Operation Finished At**--The date and time the last operation ended.

## Reset the Status of Vault Processing

Use MM Admin to manually reset the status of Vault Processing if something goes wrong during the vault cycle, such as corruption of the MM Admin database.

You can use the `ca_mmo` command line utility to reset the status. After the status is reset, you can restart another vault cycle.

**Note:** For more information about the `ca_mmo` command line utility, see the *Command Line Reference Guide*.

## How the Media Management Process Works

The Media Management process includes setting a vaulting policy, scheduling tape volume movement, selecting tape volumes, defining retention policies, executing the vault cycle, and moving the media to the proper location.

After you set a vaulting policy and retention policies, the vaulting rotation process begins. You should run vault cycles as often as you run backup operations. For example, if you back up your data every day, you should also run a vault cycle every day. If you back up your data once a week, run a vault cycle once a week after your backup operation is complete.

The vault cycle process updates location information for tape volume sets, indicating movement into a vault or from a vault back to the Tape Service. You must initiate the process by clicking Start from the Vault Cycle menu on the MM Admin toolbar. You can also initiate the vault cycle using the `ca_mmo -start` or `-startAll` command at the DOS prompt.

### Notes:

- When using Media Management Administrator (MM Admin), the vault cycle processes tapes for the primary server and all of the member servers.
- You must click the Start Vault Cycle button every time you want current information on the MM location of the media.

Execute the Start Vault Cycle process to generate reports detailing the movement of the tape volumes and location information. The slots that already contain tape volumes and the new slots that will be vaulted are grouped together by their common schedule. Beginning with the first rotation in the schedule, tape volume sets are assigned to a vault and its slots based on the expiration criteria. Slots are automatically created and tape volumes automatically vaulted during this process.

When the first rotation is satisfied, the next rotation in the schedule is processed, and so on through the entire schedule until all rotations have been exhausted. Media management then generates reports indicating the current location and destination where the tape volumes must be moved. If you do not want to remove these tapes manually, you can use the `ca_mmo -export` command at the DOS prompt so MM Admin automatically exports them. See Device Manager in this chapter for more information about command line utilities for media management.

You can use the Simulate Vault Cycle command to produce a Vault Selection Report. Use this command at any time to predict how many tape volumes will be moved without actually updating the location information. If you want to send the Vault Selection Report to someone by email, make sure your system is configured to send alerts using Microsoft Exchange and, from the Configuration menu, enable the option Send the report by E-mail. For more information on configuring alerts, see the chapter "Using the Alert Manager."

The vault cycle generates the Shipping and Receiving Reports, listing the old and new locations of the tape volume set, to provide you with the information you need to manage your media. These reports provide the following information:

- **Shipping Report**--tells you what media to pull manually, and where to send it.
- **Shipping Content Report**--lists all tape volumes and sessions in each tape volume to be pulled from each of the vaults.
- **Receiving Report**--tells you what media will be coming in to each particular vault.
- **Receiving Content Report**--lists all tape volumes and sessions in each tape volume to be distributed to the vaults.

If you want to send the shipping and receiving reports to someone by email, make sure your system is configured to send alerts using Microsoft Exchange and, from the Configuration menu, enable the option Send the report by E-mail. For more information on configuring alerts, see the chapter "Using the Alert Manager."

When a tape volume comes under Media Management control, Tape Service updates the tape volume's location status to OFF\_SITE. To prevent a tape volume from being used while under Media Management control, the tape volume is automatically checked out, and the location is updated to reflect this. Because all vaulted tape volumes are placed in checked out status, if you need to retrieve tape volumes, they must be checked into Tape Service before they can be used.

## Vault Management

The first step in establishing a vaulting policy is to create a vault. You can create vaults using MM Admin.

This section contains the following topics:

- [Create Vaults](#) (see page 434).
- [Modify Vaults](#) (see page 434).
- [Delete Vaults](#) (see page 435).

## Create Vaults

When you create a vault, location information is automatically updated and integrated with the Location Maintenance feature in CA ARCserve Backup. If you select a vaulted tape through CA ARCserve Backup, vault location information appears. Location information is also updated in the Media Pool Manager. If you select a vaulted tape for restore, a message appears indicating that the tape is OFF\_SITE.

### To create vaults

1. From the CA ARCserve Backup Home page, open the MM Admin window.
2. Right-click the Vault object and select Create from the pop-up menu.  
The Create Vault dialog opens.
3. Enter a name and description for the new vault.  
Select the Use in Local option if this vault will not be moved to another location. If the tape volumes in this vault are to be maintained off site, do not select this option.
4. Click Add to save and add the vault to the Vault branch in the MM management window.  
The vault is created.

## Modify Vaults

Use the following steps when you want to modify the vault name, vault description, or Use in local option.

### To modify vaults

1. From the Administration menu in the Navigation Bar on the Home Page, click MM Admin.  
The Media Management Administrator window opens.
2. Browse to and double-click the Vault object in the left pane of the MM Admin window.  
A list of existing vaults displays.
3. Right-click the vault you want to update from the list, and select Update from the pop-up menu.  
The Edit Vault dialog opens
4. Make your changes and click OK.  
The settings for the vault are modified.

## Delete Vaults

Use the following steps to delete vaults from the MM Admin.

**Note:** Before you delete a vault, you must remove all media from the vault and ensure that there are no rotations are associated with the vault.

### To delete vaults

1. Open the MM Admin and browse to the vault that you want to delete.  
Right-click the vault name and select Delete from the pop-up menu.  
A delete confirmation message box opens.
2. If you are sure that you want to delete the vault, click Yes.  
The vault is deleted.

## Create Schedules

Media Management relies upon a user defined schedule to determine the tape volumes to move, and when and where to move them. When you select the Schedule object, you can view existing schedules in the right pane of the MM Admin window or you can define new rotation policies and vaulting criteria.

### To create schedules

1. Open the MM Admin, right-click the Schedule object in the left pane of the MM Admin window, and select Create from the pop-up menu.  
The Create Schedule dialog opens
2. On the Create Schedule dialog, specify a name for the schedule and click Add.  
The new schedule is saved and added to the Schedule branch in the MM management window.  
After you create a schedule, the Vault Criteria Descriptor (VCD) and Rotation objects appear in the left pane of the MM Admin window. These objects allow you to select media and retention policies.

## Delete Tape Volume Movement Schedules

Before you can delete a schedule, you must first ensure that any VCD and rotation for the schedule have been deleted.

### To delete tape volume movement schedules

1. Expand the list of schedules below the Schedule object.
2. Click the schedule you want to delete.

3. Delete the VCD and rotation for this schedule.
4. Right-click the schedule that you want to delete and choose Delete from the pop-up menu.
5. Click OK.  
The schedule is deleted.

## How You Can Manage Tape Volumes and VCDs

To assign media to vaults you must specify a VCD and rotation. You can select a media pool, file name, or an individual media for the controlling data set. When this data set is vaulted, its tape volume set is placed in slots in the vault. The assignment of slot numbers is based on the rotation records you defined.

### **More information:**

[Vault Criteria Descriptor Object](#) (see page 428)

## Create Vault Criteria Descriptors

After you have created a schedule, you must describe the rules for media selection by creating vault criteria descriptors (VCDs).

### **To create vault criteria descriptors**

1. From the Administration menu in the Navigation Bar on the Home Page, click MM Admin.  
The Media Management Administrator window opens.
2. Expand the Schedule object, expand a schedule, right-click Vault Criteria Descriptor object, and select Create from the pop-up menu.  
The Create Vault Criteria Descriptor dialog appears.

3. Choose one of the following options:

- **Media Pool Name**--To use a media pool name as the controlling data set, enter the name of the media pool or use the drop-down list to select a media pool name from the pool list. Only the media within the Save Set of the media pool can be vaulted. The media in the Scratch Set cannot be vaulted.
- **File name**--To use a file name as the controlling data set, select the File Name option and enter the host name and the full path and file name from your backup, such as C:\DOC\Readme.txt, in the appropriate fields. Browse through the Database or Restore Manager to obtain path or file information. The MM Admin finds all tapes used for the backup of this directory or file.
- **Assigned by User**--If you want to use an individual media as the controlling data set, select the Assign by User option. This is useful in emergencies when you need to use a specific tape. Because MM Admin lets you start a vault cycle only with local media, the media icon appears in yellow if the vaulted media is not a local media with a remote host name. To start a vault cycle with a remote media and members servers, you must execute the ca\_mmo command line utility using the -startall argument.

**Note:** For more information about command line utilities for media management, see the *Command Line Reference Guide*.

4. Click Add.

The VCD is added to the Vault Criteria Descriptor branch in the Media Management Administrator window.

### Modify Vault Criteria Descriptors

Use the following steps to modify the media pool name, the file name, the assigned by user option associated with the vault criteria descriptor (VCD).

#### To modify vault criteria descriptors

1. Open the MM Admin, expand the list of schedules under the Schedule object and select a schedule from the list.

Expand the schedule to display the Vault Criteria Descriptor and Rotation objects.

Right-click the Vault Criteria Descriptor object and select Update from the pop-up menu.

The Edit Vault Criteria Descriptor dialog opens.

2. Modify the Media Pool Name, the File Name, the Assigned by User option associated with the VCD and click OK.

The modified value is applied.

## Delete Vault Criteria Descriptors

To delete a schedule, you must first delete the associated rotation and vault criteria descriptor (VCD).

### To delete vault criteria descriptors

1. From the Schedule object, select the specific VCD from the list under the Vault Criteria Descriptor.
2. Right-click and select Delete from the pop-up menu.
3. Click OK.

## Tape Volume Retention Policies

After you create a schedule, you must set the policies governing tape volume retention for your vault. To do this, use the Rotation object.

**Note:** The Rotation object appears in the left pane of the MM Admin window only after you create schedule.

## Special Tape Volume Movement

Special circumstances may arise in which you need to move a particular tape volume. If this situation occurs, you have three options—Temporary Check In, Manual Check In, and Manual Check In and Retire. You also have the option to permanently vault a volume so that it does not return to Tape Service. The following sections describe each of these options.

### Temporary Check In

The Temporary Check In option is useful for tracking media movement if you want to temporarily move a tape volume from a vault to use for a restore job, but want to return it back to the vault when the job is finished.

All tape volumes that are vaulted are in *checked out* status. Use the Temporary Check In option to change this status to *checked in* so that you can keep track of your tape volume while it is temporarily being used for a restore job. When you finish using the tape volume, the next vault cycle returns it to the vault and changes the status back to *checked out*.

**Note:** The Temporary Check In option is only for tracking tapes that are temporarily returned from the vault, and is not a requirement for the actual tape movement; if you do not use this option, you can still manually move a tape volume from a vault and return it when a job is finished. However, you should use this option because, if you do not use it and move a tape volume, there will be a discrepancy between the status of the tape volume that appears in the MM Admin and the actual location of the tape.

To use the Temporary Check In option, in the left pane of the MM Admin window, double-click the Vault object to see a list of existing vaults. Select a vault to display its information in the right pane. Select the name of the media you want to move, right-click, and select Temporary Check In.

### **Example: Temporary Check In**

For example, to perform an emergency restore operation using a tape volume from one of the vaults, use the Temporary Check In feature to temporarily check the tape volume in to Tape Service, execute the restore operation, and then run a vault cycle to return the tape volume to the vault.

## **Check in Tape Volumes Manually**

Use the Manual Check In option to check a tape volume back into Tape Service before the time it is scheduled to be checked in. When you manually check a tape volume back into Tape Service, it does not return to the vault.

### **To check in tape volumes manually**

1. From the left pane of the MM Admin window, double-click the Vault object.  
A list of existing vaults displays.
2. Select a vault to display its information in the right pane.  
Select the name of the media you want to move, right-click, and select Manual Check In from the pop-up menu.  
The tape volume is checked in.

## **Manual Check In and Retire**

Use the Manual Check In and Retire option to check a tape volume back into Tape Service before the time it is scheduled to be checked in, and retire it so it is no longer used.

To use the Manual Check In and Retire option, in the left pane of the MM Admin window, double-click the Vault object to see a list of existing vaults. Select a vault to display its information in the right pane. Select the name of the media you want to move, right-click, and select Manual Check In and Retire.

## **Permanent Retention**

Use the Permanent Retention option to permanently vault slots and the tape volumes they contain. If you use this option, when a tape volume is vaulted, it does not return to Tape Service. The only way to return it is to change the vault status back to the default.

To permanently check tape volumes out of Tape Service, select the Permanent Retention option on the Create Rotation dialog.

## Modify Rotations

Use the steps that follow to modify the movement of tape volumes associated with a schedule.

### To modify rotations

1. Expand the Schedule object in the left pane of the MM Admin window and select a schedule from the tree.
2. Double-click the schedule to access the Rotation object.
3. Double-click the Rotation object and select a rotation in the right pane.
4. Right-click the rotation and select Modify.

The Edit Rotation dialog appears

5. Apply your changes and click OK.

The new settings are saved.

## Delete Rotations

If you want to delete a schedule, you must first delete the associated rotation and VCD.

### To delete rotations

1. From the left pane of the MM Admin window, expand the schedule object, and the expand schedule for the rotation that you want to delete.

The rotation displays in the right pane of the MM Admin window.

2. From the right pane of the MM Admin window, select the rotation from the list.
3. Right-click the rotation that you want to delete and select Delete from the pop-up menu.

A confirmation message appears

4. Click Yes.

The rotation is deleted.

## Slot Detail and Status Information

When tape volumes have been assigned to slots in a vault, MM Admin displays slot information for the vault. Select the Vault object in the left pane of the MM Admin window and expand it. When you select a particular vault from the list, the right pane of the MM Admin window displays a view of the vault and its slots.

This view provides the following information:

- **Media Name**--Lists the media name, ID, sequence number, and serial number.
- **Slot Status**--Either Active, Unvaulted, Temporary Check In, Manual Check In, or Manual Check In and Retire:
  - **Active**--The media has been sent to this vault.
  - **Unvaulted**--The media has not yet been sent to this vault.
  - **Temporary Check In**--The media will be checked in temporarily during the next vault cycle.
  - **Manual Check In**--The media will be checked in during the next vault cycle.
  - **Manual Check In and Retire**--The media will be checked in and retired during the next vault cycle.
- **Slot Name**--Lists the vault name and slot number.
- **Media Export Status**--Either Ready, Success, or Fail:
  - **Ready**--The default status. The media has been assigned to the vault, but has not been exported from the tape library to the mail slot yet.
  - **Success**--Appears once the media is successfully exported to the mail slot.
  - **Fail**--Appears if MM Admin failed to export the media to the mail slot.
- **Local**--Either Yes or No. Yes appears if the media belongs to a local machine. No appears if it belongs to a remote machine.
- **Create Date**--The date the slot was created.

When you highlight a media name, additional information appears in the Properties pane in the lower right-hand corner of the page. This information includes the media name, serial number, random ID, host name, slot status, slot name, media export status, media type, media class, last write, last read, and slot creation date. Because MM Admin lets you start a vault cycle only with local media, the media icon appears in yellow if the vaulted media is not a local media with a remote host name. If you want to start a vault cycle with a remote media and member servers, use the `ca_mmo -startall` command line utility.

**Note:** For more information about command line utilities for media management, see the *Command Line Reference Guide*.

Because slots are automatically created when a tape volume is vaulted, you typically have no reason to update slot information.

## Find Specific Media in a Vault

To help you locate media in your vaults, MM Admin provides the Find Media in Vault feature. This feature is the fastest way to locate media in your vaults if you know the tape name or serial number of the tape volume you need. If you do not know this information, you can use the Database Manager to find the media.

### To find a specific media in a vault

1. From the Administration menu in the Navigation Bar on the Home Page, click MM Admin.

The Media Management Administrator window opens.

2. From the Media Management Administrator window, right-click the Find Media in Vault object and select Find from the pop-up menu.

The Find Media in Vault dialog opens.

3. Select one of the following methods to find your media:

- **Find by Tape Name**--Lets you enter the tape name, the random ID, and the sequence number to identify the tape you want CA ARCserve Backup to find.

- **Find by Serial Number**--Lets you enter the serial number of the desired media.

CA ARCserve Backup completes the Find by Serial Number task using case-sensitive values. For example, the serial number ABC123 is different from the serial number abc123.

4. Click Find.

When the search is finished, the vault and slot information appears in the right pane of the Media Management Administrator window.

# Chapter 7: Administering the Backup Server

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This section provides you with information that you can use to administer, manage, and maintain the CA ARCserve Backup Server.

This section contains the following topics:

[How CA ARCserve Backup Engines Work](#) (see page 443)

[Configure CA ARCserve Backup Engines](#) (see page 458)

[Additional Server Admin Functions](#) (see page 477)

[Authentication Levels for CA ARCserve Backup Services, Components, and Applications](#) (see page 485)

[CA ARCserve Backup Domains](#) (see page 496)

[Manage User Profiles Using the User Profile Utility](#) (see page 513)

[Restore the CA ARCserve Backup Job Queue](#) (see page 516)

[Manage ARCserve Servers Using the Server Configuration Wizard](#) (see page 519)

[How CA ARCserve Backup Protects Active Directory Data on Domain Controller Servers](#) (see page 537)

[Install and Uninstall CA ARCserve Backup Server Based Options](#) (see page 549)

[CA ARCserve Backup Agent Deployment](#) (see page 550)

[Discovery Configuration](#) (see page 563)

[CA ARCserve Backup Maintenance Notifications](#) (see page 571)

[Apply CA ARCserve Backup Component Licenses](#) (see page 573)

[Managing Firewalls](#) (see page 575)

## How CA ARCserve Backup Engines Work

The CA ARCserve Backup Server consists of three functional engines:

- **The Job Engine**--This engine processes your jobs at their designated date and time. It scans the job queue for a job that is ready to run, then sends it to the appropriate handler.
- **The Tape Engine**--This engine communicates with, and controls, your storage devices. The Tape Engine selects the device needed for a job.

- **The Database Engine**--This engine maintains a history of:
  - Information about jobs processed by CA ARCserve Backup, such as the job type, the final result, the start and end time, submitter, and description.
  - Media used by CA ARCserve Backup, such as its type, its name, the date it was first formatted, its expiration date, and the sessions on it.
  - Files, directories, drives, and machines that CA ARCserve Backup has backed up or copied.

You can control these CA ARCserve Backup engines in the Server Admin. To view information about an individual engine, open the Server Admin from the Quick Start menu in the Navigation Bar on the Home Page. From the ARCserve domain directory tree, select the primary server, member server, or stand-alone where you want to obtain engine status information.

**Important!** To manage and configure CA ARCserve Backup engines, you must be logged in to CA ARCserve Backup with the caroot password or a CA ARCserve Backup Administrator account.

- **Job Engine**--Displays information about the jobs submitted, such as the total number of jobs and the number of ACTIVE, READY, HOLD, and DONE jobs. It also shows the queues, which ones are being scanned, and the scanning interval.
- **Tape Engine**--Displays information about jobs using the Tape Engine, such as the type of job, and who submitted it. It also displays information on media groups.
- **Database Engine**--Displays pruning information related to the ARCserve database.

## How Engine Status Affects CA ARCserve Backup Operations

A stopped engine is an engine that is completely offline. This may be caused by errors, manual shutdown, or a new installation. Whatever the reason, it means that the services of that engine are not available.

The CA ARCserve Backup engines are designed to run independently of each other. For example, if you stop the Tape Engine, the Database Engine and the Job Engine are not affected. They continue to run, performing their services as configured. The Database Engine continues to log pertinent CA ARCserve Backup information in the database, and the Job Engine continues to scan the job queue and start jobs as required. If a job requires a storage device, the Job Engine launches the job, but the job fails because the Tape Engine is not able to communicate with the storage device. The Database Engine then logs this information.

**Note:** Although CA ARCserve Backup still functions if one or two engines are not running, CA ARCserve Backup needs all three engines running simultaneously to achieve complete functionality.

## Service State Icons

The toolbar at the top of each CA ARCserve Backup manager displays an icon for each of the back-end services--Job Engine, Tape Engine, and Database Engine, as shown by the following illustration:



Depending upon the color, the icons indicate one of the following three states:

- **Green**--Indicates that the service is running.
- **Red**--Indicates that the service is not running.
- **Gray**--Indicates that the service cannot be connected to or is in an unknown state.
- **Blue**--Indicates that the service is paused.

## Stopping and Starting CA ARCserve Backup Services

The following sections describe the methods that you can use to stop and start the CA ARCserve Backup services on primary, stand-alone, and member servers.

This section contains the following topics:

[Stop and Start All CA ARCserve Backup Services Using Batch Files](#) (see page 446)

[Stop and Start Individual Services Using the Command Line](#) (see page 448)

[Stop and Start CA ARCserve Backup Services Using the Server Admin](#) (see page 449)

## Stop and Start All CA ARCserve Backup Services Using Batch Files

There are two methods that you can use to manually stop and start CA ARCserve Backup services, such as the Job Engine, the Tape Engine, and the Database Engine.

One method is to open the Server Admin, select the server name from the domain tree, select the individual service that you want to stop or start, and then click the Stop or Start toolbar buttons. However, circumstances may arise that require you to stop all CA ARCserve Backup services. For example, you need to apply a patch or fix that was released by CA Support.

The `cstop` and the `cstart` commands let you shut down and restart all CA ARCserve Backup services sequentially, based upon their dependencies to the other CA ARCserve Backup services. This process ensures that there is no loss of data while the services are shutting down, and that all CA ARCserve Backup services are running properly when your system restarts.

To stop or start all CA ARCserve Backup services using a single command, use the file `cstop.bat` or `cstart.bat` located in the CA ARCserve Backup home directory.

### **cstop.bat**

When you run `cstop.bat`, CA ARCserve Backup stops the services in the following order:

1. CA ARCserve Communication Foundation (Global)
2. CA ARCserve Dashboard Sync Service
3. CA ARCserve Central Remoting Server
4. CA ARCserve Communication Foundation
5. CA ARCserve Management Service
6. CA ARCserve Tape Engine
7. CA ARCserve Job Engine
8. CA ARCserve Database Engine
9. CA ARCserve Message Engine
10. CA ARCserve Discovery Service
11. CA ARCserve Domain Server
12. CA ARCserve Service Controller
13. CA ARCserve PortMapper
14. Alert Notification Server
15. CA ARCserve Universal Agent

**cstart.bat**

When you run `cstart.bat`, CA ARCserve Backup starts the services in the following order:

1. Alert Notification Server
2. CA ARCserve Discovery Service
3. CA ARCserve PortMapper
4. CA ARCserve Service Controller
5. CA ARCserve Domain Server
6. CA ARCserve Database Engine
7. CA ARCserve Message Engine
8. CA ARCserve Tape Engine
9. CA ARCserve Job Engine
10. CA ARCserve Management Service
11. CA ARCserve Universal Agent
12. CA ARCserve Communication Foundation
13. CA ARCserve Central Remoting Server
14. CA ARCserve Dashboard Sync Service
15. CA ARCserve Communication Foundation (Global)

Be aware of the following behavior, as it relates to stopping and starting CA ARCserve Backup Global Dashboard services:

- CA ARCserve Backup Global Dashboard requires the following services for Central Primary server configurations:
  - CA ARCserve Communication Foundation (Global)
  - CA ARCserve Dashboard Sync Service
  - CA ARCserve Central Remoting Server
  - CA ARCserve Communication Foundation
- CA ARCserve Backup Global Dashboard requires the following services for Branch Primary server configurations:
  - CA ARCserve Dashboard Sync Service
  - CA ARCserve Communication Foundation
- When you execute `cstop.bat` and `cstart`, CA ARCserve Backup stops and starts the services that correspond to the type of primary server that you installed (Central Primary server or Branch Primary server).

## Stop and Start Individual Services Using the Command Line

Circumstances may arise that require you to stop and start only one or two CA ARCserve Backup services. CA ARCserve Backup lets you use the command line to stop individual services.

### **To stop and start the CA ARCserve Backup services using the command line**

1. Start the Windows command line.
2. After the command line opens, enter one of the following commands:
  - NET START [enginename]
  - NET STOP [enginename]

Substitute one of the following for [enginename]:

- CA ARCserve Communication Foundation (Global)  
CA ARCserve Communication Foundation (Global)
- CA ARCserve Dashboard Sync Service  
CADashboardSync
- CA ARCserve Central Remoting Server  
CA\_ARCserve\_RemotingServer
- CA ARCserve Communication Foundation  
CA ARCserve Communication Foundation
- CA ARCserve Management Service  
CASMgmtSvc
- CA ARCServe Tape Engine  
CASTapeEngine
- CA ARCserve Job Engine  
CASJobEngine
- CA ARCserve Database Engine  
CASDbEngine
- CA ARCserve Message Engine  
CASMessageEngine

- CA ARCserve Discovery Service

CASDiscovery

- CA ARCserve Domain Server

CasUnivDomainSvr

- CA ARCserve Service Controller

CasSvcControlSvr

- CA ARCserve PortMapper

CASportmap

**Note:** If stop and restart the CA Remote Procedure Call service (CASportmap) using the Command Line (or the Computer Management console), the service cannot communicate with its port assignments properly. This can prevent a user account with caroot equivalence from logging in to the CA ARCserve Backup domain. To remedy the inability to log in to the CA ARCserve Backup domain, run the cstop command and then run the cstart command. This enables the service to communicate properly and lets the user account with caroot equivalence log in to the CA ARCserve Backup domain.

- Alert Notification Server

"Alert Notification Server"

**Note:** For this service, you must provide quotation marks.

- CA ARCserve Universal Agent

CASUniversalAgent

**Note:** Repeat this step to start and stop each CA ARCserve Backup service.

### Stop and Start CA ARCserve Backup Services Using the Server Admin

Using the Server Admin, you can stop and start individual CA ARCserve Backup services that are running on a primary, stand-alone, and member server.

Use this method when you need to stop one or two CA ARCserve Backup services for a short time. For example, you need to stop and start the Tape Engine on the primary server so that it can detect a newly installed library.

When you need to stop and start all CA ARCserve Backup services, you should use the cstop and cstart batch files. These batch files let you stop and start all CA ARCserve Backup services sequentially, based on their dependencies to other CA ARCserve Backup services. For more information, see [Stop and Start All CA ARCserve Backup Services Using Batch Files](#) (see page 446).

Be aware of the following behavior regarding stopping all CA ARCserve Backup services:

- If you use the Server Admin to stop all services, the service status displays as unknown.
- The Stop all Services option lets you stop all CA ARCserve Backup services except the CA ARCserve Service Controller service. CA ARCserve Backup behaves in this manner because the CA ARCserve Service Controller service controls the starting of CA ARCserve Backup services.

#### **To stop and start CA ARCserve Backup services using the Server Admin**

1. From the Quick Start menu in the Navigation Bar on the Home Page, click Server Admin.

The Server Admin opens.

2. Expand the domain directory tree and select the server where you want to stop or start CA ARCserve Backup services.

The Name, Status, Up Time, and Description of the CA ARCserve Backup services display in the Server Admin window.

3. Select the service that you want to stop or start.
  - If the status is Started, click Stop on the toolbar.
  - If the status is Stopped, click Start on the toolbar.

The CA ARCserve Backup service stops or starts.

4. (Optional) To stop all CA ARCserve Backup services running on a CA ARCserve Backup server, right-click the server and click Stop all services on the pop-up menu. To restart all CA ARCserve Backup services on the server, right-click the server and click Start all services on the pop-up menu.
5. (Optional) To stop all CA ARCserve Backup services running on all CA ARCserve Backup servers in a domain, right-click the domain and click Stop all services in domain on the pop-up menu. To restart all services on all servers in a domain, right-click the domain and click Start all services in domain on the pop-up menu.

## CA Antivirus Maintenance

CA ARCserve Backup provides the scanning and curing components of the CA Antivirus virus scan engine to protect your data.

CA ARCserve Backup is packaged with CA Antivirus 8.1.

**Note:** CA ARCserve Backup provides only the scanning and curing components. It does not provide a full install of CA Antivirus.

The CA Antivirus program can be configured to download updated virus signature files and program modules. These updates are then distributed to the participating applications. When this is complete, CA Antivirus broadcasts a message stating that the update has been completed. Under certain conditions, you must restart the computer to apply the anti-virus protection updates.

AMSSigUpdater.ini is the file you use when downloading updated virus signature files and program modules. This file contains preconfigured settings that specify how and when engine and signature updates are collected from a distribution source. The AMSSigUpdater.ini file typically does not need modifications. However, you can make changes if necessary. For more information, see [AMSSigUpdater.ini Configuration File Syntax](#) (see page 455).

## How CA ARCserve Backup Protects Backup Data Using CA Antivirus

CA ARCserve Backup uses CA Virus Scan Engine to provide antivirus protection. The scan engine can be configured to download the latest virus signature files and scan engine using CA Virus Signature Updating Tool.

CA Antivirus supports various operating systems for the duration of their life cycle (as determined by the manufacturer); unless we announce that we are dropping support for an operating system.

**Note:** To obtain the latest information about supported operating systems, see <http://ca.com/support>.

CA Virus Signature Updating Tool supports the operating systems described in the following table:

Operating System	Platform	Version	Service Pack
Windows	x86	2000 Professional	SP4 Rollup 1
Windows	x86	2000 Server	SP4 Rollup 1
Windows	x86	2000 Advanced	SP4 Rollup 1

Operating System	Platform	Version	Service Pack
		Server	
Windows	x86/x64	Server 2003	SP2
Windows	x86/x64	Server 2008	Not Applicable
Windows	x86/x64	XP Professional	SP2 and SP3 (see note)
Windows	x86/x64	XP Home	SP2 and SP3 (see note)
Windows	x86/x64	Vista	with and without SP1

**Note:** Windows XP Home SP2 and Windows XP Professional SP2 require the October 2008 update.

CA Virus Signature Updating Tool includes the components described in the following table:

Component	Directory
AMSSigUpdater.exe	<CA\SharedComponents>\ASAMS\bin
AMSSigUpdater.ini	<CA\SharedComponents>\ASAMS\bin
AMSSigupdater.log	<CA\SharedComponents>\ASAMS\bin <b>Note:</b> CA ARCserve Backup creates this file the first time this tool is executed with parameter DEBUG=1 in AMSSigupdater.ini.
UpdaterX64.exe	<CA\SharedComponents>\ASAMS\x64bin <b>Note:</b> This component appears only on Windows x64 platforms.

You can run CA Virus Signature Updating Tool using one of the following methods:

- CA ARCserve Backup Job Scheduler Wizard.  
**Note:** Job Scheduler Wizard lets you automate the process of obtaining updates.
- Windows Command Line.

## Obtain Virus Signature Updates Using the Job Scheduler Wizard

CA ARCserve Backup Job Scheduler Wizard lets you automate the process of obtaining updates. You can create jobs that execute based on a predefined schedule.

### To obtain updates using Job Scheduler Wizard

1. Open the CA ARCserve Backup Manager Console.  
From the Navigation Bar, expand Utilities and click Job Scheduler.  
CA ARCserve Backup Job Scheduler Wizard opens.
2. On the Welcome to the Job Scheduler Wizard dialog, click Next.  
The Login Page dialog opens.
3. From the Login Page dialog, select the Primary Server Name for which you want to submit the job.  
Specify your user name and password to log into the CA ARCserve Backup server, and click Next.  
The Command dialog opens.
4. From the Command dialog, click Browse.  
The Open dialog opens.
5. Browse to the following directory:  
<CA\SharedComponents>\ASAMS\bin  
Select the following executable:  
AMSSigUpdater.exe

### Example:

"C:\Program Files\CA\SharedComponents\ASAMS\bin\AMSSigUpdater.exe"

Click Open.

The Command dialog opens. The Run this Program field is populated with the following path:

<CA\SharedComponents>\ASAMS\bin\AMSSigUpdater.exe

6. In the Parameters field, specify the following syntax:

```
/cfg <CA\SharedComponents>\ASAMS\bin\AMSSigUpdater.ini
```

Or,

```
/cfg AMSSigUpdater.ini
```

**Example:**

```
/cfg "C:\Program Files\CA\SharedComponents\ASAMS\BIN\AMSSigUpdater.ini"
```

Click Next.

The Security dialog opens.

7. On the Security dialog specify your user name and password.

Click Next.

The Schedule dialog opens.

8. On the Schedule dialog, select one of the following options:

- **Run Now**--Lets you execute the job immediately.
- **Schedule**--Lets you execute the job at a specific date and time, or schedule the job to repeat. If you want the job to repeat, select a Repeat Method and then specify the associated repeat criteria.

Click Next.

The Summary dialog opens.

9. On the Summary dialog, ensure that the job is configured to your requirements.

In the Description field, specify a description for the job.

**Note:** The description specified appears in the Description column in the Job Queue.

10. Click Submit.

The job is submitted. CA ARCserve Backup obtains CA Virus Signature Updates when the job runs.

### Obtain Virus Signature Updates Using the Command Prompt

CA ARCserve Backup lets you obtain antivirus updates using Windows Command Line.

**To use obtain updates using Windows Command Line**

1. Open Windows Command Line.

2. Change to the following directory:

```
<CA\SharedComponents>\ASAMS\bin
```

**Example:**

```
C:\Program Files\CA\SharedComponents\ASAMS\bin
```

3. Specify the following syntax:

```
AMSSigupdater /cfg AMSSigupdater.ini
```

CA ARCserve Backup obtains CA Virus Signature Updates.

### AMSSigupdater.ini Configuration File Syntax

The AMSSigupdater.ini is the configuration file used by AMSSigupdater.exe. This file defines how engine and signature updates are collected from a distribution source.

The AMSSigupdater.ini file is located in the %CASHCOMP%\ASAMS\bin directory and can be viewed or edited using a text editing application such as Notepad.

**Source Syntax**

The [SOURCES] section provides the connection names of other sections in the AMSSigupdater.ini file, which specifies the connection for the signature download. Now the only supported connection method is HTTP.

**Syntax**

```
[SOURCES]
1=SourceA
2=SourceB
3=SourceC
```

**Options**

The configuration file requires the following options:

```
1=SourceA
```

First source. For example, 1=HTTP\_0

**Signature Source**

For every signature source described in the [SOURCES] section of the AMSSigupdater.ini file, a corresponding section should exist to provide the necessary information for downloading.

## HTTP Syntax

The following options are available for HTTP downloads:

```
[SourceA]
Method=HTTP
HostName=etrustdownloads.ca.com
HostPort=80
SecureConnection=
ServerAuthReq=
UserName=
UserPassword=
UseProxy=
ProxyName=
ProxyPort=
ProxyAuthReq=
ProxyUserName=
ProxyPassword=
```

## HTTP Options

The following HTTP options are required:

**Note:** Null equals 0.

### **Method=HTTP**

ANSI string--Use HTTP as the download method.

### **HostName=etrustdownloads.ca.com**

ANSI string--The server to connect to for updates.

### **HostPort=**

Value--80 or 443 for HTTP method. The server port to connect to for updates. If the value equals 443, it will use https protocol to download updates.

### **SecureConnection=**

Value--0, 1, or null. Enables or disables the use of a secure connection. If the value equals 1, the tool uses https protocol to connect to port 443 to download updates.

### **ServerAuthReq=**

Value--0, 1, or null. Enables or disables server authentication. If the value equals 1, you must specify `UserName=` and `UserPassword=` values.

**Note:** The update server does not require authentication now. the best practice is to specify a null value or 0.

**UserName=**

ANSI string--Sets the username for the update server. UserName= is required only when ServerAuthReq= equals 1.

**UserPassword=**

ANSI string--Sets the password for the update server. UserPassword= is required only when ServerAuthReq= equals 1.

**Note:** The first time AMSSigUpdater.exe reads this configuration file, CA ARCserve Backup moves the UserPassword value from this configuration file to the Windows Registry. CA ARCserve Backup encrypts the password in the Registry. For all subsequent reads, AMSSigUpdater.exe calls the UserPassword value from the Registry. If you change the password, CA ARCserve Backup updates the UserPassword value in the Registry.

**UseProxy=**

Value--0, 1, or null. Enables or disables the use of a proxy server to connect to the update server.

**ProxyName=**

ANSI string--Sets the proxy server name for update. ProxyName= is required only when UseProxy= equals 1.

**ProxyPort=**

Value--For example, 80. Sets the proxy port for update. ProxyPort= is required only when UseProxy= equals 1.

**ProxyAuthReq=**

Value--0, 1, or null. Enables or disables proxy server authentication. If the value equals 1, you must specify ProxyUserName= and ProxyPassword= values.

**ProxyUserName=**

ANSI string--Sets the username for proxy server. ProxyUserName= is required only when ProxyAuthReq= equals 1.

**ProxyPassword=**

ANSI string--Sets the password for proxy server. ProxyPassword= is required only when ProxyAuthReq= equals 1.

**Note:** The first time AMSSigUpdater.exe reads this configuration file, CA ARCserve Backup moves the ProxyPassword value from this configuration file to the Windows Registry. CA ARCserve Backup encrypts the password in the Registry. For all subsequent reads, AMSSigUpdater.exe calls the ProxyPassword value from the Registry. If you change the password, CA ARCserve Backup updates the ProxyPassword value in the Registry.

### [DEBUG]

Use the [DEBUG] option to enable or disable logging to file.

**Note:** Null equals 0.

### Syntax

```
[DEBUG]  
Debug=1
```

Value--0, 1, or null. Enables and disables log to file. If the value equals 1, CA ARCserve Backup writes log information to AMSSigupdater.log.

## Configure CA ARCserve Backup Engines

The CA ARCserve Backup Server Admin allows you to configure each engine to suit your needs.

**Important!** To manage and configure CA ARCserve Backup engines, you must be logged in to CA ARCserve Backup with the caroot password or a CA ARCserve Backup Administrator account.

### To configure CA ARCserve Backup engines

1. Open the CA ARCserve Backup Server Admin by clicking Server Admin in the Quick Start menu.  
The Server Admin window opens.
2. Click Configuration on the toolbar.  
The Server Admin Configuration dialog opens.
3. Select the desired engine tab and specify the settings that suit your needs.

### More information:

[Job Engine Configuration](#) (see page 459)  
[Tape Engine Configuration](#) (see page 462)  
[Database Engine Configuration](#) (see page 471)  
[Alert Configuration](#) (see page 475)

## Job Engine Configuration

The CA ARCserve Backup Job Engine controls the execution time of jobs in the job queue. It scans the job queue regularly, starting jobs as their execution dates and times are reached. CA ARCserve Backup provides the following job engine options:

- **Job Queue Scanning Interval (seconds)**--The Job Engine constantly scans the job queue for jobs that should execute. By default, the job queue is scanned every 10 seconds. To change the time interval, specify a number from 1 - 9999.
- **Retention Time for DONE Job (hours)**--Jobs with a final status of DONE remain in the job queue for the time specified in this field. By default, CA ARCserve Backup keeps DONE jobs for 24 hours before they are deleted from the queue. To change the time, specify a number between 0 and 999.

**Note:** Single occurrence staging jobs (disk to disk to tape and disk to tape to tape) will be removed from the job queue after the migration phase of the job is complete and the length of time specified for this option has elapsed.

- **Database Polling Interval (minutes)**--The Job Engine periodically polls the CA ARCserve Backup database to discover copied and purged sessions on staging enabled devices. The value specified in this field determines the time interval between polls. The default value for this field is five (5) minutes, and the minimum value is one (1) minute.
- **Message Type in Activity Log**--The Activity Log contains information about all CA ARCserve Backup activities. By default, notes, warnings, and errors that occur when running CA ARCserve Backup appear in its Activity Log. To change the types of messages, specify one of the following values:

### None

No messages appear.

### Errors

Only errors that occur while running CA ARCserve Backup appear.

### Warnings & Errors

Warnings and errors that occur while running CA ARCserve Backup appear.

### Notes, Warnings & Errors (default)

Includes all notes, warnings, and errors that occur while running CA ARCserve Backup.

### Debug

Includes debugging information and all notes, warnings, and errors that occur while running CA ARCserve Backup.

- **Network Shares**--By default, CA ARCserve Backup opens Use All Shares in the Browser. This means that both Default Shares and User Shares are available for selection as either your source or destination for a job. To change the type of shares that are displayed in the Browser, specify one of the following:

**Use Default Shares Only**

Only administrative shares are available.

**Use Users Shares Only**

Only shares that have been specifically set by users are displayed.

- **Buffer Size (K Bytes)**--Defines the buffer size used by CA ARCserve Backup.

**Default value:** 256 KB

All computers behave differently. Factors affecting their behavior can be related to backup server hardware, the total size of the backup job, and the number child jobs that a backup job spawns. You can increase or decrease the size of the buffer to optimize your system's performance while performing a backup.

Increasing or decreasing the buffer size does not necessary improve backup and restore performance. For example, if the backup server has abundant system resources, such as a large amount memory, access to a fast network, and fast disk I/O, increasing the buffer size can increase the system's backup and restore performance. Conversely, if the backup server has limited system resources, reducing the buffer size can increase the system's backup and restore performance.

**Note:** For a typical server, the best practice is to apply the default value of the buffer size.

- **Backup**--Allows you to customize additional options in your backup jobs:

#### **Record Hard Links for NTFS Volumes**

If you back up hard links files, this information is included and preserved by default.

**Default value:** ON

#### **Confirm when Overwriting Media**

Any time a media is to be overwritten, CA ARCserve Backup can prompt you to confirm that you really want to overwrite the media. By default, this option is disabled (OFF). If you set this option, a confirmation dialog is displayed. If you do not respond within five minutes, the job is cancelled.

**Default value:** OFF

#### **Backup Registry key details when an entire machine is selected**

You can turn on the option to back up the Registry key details for target machines by clicking on the Backup registry key details when an entire machine is selected check box.

**Default value:** OFF

#### **Enable Media Maximization**

Lets you optimize disk and tape usage in GFS and rotation jobs. For more information, see [Media Maximization](#) (see page 406).

You cannot change this value from a member server. Member servers inherit the value specified for this option from the CA ARCserve Backup primary server.

**Default value:** ON

- **Retry Crashed Jobs after Job Engine Restart**--This option is a checkpoint mechanism. CA ARCserve Backup attempts to restart a crashed job if this box is checked. It should only be turned on if a cluster environment is configured to allow for fail-over.
- **Submit Makeup Jobs on HOLD**--Use this option to place a hold status on a job rather than a ready status.
- **Block pop-ups when data migration jobs finish**--When a staging migration job is finished, pop-up messages display to inform you if a job was successful, failed, and so on. If you do not want pop-up messages to appear after the migration job is finished, enable this option.
- **Block pop-ups when any job finishes**--When a job is finished, pop-up messages display to inform you if a job was successful, failed, and so on. If you do not want pop-up messages to appear after a job is finished, enable this option.

**More information:**

[Job Status Types](#) (see page 320)

## Tape Engine Configuration

The CA ARCserve Backup Tape Engine identifies all the backup devices that are connected to your system. The default configuration log options can be changed; for example, when you want to troubleshoot a hardware or Tape Engine specific problem.

To modify any of the options, settings, and parameters described in the following sections, start the CA ARCserve Backup Server Admin and select the Tape Engine tab.

### Tape Engine Message Log Options

The following lists describe tape engine message log options:

- **Level**--If you keep the default (Summary), you do not need to specify any other options. The available values are:
  - None--No information is logged. Tape Engine logging is halted and the Tape Engine Log does not appear in the Job Status Manager.
  - Summary--(default) Logs critical messages and reduces the size of the tape log by excluding unnecessary information. For this option, the Tape.log is present in the Job Status Manager. The Tape.log file, by default, is generated and stored in the CA ARCserve Backup\Log folder. If the log path needs to be changed, you can do so by creating an alternate log path entry in the registry file. For more information on creating an alternate log path entry, see Alternate Path to the Tape Engine Log in this chapter.
  - Detail--This option logs all commands sent to the attached backup devices by CA ARCserve Backup. Reads/Writes and Test Unit Ready commands are excluded. Tape Engine specific information, which may be used by CA Support to help troubleshoot backup and restore issues, is also logged. The Tape.log file, by default, is generated and stored in the CA ARCserve Backup\Log folder. If the log path needs to be changed, you can do so by creating an alternate log path entry in the registry file.

The Tape.log file for this option can be viewed in the Job Status Manager by accessing the Tape Log tab.

- Detail with Read/Writes--Logs all commands sent to attached backup devices by CA ARCserve Backup. Unlike the "Detail" option, this option includes Reads/Writes and Test Unit Ready commands. Tape Engine specific information, which may be used by CA Support to help troubleshoot backup and restore issues, is also logged. The Tape.log file, by default, is generated and stored in the CA ARCserve Backup\Log folder. If the log path needs to be changed, you can do so by creating an alternate log path entry in the registry file.

For more information on creating an alternate log path entry, see Alternate Path to the Tape Engine Log in this chapter. The Tape.log file for this option can be viewed in the Job Status Manager by accessing the Tape Log tab.

**Note:** You may incur a potentially large log file size due to the Read/Write capability. The Read/Write logging may impede performance on the machine.

- **Output**--If you specified either "Summary," "Detail," or "Detail with Reads/Writes," you can define where you want the messages sent. Specify one of the following:
  - Both Screen and File--The messages are recorded in the Tape Engine Log as well as to a DOS box (the Tape Engine Message window).
  - Screen Only--The messages are sent to the Tape Engine Message window only.
  - File Only--(default) The messages are recorded in the Tape Engine log only. You can view the Tape Engine log in the Job Status Manager.

**Important!** If you select either option, Both Screen and File or Screen Only, you must configure the CA ARCserve Tape Engine service such that it can interact with your desktop and display the contents of the tape log in a DOS window. For more information, refer to the section [Enable Interaction with the Desktop](#) (see page 470).

## Specify Tape Engine Log Options

The Limit Log Size section of the Tape Engine tab on the Server Admin Configuration dialog lets you direct how CA ARCserve Backup controls the behavior of the Tape Engine's log files.

### To specify Tape Engine log options

1. From the CA ARCserve Backup Manager interface, select Server Admin from the Quick Start Menu in the Navigation Bar on the Home Page.

The Server Admin window opens.

2. From the Domain/Server directory tree, select the server that you want to configure.

Click the Configuration toolbar button.

The Configuration - *Server Name* dialog opens.

3. Click the Tape Engine tab.

From the **Limit log size** section, specify the following options as applicable to your requirements:

- **Limit log size by**--Check the Limit log size by check box to enable Circular Logging. In the Limit Log Size By field enter the value that you want to specify as the maximum total size of all chunked TAPE.LOG files.

The Limit log size by value divided by the Maximum log file count value represents the maximum size of all chunked log files. For example, if you specify a Limit log size by value of 100 MB and a Maximum log file count of 10, CA ARCserve Backup chunks TAPE.LOG when it reaches 10 MB ( $100/10 = 10$ ).

The default value for the limit log size by option is 100 MB, and the range is between 1 and 2000 MB.

To disable Circular Logging, clear the limit log size by check box.

- **Prune logs older than**--Use this option to specify the number of days that must elapse before CA ARCserve Backup prunes the log files.

The default value for the Prune logs older than option is 100 days, and the range is between 1 and 365 days.

- **Log file split criterion**--The options in this section define the behavior of how CA ARCserve Backup splits the log files.

- **Maximum log file count**--Specifies the number of chunked log files CA ARCserve Backup retains.

The default value for the Maximum log file count option is 10, and the range is between 3 and 32.

**Note:** You can modify this setting only if the Limit log file size by option is specified.

- **Maximum single log file size**--This option works in conjunction with the Prune logs older than option. When you specify the Maximum single log file size and Prune logs older than options, CA ARCserve Backup switches to Circular Logging mechanisms when the TAPE.LOG reaches its maximum size, and deletes chunked log files when their age is greater than the value specified under the Prune logs older than option.

The default value for the Maximum single log file size option is 10000 KB, and the range is between 1 and 100000 KB.

**Note:** You can modify this setting only if the Prune logs older than option is specified.

4. Click OK to apply the Tape Engine log options.

The Tape Engine Log options are applied.

**Note:** Click Cancel to discard your changes.

## Tape Engine General Options

CA ARCserve Backup lets you specify the following general options:

- **Use Global Scratch Set**--Lets CA ARCserve Backup use a Global Scratch Set. This option is enabled by default.

The Global Scratch Set treats all of the scratch tapes in all media pools as one large Scratch Set. This helps ensure that backup jobs do not fail when a scratch tape is not available in its own media pool.

When this option is enabled, the Media Pool Manager shows only the Save Set for each pool (not the Scratch Set), but adds an object named GlobalScratchSet. This object contains all of the media available in the scratch sets of all your media pools. If you right-click GlobalScratchSet and select Assign Media, you can move media from an unassigned set to the Scratch Set.

When you select a media in the Global Scratch Set, two extra properties appear as column headings on the top right-hand pane and on the Properties tab in the lower right hand pane: Medium Type and Media Pool. If you click a column heading on the top right-hand pane, you can sort the list by that column. If the media you select in the Global Scratch Set is vaulted, it appears in a different color to indicate that it is inactive.

**Note:** If you enable the Global Scratch Set and submit a backup job using a specific media pool, CA ARCserve Backup first attempts to find media in that media pool's Scratch Set. If no media is available, the Global Scratch Set media will be used. Also, if you specify a media pool and submit a backup job that spans tapes, media in the Global Scratch Set can be used.

- **Show Tape Log on Job Status Manager**--Lets you view the Tape Log in the Job Status Manager. If the Activity Log is open when you enable this option, you must click Refresh to update the manager.

**Note:** This option is available only on Windows computers.

- **Use TapeAlert**--Lets CA ARCserve Backup detect and report TapeAlert flags asserted by your tape drives and libraries. If you do not want to receive TapeAlert-related messages, disable this option.
  - With this option enabled, CA ARCserve Backup queries all devices connected to CA ARCserve Backup for TapeAlert flags in one minute intervals. If CA ARCserve Backup detects a TapeAlert flag, it reports real-time details about the flag in the Activity Log and the Tape.log file.
  - With this option disabled, CA ARCserve Backup does not maintain a separate thread-querying mechanism for detecting and reporting TapeAlert flags. As a result, CA ARCserve Backup will not query for TapeAlert flags until the job is running and a SCSI error occurs. If CA ARCserve Backup detects a TapeAlert flag while the job is running, it reports the details about the flag in the Activity Log and the Tape.log file.

### Event Log Configuration (Windows Servers)

The Log tab allows you to enable or disable confirmation messages and to specify which messages may be written to the Windows Event Log.

- **Enable Message Logging into Event Log**--By default, all messages are written only into the CA ARCserve Backup Activity Log. If you check this box, the following groups of check boxes become enabled:
- **Exclude Message Type From Logging Check Boxes**--Use these check boxes to select which type of message should be excluded from the Event Log.
- **Exclude Message Logging From Check Boxes**--Use these check boxes to exclude all messages from a particular CA ARCserve Backup module.

### How CA ARCserve Backup Records Events in the Windows Event Viewer

Event Viewer is a Windows administrative tool that lets you monitor events that relate to application, security, and system logs. The information stored in Event Viewer can vary, based on the role of the computer to your environment and the applications that are running on the computer.

**Note:** To open Event Viewer, click Start on the Windows toolbar, select Programs, Administrative Tools, and click Event Viewer.

The Server Admin lets you specify the type of CA ARCserve Backup event information that you want to record in Event Viewer. For more information, see [Event Log Configuration](#) (see page 466).

The list that follows describes the event codes for CA ARCserve Backup information, warning, and error events that appear in Windows Event Viewer.

- **500**--Most information events and agent information events
- **600**--Agent warning events
- **700**--Agent error events
- **900**--Audit events
- **Unique event codes**--resource ID of the message

The diagram that follows displays CA ARCserve Backup events in Windows Event Viewer.

Type	Date	Time	Source	Category	Event	User	Computer
Information	9/22/2008	11:45:19 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:45:19 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:45:07 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:45:07 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:45:07 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:45:01 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:44:37 ...	CA ARCserve Backup	(55)	1406	N/A	SHADA07-...
Warning	9/22/2008	11:33:17 ...	CA ARCserve Backup	(50)	600	N/A	SHADA07-...
Warning	9/22/2008	11:33:17 ...	CA ARCserve Backup	(30)	600	N/A	SHADA07-...
Information	9/22/2008	11:33:17 ...	CA ARCserve Backup	(55)	500	N/A	SHADA07-...
Information	9/22/2008	11:33:17 ...	CA ARCserve Backup	(25)	500	N/A	SHADA07-...
Error	9/22/2008	11:33:17 ...	CA ARCserve Backup	(20)	700	N/A	SHADA07-...
Error	9/22/2008	11:33:17 ...	CA ARCserve Backup	(55)	700	N/A	SHADA07-...
Information	9/22/2008	11:28:54 ...	CA ARCserve Backup	(30)	7101	N/A	SHADA07-...
Error	9/22/2008	11:28:24 ...	CA ARCserve Backup	(15)	1303	N/A	SHADA07-...
Error	9/22/2008	11:27:58 ...	CA ARCserve Backup	(15)	1301	N/A	SHADA07-...
Information	9/22/2008	11:24:09 ...	CA ARCserve Backup	(50)	900	N/A	SHADA07-...
Information	9/22/2008	11:23:08 ...	CA ARCserve Backup	(50)	900	N/A	SHADA07-...
Information	9/22/2008	11:00:17 ...	CA ARCserve Backup	(50)	900	N/A	SHADA07-...

**More information:**

[Event Log Configuration \(Windows Servers\)](#) (see page 466)

**Alternate Path to the Tape Engine Log**

You can change the default tape log path if, for example, you want to move the log to a volume with more space. You can create an alternate location for the file by configuring a registry setting in the Windows NT registry. Create a String Value called "LogPath" under the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup\Base\TapeEngine\Debug

Set the value to the local drive path you want to use as the new log file location (for example, D:\temp\log). After the log path is established, you can enable it by either restarting the Tape Engine or changing one of the logging options described earlier. To change the tape log path back to the default, you can remove the "LogPath" value and restart the Tape Engine.

**Note:** Alternate paths can only be local drives as mapped drives are not supported for redirecting the log.

## Circular Logging

Circular Logging is a process that lets you control the size and behavior of the Tape Engine log file. Using this feature, you can set a size limit that directs CA ARCserve Backup to chunk the log file into smaller log files when a user-specified size limit is exceeded. Additionally, you can specify a retention period, total count, or both for log files. After the retention period elapses, CA ARCserve Backup deletes the chunked log files.

The Tape Engine log file is labeled TAPE.LOG. It can be found in the CA\ARCserve Backup\LOG directory.

To configure and use Circular Logging, start the Server Admin from the Quick Start menu on the CA ARCserve Backup Home Page. For more information see [Specify Circular Logging Settings](#) (see page 469).

## Log File Names

If you do not specify Circular Logging settings, CA ARCserve Backup uses the default file name, TAPE.LOG. If you do specify settings, TAPE.LOG is still generated, but it is chunked into smaller files and the smaller files are named using the following format:

TAPE.LOG.####

where #### represents the sequential log number created on a given day.

### Example: Log File Names

For example, on a given day, the Tape Engine generates three log files based upon a file size limit of 100 MB. The log file names are as follows:

TAPE.LOG  
TAPE.LOG.0001  
TAPE.LOG.0002

## How CA ARCserve Backup Labels Log Files

CA ARCserve Backup labels the log files using the following guidelines:

1. If TAPE.LOG reaches a specified value, CA ARCserve Backup renames TAPE.LOG to TAPE.LOG.0001, and creates a new TAPE.LOG file.
2. If TAPE.LOG reaches a specified value for the second time, CA ARCserve Backup renames TAPE.LOG.0001 to TAPE.LOG.0002, renames TAPE.LOG to TAPE.LOG.0001, and creates a new TAPE.LOG file.
3. If TAPE.LOG reaches a specified value for the third time, CA ARCserve Backup renames TAPE.LOG.0002 to TAPE.LOG.0003, renames TAPE.LOG.0001 to TAPE.LOG.0002, renames TAPE.LOG to TAPE.LOG.0001, and creates a new TAPE.LOG file.

This process continues in a cyclical manner. CA ARCserve Backup always retains the latest three log files.

**Important!** CA ARCserve Backup calculates the value in which a new log file is created based upon the amounts that you specify in the Limit Log Size By and Log File Count options. For example, if you specify a Log Limit Size By amount of 500 MB and a Log File Count of 10, CA ARCserve Backup creates a new log file when the current log size exceeds (500 divided by 10) 50 MB.

## Specify Circular Logging Settings

Circular Logging lets you customize the characteristics of log files generated by the Tape Engine.

### To specify Circular Logging settings

1. From the CA ARCserve Backup Home Page, click the Quick Start menu and select Server Admin.  
The CA ARCserve Backup Server Admin dialog opens.
2. From the Admin menu, select Configuration.  
The Configuration dialog opens.
3. Click the Tape Engine tab.
4. To enable Circular logging, click the Limit Log Size By option in the Limit Log Size section of this dialog, and then specify then maximum size in MB. This amount represents the maximum size of all log files.
5. In the Log File Count field, select the number of log files that you want CA ARCserve Backup to retain. This amount represents the maximum number of TAPE.LOG files that CA ARCserve Backup will retain.
6. Click OK to apply the settings.

**Note:** After the log file count exceeds the number specified using the Log File Count option, CA ARCserve Backup deletes the oldest log files.

### Prune Log Files

To specify log file pruning only:

1. Disable the Limit Log Size By option.
2. Click the Prune Logs Older Than option and specify the number of days that you want to elapse before CA ARCserve Backup prunes log files.
3. (Optional) In the Single Log File Size field, enter a size in KB to specify a size limit for a single log file. If you do not specify a value in the Single Log File Size field, CA ARCserve Backup uses the default value, 10000 KB, as the size limitation for each single log file.
4. Click OK to apply the settings.

**Important!** If you enable both Limit Log Size options (Limit Log Size By and Prune Logs Older Than), CA ARCserve Backup prunes log files if either the total number of log files exceeds the Log File Count, or the date of the log files exceeds the number of days specified under the Prune Log Files Older Than option. You cannot specify a Single Log File Size—CA ARCserve Backup uses the formula  $\text{Total Log Size} \div \text{Log File Count}$  to calculate the Log File Size setting.

### Enable Interaction with the Desktop

This section describes how to enable the CA ARCserve Backup Tape Engine to interact with the desktop. However, these steps can be used when you want to allow any CA ARCserve Backup service or engine to interact with the desktop.

#### To enable interaction with the desktop

1. From the Windows Start menu, select Programs (or All Programs), Administrative Tools, and select Component Services.  
The Component Services dialog opens.
2. From the object tree, select the Services (Local) object.  
In the Services list, locate, right-click CA ARCserve Tape Engine (for example), and select Properties from the pop-up menu.  
The CA ARCserve Tape Engine Properties (Local Computer) dialog opens.
3. Select the Log On tab.  
Under Local System account, select the Allow service to interact with desktop option and click Apply.  
Click OK to close the CA ARCServe Tape Engine Properties (Local Computer) dialog.
4. Stop and then restart the CA ARCserve Tape Engine service.  
The Tape Engine can interact with the desktop.
5. Close the Windows Component Services dialog.

## Database Engine Configuration

The CA ARCserve Backup Database Engine stores the following types of statistical information for all jobs processed.

- Files and directories that have been backed up, copied, and restored.
- Jobs that CA ARCserve Backup has processed.
- Storage devices and media used for CA ARCserve Backup operations.

CA ARCserve Backup provides the following database engine options:

- **Enable auto pruning**--When database pruning is enabled, information about the files and directories that were backed up or copied in a session is deleted. By default, this option is selected to free up space in the database file. It can be useful to disable this option to maintain the detailed information for restoring purposes, but be aware that your database can become very large if you do not prune it.
  - **Run Pruning at**--This field is active only if the Enable Database Pruning option is on. Specify when you want the pruning operation to run.  
**Default value:** If enabled, will occur at 12:00 p.m.
  - **Prune database job records older than**--This field is active only when the Enable auto pruning option is specified. This option lets you specify how long job records should be retained in the database before CA ARCserve Backup prunes them.  
**Default value:** If pruning is enabled, 180 days.  
**Range:** 1 to 999 days.
  - **Prune other database records older than**--This field is active only when the Enable auto pruning option is specified. This option lets you specify how long other records (for example, session detail records) should be kept in the database before CA ARCserve Backup prunes them.  
**Default value:** If pruning is enabled, 30 days.  
**Range:** 1 to 999 days.

- **Delete Re-Formatted or Erased Media-Related database Records when Pruning**--When you reformat or erase a media, CA ARCserve Backup also deletes the records in the database that pertain to the media. Performing this extra step, however, can be a time-consuming process. Select this option to postpone deleting these records until pruning is performed.
- **Prune activity logs older than**--Specify how long activity logs should be kept in the database before CA ARCserve Backup prunes them.  
**Default value:** 14 days  
**Range:** 1 to 999 days.
- **Prune catalog files older than**--Specify how long catalog files should be kept in the database before CA ARCserve Backup prunes them.  
**Default value:** 60 days.  
**Range:** 1 to 9999 days.

- **Database Maintenance Operations**--The following options apply to maintenance operations that can be performed on the CA ARCserve Backup database.

When you enable the following options, CA ARCserve Backup performs the specified task the next time the Database Pruning Job runs. If the Database Pruning Job is scheduled to run on a daily basis, the specified operations are performed when the pruning job runs. To schedule the database maintenance operations to run without the dependence of the Database Pruning Job, you can use the Job Scheduler Wizard to create individual jobs that use the `ca_dbmgr` command line utility to facilitate the database maintenance operations.

**Note:** For more information, see the *Command Line Reference Guide*, the Online Help, or [How You Can Use the Job Scheduler Wizard to Schedule Jobs](#) (see page 337).

- **Update statistics**--This option lets CA ARCserve Backup update table and index statistics. With correct and up-to-date statistical information, SQL Server and SQL Server 2008 Express can determine the best execution plan for queries, which improves query performance.

You should update the statistics on a daily basis.

- **Re-build indexes**--This option lets CA ARCserve Backup remove fragmentation (by compacting the pages based on the specified or existing fill factor setting) and reorder the index rows in contiguous pages. As a result, CA ARCserve Backup improves query performance and reclaims disk space.

You should rebuild the indexes on a weekly basis.

- **Check DB integrity**--This option lets CA ARCserve Backup check the allocation, structural, and logical integrity of all the objects in the ARCserve database.

You should check the integrity of the database on a weekly basis and allocate a sufficient amount of time for this task to run.

- **Reduce DB size**--This option lets CA ARCserve Backup reclaim disk space on your system by reducing the size of the data files in the ARCserve database.

You should reduce the size of the database on an as-needed basis.

- **Submit Prune Job**--Select this option to submit the pruning job now.
- **Submit ARCserve DB protection job**--This option lets you recreate the CA ARCserve Backup Database Protection Job because the original job was deleted. For more information, see [Recreate the CA ARCserve Backup Database Protection Job](#) (see page 598).

- **Catalog Database**

- **Catalog database folder**--This option let you specify the location of the CA ARCserve Backup catalog database folder. Click the ellipsis button to browse and select a different location for the catalog database folder.

By default, the catalog database folder will be located on the Primary Server at:

C:\Program Files\CA\ARCserve Backup\CATALOG.DB\

- **Compress catalog transfer on the following member servers**--This option lets CA ARCserve Backup compress catalog information when the data is transferred from a member server to the primary server.

If the Primary Server has any associated Member Servers, the "Compress catalog transfer on the following member servers" field will be enabled, displaying the names of the Member Servers.

By default, this option is disabled. With this option disabled, CA ARCserve Backup will not compress the catalog information when it is transferred from the Member Server to the Primary Server.

- **Minimum disk free space threshold**--This option lets you specify the minimum percentage of free disk space when CA ARCserve Backup deletes catalog files.

**Default value:** 10 %

**Range:** 1% to 99%

**Note:** CA ARCserve Backup periodically checks the free disk space percentage on the volume where the catalog database folder is located. If the detected free space is lower than the specified percentage, a warning message will be sent to the activity log and it would automatically begin to delete catalog database files (minimum of 7 days old and starting with the oldest first) from the disk until the detected free space percentage is greater than the threshold setting.

**Example:** If the detected free space is lower than the 10%, a warning message is sent to the activity log and it would automatically begin to delete catalog database files (minimum of 7 days old and starting with the oldest first) from the disk until the detected free space percentage is greater than 10%.

- **Enable Media Pool Maintenance**--When selected, all media scheduled to be moved from a media pool's Save Set to its Scratch Set are automatically moved any time a prune job is run.
- **Maximum Database Server Memory**--This applies to Microsoft SQL Express only. Used to ensure that the size of the Microsoft SQL Express memory usage does not exceed this limit.  
**Default value:** 1024 MB  
**Range:** 256 MB to 1024 MB

**More information:**

[How to Protect the CA ARCserve Backup Database](#) (see page 581)

[How the Catalog Database Works](#) (see page 622)

## Alert Configuration

Alert is a notification system that sends messages to people in your organization using various methods of communication. Alert does not generate its own messages. You must tell Alert what information you want to communicate and where you want to send it.

If you configure Alert from Server Admin, you can generate notifications for non-job related events, such as starting or stopping the Tape Engine. To do this, enter the words or phrases you want to communicate in exactly the same format as they appear in the Activity Log and click Add.

Or, if you want to send all activity log messages, enter an asterisk and click Add. Alert generates notification messages and sends them to the appropriate recipients. For information on selecting recipients and configuring methods to transmit Alert notifications, see the chapter "Using the Alert Manager."

### Add and Remove Alert Notifications

CA ARCserve Backup lets you configure notifications Alert notifications for non-job related events (for example, starting and stopping the Tape Engine and the successful completion of operations) using the Server Admin Manager.

The procedure that follows describes how to add Alert notifications for non-job related events.

**To add alert notifications**

1. Open the CA ARCserve Backup Server Admin Manager.

Click the CA ARCserve Backup primary server or stand-alone server in the directory tree, and then click Configuration on the toolbar.

The Configuration dialog opens.

2. Click the Alert tab.

In the Alert list field, enter the text for the event for which you want to receive an Alert notification.

You can enter a complete phrase, or only a part of it (even a single keyword). The Alert engine tries to match the keyword or phrase to the text of each generated event. However, you should be as specific as possible, in order to avoid receiving unwanted Alert notifications.

**Examples:**

- To receive an Alert notification when the Tape Engine starts, enter engine in the Alert list to have Alert detect the event. However, the Alert engine then sends notifications for any events that related to engine, such as Database engine started.
- To receive Alert notifications for all activity log messages, enter '\*'.
- To receive Alert notifications for Audit log events, enter the following in the Alert list field:
  - [Auditlog]--Sends an Alert notification for all Audit Log events.
  - [Auditlog][Success]--Sends an Alert notification for all successful Audit Log events.
  - [Auditlog][Failure]--Sends an Alert notification for all failed Audit Log events.

**Note:** The keywords for Audit Log events are case-sensitive and square brackets are required.

3. Click Add to add the search text.

4. Click OK.

When the text of an event matches one of the keywords you have entered, the Alert engine generates Alert notifications for all recipients previously configured using the Alert Manager.

The procedure that follows describes how to remove Alert notifications.

**To remove Alert notifications**

1. Open the CA ARCserve Backup Server Admin Manager.

Click the CA ARCserve Backup primary server or stand-alone server in the directory tree, and then click Configuration on the toolbar.

The Configuration dialog opens.

2. Click the Alert tab.

From the Alert list, click the event for which you no longer want to receive Alert notifications, and then click Delete.

The Alert notification is deleted.

**Note:** To delete all Alert notifications from the Alert list, click Delete All.

3. Click OK to close the Configuration dialog.

## Additional Server Admin Functions

You can use the Server Admin to perform the following functions:

- Change the system account
- Configure multiple NIC cards
- Manage licenses centrally

### Modify the CA ARCserve Backup System Account

The CA ARCserve Backup server requires a valid system account on the host Windows computer (initially entered during installation). You can modify the login credentials for the system account at any time, using the Server Admin.

If you are using a Windows domain user account to serve as the credentials for the CA ARCserve Backup server system account, you must update CA ARCserve Backup with the new password when you modify your Windows domain password.

**To modify the CA ARCserve Backup system account**

1. From the CA ARCserve Backup Home Page, open the Server Admin by selecting Server Admin from the Quick Start menu.

The CA ARCserve Backup Server Admin window opens.

2. Select CA ARCserve Backup System Account from the Server Admin menu.

The CA ARCserve Backup System Account dialog opens.

3. Complete the following fields, as required:

- Server
- User Name
- Password
- Domain

4. Click OK.

**Note:** If you are using a remote deployment of Microsoft SQL Server to host the CA ARCserve Backup database, and the login credentials for the CA ARCserve Backup system account (User Name and Password) are identical to the login credentials for the remote SQL Server account, a message appears to notify you that modifying the login credentials for the system account also modifies the login credentials for the remote SQL Server account. If you are sure that you want to modify the login credentials for the remote SQL Server account, click OK.

The login credentials for the CA ARCserve Backup system account are modified.

## Reconfigure Node Tier Assignments

You can use the CA ARCserve Backup Server Admin or the Central Agent Admin to change the assigned priority classifications of your CA ARCserve Backup the nodes. These tiers are used to filter the information displayed on the CA ARCserve Backup Dashboard by the priority level of the monitored nodes.

The Node Tier Configuration dialog contains three priority categories (High Priority, Medium Priority, and Low Priority), and is automatically populated when a node is added to your system and browsed. By default, a High Priority tier is configured to include all CA ARCserve Backup servers (Primary and Member) and any nodes with CA ARCserve Backup application agents installed (such as Oracle, Microsoft Exchange Server, Microsoft SQL Server, Microsoft Sharepoint Server, and so on), and a Low Priority tier is configured to include all other nodes (having file system agents installed). The Medium Priority tier is not configured to include any nodes, and is available for customized use.

The node assignments for each tier can be reconfigured and customized to meet your individual needs by using the Node Tier Configuration dialog, which is accessed from the CA ARCserve Backup Server Admin or from the Backup Manager (right-click Windows Systems in Source tab) or from the Central Agent Admin (right-click Windows Systems).

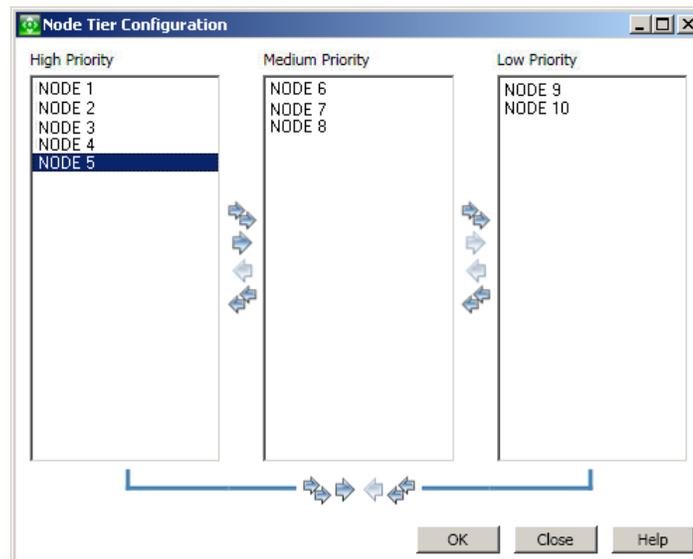
**To reconfigure node tier assignments**

1. Open the CA ARCserve Backup Server Admin by clicking Server Admin on the Quick Start menu on the Home Page.

The Server Admin window opens.

2. Expand the domain directory tree and select a server that you want to view or reconfigure the node tier assignments.
3. Select the Node Tier Configuration option from the Admin menu.

The Node Tier Configuration dialog opens, displaying the nodes assigned to each Tier category (High Priority, Medium Priority, Low Priority).



4. Select one or more nodes that you want to reassign to a different tier category and click on the corresponding arrow icon to move the selected nodes from one tier to another.

**Note:** Multiple nodes can be selected for tier assignment by using the "CTRL" or "SHIFT" key combinations.



The single arrow icon will move just the selected nodes.



The double arrow icon will move all nodes within that tier.

5. Click OK when done.

The node tier assignments have been changed to meet your individual needs.

## Manage CA ARCserve Backup Component Licenses

The CA ARCserve Backup Server Admin lets you perform the following license management tasks:

- View the CA ARCserve Backup products installed on a primary server, stand-alone server, member servers, and agent servers in a CA ARCserve Backup domain.
- Identify the total number of licenses applied and the number of active licenses for each component in a CA ARCserve Backup domain.
- View the names of the servers using the component licenses in a CA ARCserve Backup domain.
- Release licenses from servers to make the licenses available to other servers in your domain.

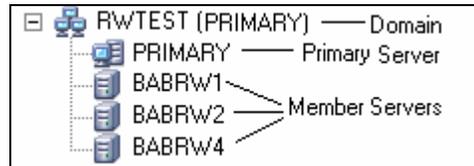
**Note:** For information about releasing licenses from servers, see [Release Licenses from Servers](#) (see page 483).

### To manage CA ARCserve Backup component licenses

1. From the CA ARCserve Backup Manager Console, open the Server Admin by clicking Server Admin in the Quick Start menu.

The Server Admin opens.

The CA ARCserve Backup primary server and its member servers display in a directory tree structure as illustrated by the following:



2. To view the CA ARCserve Backup products installed on a primary server and a member server, select the server in the directory tree.

The components and licenses for the selected server display in the properties view, as illustrated by the following:

Products Installed: 9		
Product Name	Version	Build
CA ARCserve Backup	15.0	6165
Enterprise Module	15.0	6165
Disaster Recovery Option	15.0	6165
Global Dashboard	15.0	6165
Client Agent for Windows	15.0	6165
Agent for Open Files	15.0	6165
Tape Library Option	15.0	6165
Storage Area Network (SAN) Option	15.0	6165
Central Management Option	15.0	6165

3. To view the component and licensing relationships in a CA ARCserve Backup domain, right-click the primary server and select Manage Licenses from the pop-up menu.

The License Management dialog opens.

The License Management dialog provides you with the following information:

- **Version**--Specifies the release number of the license for the selected component.
- **Active Licenses**--Specifies the number licenses that are currently active for the selected component. The total includes purchased licenses and trial licenses.

- **Available Licenses**--Specifies the number of licenses available for use for the selected component. The total includes only purchased licenses.
- **Total Licenses**--Specifies the total number of licenses purchased for the selected component.
- **Licenses Needed**--Specifies the number of additional licenses that you need to use the selected component.

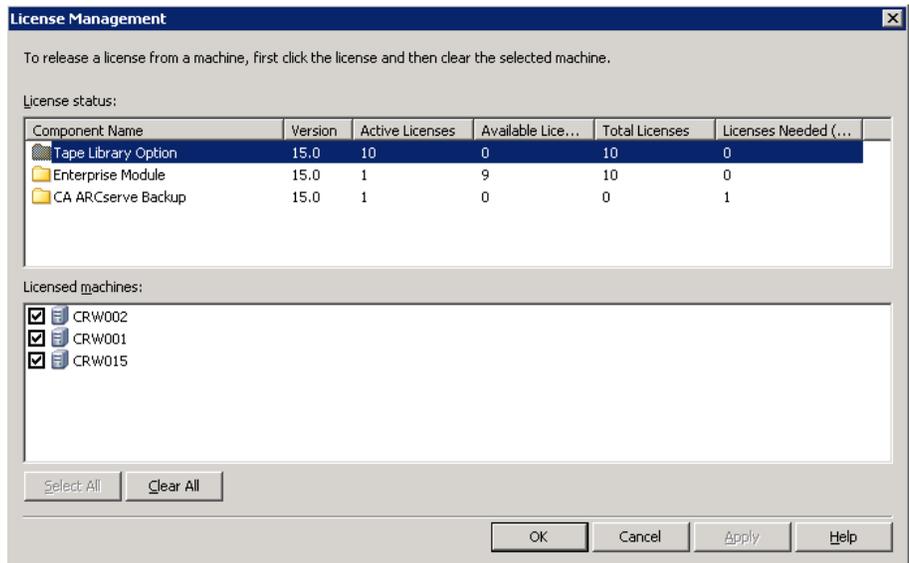
**Examples:**

- You are using one purchased license and one trial license for a component. CA ARCserve Backup recommends purchasing one license to replace the trial license so that you have uninterrupted use of selected component.
- You are protecting six Windows computers using the Client Agent for Windows. You purchased four Client Agent for Windows licenses. In the past, backups may have failed due to an insufficient number licenses. CA ARCserve Backup recommends purchasing two additional licenses to help ensure that you have uninterrupted use of the Client Agent for Windows.

- **Licensed machines**--Specifies the names of the computers using the active licenses for the selected component.

**Example:**

- The following dialog illustrates that there are 10 active licenses and zero available licenses for the Tape Library Option. The host names of the computers using the Tape Library Option licenses display in the Licensed machines field.



**More information:**

[Central License Management](#) (see page 53)

## Release Licenses from Servers

CA ARCserve Backup licensing functions on a count-based mechanism. Count-based licensing lets you grant a single overall license to the application with a predetermined number of active license rights included in the overall license pool. Each server that uses the license is granted an active license from the pool, on a first-come basis, until the total number of available license rights has been reached. If all the active license rights have already been applied and you need to add a license to a different member server, you must remove the license rights from one of servers to reduce the count before the different member server can use the license.

**To release licenses from servers**

1. From the CA ARCserve Backup Manager Console, open the Server Admin by clicking Server Admin in the Quick Start menu.

The Server Admin opens.

2. From the server directory tree, right-click the primary server and select Manage Licenses from the pop-up menu.

The License Management dialog opens.

3. From the License status section, select the component containing the license that you want to release.

The machines using the license display in the Licensed machines field.

4. Clear the check box next to the machine name with the license that you want to release and click Apply.

The active license is released from the selected server. The license is now available to other servers running the CA ARCserve Backup product in your ARCserve domain.

**Note:** After you click the Apply button, the selected machine no longer appears in the Licensed machines field.

## Configure Multiple Network Interface Cards

If the CA ARCserve Backup server has more than one network connection, CA ARCserve Backup can be configured to use a specific network interface card for its backup and restore operations. If you configure CA ARCserve Backup in this manner, it will not interfere with the other cards that are attached to the system.

You can configure CA ARCserve Backup to use a set of network interface cards, which it effectively uses when performing multistreaming backups. You can also configure CA ARCserve Backup to use an appropriate card from the configured set of network interface cards when connecting to a client agent.

### To configure multiple network interface cards

1. From the CA ARCserve Backup Home Page, open the Server Admin by selecting Server Admin from the Quick Start menu.  
The CA ARCserve Backup Server Admin window opens.
2. Select Multiple Network Cards from the Server Admin menu.  
The Multiple Network Cards settings dialog opens.
3. Select one of the following options:
  - **OS decide which network card to be used (default)**--Lets the operating system decide which network interface card is to be used.
  - **Use selected network card**--Lets you specify the network interface cards that you want to use from the list. When configured in this manner, any job that CA ARCserve Backup executes defaults to the first network interface card. When you are using multistreaming, and more than one process is created, each subsequent process will use the next configured network interface card.
4. Click OK.  
The network card settings are applied.

## Authentication Levels for CA ARCserve Backup Services, Components, and Applications

You must log in to Windows Vista and Windows Server 2008 systems using an administrative account or an account with the highest available permissions to run various CA ARCserve Backup services, components, and applications. The binaries corresponding to these services, components, and applications contain CA ARCserve Backup specific functionality that is not available to a basic user account. As a result, Windows will prompt you to confirm an operation by specifying your password or by using an account with administrative privileges to complete the operation.

This section contains the following topics:

[CA ARCserve Backup Services, Components, and Applications that Require Administrative Privileges](#) (see page 485)

[CA ARCserve Backup Services, Components, and Applications that Require the Highest Available Privileges](#) (see page 491)

### CA ARCserve Backup Services, Components, and Applications that Require Administrative Privileges

The administrative profile or an account with administrative privileges has read, write, and execute permissions to all Windows and system resources.

The following table describes CA ARCserve Backup services, components, and applications require administrative privileges:

Component	Description
_HTMSETUP.EXE	Shows the html page during Setup.
<CD_ROOT>\IntelINT\Exchange.DBA\SETUP.EXE	Lets CA ARCserve Backup launch the following executables: <ul style="list-style-type: none"> <li>■ IntelINT\Exchange.DBA\Exchange.DBA\SETUP.EXE--Installs the Agent for Microsoft Exchange Server for database level backups.</li> <li>■ IntelINT\Exchange.DBA\ExchangeD.DBA\SETUP.EXE--Installs the Agent for Microsoft Exchange Server for document level backups.</li> </ul>
<CD_ROOT>\IntelINT\EO\SETUP.EXE	Lets CA ARCserve Backup launch the Windows installer labeled MSIEXEC.EXE to install the MSI package.
<CD_ROOT>\SETUP.EXE	Lets CA ARCserve Backup launch the CD browser so that you can install or upgrade CA ARCserve

<b>Component</b>	<b>Description</b>
	Backup.
AGENTDEPLOY.EXE	Agent Deployment application.
AGIFPROB.EXE	Dashboard SRM (storage resource management) back-end service for collecting the agent storage resource information for Dashboard.
AGPKIMON.EXE	Dashboard SRM client component for collecting SRM information from agents running on Windows nodes.
ALADMIN.EXE	Alert administration application.
AMSSigUpdater.exe	Lets CA ARCserve Backup update the Antivirus Scan Engine signature.
ARCSERVECFG.EXE	Server Configuration Wizard.
ASDBInst.exe	Lets the installation process install Microsoft SQL Server Express Edition when you specify Microsoft SQL Server Express Edition during the installation process.
ASRECOVERDB.EXE	Utility that lets you recover the CA ARCserve Backup database.
ASREMSVC.EXE	Lets you install CA ARCserve Backup on a remote system.
AUTHSETUP.EXE	Authentication Setup command line utility.
BABHA.EXE	Lets you configure CA ARCserve Backup for high availability. This component is commonly used with Microsoft Cluster Service installations.
BACKINT.EXE	Backup integration module for the Agent for SAP R/3 for Oracle.
BACKINTCONFIG.EXE	Configuration utility for the Agent for SAP R/3 for Oracle.
BCONFIG.EXE	Lets CA ARCserve Backup configure server information (for example, a primary server, a member server, or a stand-alone server) as it relates to the type of ARCserve database and the caroot password. This component runs when you are installing or upgrading CA ARCserve Backup.
BDELOBJ.EXE	Lets the uninstallation process delete temporary and dynamic files from a system where you are uninstalling CA ARCserve Backup. The uninstallation process copies this application to the target system.
BDELOBJ_BAB.EXE	Lets the installation process delete temporary and dynamic files from a system where you are

<b>Component</b>	<b>Description</b>
	upgrading CA ARCserve Backup from a previous release. The uninstallation process copies and replaces this application to the target system.
BRANCHCFG.EXE	Opens the Branch Manager window.
BRANCHSERVICE.EXE	CA ARCserve Backup Global Dashboard. Allows communication between a branch site and the central site.
C:\Program Files (x86)\Microsoft SQL Server\100\Setup Bootstrap\Release\setup.exe	Microsoft SQL Server installation file. This executable is not a CA binary file.
C:\Program Files (x86)\Microsoft SQL Server\100\Setup Bootstrap\Update Cache\KB968369\ServicePack\setup.exe	Microsoft SQL Server patch installation file. This executable is not a CA binary file.
C:\Program Files (x86)\Microsoft SQL Server\100\Setup Bootstrap\Update Cache\KB968369\ServicePack\x86\setup\1033\pfiles\sqlservr\100\setup\release\setup.exe	Microsoft SQL Server patch installation file. This executable is not a CA binary file.
CA.ARCserve.CommunicationFoundation.Window sService.exe	Provides data used by CA ARCserve Backup Global and Local Dashboard.
CABATCH.EXE	cabatch command line utility.
CABATCHNW.EXE	Lets you submit jobs and other tasks to systems running CA ARCserve Backup products on NetWare-based systems.
CadRestore.exe	CA Active Directory Object Level Restore utility. Lets you browse .NTDS AD DB files and restore Active Directory objects to the current Active Directory.
CALICESE.EXE	CA ARCserve Backup License Application for monitoring each option's License account number.
CALicnse.exe	CA license check application.
CAREGIT.EXE	Product registration application.
CARUNJOB.EXE	Local backup and restore utility.
CENTRALSERVICE.EXE	CA ARCserve Backup Global Dashboard (ARCserve Central Remoting Server). Allows a branch site to synchronize data to the central site database.
CHECKIA64.EXE	Lets the installation process detect information about operating systems and applications running on IA64 supported operating systems.
CHGTEST.EXE	Test Changer utility.

Component	Description
DBACONFIG.EXE	<p>Lets CA ARCserve Backup configure database instances during the installation process for the following agents:</p> <ul style="list-style-type: none"> <li>■ Agent for Microsoft SQL Server</li> <li>■ Agent for Oracle</li> <li>■ Agent for SAP R/3 for Oracle</li> <li>■ Agent for Informix</li> <li>■ Agent for Sybase</li> <li>■ Agent for Lotus Notes</li> </ul> <p>Lets you configure database instances after the installation process is complete for the following agents:</p> <ul style="list-style-type: none"> <li>■ Agent for Microsoft SQL Server</li> <li>■ Agent for Oracle</li> <li>■ Agent for SAP R/3 for Oracle</li> <li>■ Agent for Informix</li> <li>■ Agent for Lotus Notes</li> </ul>
DELETEME.EXE	<p>Lets the installation process delete temporary files from remote systems when installing CA ARCserve Backup components on a remote system. This component runs on the local and remote system.</p>
DELETEOPT_W2K.EXE	<p>Lets CA ARCserve Backup remove residual files from a Windows 2000 system after CA ARCserve Backup is uninstalled from the system.</p>
DEPLOYDUMMY.EXE	<p>Agent Deployment application preload module.</p>
DSCONFIG.EXE	<p>Discovery Configuration utility.</p>
dosboot.exe	<p>Disaster Recovery utility.</p>
EMCONFIG.EXE	<p>Enterprise Module Configuration utility.</p>
ETPKI_SETUP.EXE	<p>ETPKI encryption/decryption library installation utility.</p>
HDVSSCOM.exe	<p>Lets VSS hardware backup jobs import metadata.</p>
jucheck.exe	<p>JAVA application that checks for upgrades.</p>
LandingPage.exe	<p>Microsoft SQL Server 2008 Express Edition installation file. This executable is not a CA binary file.</p>

<b>Component</b>	<b>Description</b>
LICCHECK.EXE	Lets the CA ARCserve Backup Agent for Lotus Domino and the CA ARCserve Backup Agent for Informix verify the status of their licenses.
MASTERSETUP.EXE	Lets the installation process launch Windows Installer 3.1 and VC8 SP1 redistribute package.
MASTERSETUP_MAIN.EXE	Lets the installation process display the installation wizard dialogs, configure, and call individual products when you are installing CA ARCserve Backup.
MEDIASVR.EXE	Proxy for Tape Engine Communication.
MergeIngres2Sql.exe	CA ARCserve Backup Merge Ingres Database to SQL Database tool. This tool lets CA ARCserve Backup migrate database data from an Ingres database to a Microsoft SQL Server database when you upgrade a UNIX or Linux server to a data mover server.
ORAUPGRADE.EXE	Upgrades Oracle Agent used during the upgrade of an old version of CA ARCserve Backup to the current version.
qphmbavs.exe	Microsoft SQL Server 2008 Express Edition installation file. This executable is not a CA binary file.
RAIDTEST.EXE	Lets you configure and test RAID devices using a Windows command line utility. You can configure and tape RAID and tape changer RAID devices, not actual RAID.
rdbgsetup.exe	Microsoft SQL Server 2008 Express Edition component. This executable is not a CA binary file.
RMLIC.EXE	Module that uninstalls License Modules.
ScanEngInst.exe	Utility to install eTrust Threat Management Agent 8.1.
SDOInst.exe	Installs prerequisite components when you deploy CA ARCserve Backup using SDO.
SETUP.EXE	Installation Wizard.
setup100.exe	Microsoft SQL Server 2008 Express Edition installation file. This executable is not a CA binary file.
SETUPFW.EXE	Windows Firewall Configuration utility.
SETUPSQL.EXE	Lets CA ARCserve Backup create the ARCserve database with Microsoft SQL Server when you are

<b>Component</b>	<b>Description</b>
	installing or upgrading CA ARCserve Backup.
SETUPSQL_EXP.EXE	Lets CA ARCserve Backup create the ARCserve database with Microsoft SQL Server 2008 Express Edition when you are installing or upgrading CA ARCserve Backup.
SILENT.EXE	CA ARCserve Backup License Application.
SIMULATE.EXE	Lets CA ARCserve Backup configure fictitious SCSI devices (for example, tape drives and tape libraries) based on their file system. This CA ARCserve Backup component is a command line utility.
SMPLEMON.EXE	Dashboard component for collecting storage resource utilization at the Agent node.
SPS012UPGRADE.EXE	Lets CA ARCserve Backup upgrade a previous version of the Agent for Microsoft SharePoint Server to the current version.
SPADMIN.EXE	Agent for Microsoft SharePoint Server 2003 installation wizard.
SQLAGENTRMTINST.EXE	Agent for Microsoft SQL Server installation wizard.
SQLCONFIG.EXE	Agent for Microsoft SQL Server configuration utility.
SQLdiag.exe	Microsoft SQL Server 2008 Express Edition installation file. This executable is not a CA binary file.
SqlWtsn.exe	Microsoft SQL Server 2008 Express Edition installation file. This executable is not a CA binary file.
TAPEENG.EXE	CA ARCserve Backup Tape Engine.
TAPETEST.EXE	Test Tape Drive utility.
Uninstall.exe	Utility that lets you uninstall CA ARCserve Backup.
UNINSTALLER.EXE	Application that uninstalls the ETPKI component.
UPDATECFG.EXE	Saves the configuration file during upgrade.
UpdaterX64.exe	x64 version of AMSSigUpdater.exe. (Lets CA ARCserve Backup update the Antivirus Scan Engine signature.)
UPDATECFG.EXE	Lets CA ARCserve Backup back up the registry and file entries from previous BrightStor ARCserve Backup and CA ARCserve Backup installations when

Component	Description
	you are upgrading from a previous release.

## CA ARCserve Backup Services, Components, and Applications that Require the Highest Available Privileges

An account with the highest-available privileges is a basic user account and a power user account with run-as administrative privileges.

The following table describes CA ARCserve Backup services, components, and applications require an account with the highest available privileges:

Component	Description
ACSCFG.EXE	Volume Configuration utility for StorageTek ACSLS Library.
ADMIN.EXE	ARCserve Backup Agent Admin utility.
adrasr.exe	Disaster Recovery utility.
AdrLogViewer.exe	Disaster Recovery utility.
adrmain.exe	Disaster Recovery tool.
adrstart.exe	Disaster Recovery utility.
AgPkiMon.exe	SRM component that lets CA ARCserve Backup collect and monitor agent PKI (performance key indicators). For example, CPU, Memory, NIC, and disk information.
ALERT.EXE	CA ARCserve Backup Alert Service.
ARCSERVEMGR.EXE	CA ARCserve Backup Manager Console.
ASWANSYNC.EXE	Lets CA ARCserve Replication and High Availability interface with the CA ARCserve Backup Client Agent for Windows.
ATLCFG.EXE	Volume Configuration utility for IBM 3949 Library.
BAOFCONFIGMIGRATION.EXE	Upgrade tool for migrating the configuration for the previous version of the Agent for Open Files to the current version (Unicode format).
BDAEMON2.EXE	Raima DB Daemon Application.
CA_AUTH.EXE	ca_auth command line utility.
CA_BACKUP.EXE	ca_backup command line utility.
CA_DBMGR.EXE	ca_dbmgr command line utility.

<b>Component</b>	<b>Description</b>
CA_DEVMGR.EXE	ca_devmgr command line utility.
CA_JOBSECMGR.EXE	ca_jobsecmgr command line utility.
CA_LOG.EXE	ca_log command line utility.
CA_MERGE.EXE	ca_merge command line utility.
ca_msvmpopulatedb.exe	ARCserve Hyper-V Configuration Tool.
CA_QMGR.EXE	ca_qmgr command line utility.
ca_recoverdb.exe	ca_recoverdb command line utility. Lets you recover the CA ARCserve Backup database.
CA_RESTORE.EXE	ca_restore command line utility.
CA_SCAN.EXE	ca_scan command line utility.
CAADVREPORTS.EXE	caadvreports command line utility.
CAAGSTART.EXE	Lets the Universal Agent start processes that launch database agents. This is in internal utility that is not exposed to the end user.
CAAUTHD.EXE	Authentication service.
CACLURST.EXE	caclurst utility.
CADIAGINFO.EXE	Lets the Diagnostic wizard collect diagnostic information about CA ARCserve Backup from remote systems. This utility stores the collected diagnostic data in a file with a .caz file extension.
CADIAGSUPPORT.EXE	Lets CA Support personnel and end users open and view diagnostic information saved in diagnostic data (.caz) files.
CADIAGWIZ.EXE	Lets CA ARCserve Backup collect Windows system and network information from local and remote systems as it relates to CA ARCserve Backup. CA support can use the collected information to troubleshoot an ARCserve server.
CADISCOVD.EXE	Domain Server application.
CADWIZ.EXE	Device Configuration Wizard.
CADVWIZE.EXE	Device Wizard for configuring devices.
CALICNSE.EXE	License check application.
CAMINFO.EXE	License information display application.
CAREGIT.EXE	Product registration application.
CAREPORTS.EXE	careports Report Writer Command Line utility.

<b>Component</b>	<b>Description</b>
CASDSCSVC.EXE	Discovery Service.
CASERVED.EXE	Service Controller.
CASISCHK.EXE	Single instance support application.
CATIRPC.EXE	CA ARCserve Portmapper.
CAVER.EXE	Lets CA ARCserve Backup display the version and build number details of the CA ARCserve Backup base product in a graphical user interface.
CDBMERGELOG.EXE	Lets CA ARCserve Backup merge activity log details from the local cache to the ARCserve database.
CONFIGBAF.EXE	BAF (Bright Agent frame) configuration utility. The installation wizard launches this utility to register agents into a configuration file that is used by the Universal agent.
CONFIGENCR.EXE	Encryption configuration utility.
CSTMSGBOX.EXE	Lets CA ARCserve Backup show message boxes. This is in internal utility that is not exposed to the end user.
DBACFG.EXE	Lets CA ARCserve Backup configure account details for database agents.
DBENG.EXE	CA ARCserve Backup Database Engine.
DBTOSQL.EXE	Lets CA ARCserve Backup migrate Raima VLDB database information and data to Microsoft SQL Server databases.
DBTOSQL_EXP.EXE	Lets CA ARCserve Backup migrate Raima VLDB database information and data to Microsoft SQL Server 2008 Express Edition databases.
drcreate.exe	Lets CA ARCserve Backup create a disaster recovery boot kit. For example, MSD (machine specific disk and bootable media).
DUMPDB.EXE	Lets CA ARCserve Backup dump session or export session passwords stored in the database to a specified target file or import session password stored in file to database.
DVCONFIG.EXE	Device Configuration utility.
ELOConfig.exe	Lets CA ARCserve Backup configure the Storage Area Network (SAN) Option.
ERRBOX.EXE	Custom pop-up error display application.

<b>Component</b>	<b>Description</b>
EXPTOSQL.EXE	Microsoft SQL Server 2008 Express Edition to Microsoft SQL Server conversion utility.
GROUPCONFIG.EXE	Device Group Configuration utility.
IMPORTNODEINFO.EXE	Imports node information to CA ARCserve Backup database during upgrade.
INSTALLALERT.EXE	Used for installing Alert Modules.
JOBENG.EXE	CA ARCserve Backup Job Engine.
JOBWINDOW.EXE	Job window configuration utility.
JOBWINUTIL.EXE	Job window.
JOBWIZARD.EXE	Generic Job Scheduler Wizard.
LDBSERVER.EXE	ONCRPC service to handle Database Engine queries.
LIC98LOG.EXE	A license service.
LIC98SERVICE.EXE	A license service.
LIC98VERSION.EXE	A license service.
LICDEBUG.EXE	Enables debugging for the license application.
LICRCMD.EXE	Enables remote command execution for the license application.
LOGWATNT.EXE	License application for providing the license event log management function.
LQSERVER.EXE	ONCRPC service to handle Job Queue queries.
MERGEALIC.EXE	License management component.
MERGEALICAT.EXE	Merge Catalog utility.
MERGEALOLF.EXE	License management component.
MERGEALROLF.EXE	License management component.
MMOADMIN.EXE	Media Management Option user interface.
MSGENG.EXE	CA ARCserve Backup Message Engine.
Ofant.exe	Agent for Open Files service.
ofawin.exe	Agent for Open Files console utility.
PFC.EXE	Preflight Check utility.
RMANCFG.EXE	Lets you configure Oracle databases that you are protecting using the Agent for Oracle.

Component	Description
SERVERMIGRATION.EXE	Lets CA ARCserve Backup migrate BrightStor ARCserve Backup r11.x database information to the current database configuration.
ServerMigrationDR.exe	Lets CA ARCserve Backup migrate disaster recovery information to the primary server.
SETMANPC.EXE	Disaster Recovery utility.
SETUPRD.EXE	RAID configuration command line utility.
SETUPSQL.EXE	Builds CA ARCserve Backup database (creates ODBC connection, sets user and password in database for the database and creates tables for the database).
SQLCLEAN.EXE	Lets CA ARCserve Backup clean all destroyed media information in a Microsoft SQL Server database. This component runs after you format or erase media that contains SQL Server data.
SQLCLEAN_EXP.EXE	Lets CA ARCserve Backup clean all destroyed media information in a Microsoft SQL Server 2008 Express Edition database, when the media is formatted or erased.
SQLTOSQL.EXE	Lets CA ARCserve Backup migrate database information from BrightStor ARCserve Backup r11.x and older versions of the Microsoft SQL Server database to the current release.
SVRLESS.EXE	Lets CA ARCserve Backup update the designated data mover associated with jobs processed using the Serverless Backup Option.
TAPECOMP.EXE	Tape Compare command line utility.
TAPECOPY.EXE	Tapecopy command line utility.
UNIVAGENT.EXE	CA ARCserve Backup Universal Agent.
UPGRADEUTIL.EXE	Lets CA ARCserve Backup back up and restore configuration files and registry entries during the installation process. This component runs when you perform a build to build upgrade.
vmdbupd.exe	ARCserve VMware auto-populate update utility.
VSERVICE.EXE	Lets CA ARCserve Backup validate customer access privileges when you install CA ARCserve Backup Agent for Microsoft Exchange Server on Exchange Server 2003 systems.
	<b>Note:</b> VSERVICE.EXE is an internal application

Component	Description
	that is not exposed to the end user.
W95AGENT.EXE	Client Agent for Windows on Windows 95 and Windows 98.

## CA ARCserve Backup Domains

CA ARCserve Backup domains are a logical grouping of CA ARCserve Backup domain primary and member servers that allow easier administration of CA ARCserve Backup servers and users. In addition to providing a single sign-on to multiple CA ARCserve Backup servers, it also provides the same access level (privileges) on all the servers for the same user.

A CA ARCserve Backup domain has a name and a collection of one primary and one or more member servers. This allows you to manage any server from the CA ARCserve Backup domain to perform database management, tape and device management, and backup policy and schedule management without requiring logging in to each CA ARCserve Backup server separately.

Primary servers dispatch instructions about jobs and tasks to member servers in a CA ARCserve Backup domain. If a primary server becomes disabled or unavailable for a period time, tasks such as executing scheduled jobs and authenticating licenses on member servers will not function properly.

Each domain has a name, a mandatory designated primary server, and optional member servers. From the primary server, you can start and stop CA ARCserve Backup services on any member server in the domain.

When configuring the primary and member servers in a domain, the CA ARCserve Backup domain name must be the same on all computers in the domain. You must define the CA ARCserve Backup domain name when you install the primary server. You can reconfigure the domain name using the Server Configuration Wizard to change the domain membership. This wizard configures the CA ARCserve Backup domain name for all of the domain.

**Note:** CA ARCserve Backup server names and CA ARCserve Backup domain names cannot exceed 15 bytes. A name totaling 15 bytes equates to approximately 7 to 15 characters.

## Manage Domain Users and Groups Using the ca\_auth Command Line Utility

To manage the domain user and groups, CA ARCserve Backup provides a command line utility called ca\_auth.

For more information about domain user management, type ca\_auth under the command prompt, or see *Command Line Reference Guide*.

## Create caroot Equivalence

By default, CA ARCserve Backup creates a caroot equivalency for the administrator user on the primary and all member servers during setup. However, it does not create this equivalency for any other users on the member servers and all other member users. Hence, prior to using the command line utilities in a CA ARCserve Backup domain, you must create this equivalency.

The caroot password can consist of any combination of alphanumeric and special characters, but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters.

By creating an equivalence list, all clients can use CA ARCserve Backup without the user logging into the Domain. CA ARCserve Backup can validate if the current user has equivalent access to the domain. The access rights to the operating system ensure a particular access level to the CA ARCserve Backup domain.

For more information about creating equivalence, see the section about ca\_auth in the *Command Line Reference Guide*.

### **More information:**

[How CA ARCserve Backup Equivalence Works](#) (see page 37)  
[Equivalency and the System Account](#) (see page 38)

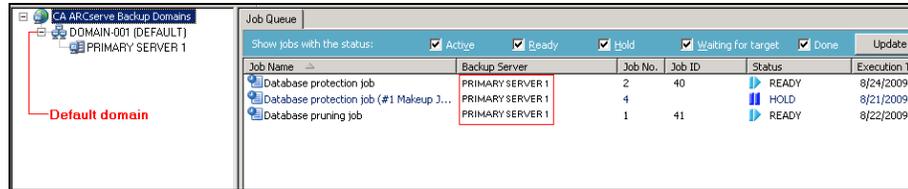
## How to Manage Multiple Domains Using the Job Status Manager

CA ARCserve Backup lets you manage one or more CA ARCserve Backup using the Job Status Manager, which lets you monitor and manage the job queues relating to all CA ARCserve Backup domains in your enterprise.

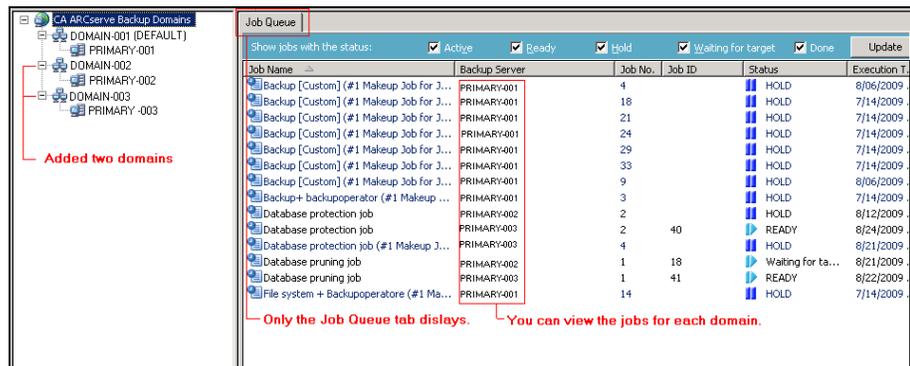
A CA ARCserve Backup domain consists of the following configurations:

- A primary backup server that is connected to one or more member servers.
- A single, stand-alone backup server.

The first time that you open the Job Status Manager, the domain directory tree displays the CA ARCserve Backup domain that you are currently logged in to, as illustrated by the following screen.



At any other time, you can Add and Delete domains from the Job Status Manager.



After you add domains to the Job Status Manager, you can perform the following tasks:

- **Manage job status**--Modify job status, such as Ready, Hold, Run now, Stop Job, and refresh the data for the jobs.
- **Manage job protection**--Modify the user name for the job and the encryption password for the job.
- **Manage job maintenance**--Modify job schedules, add jobs, delete jobs, preflight check jobs, Quick search jobs, generate logs, and print information about jobs.

The capability to perform these tasks is limited by the role assigned to account for the specified domain.

### Example: Role Assignment

The current CA ARCserve Backup domain is DomainA. The user "ARCserve User" adds two CA ARCserve Backup domains: DomainB and DomainC. The roles for each domain are as follows:

- DomainA: caroot user
- DomainB: Backup Operator
- DomainC: Monitor Operator

ARCserve User can perform the following tasks in each CA ARCserve Backup domain:

- DomainA: Modify, delete, stop all jobs in the domain.
- DomainB: Control jobs submitted using the ARCserve User account.
- DomainC: View Job information about jobs in this domain.

## Add Domains to the Job Status Manager

CA ARCserve Backup lets you add CA ARCserve Backup domains to the Job Status Manager.

### To add domains to the Job Status Manager

1. Open the CA ARCserve Backup Manager Console.  
From the Navigation Bar, expand Quick Start and click Job Status.  
The Job Status Manager opens.
2. Right-click CA ARCserve Backup Domains and select Add Domain from the pop-up menu.  
The Default Server Information dialog opens.

3. From the CA ARCserve Backup Primary Server drop-down, select the CA ARCserve Backup domain that you want to add.

Complete the following:

- **Authentication Type**--From the drop-down list, select CA ARCserve Backup Authentication or Windows Authentications.
  - **User**--Specify the account required to log in to the CA ARCserve Backup server.
  - **Password**--Specify the password corresponding with the user password.
  - **(Optional) Remember the security information**--Lets CA ARCserve Backup remember your user name and password.
4. Click OK.

The CA ARCserve Backup domain specified appears in the Job Status Manager below CA ARCserve Backup domains.

### Delete Domains from the Job Status Manager

CA ARCserve Backup lets you delete domains from the Job Status Manager.

#### To delete domains from the Job Status Manager

1. Open the CA ARCserve Backup Manager Console.  
From the Navigation Bar, expand Quick Start and click Job Status.  
The Job Status Manager opens.
2. From the domain directory tree expand CA ARCserve Backup Domains and locate the domain that you want to delete.  
Right-click the Domain and click Delete Domain on the pop-up menu.  
The CA ARCserve Backup domain is deleted from the Job Status Manager.

## How to Process Computer Name Changes in an ARCserve Domain

The computer name is a name that your computer uses to identify itself in a network or a domain. In a centralized management environment, an ARCserve domain can consist of a primary server and one or more member servers, or a stand-alone server. You establish the names of the ARCserve domain, the computer name of the primary server, and the computer names of the member servers when you install CA ARCserve Backup.

CA ARCserve Backup uses the computer names of the primary server and the member servers to establish communication between the servers. CA ARCserve Backup specifies the computer name of the primary server in the Discovery.cfg configuration file. The Discovery.cfg configuration file resides on the primary server and the member servers.

**Note:** The ARCserve domain name and the computer name of the primary server can be different. However, both names must not exceed 15 bytes. A name totaling 15 bytes equates to approximately 7 to 15 characters.

When you change the computer name of the primary server or the member servers, the servers cannot communicate with each other in the ARCserve domain.

In an ARCserve domain, the following scenarios exist when you change the computer name of an ARCserve server:

- The computer name of the primary server in an ARCserve domain was changed.  
To ensure that the primary server and the member servers can communicate, see [Change the Computer Name of the Primary Server on the Primary Server](#) (see page 502), and [Change the Computer Name of the Primary Server on a Member Server](#) (see page 507).
- The computer name of a member server in an ARCserve domain was changed.  
To ensure that the member server can communicate in the ARCserve domain, see [Change the Computer Name on a Member Server](#) (see page 509).
- The computer name of a stand-alone server was changed.  
To ensure that a stand-alone server can communicate in an ARCserve domain, see [Change the Computer Name on a Stand-alone Server](#) (see page 512).
- The computer name of a server that is running the Manager Console was changed.  
To ensure that a server that is running the Manager Console can communicate in an ARCserve domain, see [Change the Computer Name on a Server that is Running the Manager Console](#) (see page 512).

**More information:**

[Discovery.cfg Configuration File](#) (see page 508)

### Change the Computer Name of the Primary Server on the Primary Server

The following procedure helps ensure that the primary server and member servers in an ARCserve domain can communicate after you change the computer name of the primary server.

You must change the computer name of the primary server before you complete these steps.

**Note:** You can use this procedure when you change the computer name of a stand-alone server.

If you are using only Microsoft SQL Server 2008 Express for CA ARCserve Backup without any other SQL instance installed, you may also need to:

- Install Microsoft SQL Server Management Studio Express (SSMSE) onto this machine, if it is not already installed. SSMSE is a graphical tool for managing SQL Server 2008 Express Edition, and for managing instances of the SQL Server Database Engine created by any edition of SQL Server 2005. For more information, see Microsoft SQL Server Management Studio Express on the Microsoft Download Center website.
- Be familiar with the sqlcmd utility, which is used to enter Transact-SQL statements, system procedures, and script files at the command prompt. For more information, see sqlcmd Utility on the Microsoft Developer Network website.

For more information about renaming systems hosting Microsoft SQL Server databases, see the following topics on the Microsoft Developer Network website:

- How to Rename a Computer that Hosts a Stand-Alone Instance of SQL Server 2005.
- How to Rename a SQL Server 2005 Virtual Server.
- Installing SQL Server (SQL Server 2000) Renaming a Server.

**To change the computer name of the primary server on the primary server**

1. Restart the target system to complete the Windows computer name change process.
2. Log in to the primary server.

**Note:** Do not open the Manager Console or log in to CA ARCserve Backup.

3. Open the Windows Command Line and change the directory to the following directory:

```
%ARCSERVE_HOME%
```

Execute the following command, to stop all ARCserve services:

```
cstop
```

All ARCserve services stop.

**Note:** Do not close the Windows Command Line.

4. Using a text editing application, such as Notepad, open the discovery.cfg configuration file located in the following directory on the primary server:

```
%ARCSERVE_HOME%\config\discovery.cfg
```

In the PRIMARY field, change the name of the primary server as required for your environment.

**Important!** Do not modify the ARCserve Domain Name in the discovery.cfg configuration file. When you change the ARCserve Domain Name in the discovery.cfg configuration file, the password for the caroot account is deleted. Use the discovery.cfg configuration file only for the purposes of changing the host name of the primary server, a member server, and a stand-alone server.

Close the file and save your changes.

For more information, see [Discovery.cfg Configuration File](#) (see page 508).

5. From the Windows Command Line that you opened earlier, execute the following command to start all ARCserve services:

```
cstart
```

All ARCserve services start.

**Note:** Do not close the Windows Command Line.

6. From the Windows Start menu, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens and the Select Options dialog appears.

7. From the Select Options dialog, click the Select Database option, and click Next.

The Check caroot dialog opens.

8. Click Next.

**Important!** You must specify the caroot password to complete this task.

The System Account dialog opens.

9. Complete the following fields on the System Account dialog and click Next.

- **User Name**--Specify the Windows user name required to log in to the primary server.
- **Domain**--Specify the Windows domain name or host name of the new primary server.
- **Password**--Specify the password for the Windows user name required to log in to the primary server.

10. From the Select Database Options dialog, complete the fields and follow the prompts, as required, for your current database installation and click Next.

The subsequent dialogs that open will vary, based on whether you are running Microsoft SQL Server or Microsoft SQL Server 2008 Express in your current environment.

**Note:** For the Select Database option, if the server is a Central Primary Server in a Global Dashboard domain and the new selected database is Microsoft SQL Server Express or Microsoft SQL Server 2000 (which are not supported by a Global Dashboard Central Primary Server), you may want to export and retain the Global Dashboard information prior changing the database. After the Select Database operation is completed, the Global Dashboard information will be lost because the server will no longer function as a Central Primary Server. If you want to retain the grouping configuration and the registered branch information, you need to export this Global Dashboard information to a temporary location before performing the Select Database operation. For more information about exporting and importing Global Dashboard information, see the *Dashboard User Guide*.

**Important!** The Server Configuration Wizard prompts you to overwrite the existing ARCserve\_DB instance, and by default, the option is enabled. To retain your previous data, such as job history, activity logs, and so on, you must clear the checkmark from the Overwrite the existing "ARCserve\_DB" instance option.

11. After the Server Configuration Wizard completes the updates, click Finish.

12. From the Windows Command Line that you opened earlier, execute the following commands to stop and restart all ARCserve services:

```
cstop  
cstart
```

All ARCserve services stop and restart. The primary server functions using the new computer name.

**Note:** Do not close the Windows Command Line.

13. You must now create equivalence for the caroot user account.

From the Windows Command Line, execute the `ca_auth` command using the following syntax:

**Note:** Do not include angle brackets `<>` with your arguments.

```
ca_auth -cahost <new primary server host name> -equiv add <user name> <new primary server host name>
caroot caroot <password>
```

Equivalence is applied to the caroot user account.

14. If your ARCserve domain consists of member servers, complete the steps in [Change the Computer Name of the Primary Server on a Member Server](#) (see page 507).

15. If you are running Microsoft SQL Server 2008 Express as the CA ARCserve Backup database, note that SQL Express is installed as a named instance. As described in Microsoft document MS143799, execute the following commands using SSMSE to link the named instance to the new computer name:

```
sp_dropserver <old_name\instancename>
GO
sp_addserver <new_name\instancename>,local
GO
```

Restart the SQL Server instance.

16. Run the Microsoft SQL Agent Account Configuration utility to update the ODBC communication settings if any of the following conditions are met:

- The server is the primary server with a locally installed CA ARCserve Backup database,
- The server is a standalone server with a locally installed CA ARCserve Backup database,
- The server is the primary server, a standalone server, or a member server AND CA ARCserve Backup database or the Agent for Microsoft SQL Server is installed on the same machine.

To start the Microsoft SQL Agent Account Configuration utility, click Start on the Windows Taskbar, choose All Programs, CA, ARCserve Backup, and Microsoft SQL Agent Account Configuration.

After you start the utility, follow the prompts and accept all settings.

17. Verify the renaming operation.

To verify the renaming operation has successfully completed, select information from either `@@servername` or `sys.servers`. The `@@servername` function returns the new name, and `sys.servers` table shows the new name.

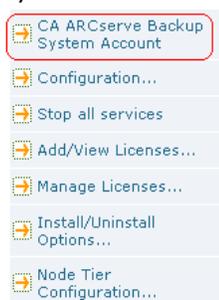
Note: After a computer has been renamed, any connections that used the old computer name must connect using the new name.

18. Release all CA ARCserve Backup licenses registered to the former primary server.

**Note:** For more information, see [Release Licenses from Servers](#) (see page 483).

19. Update the CA ARCserve Backup System account. To do this, open the CA ARCserve Backup Manager Console and then open the Server Admin Manager.

Select the CA ARCserve Backup server and click CA ARCserve Backup System Account as illustrated by the following:



The CA ARCserve Backup System Account dialog opens.

20. Complete the fields that follow:

- Microsoft Windows User Account
- Password
- Microsoft Windows Domain

Click OK.

21. Open the Job Status Manager and complete the following tasks:

- Delete and re-create the Database Pruning Job.

Note: For more information, see [Re-create the CA ARCserve Backup Database Pruning Job](#) (see page 323).

- Modify the Database Protection Job and any other backup jobs that are set to run on the renamed server, to update the Staging and Destination locations.

**Note:** For more information, see [Modify or Create a Custom Database Protection Job](#) (see page 587).

22. Perform a full backup of the CA ARCserve Backup database.

**More information:**

[Manage ARCserve Servers Using the Server Configuration Wizard](#) (see page 519)

## Change the Computer Name of the Primary Server on a Member Server

The following procedure ensures that the primary server and member servers in an ARCserve domain can communicate after you change the computer name of the primary server.

Be aware of the following considerations:

- You must change the computer name of the primary server before you complete this task.

**Note:** For more information, see [Change the Computer Name of the Primary Server on the Primary Server](#) (see page 502).

- You must complete this task on all member servers in the ARCserve domain.
- The Server Configuration Wizard may display the following messages while you are completing this task:
  - CA ARCserve Backup is unable to connect to the original primary server. You can safely click Continue to clear this message.
  - CA ARCserve Backup is unable to unregister the member server. You can safely click Yes to clear this message.

### To change the computer name of the primary server on a member server

1. Log in to the member server.

**Note:** You do not need to start CA ARCserve Backup to complete this task.

2. From the Windows Start menu on the member server, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

3. From the Select Options dialog, click Move this server to another CA ARCserve Backup domain and click Next.

The Check caroot dialog opens.

4. Specify the password for the caroot account and click Next.

5. In the Add to another CA ARCserve Backup domain dialog, specify the new hostname for the primary server, specify the password for the caroot account and click Next.

The System Account dialog opens.

6. In the System Account dialog, complete the following fields:
  - **User Name**--Lets you specify the Windows user name that is required to log in to the primary server.
  - **Domain**--Lets you specify the Windows domain name or host name of the new primary server.
  - **Password**--Lets you specify the password for the Windows user name that is required to log in to the primary server.

Click Next and follow the on-screen instructions to complete the configuration.

7. Repeat Steps 1 through 6 for all member servers in the ARCserve domain.

### Discovery.cfg Configuration File

The discovery.cfg configuration file specifies the name of the ARCserve domain and the computer name of the primary server, as illustrated by the following example:

```

#
# Sample Discovery Service Configuration File
#
# $ARCserve_HOME/config/discovery.cfg
#
#
# Please use BAB tool ARCserveCfg.exe to change the configuration.
# Don't change it manually.
#
#
# PRIMARY required: primary discovery server host name
#PRIMARY CASPrimaryServer
#
# DOMAIN the name of ARCserve domain. DOMAIN is required when localhost is
# either the PRIMARY Discovery Server or the Member Discovery Server
#
# Note : This is a logical name, not associated with any actual machine name.
#
#
DOMAIN ARCserve_01
PRIMARY AS_PRIMARY
    
```

The discovery.cfg configuration file is located in the following directory on the primary and member servers:

%ARCserve\_HOME%\config\discovery.cfg

**Important!** Do not modify the ARCserve Domain Name in the discovery.cfg configuration file. When you change the ARCserve Domain Name in the discovery.cfg configuration file, the password for the caroot account is deleted. Use the discovery.cfg configuration file only for the purposes of changing the host name of the primary server, a member server, and a stand-alone server.

## Change the Computer Name of a Member Server

The following procedure helps ensure that the member servers in a CA ARCserve Backup domain can communicate with the primary server after you change the computer name of the member server.

You must change the computer name of the member server before you complete this procedure.

### To change the computer name of a member server

1. Log in to the member server.

**Note:** Do not open the Manager Console or log in to CA ARCserve Backup.

2. Open the Windows Command Line and change the directory to the following directory:

```
%ARCserve_HOME%
```

Execute the following commands, to stop and start all ARCserve services:

```
cstop
```

```
cstart
```

All ARCserve services stop and restart.

**Note:** Various CA ARCserve Backup services will not start after the cstart command completes. This is expected behavior that will not adversely affect this procedure.

Do not close the Windows Command Line.

3. From the Windows Start menu, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens and the Select Options dialog appears.

4. Click the Move this server to another CA ARCserve Backup domain option and click Next.

The Add to Another CA ARCserve Backup Domain dialog opens.

5. On the Add to Another CA ARCserve Backup Domain dialog, complete the following fields and click Next.

- **Primary Server Name**--Specify the name of the primary server.
- **Password**--Specify the password for the caroot user account.

The System Account dialog opens.

6. Complete the following fields on the System Account dialog:
  - **User Name**--Specify the Windows user name required to log in to the member server.
  - **Domain**--Specify the Windows domain name or host name of the new member server.
  - **Password**--Specify the password for the Windows user name required to log in to the member server.

Click Next.

**Note:** At this time, a pop-up message may appear to inform you that various CA ARCserve Backup services will not start. This is expected behavior that will not adversely affect this procedure.

7. Click OK.

The CA ARCserve Backup Data Migration dialog opens.

8. On the CA ARCserve Backup Data Migration dialog, click Next.

The Migrate Server Data Dialog opens.

9. On the Migrate Server Data Dialog, click Start.

The Complete dialog opens after the data migration process starts and completes.

10. Click Finish on the Complete dialog.

**Note:** At this time, jobs do not transfer to the new member server. Continue to the next step to transfer the jobs to the new member server.

11. Open the Job Status Manager.

Locate a job associated with the old member server.

Right-click the job and click Modify Job on the pop-up menu.

From the Backup Manager, click the Destination tab.

Specify the new member server as the destination for the job.

Submit the job with a Hold status.

Close the Backup Manager.

**Note:** You cannot modify and transfer jobs if the source data for the jobs reside on the old member server. As such, you must delete jobs with this configuration and then re-create them on the new member server.

12. After the member server name change is complete, the old (invalid) member server name remains in the CA ARCserve Backup Manager. To remove the invalid member server name from the Manager, do the following:

- a. Open the command line window and browse the CA ARCserve Backup installation directory.
- b. Execute the following command:

```
bab -cahost <primary server> -removehost <invalid member server>
```

**Example:** The following syntax describes a primary server named A, and an invalid member server named B.

```
bab -cahost A -removehost B
```

**Note:** If your CA ARCserve Backup implementation contains more than one invalid member server, repeat this step (b) for each member server.

- c. Log in to the primary server or the server hosting the CA ARCserve Backup database to verify the status of the CA ARCserve Backup database.

(Optional) Open Microsoft SQL Server Management Studio and open to the CA ARCserve Backup database instance using Windows authentication.

For example, the path to a Microsoft SQL Server Express Edition database is as follows:

```
<server name>\ARCServe_DB
```

- **Windows authentication is required**--If you must log in to the CA ARCserve Backup database using Windows authentication, execute the following command (applies to Microsoft SQL Server and Microsoft SQL Server Express Edition databases):

```
osql -S <server_name[instance_name]> -E -d asdb -Q "delete from ashost where rhostrname = '<member server name>'"
```

**Example:** The following syntax describes a CA ARCserve Backup database named asdb and the database requires Windows authentication:

```
osql -S A -E -d asdb -Q "delete from ashost where rhostrname = 'B' "
```

- **Windows authentication is not required**--If Windows authentication is not required to log in to the CA ARCserve Backup database, execute the following command (applies only to Microsoft SQL Server databases):

```
osql -S <server_name[instance_name]> -U <login_user> -d asdb -Q "delete from ashost where rhostrname = '<member server name>'"
```

**Example:** The following syntax describes a CA ARCserve Backup database named asdb, an invalid member server named B, a Microsoft SQL Server user name sa, and a password 123.

```
osql -S A -U sa -d asdb -Q "delete from ashost where rhostname = 'B'" password: 123
```

**Note:** If your CA ARCserve Backup implementation contains more than one invalid member server, repeat this step (c) for each member server.

If you can view the details for the instance, the database is functioning properly. Close Microsoft SQL Server Management Studio and continue to the next step.

If Microsoft SQL Server Management Studio displays pop-up messages, the database instance is not functioning properly. You must try to resolve the problems indicated on the pop-up messages and then verify the status of the CA ARCserve Backup database.

If the above commands complete successfully, the following message appears:

```
n rows affected
```

If the above commands did not complete successfully, verify that the server name, login user name, and database name are correct, and then repeat this step (12).

13. To verify the changes, open the Manager Console, open the Backup Manager, and select the Source tab.

Expand the Windows Systems object in the Source directory tree.

The member server, with its new host name, appears under the Windows Systems object.

**More information:**

[Manage ARCserve Servers Using the Server Configuration Wizard](#) (see page 519)

## Change the Computer Name of a Stand-alone Server

A stand-alone server is an ARCserve server that resides in an ARCserve domain that does not manage member servers.

The procedure to change the computer name of a stand-alone server is identical to that of changing the computer name of a primary server.

**Note:** For more information, see [Change the Computer Name of the Primary Server on the Primary Server](#) (see page 502).

## Change the Computer Name of a Server that is Running the Manager Console

When you change the computer name of a server that is running the Manager Console, you do not need to process modifications to the primary server, a stand-alone server, a member server, or the server that is running the Manage Console.

## Manage User Profiles Using the User Profile Utility

The CA ARCserve Backup User Profile utility lets the CA ARCserve Backup administrator control user access to CA ARCserve Backup.

This section contains the following topics:

[Add a User Using the User Profile Utility](#) (see page 513)

[Delete a User Using the User Profile Utility](#) (see page 514)

[Change a User Password Using the User Profile Utility](#) (see page 514)

[Assign Roles to Users Using the User Profile Utility](#) (see page 515)

[Suspend Users Using the User Profile Utility](#) (see page 515)

### Add a User Using the User Profile Utility

A default user is created when CA ARCserve Backup is installed. The default user name is caroot.

#### To add a user profile using the User Profile Utility

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start Menu select Administration and click User Profile.

The User Profile utility opens.

2. Click Add on the toolbar.

The Add User dialog opens.

3. Click the General tab.

4. In the User Name field, specify a name for the user.

Select one of the following options:

- **Windows Authentication**--Lets you specify a Windows user name that the user will use to log in to CA ARCserve Backup.
- **CA ARCserve Backup Authentication**--Lets you specify a non-Windows user name that the user will use to log in to CA ARCserve Backup.

**Note:** If you specified CA ARCserve Backup Authentication, you must complete the following fields:

- **Password**
- **Confirm Password**

Click OK.

The user is added.

## Delete a User Using the User Profile Utility

The User Profile Utility lets you delete CA ARCserve Backup users.

**Note:** You cannot delete the default CA ARCserve Backup user name (caroot).

### To delete a user using the User Profile Utility

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start Menu select Administration and click User Profile.  
The User Profile utility opens.
2. Select the user that you want to delete and click Delete on the toolbar.  
Click OK to confirm that you want to delete the user profile.  
The user is deleted.

## Change a User Password Using the User Profile Utility

The User Profile Utility lets you change CA ARCserve Backup user passwords.

### To change a user password using the User Profile Utility

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start Menu select Administration and click User Profile.  
The User Profile utility opens.
2. Select the user that you want to modify and click Properties on the toolbar.  
The User Properties dialog opens.
3. Click the General tab.  
Complete the following fields:
  - **Password**
  - **Confirm Password**Click OK.  
The user password is changed.

## Assign Roles to Users Using the User Profile Utility

The User Profile Utility lets you assign CA ARCserve Backup roles to CA ARCserve Backup users.

### To assign roles to users using the User Profile Utility

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start Menu select Administration and click User Profile.  
The User Profile utility opens.
2. Select the user that you want to modify and click Properties on the toolbar.  
The User Properties dialog opens.
3. Click the Roles tab.

Check the check box next to the CA ARCserve Backup roles that you want to assign to the user.

**Note:** For more information, see [Roles and Permissions](#) (see page 82).

Click OK.

The roles are applied to the user.

## Suspend Users Using the User Profile Utility

The User Profile Utility lets you temporarily suspend users from logging in to and using CA ARCserve Backup.

### To suspend users using the User Profile Utility

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start Menu select Administration and click User Profile.  
The User Profile utility opens.
2. Select the user that you want to modify and click Properties on the toolbar.  
The User Properties dialog opens.
3. Click the General tab.

In the Status field, click Suspend.

Click OK.

The user is suspended.

**Note:** To reactivate users, perform the above steps and click Active in the Status field.

## Restore the CA ARCserve Backup Job Queue

You can protect the Job Queue by backing it up using the following methods:

- Back up the Job Queue using the Database Protection Job.
- Back up the CA ARCserve Backup primary server or stand-alone server and include the directory that contains the CA ARCserve Backup database with the backup.
- Back up data and specify the Job Scripts option on the Operations section of the Global Options dialog.

In all of these methods, the Job Queue is one of the last few objects backed up during the job. If you used the Database Protection Job, or included the CA ARCserve Backup database in the same backup job, the CA ARCserve Backup database and Job Queue will reside on the same backup media, and the Job Queue sessions will be between one and six sessions before the CA ARCserve Backup database.

In the event the CA ARCserve Backup Job Queue is damaged or is deleted in error, use the following steps to restore the Job Queue to the last backup.

### **To restore the CA ARCserve Backup Job Queue**

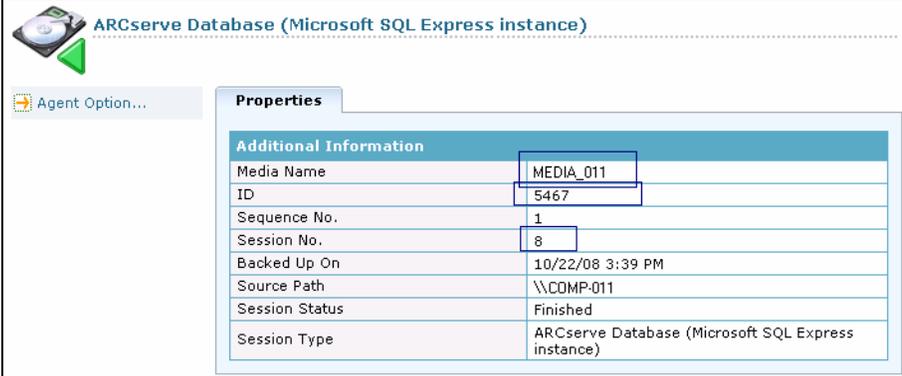
1. Ensure that there are no jobs running on any CA ARCserve Backup server in the affected CA ARCserve Backup domain.

- Open the Restore Manager and select Restore by Tree from the methods drop-down list.

Expand the Windows Systems object and locate the CA ARCserve Backup server, or the remote server where the CA ARCserve Backup database is located.

Expand the CA ARCserve Backup server, locate and click the CA ARCserve Backup database.

From Properties on the Restore Manager window, locate and notate the Media Name, the ID, and the Session Number for the CA ARCserve Backup database.



Additional Information	
Media Name	MEDIA_011
ID	5467
Sequence No.	1
Session No.	8
Backed Up On	10/22/08 3:39 PM
Source Path	\\COMP_011
Session Status	Finished
Session Type	ARCserve Database (Microsoft SQL Express instance)

Select Restore by Session from the restore methods drop-down list.

The Session directory tree opens.

- From the Session directory tree, locate and expand the Backup Media containing the CA ARCserve Backup database backup data.

Locate the session that contains the CA ARCserve Backup database, and start searching upward from there. The session path of the Job Queue backup session will end in 00000001.QSD, and the Session Type will be ARCserve Job Queue. Locate the session that contains the Job Queue backup session, as illustrated below.



Session 0000000005 : \\COMP_011 \\C:\\Program Files\\CA\\ARCserve Backup\\00000001.QSD
Session 0000000006 : \\COMP_011 \\C:\\Program Files\\CA\\ARCserve Backup\\CATALOG.DB
Session 0000000007 : \\COMP_011 \\\\sqlldr@ARCserve Backup
Session 0000000008 : \\COMP_011 \\\\dbasql@ARCserve Backup

Click the check box next to the session containing the Job Queue backup session.

- Click the Destination tab.

5. Clear the check mark next to Restore files to their original location, and specify an alternate location to restore the Job Queue backup session.

**Note:** The Client Agent for Windows must be installed on the system containing the alternate location and the alternate location must be an empty directory (For example, C:\Temp). The best practice is to specify directory on the CA ARCserve Backup primary or stand-alone server.

Submit the job.

6. Closed the Restore Manager window.
7. After the restore job is complete, open the Server Admin and stop all CA ARCserve Backup services by doing the following:
  - a. Locate and select the primary server or stand-alone server.
  - b. Right-click the CA ARCserve Backup server and select Stop All Services from the pop-up menu.

All services stop on the primary or stand-alone server.

8. Browse to directory where you restored the Job Queue backup session.

Copy all Job Queue files under the folder that you restored to the following directory:

ARCserve\_HOME\00000001.qsd

**Note:** <ARCserve\_HOME> represents the directory where you installed CA ARCserve Backup. By default, CA ARCserve Backup is installed in the directory that follows:

C:\Program Files\CA\ARCserve Backup

9. Open the Server Admin and restart all CA ARCserve Backup services by doing the following:
  - a. Locate and select the primary server or stand-alone server.
  - b. Right-click the CA ARCserve Backup up server and select Start All Services from the pop-up menu.

All CA ARCserve Backup services restart on the primary or stand-alone server.

Open the Job Queue Manager and you will see that the job queue has been restored to its original form. The CA ARCserve Backup Job Queue is restored, and you can resume normal operation.

## Manage ARCserve Servers Using the Server Configuration Wizard

The Server Configuration Wizard lets you manage how CA ARCserve Backup servers function. Using the Server Configuration Wizard, you can perform the following tasks:

- Manage the roles of the servers in your CA ARCserve Backup domain. For example, you can:
  - Promote a CA ARCserve Backup member server to a CA ARCserve Backup primary server.
  - Demote a CA ARCserve Backup primary server to a CA ARCserve Backup member server.
  - Allow a member server to separate from one CA ARCserve Backup domain and join a different CA ARCserve Backup domain.
- Select the application that you want to use to manage the CA ARCserve Backup database.

For Microsoft SQL Server 2008 Express installations, the database must be installed on the primary server. If you require remote database communication, you must use Microsoft SQL Server to host the ARCserve database.

- Move the CA ARCserve Backup database to other systems or use a different SQL Server database instance in your environment.
- Repair the ARCserve database connection to a primary server and member servers.

- Register a member server with a CA ARCserve Backup domain primary server.

To register a member server with a domain primary server, you must provide valid credentials (for example, the user name and password). After CA ARCserve Backup authenticates your credentials, the member server is registered into the CA ARCserve Backup database.

CA ARCserve Backup lets you register the member server with the CA ARCserve Backup primary server when you install CA ARCserve Backup. If the registration process fails when you are installing CA ARCserve Backup, Setup displays messages to notify you that an error occurred.

- Specify the CA ARCserve Backup Domain Administrator (caroot) password on a primary server.
- Correct installation failures.

When you install CA ARCserve Backup, the installation process can fail under the following scenarios:

- CA ARCserve Backup cannot communicate or authenticate properly with the CA ARCserve Backup database.
- CA ARCserve Backup cannot authenticate the caroot account or a system account.

If a database communication error or user authentication error occurs, the installation wizard displays an error message. To remedy the problem, run the Server Configuration Wizard.

**More information:**

[Tasks You Can Perform Using the Server Configuration Wizard](#) (see page 521)  
[Start the Server Configuration Wizard](#) (see page 524)

## Tasks You Can Perform Using the Server Configuration Wizard

Using the Server Configuration Wizard you can perform the following tasks:

### Primary Server and Stand-alone Server Tasks

You can perform the following tasks on primary and stand-alone servers:

- Modify the CA ARCserve Backup Domain Administrator (caroot) account password.  
The caroot account password lets you log in to the CA ARCserve Backup Manager Console to perform administrative tasks.
- Specify the application that you want to use to host the CA ARCserve Backup database.  
You can specify Microsoft SQL Server 2008 Express or Microsoft SQL Server as the ARCserve database application. SQL Server 2008 Express must be installed locally to the CA ARCserve Backup primary server. SQL Server can be installed locally or remotely to the CA ARCserve Backup primary server.
- Move the CA ARCserve Backup database to a different system, instance, or both.
- Repair database connections with member servers.
- Re-initialize the CA ARCserve Backup database.
- Specify SQL Server collation to ensure that you can search and sort backup data that contains Unicode-based characters.
- Correct installation failures.
- Demote a primary server to a member server.

**Important!** CA ARCserve Backup does not support migrating CA ARCserve Backup database information from multiple CA ARCserve Backup domains into a single CA ARCserve Backup domain. Although you can demote a primary server and allow it to join a different CA ARCserve Backup domain, joining a different domain will result in the loss of the backup job history from the demoted primary server, and you will not be able to view media and session details in the Restore Manager on the demoted server.

**Note:** For more information, see [Data Migration Limitations in an ARCserve Domain](#) (see page 522).

### Member Server Tasks

You can perform the following tasks on member servers:

- Assign the member server to a different CA ARCserve Backup domain.
- Promote a member server to a primary server or stand-alone server.

**Note:** To enable central management capabilities, you must install the Central Management Option on the new primary server after the promotion process is complete.

- Repair the database connection.
- Correct installation failures.

**Note:** Use the Server Admin to modify the CA ARCserve Backup System Account on a primary server and a member server (for example, user name, password, and so on). For more information, see [Change or Modify the CA ARCserve Backup System Account](#) (see page 477).

## Data Migration Limitations in a CA ARCserve Backup Domain

The Server Configuration Wizard lets you define the roles of the servers in an ARCserve domain and specify the application that you want to use to host the ARCserve database instance.

CA ARCserve Backup lets you migrate ARCserve database instance data as described by the following scenarios.

### Scenario 1:

You exchange the roles of the primary server and a member server in an ARCserve domain. You can successfully migrate data under the following conditions:

- The original primary server hosted the ARCserve database instance using Microsoft SQL Server 2008 Express Edition and new primary server is hosting the ARCserve database instance using Microsoft SQL Server 2008 Express Edition.
- The original primary server hosted the ARCserve database instance using Microsoft SQL Server and new primary server is hosting the ARCserve database instance using Microsoft SQL Server.

**Important!** CA ARCserve Backup does not support data migration when the original primary server hosted the ARCserve database with Microsoft SQL Server and the new primary is hosting the ARCserve database with Microsoft SQL Server 2008 Express Edition.

To accomplish a successful data migration, you must complete the following steps:

1. From the primary server that you want to demote, back up the ARCserve database using the Database Protection Job.  
**Note:** Allow the Database Protection Job to finish before continuing.
2. Promote the member server to a primary server.
3. Demote the original primary server and allow it to join new primary server's domain.
4. From the [Agent Restore Options dialog](#) (see page 608) on the new primary server, specify the following options:
  - Use current ASDB as original location.
  - Preserve current ARCserve domain memberships.
5. Restore the original ARCserve database to the new primary server.

### Scenario 2:

You modify the application hosting the ARCserve database from Microsoft SQL Server 2008 Express Edition to Microsoft SQL Server.

**Note:** This scenario applies to ARCserve primary server and ARCserve stand-alone server installations.

To accomplish a successful data migration, you must complete the following steps.

1. Run the [Server Configuration Wizard](#) (see page 524) on the primary or stand-alone server and specify the Select database option.  
After the database modification and configuration process is complete, the Server Configuration Wizard prompts you to migrate the data from the old database instance to the new database instance.
2. Migrate the data from the Microsoft SQL Server 2008 Express Edition instance to the Microsoft SQL Server instance.

### Scenario 3:

You exchange the roles of the primary server and a member server in an ARCserve domain. The original primary server hosted the ARCserve database instance using Microsoft SQL Server 2008 Express Edition and new primary server is hosting the ARCserve database instance using Microsoft SQL Server.

**Note:** In this scenario you must convert the ARCserve database from a Microsoft SQL Server 2008 Express Edition instance to a Microsoft SQL Server instance on the primary server that you want to demote before you back up the ARCserve database instance.

To accomplish a successful data migration, you must complete the following steps:

1. Run the Server Configuration Wizard on the primary server and specify the Select database option.

After the database modification and configuration process is complete, the Server Configuration Wizard prompts you to migrate the data from the old database instance to the new database instance.

2. Migrate the data from the Microsoft SQL Server 2008 Express Edition instance to the Microsoft SQL Server instance.
3. From the primary server that you want to demote, back up the ARCserve database using the Database Protection Job.  
**Note:** Allow the Database Protection Job to finish before continuing.
4. Promote the member server to a primary server.
5. Demote the original primary server and allow it to join new primary server's domain.
6. From the [Agent Restore Options dialog](#) (see page 608) on the new primary server, specify the following options:
  - Use current ASDB as original location.
  - Preserve current ARCserve domain memberships.
7. Restore the original ARCserve database to the new primary server.

## Start the Server Configuration Wizard

The Server Configuration Wizard lets you manage how CA ARCserve Backup servers function.

### To start the Server Configuration Wizard

1. From the Windows Start menu, select Programs (or All Programs), CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Select the task that you want to perform, click Next, and follow the on-screen procedures to complete your configurations.

## Promote a Member Server to a Primary Server

Using the Server Configuration Wizard, you can promote a CA ARCserve Backup member server to a CA ARCserve Backup primary server.

Before you promote a member server to a primary server, the following considerations apply:

- All jobs must be stopped on the member server before the upgrade process starts. CA ARCserve Backup detects all jobs with a Ready Status and places them in a Hold status for you. If there are jobs in progress, CA ARCserve Backup displays a message and the upgrade process pauses until all jobs in progress are complete.
- If the promoted primary server will be configured as the central server in a Global Dashboard domain and you want to continue to use the grouping configuration and registered branch information collected from the old central server, you must import this dashboard information into the server after it has been promoted. For more information about how to import this dashboard information, see the *Dashboard User Guide*.
- During the upgrade process, you will be prompted to specify a CA ARCserve Backup database application. You can specify Microsoft SQL Server 2008 Express Edition or Microsoft SQL Server.

### Microsoft SQL Server 2008 Express Installations

- You must install the database local to the primary server.

### Microsoft SQL Server Installations

- You can install the CA ARCserve Backup database local or remote to the primary server.
- Microsoft SQL Server does not support local installations when CA ARCserve Backup is installed in NEC CLUSTERPRO environments.
- For remote Microsoft SQL Server database installations, the primary server must have a system account that properly authenticates with SQL Server and communicates via ODBC before you start the upgrade process.

To specify ODBC communication, do the following:

1. Open the Windows Control Panel, select Administrative Tools, Data Sources (ODBC), and System DSN.
2. Add a System Data Source labeled as follows:  
Name: ASNT  
Server: MachineName\InstanceName
3. Follow the on-screen instructions to test and complete the configuration.

- To enable central management capabilities, you must install the Central Management Option on the new primary server after the promotion process is complete.
  - **Note:** Use the Server Admin to install CA ARCserve Backup options, such as the Central Management Option, on the new primary server after the promotion process is complete. For more information, see [Install and Uninstall CA ARCserve Backup Server Based Options](#) (see page 549).

**Promote a member server to a primary server**

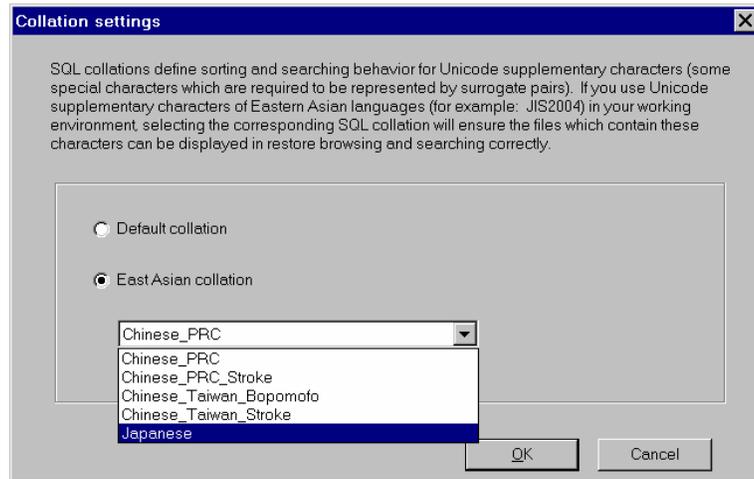
1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Click the **Promote this server to primary server** option and then click **Next**.
3. Follow the on-screen instructions to complete the configuration.

**Note:** If you protect data that contains Unicode-based characters from East Asian languages (for example, JIS2004) you must enable SQL collation to ensure that you can search and sort the data. To do this, click Language Support Options on the SQL Server Express Instance dialog and follow the on-screen instructions to complete the configuration.

If you are hosting the CA ARCserve Backup database with Microsoft SQL Server, you click Language Support Options on the Select Database Installation Path dialog.)



After the configuration is complete, you must install the CA ARCserve Backup database protection agent on the system hosting the CA ARCserve Backup database.

4. To install the ARCserve database protection agent, do one of the following:

- If the SQL Server database is installed on the CA ARCserve Backup primary server, open Windows Explorer and browse to the following directory:

C:\Program Files\CA\ARCserve Backup\Packages\ASDBSQLAgent

- If the SQL server database is not installed on the CA ARCserve Backup primary server, open Windows Explorer and browse to the following directory:

C:\Program Files\CA\ARCserve Backup\Packages\ASDBSQLAgent

Copy the contents of the ASDBSQLAgent directory to any location on the system hosting the SQL Server database installation.

5. In the ASDBSQLAgent directory, double-click the following file:

SQLAgentRmtInst.exe

The **ARCserve Backup Agent for SQL Setup** dialog appears.

6. Complete the following fields, as required, for your installation:

- SQL Instance Name

Specify the name of the SQL instance that you want to protect.

- Auth Mode

Specify the authentication mode that the agent will use to communicate with and protect the ARCserve database.

If you specify SQL Authentication as the authentication mode, complete the following fields:

- SQL SA Name

Specify the SQL system account name.

- SQL SA Password

Specify the SQL system account password.

7. Click **Install** and follow the on-screen instructions to complete the installation.

## Demote a Primary Server or Stand-alone Server to a Member Server

Using the Server Configuration Wizard, you can demote a CA ARCserve Backup primary server and a CA ARCserve Backup stand-alone server to a CA ARCserve Backup member server.

The demotion process lets you transfer all CA ARCserve Backup database information that relates to jobs, media, devices, and so on for the primary server and the related member servers and data mover servers to a different CA ARCserve Backup domain.

Review the following considerations and best practices before you demote a primary server to a member server:

- All jobs must be stopped on the primary server before the demotion process starts. CA ARCserve Backup detects all jobs with a Ready Status and places them in a Hold status for you. If there are jobs in progress, CA ARCserve Backup displays a message and the demotion process pauses until all jobs in progress are complete.
- You must specify CA ARCserve Backup authentication credentials to allow the demoted primary server to join the domain of another primary server (for example, *caroot* and your CA ARCserve Backup password). The process of allowing a member server to join a CA ARCserve Backup domain does not support using Windows authentication.
- If the primary server to be demoted contains member server relationships, data mover server relationships, or both, the Server Configuration Wizard presents you with list of servers that the primary server is managing and the following options:
  - Demote the primary server.
  - Demote the primary server and allow the member servers and the data mover servers that it is managing to join the new domain.

As a best practice, you should move the member servers to different CA ARCserve Backup domains and register the data mover servers with different primary servers before you demote the primary server. Optionally, you can promote the member servers to primary servers or stand-alone CA ARCserve Backup servers. Likewise, you should promote the member servers before you demote the primary server.

- If the primary server to be demoted contains data mover server relationships, you must reconfigure the data mover server's file system device settings after you demote the primary server and register the data mover server with different primary server.

- If the primary server to be demoted is also configured as the central dashboard server in a Global Dashboard domain and you want to retain the grouping configuration and the registered branch information, you must first export this dashboard information to a temporary location until a new central dashboard server is configured. For more information about how to export this dashboard information, see the *Dashboard User Guide*.
- If the primary server to be demoted is joining a CA ARCserve Backup domain that is running a remote Microsoft SQL Server database installation, and the primary server communicates with the SQL Server database using Windows authentication, the new member server must have a system account that uses Windows authentication and communicates via ODBC before you start the demotion process.
- All registered licenses will be removed from the demoted primary server.
- If you set up jobs using a different caroot user account before the demotion, you must manage the migrated jobs on the primary server in the domain that the new member server joins using the original caroot account and password as the job owner for all migrated jobs.
- The table that follows describes database migration scenarios and the type of data that CA ARCserve Backup migrates from the demoted primary server to the domain that the new member server (demoted primary server) joins:

<b>Database on Demoted Primary Server</b>	<b>Database on New Primary Server</b>	<b>Database Data Migrates?</b>	<b>Job and Job History Data Migrates?</b>	<b>Authentication Data Migrates?</b>
Microsoft SQL Server	Microsoft SQL Server Express Edition	No	No	No
Microsoft SQL Server Express Edition	Microsoft SQL Server Express Edition	No	No	No

Database on Demoted Primary Server	Database on New Primary Server	Database Data Migrates?	Job and Job History Data Migrates?	Authentication Data Migrates?
Microsoft SQL Server	Microsoft SQL Server	Yes	Yes <b>Note:</b> If you set up jobs using a different caroot user account before the demotion, you must manage the migrated jobs on the primary server in the domain that the new member server joins using the original caroot account and password as the job owner for all migrated jobs.	No
Microsoft SQL Server Express Edition	Microsoft SQL Server	Yes	Yes <b>Note:</b> If you set up jobs using a different caroot user account before the demotion, you must manage the migrated jobs on the primary server in the domain that the new member server joins using the original caroot account and password as the job owner for all migrated jobs.	No

**To demote a primary server or stand-alone server to a member server**

1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.  
The Server Configuration Wizard opens.
2. Click Demote this server to member server and then click Next.

3. Follow the on-screen instructions to complete the configuration.
4. (Optional) After the configuration is complete, you can uninstall the ARCserve database protection agent from the server that you demoted by doing the following:
  - From the Windows Control Panel, open Add and Remove Programs.
  - Browse to and select CA ARCserve Backup Agent for Microsoft SQL.
  - Click the Remove button to uninstall the agent.

The Uninstall Agent message box appears.

5. Select the Agent for ARCserve Database option and click OK.  
Follow the on-screen instructions to complete the uninstallation.
6. (Optional) To move the CA licenses from the demoted primary server to a different CA ARCserve Backup primary server, do the following:
  - a. On the demoted primary server, locate the file labeled ca.olf in the following directory:

`c:\program files\ca\SharedComponents\ca_lic`

- b. Save ca.olf as ca.old.
- c. Copy ca.old from the demoted primary server to the following directory on the other primary server:

`c:\program files\ca\SharedComponents\ca_lic`

- d. On the other CA ARCserve Backup Primary server, open a Command Line window and open the following utility.

`c:\program files\ca\SharedComponents\ca_lic\mergeolf.exe`

For more information about using the MergeOLF command, see the *Command Line Reference Guide*.

7. Uninstall the CA ARCserve Backup server-based options from the demoted primary server.

You can use the Server Admin Manager to uninstall the following server-based options from the demoted primary server:

- Central Management Option
- Tape Library Option
- Storage Area Network (SAN) Option

**Note:** For more information, see [Install and Uninstall CA ARCserve Backup Server Based Options](#) (see page 549).

You must remove all other options from the demoted primary server (for example, Global Dashboard) using Windows Add and Remove Programs.

**Note:** For information about CA ARCserve Backup server-based options that you can install on CA ARCserve Backup servers, see "Types of CA ARCserve Backup Server Installations" in the *Implementation Guide*.

8. Restart the primary server in the domain that the member server (demoted primary server or stand-alone server) joined. This step helps to ensure that the information about backup data associated with the member server is accurate on the primary server.

## Move a Member Server to a Different CA ARCserve Backup Domain

Using the Server Configuration Wizard, you can move a member server to a different CA ARCserve Backup domain.

Before you move a member server to a different CA ARCserve Backup domain, the following considerations apply:

- All jobs must be stopped on the member server before the move process starts. CA ARCserve Backup detects all jobs with a Ready Status and places them in a Hold status for you. If there are jobs in progress, CA ARCserve Backup displays a message and the move process pauses until all jobs in progress are complete.
- After the member server joins a different CA ARCserve Backup domain, the jobs associated with the previous domain will migrate to the new domain. However, all database information relating to the member server will remain with the previous domain.

### **To move a member server to a different CA ARCserve Backup domain**

1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Click the **Move this server to another CA ARCserve Backup domain** option and then click **Next**.
3. Follow the on-screen instructions to complete the configuration.

## **Change the Password for the CA ARCserve Backup Domain Administrator (caroot) Account**

The caroot password can consist of any combination of alphanumeric and special character but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters. Using the Server Configuration Wizard, you can change the password for the CA ARCserve Backup Domain Administrator (caroot) account. The Domain Administrator account lets you log in to the CA ARCserve Backup Manager Console to perform administrative tasks.

The caroot password can consist of any combination of alphanumeric and special characters, but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters.

Before you change the password for the CA ARCserve Backup system account, you must be logged in to a CA ARCserve Backup primary server.

**Note:** Use the Server Admin to change the password to the system account on a member server. For more information, see [Change or Modify the CA ARCserve Backup System Account](#) (see page 477).

### **To change the password for the CA ARCserve Backup Domain Administrator (caroot) account**

1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Click the **Password for Backup Server Logon and Administration** option and then click **Next**.
3. Follow the on-screen instructions to complete the configuration.

## Repair the CA ARCserve Backup Configuration

Installation errors can occur when you install and upgrade CA ARCserve Backup from a previous release on a primary server or a member server. For example, an incomplete installation occurred.

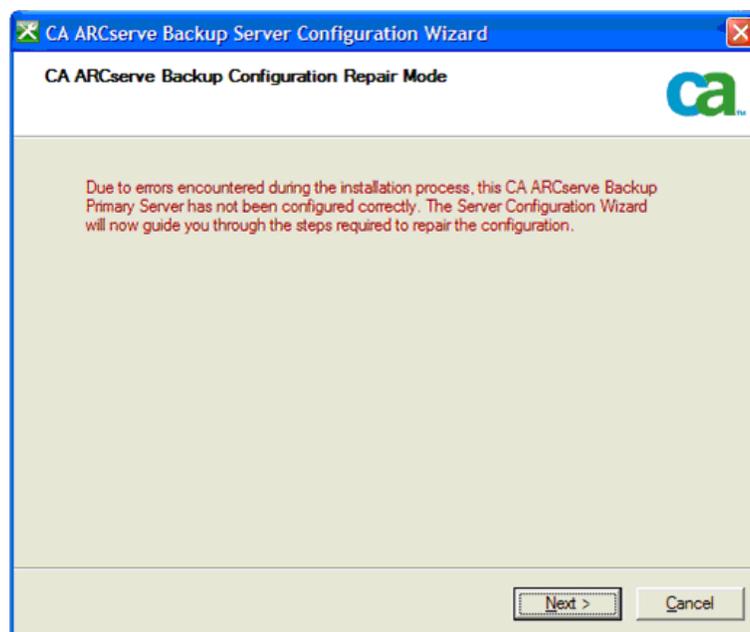
If the installation wizard detects errors, the Server Configuration Wizard prompts you to correct the installation errors.

The following procedure describes how to correct the CA ARCserve Backup configuration.

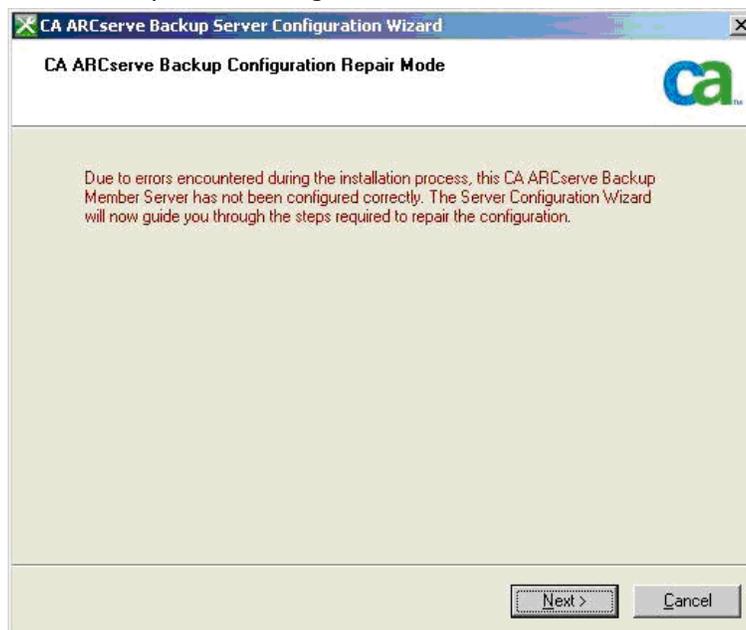
### To repair the CA ARCserve Backup configuration

1. Install CA ARCserve Backup or upgrade CA ARCserve Backup from a previous release.

If the installation wizard detects installation errors with a primary server, the CA ARCserve Backup Configuration Repair Mode dialog appears as illustrated by the following screen:



If the installation wizard detects installation errors with a member server, the CA ARCserve Backup Configuration Repair Mode dialog appears as illustrated by the following screen:



2. Click Next.

The Server Configuration Wizard starts in repair mode.

Follow the prompts and complete the required fields on the subsequent dialogs to repair the CA ARCserve Backup configuration.

## Repair the ARCserve Database Connection on a Primary Server

This task lets you repair Open Database Connectivity (ODBC) communication between a primary server and an ARCserve database instance that is hosted with Microsoft SQL Server, and register member servers with the primary server.

The Repair database connection option is disabled on stand-alone server installations or when you are hosting the ARCserve database using Microsoft SQL Server 2008 Express Edition.

ODBC is the most efficient method for the Database Engine to communicate with a Microsoft SQL Server instance that communicates through a network. Occasionally, network communication problems, Microsoft SQL Server communication settings problems, or both, can cause the Database Engine to communicate with the ARCserve database instance using Remote Procedure Call (RPC) communication. As a result, RPC communication will adversely affect the performance of the ARCserve database.

To remedy this problem, troubleshoot and repair the communication using the SQL Server Configuration Manager and then use the Server Configuration Wizard to repair ODBC communication between the Database engine and the ARCserve database instance.

#### **To repair the ARCserve database connection on a primary server**

1. Log in to the primary or stand-alone server where CA ARCserve Backup is installed.

**Note:** Do not open the Manager Console.

2. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

3. Select the Repair database connection for member server(s) option and click Next.
4. Follow the prompts and complete all required fields on the subsequent dialogs to repair the database connection.

**Note:** When you repair the database connection on a primary server that is managing member servers, the Server Configuration Wizard attempts to repair the database connection on all member servers in the ARCserve domain.

### **Repair the ARCserve Database Connection on a Member Server**

This task lets you repair Open Database Connectivity (ODBC) communication between a member server and an ARCserve database instance that is hosted with Microsoft SQL Server.

ODBC is the most efficient method for the Database Engine to communicate with a Microsoft SQL Server instance that communicates through a network. Occasionally, network communication problems, Microsoft SQL Server communication settings problems, or both, can cause the Database Engine to communicate with the ARCserve database instance using Remote Procedure Call (RPC) communication. As a result, RPC communication will adversely affect the performance of the ARCserve database.

To remedy this problem, troubleshoot and repair the communication using the SQL Server Configuration Manager and then use the Server Configuration Wizard to repair ODBC communication between the Database engine and the ARCserve database instance.

**To repair the ARCserve database connection on a member server**

1. Log in to the member server where CA ARCserve Backup is installed.

**Note:** Do not open the Manager Console.

2. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

3. Select the Repair database connection option and click Next.
4. Follow the prompts and complete all required fields on the subsequent dialogs to repair the database connection.

## How CA ARCserve Backup Protects Active Directory Data on Domain Controller Servers

Active Directory is a hierarchical database that is stored on Domain Controller servers. The Active Directory includes static information about computer users, groups, printers, computer network configuration data, and so on.

CA ARCserve Backup lets you back up and restore the entire Active Directory on Windows 2000 Server, Windows Server 2003, and Windows Server 2008 systems. On Windows Server 2003 and Windows Server 2008 systems, you can restore the Active Directory at object level granularity.

You can restore the Active Directory files (\*.dit and log files) to any domain controller server that meets the following conditions:

- The Client Agent for Windows is installed on the domain controller server.
- The domain controller server resides in the same domain as the server from which the backup was taken.
- The operating system running on the domain controller server is the same version, release, and service pack as the server from which the backup was taken.

CA ARCserve Backup lets you protect the Active Directory using the following approaches:

- **Restore the System State to its original location**--CA ARCserve Backup lets you restore the System State, which includes all objects in the Active Directory, to the server from which it was backed up. With this approach, you overwrite all of the objects contained in the Active Directory.

Use this approach when you need to restore the entire Active Directory to a previous point in time.

- **Restore the Active Directory to an alternate location**--CA ARCserve Backup lets you restore the Active Directory to an alternate location. This approach is a two-phase process that lets you restore Active Directory data at object level granularity on Windows Server 2003 and Windows Server 2008 systems. With this approach, you restore the Active Directory to an alternate location using the Restore Manager, and then restore Active Directory objects using the CA Active Directory Object Level Restore utility.

The alternate location can reside on a server that does not function as a Domain Controller server. However, the best practice is to restore the Active Directory to an alternate location on the server from which it was backed up.

**Note:** CA ARCserve Backup cannot restore Active Directory objects at object level granularity on Windows Server 2008 systems that function as read-only domain controllers.

#### **Example: When to Restore the Active Directory at Object Level Granularity**

- A system administrator deleted a group of users, groups, or an object from the Active Directory in error.

**Note:** To protect Active Directory data, CA ARCserve Backup Client Agent for Windows must be licensed on the Domain Controller server.

CA ARCserve Backup lets you restore Active Directory data that was backed up using the following CA ARCserve Backup releases:

- CA ARCserve Backup r12. Includes the general availability release and all of the latest service packs.
- CA ARCserve Backup r12.5. Includes the general availability release and all of the latest service packs.
- This release of CA ARCserve Backup.

The CA Active Directory Object Level Restore utility lets you restore the following Active Directory objects:

- Organizational Unit
- User
- Group
- Computer
- Contact
- Connection
- Shared folder
- Printer
- Site
- Site container
- Site link
- Site link bridge
- Site settings
- Subnet container
- Trusted domain
- Configuration class
- Lostandfound class
- Builtindomain class
- Dnszone class
- Domain class
- Domaindns class
- Dmd class
- Organizationalunit class
- Containerecifiers class

The CA Active Directory Object Level Restore utility cannot restore the following Active Directory objects

- System Schema
- Global Policy Object (GPO)

This section contains the following topics:

[Back up the Active Directory](#) (see page 540)

[Restore Active Directory Objects](#) (see page 542)

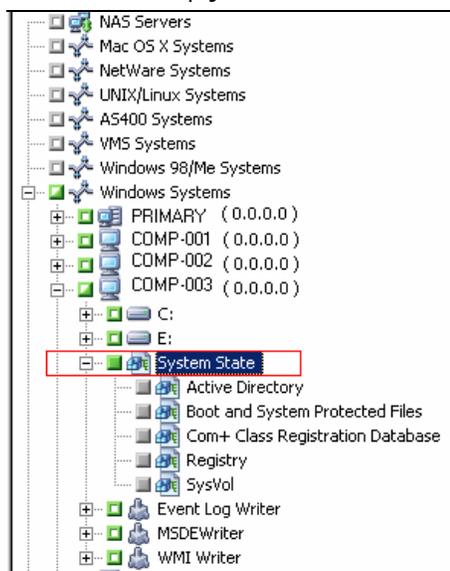
[Repair Microsoft Exchange Server 2010 Mailboxes After Recovering the Active Directory](#) (see page 548)

[Reset Microsoft Exchange Server User Passwords After Recovering the Active Directory](#) (see page 548)

## Back up the Active Directory

There are several approaches that you can use to back up a computer's System State.

- Create a backup job as you would create any other backup job and include the System State object for the computer with the source selections for the job.
- Create a backup job that includes only the computer's System State.



**Note:** The following steps describe how to submit a normal backup job. For information about submitting staging and deduplication backup jobs, see "Backing up Data."

### To back up the Active Directory

1. Open the Backup Manager Window and click the Start tab.

The Backup job types display.

2. Click Normal backup to specify a normal backup job.

**Note:** For more information about the types of backup jobs, see the "Backing up Data."

Click the Source tab.

The backup source directory tree displays.

3. Browse to the computer that you want to back up.

Expand the volumes contained by the server and display the System State object.

Click the check box next to System State.

**Note:** The Backup Manager prevents you from selecting only the Active Directory.

4. Click the Schedule tab to define when and how frequently you want to back up the System State.

**Note:** For information about scheduling jobs, see "Customizing Jobs."

5. Click the Destination tab.

The available Device Groups display in the directory tree.

6. Select the Device Group where you want to store the backup data.

7. Click Options on the toolbar to define backup options for the job.

**Note:** For information about backup options, see "Backing up Data."

8. Click Submit on the toolbar to submit the job.

The job is submitted.

## Restore Active Directory Objects

CA ARCserve Backup lets you restore the Active Directory at object level granularity. However, before you can restore Active Directory objects, you must back up the Active Directory as part of the computer's System State.

The process of recovering Active Directory objects consists of two phases:

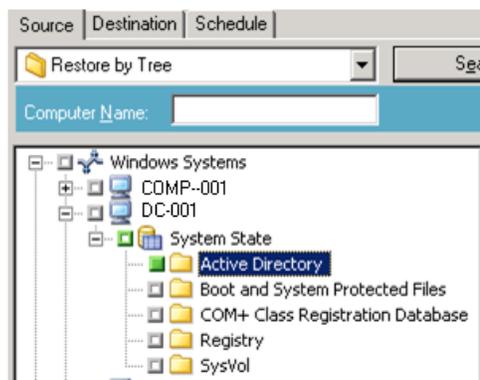
- Restore the Active Directory backup data to an alternate location using the Restore Manager. The alternate location should reside on the server where the System State was backed up.
- Recover the Active Directory object to the current Active Directory using the CA Active Directory Object Level Restore utility.

Restoring the Active Directory to its original location restores all of the objects contained in the Active Directory. The process for restoring the Active Directory to its original location is the same that of restoring files, directories, and so on. For more information, see "Restoring Data."

### To restore Active Directory objects

1. Open the Restore Manager window, click Source, and expand the server and System State containing the Active Directory that you want to restore.

Click the check box next to Active Directory as illustrated by the following screen:



- Click the Destination tab.

Clear the checkmark from Restore files to their original location(s).

In the location field, specify a path to an alternative location.

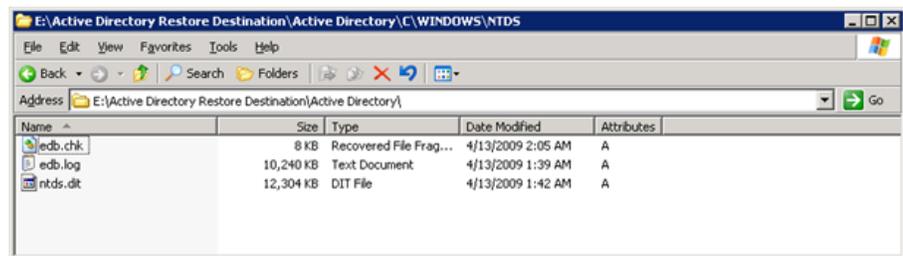
**Example:**

\\172.31.255.254E:\Active Directory Restore Destination

Click Submit on the toolbar to submit the job.

Complete the required fields on the Submit dialog and click OK.

After the restore is complete, the recovered data appears in the alternate location.



- (Optional) To restore the Active Directory to an alternative server, copy the files from the restore destination that you specified in the previous step to the alternative server.

**Note:** The best practice is to specify an alternative directory on the server where you are restoring the Active Directory. However, if you must restore the Active Directory to an alternative server, you can copy the restored Active Directory files from the alternative server to the source server or any other domain controller that is in the same domain as the source server. The restrictions on this capability are as follows:

- The Client Agent for Windows must be installed on the alternative server.
- The operating system running on the alternative server must be the same version, release, and service pack as that of the server from which the backup was taken.

- Log in to the Domain Controller server containing the restored, or copied, Active Directory data.

Open ARCserve Backup Agent Admin by doing the following:

From the Windows Start menu, select All Programs, CA, ARCserve Backup, and click ARCserve Backup Agent Admin.

ARCserve Backup Agent Admin opens.

**Note:** To open the ARCserve Backup Agent Admin, you must be logged in to the server using an account that has Domain Administrative privileges.

5. From the Options menu on the ARCserve Backup Agent Admin dialog, click AD Object Level Restore Utility.

The CA Active Directory Object Level Restore dialog opens.

6. Click Open on the CA Active Directory Object Level Restore utility.

The Open Active Directory Files dialog opens. The Active Directory backup restore points appear in the restore points list.

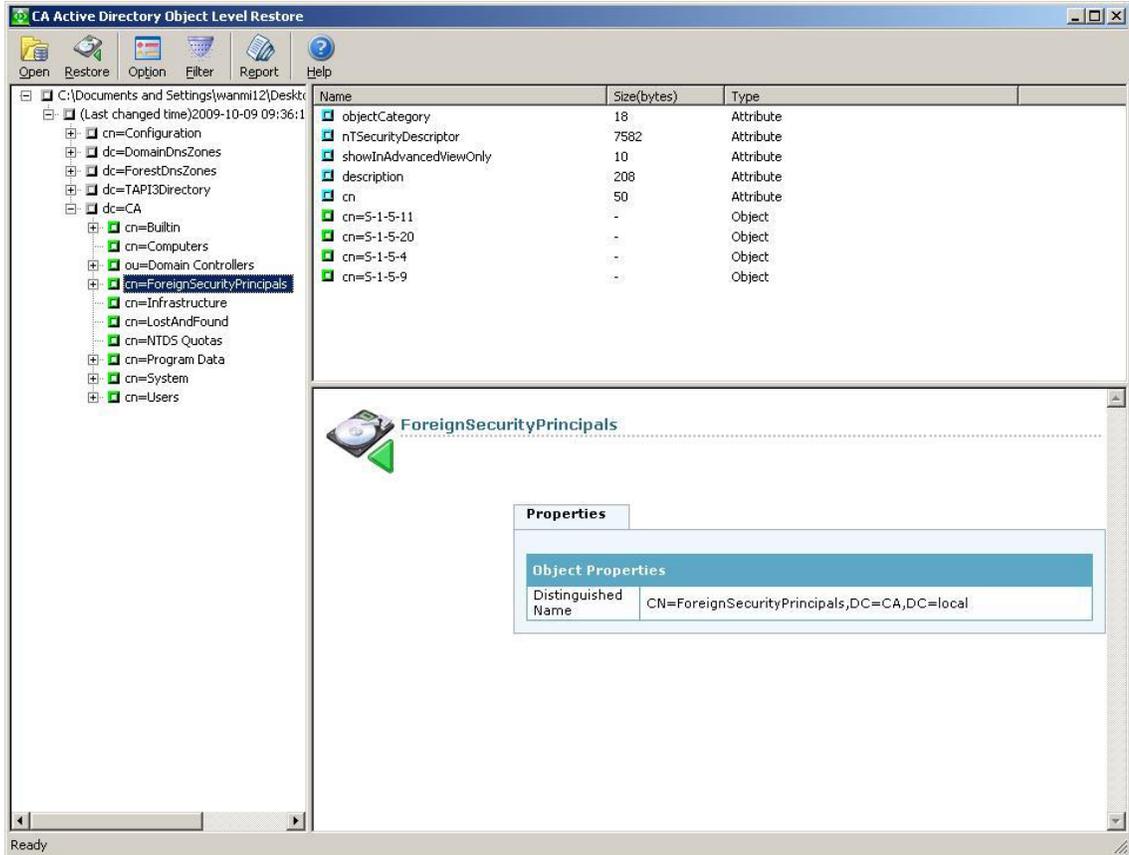
(Optional) Click the ellipsis to browse for more restore points.

Select a restore point and click OK.

CA ARCserve Backup populates the CA Active Directory Object Level Restore dialog with the Active Directory objects as illustrated by the following window.

- **Left pane**--Lets you view all objects included in the selected Active Directory ntds.dit database file.
- **Right pane**--Lets you view the attributes and child objects related to the item selected in the left pane.

**Note:** CA ARCserve Backup lets you restore only the Active Directory Objects that appear in the CA Active Directory Object Level Restore dialog. CA ARCserve Backup cannot restore system related objects.



7. (Optional) Click Option on the toolbar to open the Restore Options dialog.

CA ARCserve Backup lets you filter the active directory objects that you want to restore and specify a log level for the restore operation.

- a. Specify the restore options that you require:
  - **Restore Renamed Objects**--Lets you restore objects that were renamed in the current Active Directory.
  - **Restore Moved Objects**--Lets you restore objects that were moved to a different location in the current Active Directory.
  - **Restore Permanently Deleted Objects**--Lets you restore objects that were deleted permanently from the current Active Directory.

- b. Specify the log level options that you require:
  - **Log Level**--Lets you specify the level of details that you require in the debug log.

**Default value:** 0

**Range:** 0 to 3

0--Prints error messages to the log files.

1--Prints error and warning messages to the log files.

2--Prints error, warning, and information messages to the log files.

3--Prints error, warning, information, and debug messages to the log files.

**Note:** Level 3 is the highest level of logging details. If you encounter problems restoring active directory files, you should specify level 3 and then send the log files to CA Support.

The Active Directory restore process generates the following log files:

- adrestorew.log
- CadRestore.exe.trc

CA ARCserve Backup stores the log files in the following directory:

C:\Program Files\CA\ARCserve Backup Client Agent for Windows

Click OK to close the Restore Options dialog.

8. (Optional) Click Filter on the toolbar to open the Filter Settings dialog.

**Note:** The best practice is to use filters when you are searching for a specific object.

Specify one of the following filter settings:

- **Show all types of objects**--Lets you display all objects in the Active Directory Object Restore dialog.

(Optional) To limit the number of child nodes, click Maximum number nodes under each parent nodes and specify a limit in the text box.

- **Show only the following types of objects**--Lets you display only objects of a particular type in the Active Directory Object Restore dialog.
- **Show only the following named objects**--Lets you display only objects with a particular name in the Active Directory Object Restore dialog.

**Note:** The Active Directory for a computer can contain a large number of objects. The best practice is to filter the objects using the Show only the following named objects filter and specify the name of the object that you want to restore.

Click OK to close the Filter Settings dialog.

9. From the Active Directory Object Restore dialog, expand the Active Directory tree and click the check box next to the objects that you want to restore.

Click Restore on the toolbar to restore the specified objects.

CA ARCserve Backup restores the Active Directory objects to the current Active Directory.

After the restore is complete the Restore Status message box opens.

**Note:** The Restore Status messages box describes the outcome of the job.

10. Click OK to close the message box.

The Active Directory objects are restored.

11. (Optional) Click Report on the toolbar to check the status of the restore.

**Note:** You may want to view the Job Report if CA ARCserve Backup reports that it could not restore the objects.

## Repair Microsoft Exchange Server 2010 Mailboxes After Recovering the Active Directory

**Valid on Windows platforms running Microsoft Exchange Server 2010.**

### **Symptom:**

The Recipient Type attribute for Microsoft Exchange Server 2010 user accounts appears as Legacy Mailbox instead of User Mailbox after you recover the Active Directory using CA Active Directory Object Level Restore Utility. In addition, the recovered user accounts are disabled after the recovery is complete.

### **Solution:**

This behavior occurs because Microsoft Exchange Server 2010 user accounts contain attributes relating to the Recipient Type that the CA Active Directory Object Level Restore utility cannot recover. As a result the Recipient Type appears as Legacy Mailbox instead of User Mailbox.

To remedy this problem, do the following:

1. Recover the Active Directory using the [CA Active Directory Object Level Restore utility](#) (see page 542).
2. Log in to the Microsoft Exchange Server 2010 system.
3. Open Windows PowerShell.
4. Execute the following command:

```
Set-Mailbox -id [username or mailbox alias] 'ApplyMandatoryProperties'
```

## Reset Microsoft Exchange Server User Passwords After Recovering the Active Directory

CA ARCserve Backup lets you recover the Active Directory on domain controller servers. Although the Active Directory contains data that relates to Windows user accounts, Windows does not store the passwords for user accounts in the Active Directory. As such, the Active Directory recovery process does not let you restore user passwords. Use the following guidelines for resetting user passwords after you recover the Active Directory:

- If the user account was present in the Active Directory before recovered the Active Directory, you do not need to reset the password for the user account.
- If the user account was not present in the Active Directory (for example, deleted), you must reset the password for the user account.

## Install and Uninstall CA ARCserve Backup Server Based Options

From a primary and stand-alone CA ARCserve Backup server, you can use the Server Admin to install and uninstall the following CA ARCserve Backup options:

- CA ARCserve Backup Central Management Option
- CA ARCserve Backup Tape Library Option
- CA ARCserve Backup Storage Area Network (SAN) Option

Before you install and uninstall CA ARCserve Backup server based options, the following considerations apply:

- You can install and uninstall options only on a primary or stand-alone CA ARCserve Backup server.
- The CA ARCserve Backup options that display in the Install/Uninstall Options dialog will vary depending on the type of CA ARCserve Backup server you are configuring.
- If you are installing server based options, ensure that all external devices (for example, libraries) are connected to the primary servers, member servers, and the SAN in your environment. CA ARCserve Backup automatically detects supported devices and configures them for use automatically when the tape engine starts.

You must manually configure devices that CA ARCserve Backup does not automatically detect.

### To install and uninstall CA ARCserve Backup server based options

1. From the Quick Start menu in the Navigation Bar on the Home Page, click Server Admin.

The Server Admin opens.

2. Expand the domain directory tree and click the primary or stand-alone server where you want to install or uninstall options.

The domain directory tree is illustrated by the following:



3. Right-click the server where you want to install and uninstall options and select Install/Uninstall Options from the pop-up menu.

The Install/Uninstall Options dialog opens.

4. From the Product Name list on the Install/Uninstall Options dialog, place a check mark next to the options that you want to install and clear the check mark next to the options that you want to uninstall.
5. Click OK and follow the on-screen instructions to complete the installation, uninstallation, or both.

## CA ARCserve Backup Agent Deployment

CA ARCserve Backup Agent Deployment is a wizard-like application that lets you install and upgrade a collection of CA ARCserve Backup agents on multiple remote hosts simultaneously. Agent Deployment was designed to help you ensure that you are running the most current version of a select group of CA ARCserve Backup agents in your backup environment.

Agent Deployment requires installation files that you can install on the CA ARCserve Backup server. This eliminates the need to provide the CA ARCserve Backup installation media when you run Agent Deployment. However, Agent Deployment requires approximately 1.3 GB of hard disk space, and can significantly increase the length of time required to install CA ARCserve Backup. To eliminate the need to provide the installation media, you must explicitly select Agent Deployment Setup Files when you install CA ARCserve Backup.

The list that follows describes the methods that you can use to deploy agents on remote hosts:

- **Automatic upgrade**--Lets you upgrade agents on remote hosts that previously communicated with the CA ARCserve Backup server. Agent Deployment automatically detects the agents running on remote hosts that are registered to the CA ARCserve Backup server and lets you upgrade the agents to this release. This method ensures that all agents running in your CA ARCserve Backup environment are the same release as the CA ARCserve Backup server.

**Note:** Using Automatic upgrade you cannot manually specify remote agent host names.

Using this method, you can deploy the agents and components that follow:

- CA ARCserve Backup Agent for Microsoft Exchange Server
- CA ARCserve Backup Agent for Microsoft SQL Server
- CA ARCserve Backup Agent for Microsoft SharePoint Server
- CA ARCserve Backup Agent for Open Files
- CA ARCserve Backup Agent for Oracle
- CA ARCserve Backup Agent for Virtual Machines
- CA ARCserve Backup Client Agent for Windows
- CA ARCserve Backup Diagnostic Utilities

**Note:** For information about how to deploy agents to remote hosts using Automatic upgrade see [Deploy Agents to Remote Hosts Using Automatic Upgrade](#) (see page 554).

- **Custom deployment**--Lets you install agents and upgrade agents on any remote host. Hosts of this type may or may not have a previous version of an agent installed.

Using this method, you can deploy the agents and components that follow:

- CA ARCserve Backup Agent for Microsoft Exchange Server
- CA ARCserve Backup Agent for Open Files
- CA ARCserve Backup Agent for Virtual Machines
- CA ARCserve Backup Client Agent for Windows
- CA ARCserve Backup Diagnostic Utilities

**Note:** For information about how to deploy agents to remote hosts using Custom deployment, see [Deploy Agents to Remote Hosts Using Custom Deployment](#) (see page 556).

- **Virtual Machine deployment**--Lets you install agents and upgrade agents on any VM. The target VMs may or may not have a previous version of an agent installed.

Using this method you can deploy the agents and components that follow:

- CA ARCserve Backup Agent for Open Files
- CA ARCserve Backup Agent for Virtual Machines
- CA ARCserve Backup Client Agent for Windows
- CA ARCserve Backup Diagnostic Utilities

**Note:** For information about how to deploy agents to remote hosts using Custom installation, see [Deploy Agents to VMs Using Virtual Machine Deployment](#) (see page 560).

Review the considerations that follow before you use Agent Deployment:

- Agent Deployment lets you deploy the CA ARCserve Backup products that follow:
  - CA ARCserve Backup Agent for Microsoft Exchange Server
  - CA ARCserve Backup Agent for Microsoft SQL Server
  - CA ARCserve Backup Agent for Microsoft SharePoint Server
  - CA ARCserve Backup Agent for Open Files
  - CA ARCserve Backup Agent for Oracle
  - CA ARCserve Backup Agent for Virtual Machines
  - CA ARCserve Backup Client Agent for Windows
  - CA ARCserve Backup Diagnostic Utilities

**Note:** If Agent Deployment detects an agent on the remote host that not listed above, Agent Deployment terminates.

- You should not use Agent Deployment to install the Agent for Microsoft Exchange Server on Exchange Client Access Servers and Hub Transport Servers.
- Agent Deployment requires you to specify the host names of the target systems. CA ARCserve Backup does not support specifying IP addresses when you are deploying agents to remote systems.
- Agent Deployment installs the agents into their default installation path. For example, Agent Deployment installs or upgrades the Client Agent for Windows in the path that follows (x86 systems):  

```
C:\Program Files\CA\ARCserve Backup Client Agent for Windows
```
- You must log in to your computer with an administrative account or an account with administrative privileges to deploy agents to remote hosts.

- You should ensure that the administrative share on the remote hosts (for example, C\$, Admin\$, and so on) is accessible from the server that pushes the agents.
- You should ensure that the firewall exception rule for File and Printing Service on the remote hosts is enabled. You must complete this task on Windows Server 2008 systems because, by default, Windows Server 2008 firewall policy blocks File and Printing Service communication.
- To prevent the Windows firewall from blocking File and Print Sharing communication, you should use Domain level group policy to enable an exception to File and Print Sharing communication on all servers in your backup environment.
- You must disable simple file sharing on Windows XP systems to ensure that you can successfully install agents on remote hosts. Use the steps that follow to disable simple file sharing on remote hosts:
  1. Log in to the remote Windows XP host system.

Double-click My Computer on the desktop.

My Computer opens.
  2. Click Folder Options on the Tools menu.

The Folder Options dialog opens.
  3. Click the View tab.

Locate Use simple file sharing (recommended).

Clear the check box next to Use simple file sharing (recommended) and click OK.

Simple file sharing is disabled.

## Deploy Agents to Remote Hosts Using Automatic Upgrade

CA ARCserve Backup Agent Deployment lets you install and upgrade CA ARCserve Backup agents on remote hosts. Automatic upgrade lets you deploy agents to detected hosts with agents that require an upgrade to this release. This method helps to ensure that all agents running in your CA ARCserve Backup environment are the same release number as the CA ARCserve Backup server.

The automatic upgrade method must detect an agent from a previous release installed on the target host to upgrade the agent to this release. If the automatic upgrade method does not detect an agent from a previous release installed on the target system, you must use the Custom deployment method to install the agents on the target system.

### **To deploy CA ARCserve Backup agents to remote hosts using Automatic upgrade**

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start Menu select Administration and click Agent Deployment.

CA ARCserve Backup Agent Deployment starts and the Login Server dialog opens.

2. Complete the required fields on the Login Server dialog and click Next.

The Methods dialog opens.

3. From the Methods dialog, click Automatic upgrade and click Next.

The Components dialog opens displays a list of hosts detected by Agent Deployment that are running CA ARCserve Backup agents from a previous release.

4. Click Next.

The Host Information dialog opens and populates the Hosts and Credentials list with the host names, user names, and passwords for the detected hosts.



7. From the Setup Summary dialog, verify the components and the host names specified.

Click Next.

The Installation Status dialog opens.

8. From the Installation Status dialog, click Install.

Agent Deployment installs or upgrades the CA ARCserve Backup agents on the specified hosts.

After all upgrades are complete, the Installation Report dialog opens.

Click Next.

9. From the Restart dialog, click the check box next to the remote host that you want to restart now.

Optionally, you can click the All check box to restart all remote hosts now.

Click Restart.

Agent Deployment restarts all remote hosts now.

**Note:** If you want to create a list of remote hosts that require a restart, click Export Restart Report.

10. After the Status field for all remote hosts displays complete, click Finish.

The CA ARCserve Backup agents are deployed on the remote hosts.

**More information:**

[CA ARCserve Backup Agent Deployment](#) (see page 550)

[Deploy Agents to Remote Hosts Using Custom Deployment](#) (see page 556)

## Deploy Agents to Remote Hosts Using Custom Deployment

CA ARCserve Backup Agent Deployment lets you install and upgrade CA ARCserve Backup agents on remote hosts. Custom deployment lets you specify the agents that you want to install and upgrade on remote hosts. This method helps to ensure that all agents running in your CA ARCserve Backup environment are the same release number as the CA ARCserve Backup server.

### To deploy CA ARCserve Backup agents to remote hosts using Custom deployment

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start Menu select Administration and click Agent Deployment.

CA ARCserve Backup Agent Deployment starts and the Login Server dialog opens.

2. Complete the required fields on the Login Server dialog and click Next.

The Methods dialog opens.

3. From the Methods dialog, click Custom installation and click Next.

The Components dialog opens.

4. From the Components dialog, select the agents that you want to install on all remote hosts and click Next.

The Host Information dialog opens.

5. Specify the names of remote hosts by doing one of the following:

- Click Import to import a list of remote hosts from a text file.

**Note:** The host names must be separated the new line delimiter. You can import multiple text files, however, the total number of remote hosts must be less than or equal to 1000.

After the host names appear in the Host column, continue to the next step.

- Specify the remote host name in the Host Name field and click Add.

Repeat this step as necessary until all required host names appear in the Host column.

After the host names appear in the Host column, continue to the next step.

**Note:** You can specify up to 1000 remote hosts. To deploy agents to more than 1000 remote hosts, you can restart Agent Deployment and repeat this task, or, run Agent Deployment from an alternate CA ARCserve Backup primary server or stand-alone server.

6. Specify the user name and password for the remote hosts by doing the following:
  - a. Click the UserName field (next to the host name) and specify the user name using the following format:  
`<domain>\<user name>`
  - b. Click the Password field and specify the corresponding password.
  - c. Repeat this step as required until you specify the user name and password for all remote hosts.

Optionally, if the user name and password are the same for all remote hosts, specify the user name in the User field (`<domain>\<user name>`), specify the password in the Password field, ensure that all the check boxes are checked, and then click Apply Credentials.

The user name and the password are applied to all remote hosts in the list.

**Note:** To remove a host from the Host and Credentials list, click the check box next to the host that you want to remove and click Remove.

Click Next to continue.

Agent Deployment validates the host name, user name, and password specified for all specified hosts. If Agent Deployment does not detect an authentication error, pending appears in the Status field. If Agent Deployment detects an authentication error, Failed appears in the Status field. Click Failed to discover the reason for the error. You must correct all Failed messages continue.

Click Next.

7. After the Status field for all hosts displays Pending or Verified, click Next.  
The Setup Summary dialog opens.
8. From the Setup Summary dialog, verify the components and the host names specified.  
Click Next.  
The Installation Status dialog opens.

9. From the Installation Status dialog, click Install.

Agent Deployment installs or upgrades the CA ARCserve Backup agents on the specified hosts.

After all installations and upgrades are complete, the Installation Report dialog opens.

10. Do one of the following:

- If there are remote hosts that require a restart, click Next.

The Restart dialog opens to identify the remote hosts that require a restart.

Click Restart.

Continue to the next step.

- If there are no remote hosts that require a restart, click Finish to complete this task.

11. From the Restart dialog, click the check box next to the remote host that you want to restart now.

Optionally, you can click the All check box to restart all remote hosts now.

Click Restart.

Agent Deployment restarts all remote hosts now.

**Note:** If you want to create a list of remote hosts that require a restart, click Export Restart Report.

12. After the Status field for all remote hosts displays complete, click Finish.

The CA ARCserve Backup agents are deployed on the remote hosts.

**More information:**

[CA ARCserve Backup Agent Deployment](#) (see page 550)

[Deploy Agents to Remote Hosts Using Automatic Upgrade](#) (see page 554)

## Deploy Agents to VMs Using Virtual Machine Deployment

CA ARCserve Backup Agent Deployment lets you install and upgrade CA ARCserve Backup agents on local or remote VMs. The virtual machine deployment method lets you specify the agents that you want to install and upgrade on local or remote VMs. This method helps to ensure that all agents running on the VMs in your CA ARCserve Backup environment are the same release number as the CA ARCserve Backup server.

Be aware of the considerations that follow:

- To install or upgrade an agent on a VM, the VM must be powered on.
- Agent Deployment installs or upgrades agents on all VMs that reside in the ESX/ESXi Server system and the Hyper-V host system.

### **To deploy CA ARCserve Backup agents to VMs using Virtual Machine deployment**

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start Menu, select Administration and click Agent Deployment.  
CA ARCserve Backup Agent Deployment starts and the Login Server dialog opens.
2. Complete the required fields on the Login Server dialog and click Next.  
The Methods dialog opens.
3. From the Methods dialog, select Virtual Machine deployment and click Next.  
The Components dialog opens.
4. From the Components dialog, select the agents that you want to install on all remote hosts and click Next.  
The Host Information dialog opens.

5. Specify the names of remote hosts that contain the VMs by doing one of the following:
    - Click Import to import a list of remote hosts from a text file.

**Note:** The host names must be separated the new line delimiter. You can import multiple text files, however, the total number of remote hosts must be less than or equal to 1000.

After the host names appear in the Host column, continue to the next step.
    - Click Refresh to import the existing VMs from the CA ARCserve Backup database.

After the host names appear in the Host column, continue to the next step.
    - Specify the remote host name in the Host Name field and click Add.

**Note:** Repeat this step as necessary until all required host names appear in the Host column.

After the host names appear in the Host column, continue to the next step.
- Note:** You can specify up to 1000 remote hosts. To deploy agents to more than 1000 remote hosts, you can restart Agent Deployment and repeat this task, or, run Agent Deployment from an alternate CA ARCserve Backup primary server or stand-alone server.

6. Specify the user name and password for the remote hosts by doing the following:
  - a. Click the UserName field (next to the host name) and specify the user name using the following format:  
`<domain>\<user name>`
  - b. Click the Password field and specify the corresponding password.
  - c. Repeat this step as required until you specify the user name and password for all remote hosts.

Optionally, if the user name and password are the same for all remote hosts, specify the user name in the User field (`<domain>\<user name>`), specify the password in the Password field, ensure that all the check boxes are checked, and then click Apply Credentials.

The user name and the password are applied to all remote hosts in the list.

**Note:** To remove a host from the Host and Credentials list, click the check box next to the host that you want to remove and click Remove.

Click Next to continue.

Agent Deployment validates the host name, user name, and password specified for all specified hosts. If Agent Deployment does not detect an authentication error, pending appears in the Status field. If Agent Deployment detects an authentication error, Failed appears in the Status field. Click Failed to discover the reason for the error. You must correct all Failed messages continue.

Click Next.

7. After the Status field for all hosts displays Pending or Verified, click Next.

The Setup Summary dialog opens.

8. From the Setup Summary dialog, verify the components and the host names specified.

Click Next.

The Installation Status dialog opens.

9. From the Installation Status dialog, click Install.

Agent Deployment installs or upgrades the CA ARCserve Backup agents on the specified hosts.

After all installations and upgrades are complete, the Installation Report dialog opens.
10. Do one of the following:
  - If there are remote hosts that require a restart, click Next.

The Restart dialog opens to identify the remote hosts that require a restart.

Click Restart.

Continue to the next step.
  - If there are no remote hosts that require a restart, click Finish to complete this task.
11. From the Restart dialog, click the check box next to the remote host that you want to restart now.

Optionally, you can click the All check box to restart all remote hosts now.

Click Restart.

Agent Deployment restarts all remote hosts now.

**Note:** If you want to create a list of remote hosts that require a restart, click Export Restart Report.
12. After the Status field for all remote hosts displays complete, click Finish.

The CA ARCserve Backup agents are deployed on the VMs.

## Discovery Configuration

Discovery Configuration is a service that you can use to periodically discover computers in your network for newly added or upgraded CA ARCserve Backup software. A Discovery server runs as a background process that collects information from all other Discovery servers installed with CA products across the corporate network.

Discovery Configuration allows you to distribute discovered network target information to remote servers. This capability allows administrators to decrease network traffic load created by Discovery servers to discover Windows domains or IP subnet addresses.

The Discovery Configuration allows you to perform the following tasks:

- Start or stop the discovery service
- Distribute tables with discovered network targets
- Add, remove or modify information in any of the three tables created by Discovery Configuration (IP subnets, IP subnet masks, and Windows domains)
- Set or modify Discovery Configuration parameters

You can open the Discovery Configuration at the command line or from Windows Explorer:

- **Command line**--Start dsconfig.exe from the following directory:

C:\Program Files\CA\SharedComponents\ARCserve Backup\CADS

- **Windows Explorer**--Double-click dsconfig.exe located in the CA ARCserve Backup Shared Components directory. For example:

C:\Program Files\CA\SharedComponents\ARCserve Backup\CADS

**Note:** See the online help for procedures on how to start or stop the service or distribute tables with discovered network targets.

## How the Discovery Service Detects Other Computers

A Discovery server is implemented as a Windows service. As soon as a Discovery server starts, it enumerates the list of products to create a behavior mask. Based on this mask, the Discovery server initializes the following required components:

- The Listen/Serialize component is initialized first and starts listening on a particular port (or Mailslot) for incoming packets (messages) from other Discovery servers. When a message is received, the Discovery server writes data (if any) into the repository (registry, for example) and then notifies the Query/Advertise component.
- The Query/Advertise component sends the message received from the Listen/Serialize component, (prepared with the product's list) directly to the Discovery server, which requested the data. The Query/Advertise component can also send messages as a broadcast message to the selected network targets (the list of IP Subnets or Windows Domains) if it is scheduled or initiated manually. It does this in order to query other Discovery servers across the network, and advertise its own list of CA ARCserve Backup products.

## Discovery Service Configuration Options

You can specify the transport protocol used to broadcast queries by choosing configuration options that meet your needs. Select the Configuration button in the Discovery Configuration.

In the Network tab, you can choose the protocols to discover and define the TCP/IP subnet sweep. Choose to enable discovery of CA ARCserve Backup products if you want the discovery service to broadcast queries repeatedly with a specified interval.

Choose to enable network discovery if you want the Discovery server to run a process of discovering new Windows domains and IP subnets. By default, the Discovery server runs this process only when the discovery service is restarted. You can also modify the interval, depending on how dynamic your network environment is.

**Note:** It is not recommended that this option be run at all times because it continually broadcasts queries which can increase network traffic.

You can direct the Discovery Configuration application to clean its tables as the Discovery service starts. Discovery tables store information about computers with a CA ARCserve Backup product installed. When you enable this option, the Discovery service purges the data from its tables, discovers computers with a CA ARCserve Backup product installed, and then updates the tables with current, accurate data.

**Important!** The Clean Up Discovery Table on Startup option is enabled by default. If you disable this option and uninstall CA ARCserve Backup applications from systems from your environment, the details about these computers will remain in the tables when the Discovery service restarts.

## Discovery Configuration Dialog

You can use the Discovery Configuration dialog to perform the following tasks:

- Specify the transport protocol used to broadcast queries.
- Enable Discovery of CA ARCserve Backup Products allows the Discovery Service (DS) to broadcast queries repeatedly, with a specified interval.

It is not recommended that this be run at all times because it continually broadcasts queries which could increase network traffic.

- Enable Network Discovery allows the DS to run a process of discovering new Windows domains and IP Subnets.

By default, the DS runs this process only when the Discovery Service is restarted. You can also modify the interval, depending on how dynamic your network environment is.

### **Network Tab**

Use the Network tab to configure the following options:

- Specify the Protocols used to Discover.
- Specify the Protocols used to Reply.
- Enable Discovery of CA ARCserve Backup Products.
- Enable Discovery using TCP/IP Subnet Sweep.
- Enable Network Discovery and specify the time interval.
- Specify CA ARCserve Backup NetWare discovery settings.
- Direct the Discovery Service to clean the discovery tables on startup .

### **Adapters Tab**

- Select IP address to Run Discovery.

## **IP Subnets/Windows Domains Discovery**

In order to query and advertise, the Discovery Configuration needs the list of network targets to broadcast. For example, you might want to discover CA ARCserve Backup products in only one IP subnet on a TCP/IP enabled network or in a list of subnets located physically in the same country.

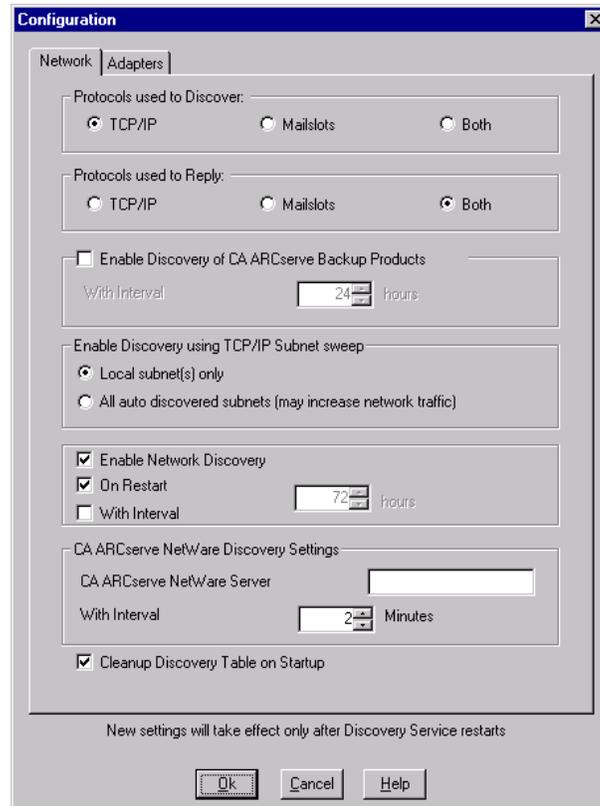
In another scenario, you might want to enumerate the entire corporate network to find all possible subnets and then filter some of them out. The discovery process runs in the background, and enumerates Windows network's resources. A list of Windows domains for subsequent Mailslot broadcasting or a listing of IP subnets for UDP broadcasting is created.

**Note:** This process may take some time, depending on the size of your network. It is recommended that the IP subnets and domains discovery be run during a time of minimum network traffic.

For information on starting and stopping the discovery service, see the online help.

## Enable Discovery Using TCP/IP Subnet Sweep

You can configure to use a local or remote subnet sweep. The default setting is for a local subnet.



The discovery service broadcasts and retrieves all the information of the local subnet machines as well as manually-defined subnets and manually-defined machines.

### To enable add a machine name (IP address) manually

1. Start Discovery and click the Add button on the Windows Domain tab.
2. Enter the IP address of the machine and click OK.

The discovery service can then ping, publish, and return a product list from the specified machine.

**Note:** You can limit the discovery range by disabling any auto-discovered machine or Windows domain, which can reduce network traffic. Check the Disable box for an existing machine or Windows domain.

**To add a remote subnet**

1. Start Discovery and click the Add button on the Subnet tab.

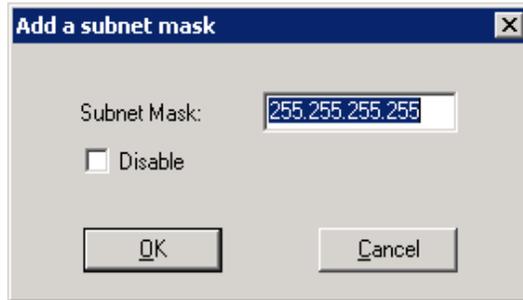
The Add a Subnet dialog opens.

2. Enter the Subnet and Subnet Mask and click OK.

This enables the discovery service publish its product list to each machine to the specific subnet and also return product information for every machine in this subnet.

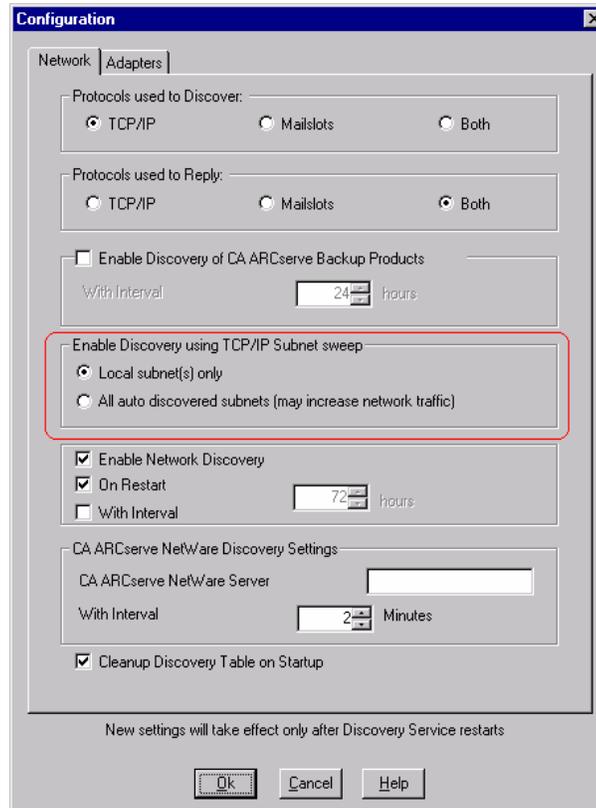
**Note:** You can limit the discovery range by disabling any auto-discovered machine or Windows domain, which can reduce network traffic. Check the Disable box for an existing machine or Windows domain.

If specific subnets use a different subnet mask you can add a subnet mask manually by starting Discovery and clicking the Add button on the Subnet Mask tab. The Add a Subnet Mask dialog opens as shown in the following example:



If you choose to perform an auto discovery, the discovery service will ping and publish a product list to each machine in each subnet listed in the Discovery Configuration Subnet tab and retrieve the product information from the remote machine.

3. To do this, start Discovery and click the Configure button on the Summary tab. The Configuration dialog opens as shown in the following example:



The Discovery server initiates an IP address sweep for remote subnets by using the auto-discovered subnets, subnet masks, machine, or Windows domains along with the manually-configured subnets, subnet masks, machines or Windows domains. Selecting this option may increase network traffic and can take a considerable amount of time to complete, depending on the size of your network. We recommend that you run this option during a time of minimum network traffic.

**Note:** If you choose to discover CA ARCserve Backup products in remote subnets, the discovery service does not rely on a UDP broadcast to locate remote instances. You need to know the size of the subnet and range of IP addresses using a subnet mask.

## Discovery Configuration for the SAN Option

The Discovery service configuration for servers in a SAN environment require additional modifications in order for all servers to be discovered. To ensure that all SAN servers are enabled for discovery, one of the following options are available:

- Select the "All auto discovered subnets (may increase network traffic)" option in the Enable Discovery using TCP/IP Subnet sweep field in the Configuration dialog.
- Add other remote SAN machine names/IP addresses by accessing the Windows Domain tab.

**Note:** The configuration for each remote SAN server must be consistent to ensure accurate discovery. If you only configure one SAN server, other servers may still fail in discovery.

## Discover Client Agent Systems with Non-default IP Addresses

If you select a non-default IP address for a client agent node, you must perform the following procedure to update the IP address to the new address, to allow you to add machines using Add/Import/Export Nodes.

### To discover client agent systems with non-default IP addresses

1. On the agent machine, restart the discovery service using dsconfig.exe.
2. From the Backup Manager of the base server, delete the old machine object.
3. Click Add/Import/Export Nodes and add or import the nodes that you require.



**Note:** For more information, see [Add, Import, and Export Nodes Using the User Interface](#) (see page 329).

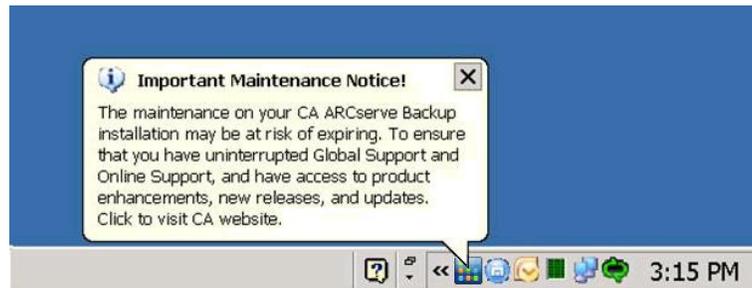
4. If you have a scheduled job in the queue, delete that job and recreate it to ensure that it runs properly.

## CA ARCserve Backup Maintenance Notifications

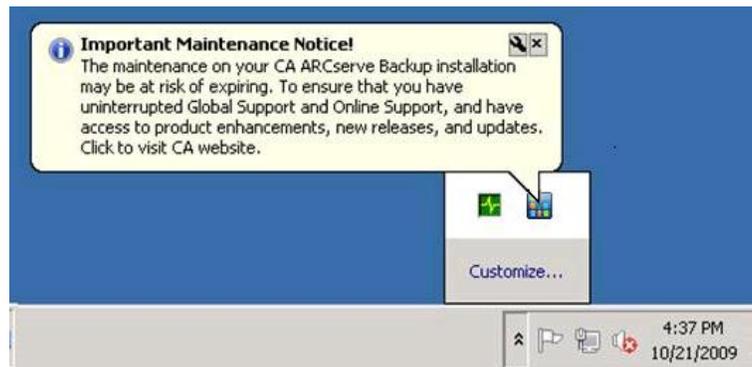
CA ARCserve Backup displays a maintenance notification message near the Windows system tray to help ensure that you are running the most current version of CA ARCserve Backup. The maintenance notification message appears nine months after you install or update CA ARCserve Backup.

The maintenance notification message appears near the Windows system tray area of your computer's desktop, as illustrated by the following screens.

- Windows Server 2003 systems:



- Windows Server 2008 systems:



### Maintenance Options

- **Update your CA ARCserve Backup maintenance contract**--To update CA ARCserve Backup, click the maintenance notification message.

After you click the maintenance notification message, the CA ARCserve Backup, CA Maintenance Program web site opens. The CA Maintenance Program web site lets you obtain product enhancements and updates, and install new releases of CA ARCserve Backup.

Nine months after you install CA ARCserve Backup, the maintenance notification message and the ARCserve tray icon open and close in 30-day intervals until you update your CA ARCserve Backup maintenance contract.

**Note:** Twelve months after you install CA ARCserve Backup, the maintenance messages open and close in six month intervals.

- **Do not update your CA ARCserve Backup maintenance contract**--If you do not wish to update CA ARCserve Backup at this time, click the X in the upper left-hand corner of the maintenance notification message to close the message. If you do not want to receive the messages, you must [disable](#) (see page 572) maintenance notification messages.

### Alert Options

CA ARCserve Backup lets you [disable](#) (see page 572) and [enable](#) (see page 573) the maintenance notification message using the CA ARCserve Backup icon located in the Windows system tray.

## Disable Maintenance Notification Messages

CA ARCserve Backup lets you disable the maintenance notification message that appears near the Window systems tray.

### To disable the maintenance notification message

1. From the Windows system, right-click the CA ARCserve Backup icon Disable Alert from the pop-up menu.



The maintenance notification message is disabled.

## Enable Maintenance Notification Messages

CA ARCserve Backup lets you enable the maintenance notification message that appears near the Windows systems tray, if it is currently disabled.

### To enable maintenance notification messages

1. Open Windows Registry Editor and browse to the following registry key:

- **x86 platforms:**

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve
Backup\Base\Admin\MessageEngine\MonthsPassedInLastMaintenance
```

- **x64 platforms:**

```
HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\ComputerAssociates\CA ARCserve
Backup\Base\Admin\MessageEngine\MonthsPassedInLastMaintenance
```

Right-click MonthsPassedInLastMaintenance and click Modify on the pop-up menu.

The Edit DWORD Value dialog opens.

2. In the Value Data field, specify 0 (zero).

Click OK.

Close Windows Registry Editor.

Maintenance notification messages are enabled. The CA ARCserve Backup maintenance notification icon appears in the Windows system tray when maintenance is recommended.



## Apply CA ARCserve Backup Component Licenses

CA ARCserve Backup lets you apply component licenses after you install CA ARCserve Backup. You would apply component licenses under the following scenarios:

- You installed CA ARCserve Backup components using trial licenses and you want to apply license keys to the components.
- You obtained additional licenses to support the growth of your backup environment.

### To apply CA ARCserve Backup component licenses

1. Open the CA ARCserve Backup Manager Console.

From the Help menu, click About CA ARCserve Backup.

The About CA ARCserve Backup screen opens.

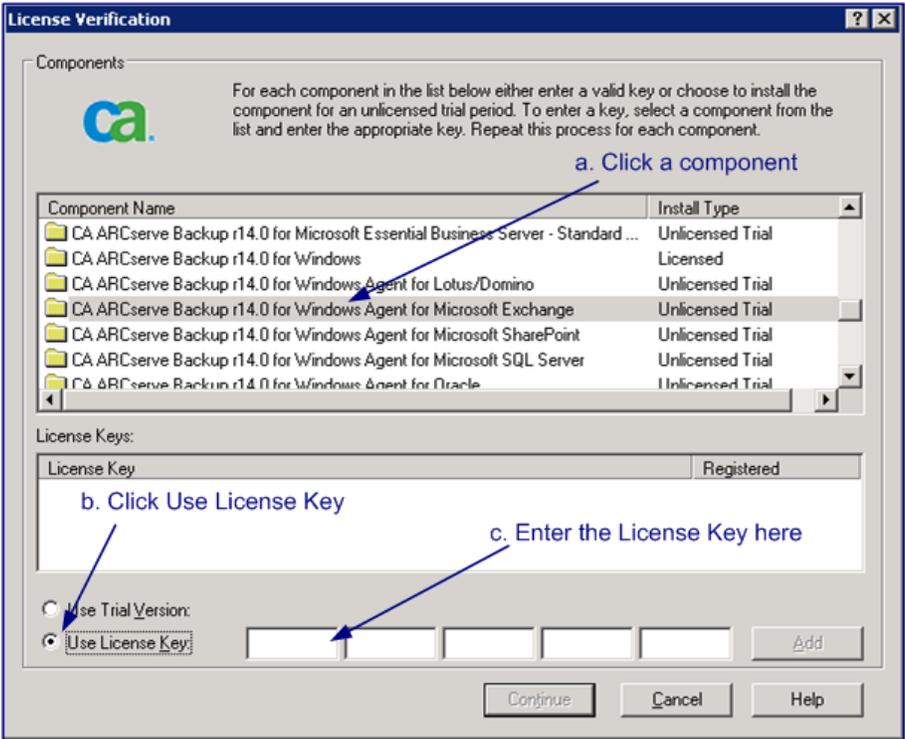
- 2. From the About CA ARCserve Backup screen, click Add/View Licenses.  
The License Verification dialog opens.

**Important!** You must always apply license keys using the License Verification dialog.

The list box on the License Verification dialog displays the Component Name and the Install Type. The Install Type is Unlicensed Trial or Licensed.

- 3. From the list of components, do the following:
  - a. Click a component.
  - b. Click Use License Key.
  - c. Enter the license key in the fields provided.

The following screen illustrates the required fields:



Click Add.

**Note:** If you attempt to apply an upgrade license key to a new CA ARCserve Backup component installation, the Upgrade Verification dialog opens. You must provide the license key for your previous installation to apply your upgrade license key.

(Optional) Repeat this step to apply license keys to other CA ARCserve Backup components.

4. When you are finished, click Continue.

The License Verification dialog closes and the license keys are applied to the CA ARCserve Backup components.

## Managing Firewalls

This section contains the following topics:

[Allow CA ARCserve Backup Services and Applications to Communicate Through the Windows Firewall](#) (see page 575)

[How to Configure Your Firewall to Optimize Communication](#) (see page 576)

### Allow CA ARCserve Backup Services and Applications to Communicate Through the Windows Firewall

During the installation or upgrade process, the installation wizard configures your Windows firewall such that CA ARCserve Backup services and applications can communicate properly. The installation wizard performs the configuration task only if the Windows firewall was in the On state when you installed CA ARCserve Backup.

If the Windows firewall was in the Off state when you installed CA ARCserve Backup, and then turned on the Windows firewall at any time after you installed CA ARCserve Backup, the ARCserve services and applications will not be able to communicate through the Windows firewall.

The following procedure lets you allow CA ARCserve Backup services and applications to communicate if the Windows firewall was in the Off state when you installed CA ARCserve Backup.

#### **To allow CA ARCserve Backup services and applications to communicate through the Windows firewall**

1. Open the Windows Command Line, and change to the following directory:

```
c:\Program Files\CA\SharedComponents\ARCserve Backup\
```

2. Execute the following command:

```
setupfw.exe /INSTALL
```

CA ARCserve Backup services and applications are added to the Windows firewall exception list. CA ARCserve Backup services and applications can now communicate through the Windows firewall.

## How to Configure Your Firewall to Optimize Communication

For information about configuring firewalls to optimize CA ARCserve Backup communication, see the *Implementation Guide*.

# Chapter 8: Managing the Database and Reporting

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This section contains the following topics:

[How to Manage the Database and Reports](#) (see page 577)

[Database Manager](#) (see page 578)

[How to Protect the CA ARCserve Backup Database](#) (see page 581)

[How the Catalog Database Works](#) (see page 622)

[Using Microsoft SQL Server as the CA ARCserve Backup Database](#) (see page 630)

[Specify a CA ARCserve Backup Database Application](#) (see page 634)

[CA ARCserve Backup Logs and Reports](#) (see page 641)

[CA ARCserve Backup Diagnostic Utility](#) (see page 655)

[CA ARCserve Backup Infrastructure Visualization](#) (see page 660)

## How to Manage the Database and Reports

The CA ARCserve Backup database maintains job, media, and device information on your system. CA ARCserve Backup stores the following types of information in the database:

- Detailed information about all jobs.
- Session details for all backup jobs.
- Information about the media used for all backup jobs.
- Detailed information about each file and directory that was backed up to media when you perform a restore.

When you want to restore a specific file, the database determines which media a file is stored on.

- Detailed information about media pools and media location.

The database information is also used to generate many types of reports.

## Database Manager

The Database Manager lets you perform the following tasks:

- Track of the location of your media.
- Determine the session number of your backup.
- Determine if media should be retired.
- View log information about jobs you have run.
- Delete old records from the database.
- Visually compare the size of your database to the total available disk space.

**Note:** For Microsoft SQL Server databases, the total database size reported by the CA ARCserve Backup Database Manager is the size of the data device. You can obtain more information by browsing through the Microsoft SQL Server Enterprise Manager.

## Database Views

When you open the Database Manager, the left panel displays the following options:

- **Summary**--Space the database used on your hard disk, database type, and other settings.
- **Job Records**--Jobs processed by CA ARCserve Backup.
- **Media Records**--Media used by CA ARCserve Backup.
- **Device Records**--Devices used by CA ARCserve Backup.

## Sort Order

To change the sort order of records displayed in the Job, Media, and Device Records view, click on the field name you want to sort.

## Database Pruning

You can set CA ARCserve Backup to remove old records from the database. For more information, see the chapter "Administering the Backup Server."

## When You Should Rebuild the SQL Indexes

**Note:** This section only applies when using Microsoft SQL as the CA ARCserve Backup database.

You should rebuild the SQL Server index periodically to keep the index size manageable and at optimal performance. The best practice is to rebuild the index once or twice per month, or when the ARCserve database performs slowly.

The process of updating the SQL Server indexes can take a lot of time. If you do not have enough time to update all the indexes, you should update the key indexes: IX\_astpdat\_1, IX\_astpdat\_2, X\_astpdat\_3, K\_pathname, and PK\_filename. These indexes play an important role and affect the browsing speed in the Restore Manager and Database Manager.

For information about how to rebuild the SQL Server indexes, see the Microsoft SQL Server documentation.

## Types of Errors Reported

The following statistical information is recorded in the database:

- **Media Errors**--Indicates data corruption occurred on the media preventing the read or write operation from successfully completing.
- **Soft Read Errors**--An error occurred while reading the media. CA ARCserve Backup attempted to correct the problem in real-time. A higher number of soft read errors indicate possible defective media. Media should be replaced for any future backups.
- **Soft Write Errors**--A write error occurred during the backup. CA ARCserve Backup is correcting the media problem in real time. A high number of soft write errors indicates the media should be replaced for future backups. Make sure the drive heads are cleaned after the current backup session is completed.

## Device Error Records

If a drive has a critical error, the error log may contain some of the following information:

- **Time**--Time the error occurred.
- **Sense Info**--SCSI error code.
- **Media**--Number of media errors that occurred during the job.
- **Soft Write**--Number of soft write errors

- **Soft Read**--Number of soft read errors that occurred during the job.
- **Media Usage**--Amount of time the media was used during the job.
- **KB written**--Amount of data written to the media during the job.
- **Times Formatted**--Number of times media has been formatted.

### Last CA ARCserve Backup Database Backup Information

Every time the CA ARCserve Backup database is backed up successfully, the backup media information is retained in a series of log files labeled ASDBBackups.txt and ASDBBackups.n.txt. The log files are stored in the CA ARCserve Backup home directory.

Each of these log files contains the detail information about the complete backup history of the CA ARCserve Backup database. For example, the log files contain detail information about the following items:

**Note:** This is not an exhaustive list.

- Tape name, serial number, and sequence number
- Session GUID, session ID, session type
- Backup method (for example, full, incremental, differential)
- Backup date
- Type of database
- Path of the instance

**Note:** The log files do not contain descriptive text or comments.

CA ARCserve Backup references the log files when you need to restore the CA ARCserve Backup database because it is not in a usable state or corrupt. The CA ARCserve Backup Disaster Recovery Option and ARCserve Database Recovery Wizard reference ASDBBackups.txt to determine the media that contains the latest CA ARCserve Backup database backup data.

CA ARCserve Backup manages the log files using the following logic:

1. The information for the most recent full, incremental, and differential backup of the CA ARCserve Backup database is always stored in the file labeled ASDBBackups.txt.
2. After the second full backup of the CA ARCserve Backup database is complete, ASDBBackups.txt is renamed ASDBBackups.1.txt and then a new ASDBBackups.txt is created.
3. After the third full backup is complete, ASDBBackups.1.txt is renamed ASDBBackups.2.txt, ASDBBackups.txt is renamed ASDBBackups.1.txt and then a new ASDBBackups.txt is created.
4. The log file renaming and creating process continues until CA ARCserve Backup creates a log file named ASDBBackups.10.txt.
5. If a log file labeled ASDBBackups.10.txt exists after the full backup is complete, CA ARCserve Backup deletes ASDBBackups.10.txt, renames the older log files, and then creates a new ASDBBackups.txt log file.

If ASDBBackups.txt is corrupt, you can rename any of the files labeled ASDBBackups.n.txt to ASDBBackups.txt and use the renamed log file to recover the CA ARCserve Backup database.

## Enable Media Pool Maintenance

Using the Enable Media Pool Maintenance option you can allow daily maintenance of the media pool. CA ARCserve Backup performs media pool maintenance tasks according to the Prune job schedule.

### To enable media pool maintenance

1. Open the Server Admin Manager and click the Configuration toolbar button.  
The Configuration dialog opens.
2. Select the Database Engine tab.  
The Database Engine dialog appears displaying the media pool maintenance option at the bottom of the dialog.
3. Click Enable Media Pool Maintenance and click OK.  
Media pool maintenance is enabled.

## How to Protect the CA ARCserve Backup Database

The following sections describe how to back up and restore the CA ARCserve Backup database.

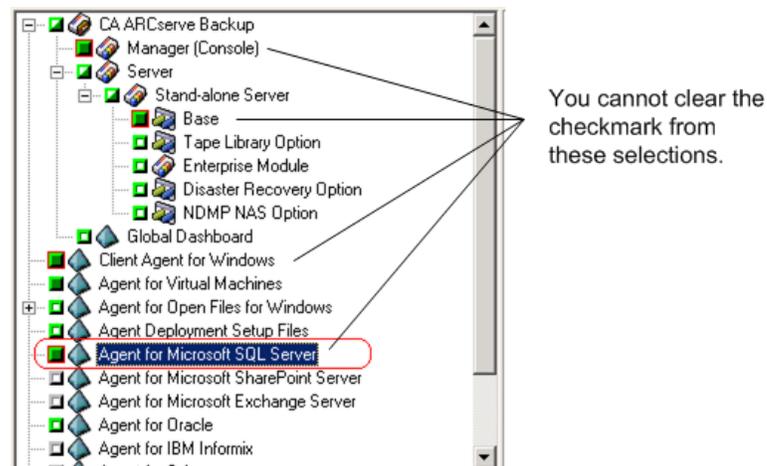
## Agent for ARCserve Database

The CA ARCserve Backup Agent for ARCserve Database is a form of the CA ARCserve Backup Agent for Microsoft SQL Server. The agent is either installed automatically when you install CA ARCserve Backup, or manually using a special utility, either after the location of the CA ARCserve Backup database is changed, or on multiple nodes of a cluster.

This utility, named `SQLAgentRmtInst.exe`, is placed in the Packages sub-folder of the CA ARCserve Backup home directory, in a folder named `ASDBSQLAgent`, when you install CA ARCserve Backup. If you need to install the agent on a computer that is not a CA ARCserve Backup server, you must copy the `ASDBSQLAgent` folder to the system where you are installing the agent, and run the `SQLAgentRmtInst.exe` utility on that machine.

By itself, the Agent for ARCserve Database allows you to back up and restore the CA ARCserve Backup database, and the system databases and Disaster Recovery Elements from the Microsoft SQL Server instance that contains the CA ARCserve Backup database. When installed with the Agent for Microsoft SQL Server, it allows the Agent for Microsoft SQL Server to recognize the presence of a CA ARCserve Backup database, and to work with CA ARCserve Backup to provide the special recovery mechanisms that are available for the CA ARCserve Backup database.

When upgrading from a previous release of CA ARCserve Backup, you must upgrade the Agent for ARCserve Database. This behavior is designed to help ensure that the current version of the CA ARCserve Backup database is protected by the current version of the agent. As a result, you cannot clear the check box next to Agent for Microsoft SQL Server in the product selection tree on the Components dialog as illustrated by the following:



Because the Agent for ARCserve Database is a form of the Agent for Microsoft SQL Server, it will appear as the CA ARCserve Backup Agent for Microsoft SQL Server in the system's installed programs list. If both are present, only a single entry will appear. If you need to uninstall one or the other, the installation sequence will prompt you to select which variant to remove.

You can use the stand-alone utility that installs the Agent for ARCserve Database in any of the following situations:

- When the CA ARCserve Backup database is moved
- To re-install the agent if it is accidentally uninstalled
- To install the agent to additional nodes of a cluster
- To install the agent on a remote computer, if the CA ARCserve Backup installer is unable to do so directly

### Configure Backup and Restore Parameters for the Agent for Microsoft SQL Server

Use the Central Agent Admin utility to configure the Agent for Microsoft SQL Server backup and restore parameters for supported versions of Microsoft SQL Server. The parameters include settings for Microsoft Virtual Device Interface (VDI) objects and remote communication.

#### **To configure backup and restore parameters for the Agent for Microsoft SQL Server**

1. From the CA ARCserve Backup Quick Start menu, choose Administration, Central Agent Admin.  
Central Agent Admin opens.
2. In the Windows Systems tree, expand the server on which the Agent is installed and then select the Agent for Microsoft SQL Server.
3. Click Configuration on the toolbar.  
The Options Configuration dialog opens.
4. Click Agent for Microsoft SQL Server from the list on the left.  
The Options Configuration shows the corresponding SQL Server settings.

5. Specify the level of detail and synchronized recording under Agent Log Settings as follows:
  - **Level of Detail**--Controls the settings for level of detail of the agent's Activity Log and Debugging Log. For the Activity Log settings, a Level of Detail setting of Normal (0) includes basic information about agent activity. A setting of Detail (1) includes more detailed information about agent activity. A setting of Debug (2) enables the Debugging Log at a moderate level of detail. A setting of Trace (3) enables the Debugging Log at a very high level of detail. The Activity Log is localized for your reference. The Debugging Log is for CA Support use, and is not available in multiple languages.
  - **Synchronized Recording**--Forces the log messages to be written to the Activity Log as they are posted. You can disable this option to improve the performance on high-load systems by caching several messages and writing them as a group.
6. Select the Instance (ARCSERVE\_DB) or the name of the instance for which you wish to change configuration for the Agent for Microsoft SQL Server.
7. Set the parameters under Virtual Device Configuration as follows:
  - **Number of Stripes**--Determines the number of CPUs used to perform backups. Set this value to match the number of CPUs in the database server for the fastest backup performance. The default setting is 1 and the maximum value is 32.
  - **Number of Buffers**--The total number of VDI buffers (of maximum transfer size) used to back up and restore. The default setting is 1. This number cannot be less than the number of stripes.
  - **Data Block Size (in bytes)**--All data transfer sizes are multiples of this value. Values must be a power of 2 between 512 bytes and 64 KB inclusive. The default is 65536 or 64 KB.
  - **Maximum transfer size**--The maximum input or output request issued by Microsoft SQL Server to the device. This is the data portion of the buffer. This parameter value must be a multiple of 64 KB. The range is from 64 KB to 4 MB. The default setting is 2097152 or 2 MB.
  - **Maximum VDI Wait Time - Backup (ms)**--The time, in milliseconds, a Virtual Device object waits for a response from Microsoft SQL Server during a backup operation. This setting is also used by the agent when waiting for parallel operations to synchronize or background operations to complete, including during some parts of restore operations. The default setting is 60000 ms (ten minutes).
  - **Maximum VDI Wait Time - Restore (ms)**--The time, in milliseconds, a Virtual Device object waits for a response from Microsoft SQL Server during a restore. Increase this time if the database to be restored contains very large data files. The default setting is 9000000 ms (2.5 hours).

8. Under Named Pipes Configuration, specify the Maximum Connection Wait Time (ms) time, in milliseconds, the Agent for Microsoft SQL Server should wait to close a named pipe if a remote connection fails. The default setting is 400 ms.
9. Set the parameters under Restore Post-Processing Wait as follows:
  - **Polling Period (seconds)**--The amount of time to wait between checks of the database status. The default setting is 60 seconds (one minute).
  - **Maximum Wait Timeout (minutes)**--The total amount of time to wait before abandoning the waiting process. If this timeout elapses and the job contains additional Transaction Log sessions to be restored, then those additional sessions may fail to restore because SQL Server is not yet ready. The default setting is 180 minutes (three hours).

Click Apply to Multiple to display a dialog from which you can select additional SQL Servers. Click OK to apply the settings and return to Configuration.
10. Click OK to end configuration.

## How the Database Protection Job Works

CA ARCserve Backup lets you use Microsoft SQL Server 2008 Express Edition or Microsoft SQL Server for the CA ARCserve Backup database. Microsoft SQL Server 2008 Express Edition is a free, lightweight version of Microsoft SQL Server. Although these applications are quite different from each other, with respect to architecture and scalability, you can easily protect either version using the CA ARCserve Backup default Database Protection Job.

After you install CA ARCserve Backup, the Database Protection Job maintains a status of Hold. To protect the CA ARCserve Backup database, you must change the status of the Database Protection Job from Hold to Ready. For more information see, [Start the CA ARCserve Backup Database Protection Job](#) (see page 596).

If you accept the default Database Protection Job, the job schedule will contain the following values:

- **Schedule Name**--5-day weekly incremental backup, full backup on Friday
- **Execution Time**--11:00AM
- **Rotation Rules**--Append media
- **Media Pool Used**--ASDBPROTJOB

**Note:** The default retention time of six days allows you to have recovery points of at least a week. If you require more recovery points, you can increase the retention time of the media pool named ASDBPROTJOB manually.

**Important!** After you start the Database Protection Job, the Tape Engine will connect to a blank media in the first group that Tape Engine detects, and assign the media pool labeled ASDBPROTJOB. If the Tape Engine cannot connect to a blank media in the first group within five minutes, the Tape Engine will try to connect with blank media in the other groups sequentially. If the Tape Engine cannot connect to blank media, in any group, the job will fail.

**More information:**

[Modify, Create, and Submit a Custom Database Protection Job](#) (see page 587)

## How to Back Up the CA ARCserve Backup Database

There are two approaches that you can use to back up the CA ARCserve Backup database.

- Create a backup job as you would create any other backup job and include the CA ARCserve Backup database objects with the source selections for the job.

This method requires that you know if you are running SQL Server 2008 Express or SQL Server in your environment. With this knowledge you must specify the proper source selections and Global Backup Operation options for the job to ensure that the required metadata and related items for each database type are backed up.

This approach lets you back up the affected databases, files, or both, when the backup up job is complete.

- Modify an existing CA ARCserve Backup Database Protection Job.

When you modify an existing Database Protection Job, CA ARCserve Backup detects the type of database that is running in your environment.

With this approach, CA ARCserve Backup selects the proper source selections and specifies the required Global Backup Operation options to ensure that the required metadata and related items for each database type are backed up.

**Important!** You should not protect the ARCserve database using multiple backup servers that do not reside in the domain that is using the ARCserve database.

## Modify, Create, and Submit a Custom Database Protection Job

This section describes how to modify or create a custom Database Protection Job from an existing Database Protection Job. This task helps to ensure that your CA ARCserve Backup database is backed up and is protected.

### Prerequisite Tasks

Before proceeding, ensure that the following prerequisite tasks are complete:

- Ensure that the Tape Engine can detect at least one device in your environment. For more information, see "Managing Devices and Media."
- Ensure that the default Database Protection Job exists in the Job Queue. If the Database Protection Job does not exist in the Job Queue, you must recreate it. For more information, see [Recreate the CA ARCserve Backup Database Protection Job](#) (see page 598).

**To modify, create, and submit a custom database protection job**

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start menu on the CA ARCserve Backup Home Page, click Job Status.  
The Job Status Manager window opens.
2. Click the Job Queue tab.  
Locate and select the Database Protection job.  
**Note:** If the Database Protection Job does not exist, you must recreate it. For more information, see [Recreate the CA ARCserve Backup Database Protection Job](#) (see page 598).  
Right-click the Database Protection Job and select Modify from the pop-up menu.  
The Backup Manager window opens displaying the Start, Destination, and Schedule tab.  
**Note:** When you modify the Database Protection Job, CA ARCserve Backup detects the type of database that is running in your environment (SQL Express 2008 or SQL Server) and specifies the database objects that are required to protect the database.
3. Do one of the following:
  - Click the Destination tab and specify a location, media, or both where you want to store the backup data. For more information, see [Options You Can Specify on the Backup Manager Destination Tab](#) (see page 147).
  - From the Start tab, click the Enable Staging check box.  
The Staging Location and Migration Policy tabs appear.  
Click the Staging Location tab and specify where you want to stage the backup data. For more information about using staging, see [Backup Staging Methods](#) (see page 198).
4. Click the Schedule tab and specify a schedule for the job. For more information, see [Rotation Schemes](#) (see page 301).
5. Click Options on the toolbar.  
The Global Options dialog opens.

6. Click the Operation tab.

Specify Append Backup of CA ARCserve Backup data at the end of job options required for your CA ARCserve Backup database:

■ **SQL Server 2008 Express Edition--Required Options**

For SQL Server 2008 Express databases, the following options are required and preselected for you:

- **CA ARCserve Backup database**--This option ensures that the CA ARCserve Backup database is backed up after jobs are complete.
- **Job scripts**--This option ensures that new and updated job scripts are backed up after jobs are complete.
- **SQL Server Disaster Recovery Elements for CA ARCserve Backup database**--This option ensures that the elements required to recover a SQL Server database from a disaster are backed up after jobs are complete.

■ **SQL Server 2008 Express Edition--Optional Options**

For SQL Server 2008 Express databases, the following options are optional:

- **Catalog files**--This option ensures that the Catalog files are backed after backup jobs are complete.

■ **SQL Server--Required Options**

For SQL Server databases, the following options are required and preselected for you:

- **CA ARCserve Backup database**--This option ensures that the CA ARCserve Backup database is backed up after jobs are complete.
- **Job scripts**--This option ensures that new and updated job scripts are backed up after jobs are complete.

■ **SQL Server--Optional Options--**

For SQL Server databases, the following options are optional:

- **SQL Server Disaster Recovery Elements for CA ARCserve Backup database**--This option ensures that the elements required to recover a SQL Server database from a disaster are backed up after jobs are complete.
- **Catalog files**--This option ensures that the Catalog files are backed after backup jobs are complete.

Click OK.

The Global Options dialog closes and the Operation options are applied.

7. Click Submit on the toolbar to submit the job.

The Submit Job dialog opens.

8. From the Submit Job dialog, enter a description for your job and click OK.

The Database Protection Job is submitted.

## Specify Microsoft SQL Server 2008 Express Backup Options for the CA ARCserve Backup Database

CA ARCserve Backup can use full and differential backup methods when backing up Microsoft SQL Server 2008 Express databases. This capability lets you use a rotation scheme or a schedule when backing up the CA ARCserve Backup database. Additionally, CA ARCserve Backup lets you check the consistency of the database before the backup job starts or after the backup job is complete.

### **To specify Microsoft SQL Server 2008 Express backup options**

1. Open the Backup Manager windows, select the Source tab, and expand the Windows System object to locate the CA ARCserve Backup primary server.
2. Expand the Primary server, right-click the CA ARCserve Backup Database object, and select Agent Option from the pop-up menu.

The Agent Backup Option dialog opens.

3. From the Agent Backup Option dialog, specify the options that you require to protect the database.
  - Specify one of the following Backup Methods:
    - **Use Global or Rotation Options**--Select this option to perform a full or differential backup based on the global job method or rotation phase. The Incremental job method or rotation phase results in a Differential backup.

**Note:** This is the default backup option.
    - **Full**--Select this option to perform a full backup every time the job is run. When you perform a full backup, CA ARCserve Backup performs a full backup of the three system databases, the 24 ARCserve databases, and records a synchronization checkpoint. CA ARCserve Backup creates two backup sessions. One session will contain the disaster recovery elements. The other session will contain all of the data that is required to restore the CA ARCserve Backup database.
    - **Differential**--Select this option to perform a differential backup every time the job is run. When you perform a differential backup, CA ARCserve Backup performs a differential backup of the 24 ARCserve databases and records a synchronization checkpoint. CA ARCserve Backup creates one backup session containing all of the data that is required to restore the CA ARCserve Backup database.
  - Specify the Database Consistency Check (DBCC) options that you require. DBCC options let you check the allocation and structural integrity of all the objects in the specified databases.
    - **Before backup**--Select this option to check the consistency of the database before the backup starts.
    - **After backup**--Select this option to check the consistency of the database after the backup completes.
    - **Continue with Backup, if DBCC fails**--Select this option to continue the backup even if the check before backup operation fails.
    - **Do not check indexes**--Select this option to check only the system tables.
    - **Check the physical consistency of the database**--Select this option to detect torn pages and common hardware failures. In addition, it checks the integrity of the physical structure of the page and record headers, and the consistency between the page's object ID and index ID.

#### **Example: How DBCC Options Work**

The following example illustrates how DBCC options work with Override Global Options on the Agent Backup Options dialog.

- With Override Global Options specified, the DBCC options selected at the database level will be the only DBCC options specified.

- With Override Global Options not specified, all of the DBCC options specified for the database and all the DBCC options selected in the Global options will be applied together.

On the Global Options/Agent Options tab, the DBCC options that follow are specified:

- After backup
- Do not check indexes

On the Agent Backup Options dialog, Override Global Options is not selected and the DBCC options that follow are specified:

- Before backup
- Continue with backup, if DBCC fails

When you submit the backup job, CA ARCserve Backup applies the DBCC options specified in logical order: Perform the DBCC before the backup starts. If the DBCC fails, perform the backup. After the backup is complete, do not check the indexes.

- **Override Global Options**--Lets the agent ignore all checkbox-based options from the Global Agent Options tab for only the specified database.

**Note:** The Backup Method is not affected by this option because it can be overridden separately. This option is available only on a per-database basis.

4. Click OK.

## Specify Microsoft SQL Server Backup Options for the CA ARCserve Backup Database

CA ARCserve Backup lets you protect the CA ARCserve Backup database using full, incremental, and differential backup methods. This capability lets you use rotation schemes and schedules to protect the database. Additionally, CA ARCserve Backup lets you back up only the transaction log and check the consistency of the database before the backup job starts or after the backup job completes.

**Note:** For information about how to protect Microsoft SQL Server databases that do not function as the CA ARCserve Backup database, see the *Agent for Microsoft SQL Server Guide*.

### To specify Microsoft SQL Server backup options for the CA ARCserve Backup database

1. Open the Backup Manager windows, select the Source tab, and expand the Windows System object and locate the server that is hosting the CA ARCserve Backup database.

The server hosting the CA ARCserve Backup database can be a primary server, a member server, or a remote system. If the server hosting the Microsoft SQL Server database does not appear in the Backup Manager directory, you must add the server to the directory tree under the Windows Systems object before continuing. For more information, see [Back Up Remote Servers](#) (see page 194).

**Note:** To specify SQL Server backup options, you must authenticate using Windows or SQL Server credentials.

2. Expand the server, right-click the CA ARCserve Backup database object, and select Agent Option from the pop-up menu.

The Agent Backup Option dialog opens.

3. From the Agent Backup Option dialog, specify the options that you require to protect the database.

The following backup methods are provided:

- **Use Global or Rotation Options**--Backs up the database selected using the job's Global or Rotation Phase Backup Method. The Global or Rotation Options provides the following options:
  - The Full job method will result in a Full backup of the database.
  - The Differential job method will result in a Differential backup of the database, unless this database has not yet had a Full backup.
  - The Incremental job method will result in a Transaction Log backup With Truncation for databases using the Full and Bulk-Logged Recovery Models, and a Differential backup of databases using the Simple Recovery Model, unless this database has not yet had a Full backup.
  - The three main System databases are exempt from the Global or Rotation job method; selecting this option for databases [master], [model], or [msdb] will always result in a Full backup.
- **Full**--Full backup is performed. The files included in the Database Subset will be backed up in their entirety.
- **Differential**--Backs up data that has changed since the last Full backup. For example, if you ran a complete backup of your database on Sunday night, you can run a differential backup on Monday night to back up only the data that changed on Monday. This option is not available for the [master] database.
- **Transaction Log**--Backs up only the Transaction log. This option is only available for databases using the Full and Bulk-Logged Recovery Models.

The following Database Subset options are provided:

The database subset backs up selected files in a database. Use this option to back up a file or FileGroup when the database size and performance requirements do not allow you to perform a full database backup.

**Note:** The Database Subset options are disabled if the selected Backup Method is Transaction Log Only.

- **Entire Database**--Backs up the entire database.
- **Files and FileGroups**--Backs up selected files in a database. Use this option to back up a file or FileGroup when the database size and performance requirements make it impractical to perform a full database backup. This option is available only for databases using the Full and Bulk-Logged Recovery Models.
- **Partial Database**--Backs up the Primary FileGroup, and any other Read-Write FileGroups. For a Read-Only database, only the Primary FileGroup will be backed up. This option requires SQL Server 2005 or later.
- **Back up Transaction Log After Database**--Backs up the transaction log after the database is backed up. This allows you to perform a Full or Differential backup and a Transaction Log backup in the same job. This option is available only for databases using the Full and Bulk-Logged Recovery Models.

The following Log Truncation Options are provided:

- **Remove inactive entries from transaction log, after backup**--Truncates the log files. This is the default option.
- **Do not remove inactive entries from transaction log, after backup**--Retains inactive log entries after backup. These entries are included in the next Transaction log backup.
- **Backup only the log tail and leave the database in unrecovered mode**--Backs up the log and leaves the database in a restoring state. This option is available for Microsoft SQL Server 2000 or later. Use this option to capture activity since the last backup and take the database offline to restore it.

**Important!** Do not use the "Backup only the log tail and leave the database in unrecovered mode" log truncation option to back up the ARCserve Database. Performing a backup with this option causes the database to be placed in an offline status, and you can lose the ability to find the backups of the ARCserve Database in order to perform a restore and bring the database online. If you perform a backup of the ARCserve Database using this option, you can use ARCserve Database Recovery Wizard to recover the CA ARCserve Backup database and bring it back online.

The following database consistency options are provided:

A DBCC tests the physical and logical consistency of a database. DBCC provides the following options:

- **Before Backup**--Select this option to check the consistency of the database before the backup starts.
- **After Backup**--Select this option to check the consistency of the database after the backup completes.
- **Continue with backup, if DBCC fails**--Select this option to continue the backup even if the check before backup operation fails.
- **After restore**--Performs DBCC after the restore of the database.
- **Do not check indexes**--Select this option to check the database for consistency without checking indexes for user-defined tables.

**Note:** The system table indexes are checked regardless of whether you select this option.

- **Check the physical consistency of the database**--Select this option to detect torn pages and common hardware failures. In addition, it checks the integrity of the physical structure of the page and record headers, and the consistency between the page's object ID and index ID.

#### **Example: How DBCC Options Work**

The following example illustrates how DBCC options work in conjunction with Override Global Options on the Agent Backup Options dialog.

- With Override Global Options specified, the DBCC options selected at the database level will be the only DBCC options specified.
- With Override Global Options not specified, all the DBCC options specified for the database and all the DBCC options selected in the Global options will be applied together.

On the Global Options/Agent Options tab, the DBCC options that follow are specified:

- After backup
- Do not check indexes

On the Agent Backup Options dialog, Override Global Options is not selected and the DBCC options that follow are specified:

- Before backup
- Continue with backup, if DBCC fails

When you submit the backup job, CA ARCserve Backup applies the DBCC options specified in logical order: Perform the DBCC before the backup starts. If the DBCC fails, perform the backup. After the backup is complete, do not check the indexes.

The following miscellaneous options are provided:

- **Include Checksums generated by SQL Server**--Includes error checking information from Microsoft SQL Server, which can be used to validate the integrity of the backed-up data during restore. This option requires SQL Server 2005 or later.

All error messages that are generated during the DBCC are recorded in the Agent for Microsoft SQL Server log file named sqlpag.log. The log is located in the Backup Agent directory.

- **Override Global Options**--Enabling this option will override the Global option setting pertaining to the selected database.

**Note:** Backup Method and Transaction Log Truncation options are not affected by this option because they can be overridden separately. This option is available only on a per-database basis.

- **SQL Native Backup Compression**--This option applies to only SQL Server 2008 (Enterprise) and later versions. If enabled, this option lets CA ARCserve Backup use SQL Server database backup compression settings, which results in faster backup times and smaller sessions.

4. Click OK.

The Agent Backup Options are applied.

## Start the CA ARCserve Backup Database Protection Job

The CA ARCserve Backup database maintains job, media, and device information on your system. After you install CA ARCserve Backup, the Database Protection Job maintains a status of Hold. To use the Database Protection Job to protect the CA ARCserve Backup, you must change the status of the Database Protection Job from Hold to Ready.

### To start the CA ARCserve Backup Database Protection Job

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start menu on the CA ARCserve Backup Home Page, select Job Status.

The Job Status Manager window opens.

2. Select the Job Queue tab and find the Database Protection Job.

**Note:** If the Database Protection Job was deleted, you can recreate the job using the steps in [Recreate the CA ARCserve Backup Database Protection Job](#) (see page 598).

Right-click the Database Protection Job and select Ready from the pop-up menu.

The status of the Database Protection Job changes from Hold to Ready. A full backup of the database will be performed at the next Execution Time.

3. (Optional) To start the Database Protection Job now, right-click the Database Protection Job and select Run Now from the pop-up menu.

The Database Protection Job starts now.

**Important!** After you start the Database Protection Job, the Tape Engine will connect to a blank media in the first group that Tape Engine detects, and assign the media pool labeled ASDDBPROTJOB. If the Tape Engine cannot connect to a blank media in the first group within five minutes, the Tape Engine will try to connect with blank media in the other groups sequentially. If the Tape Engine cannot connect to blank media, in any group, the job will fail.

## Access Requirements

When you submit a job that includes remote Windows database servers, CA ARCserve Backup prompts you for a default user name and password for the system on which the database resides. CA ARCserve Backup accesses the remote servers using this user name and password.

A Microsoft SQL Server native user name and password are also required to access some database servers. When prompted by the system, enter the Microsoft SQL Server user ID and the password of the system administrator (sa), or enter a user ID and password with equivalent privileges. This user may be a Windows user, depending on security settings.

Note that there are two different data transfer mechanisms available to the agent, and that they have different permission requirements. A backup using Named Pipes only requires the Backup Operator permission for the specific database being backed up, and the Database Creator role to back up the database. A backup using Virtual Devices, however, requires the System Administrator role.

**Note:** A user in the Backup Operator Group does not have rights to access the CA ARCserve Backup database. As a result member servers are not visible, to the user, in the Backup Manager.

## Delete the CA ARCserve Backup Database Protection Job

Use the following procedure to delete the default CA ARCserve Backup Database Protection Job.

**Important!** You should always back up the CA ARCserve Backup database. Failure to do so can result in unrecoverable backup data.

### **To delete the CA ARCserve Backup Database Protection Job**

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start menu on the CA ARCserve Backup Home Page, select Job Status.  
The Job Status Manager opens.
2. Select the Job Queue tab and locate the Database Protection Job.  
Right-click the Database Protection Job and select Delete from the pop-up menu.  
A warning message appears.
3. If you are sure that you want to delete the Database Protection Job, click OK.  
The Database Protection Job is deleted.

**Note:** Form information about how to recreate the CA ARCserve Backup Database Protection Job, see [Recreate the CA ARCserve Backup Database Protection Job](#) (see page 598).

### **Re-create the CA ARCserve Backup Database Protection Job**

CA ARCserve Backup lets you re-create the CA ARCserve Backup Database Protection Job in the event it was deleted intentionally or unintentionally.

#### **To re-create the CA ARCserve Backup Database Protection Job**

1. Open the CA ARCserve Backup Manager Console.  
From the Quick Start menu on the CA ARCserve Backup Home Page, select Server Admin.  
The Server Admin window opens.
2. Click the Configuration toolbar button.  
The Configuration - <Server name> dialog opens.

3. Select the Database Engine tab and do the following:
  - a. Check the Submit ARCserve DB protection job check box.
  - b. In the Server field, specify the name of the CA ARCserve Backup server where you want the Database Protection Job to run. You can specify an ARCserve primary server or an ARCserve member server from the domain where you want to recreate the Database Protection job.
  - c. In the Group field, specify the name of the device group where you want to store the Database Protection Job data.

Click OK.

CA ARCserve Backup recreates the Database Protection Job.

4. Start the CA ARCserve Backup Database Protection Job.

**Note:** For more information, see [Start the CA ARCserve Backup Database Protection Job](#) (see page 596).

## Re-initialize the CA ARCserve Backup Database

The following procedure describes how to re-initialize the CA ARCserve Backup database. The CA ARCserve Backup database may not initialize under the following scenarios:

- The CA ARCserve Backup database could not be recovered from a disaster using ARCserve Database Recovery Wizard.
- The CA ARCserve Backup database could not be started for various reasons.

When you execute this procedure, the Server Configuration Wizard overwrites the existing CA ARCserve Backup database instance, which allows you to re-initialize the CA ARCserve Backup database.

**Important!** The re-initialization process overwrites your CA ARCserve Backup database and you will lose backup data. Ensure that the CA ARCserve Backup database is corrupt before you complete this task.

You can perform this task with Microsoft SQL Server databases and Microsoft SQL Server 2008 Express Edition databases.

**To re-initialize the CA ARCserve Backup database**

1. From the CA ARCserve Backup primary or stand-alone server, start the Server Configuration Wizard.

**Note:** To start the Server Configuration Wizard, click Start, point to All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens with the Select Options dialog.

2. Click Select Database and click Next.

The Check caroot dialog opens.

3. Specify the caroot password and click Next.

The System Account dialog opens.

4. Specify the system account information and click Next.

The Select Database dialog opens.

5. In the Select Database dialog, accept the default options and click Next.

A message appears warning you that certain information will not be migrated.

6. Click OK to clear the message.

7. Do one of the following:

- If the CA ARCserve Backup database is a Microsoft SQL Server 2008 Express Edition database, continue to the next step.
- If the CA ARCserve Backup database is a Microsoft SQL Server database, the SQL Database System Account dialog opens. Accept the default options on the SQL Database System Account dialog and click Next.

8. In the Select database installation path dialog, ensure that the Overwrite DB option is enabled.

**Note:** Enabling this option is essential for re-initializing the database.

Click Next.

The CA ARCserve Backup database is re-initialized.

9. Click Finish.

**Note:** After the re-initialization process is complete, all scheduled jobs in the Job Queue (for example, the ARCserve database pruning job and the ARCserve database protection job) will maintain a status of Hold. For the jobs to resume their schedule, you must change the status of each job from Hold to Ready. To change the job status, open the Job Status Manager, right-click the jobs and click Ready on the pop-up menu.

## How to Restore the CA ARCserve Backup Database

There are several methods that you can use to restore the CA ARCserve Backup database. The following list describes these methods and includes a description of any special considerations or limitations associated with the method.

**Important!** Microsoft SQL Server database architecture and CA ARCserve Backup sessions are quite different from that of Microsoft SQL Server 2008 Express. If you attempt to restore Microsoft SQL Server data with Microsoft SQL Server 2008 Express backup sessions, or, conversely, restore Microsoft SQL Server 2008 Express with Microsoft SQL Server backup sessions, the recovery process can corrupt your data.

- **Standard Restore - Backed up in the CA ARCserve Backup domain that is using the database**--This restore method can be used in the following scenarios:
  - The CA ARCserve Backup database was backed up in the CA ARCserve Backup domain that is using the database.
  - The CA ARCserve Backup database is on line and functioning properly.
  - You want to restore the CA ARCserve Backup database to a particular point in time.  
**Note:** You can restore the CA ARCserve Backup database to its original location or a different location.
- **Standard Restore - Backed up in a different CA ARCserve Backup domain**--This restore method can be used in the following scenarios:
  - The database was backed up in a CA ARCserve Backup domain that is different from the CA ARCserve Backup domain that is using the database.
  - The CA ARCserve Backup database is on line and functioning properly.
  - You want to restore the CA ARCserve Backup database to a particular point in time.  
**Note:** For SQL Server 2008 Express installations, you must restore the CA ARCserve Backup database to its original location. For SQL Server installations, you can restore the CA ARCserve Backup database to its original or a different location.

## Recover the CA ARCserve Backup Database Using ARCserve Database Recovery Wizard

ARCserve Database Recovery Wizard is a self-protection utility that lets you recover the CA ARCserve Backup database if it fails and was backed up by the CA ARCserve Backup domain that is using the database. Using the wizard you can recover the database from recent full or differential backups, or recover the database from full backup sessions that are stored on devices connected to the backup server.

**Important!** You cannot use ARCserve Database Recovery Wizard to recover a CA ARCserve Backup database that was backed up and used in a different CA ARCserve Backup domain.

To use ARCserve Database Recovery Wizard, ensure that your system meets the following prerequisite conditions:

- Agent for ARCserve Database is installed on the computer that is hosting the CA ARCserve Backup database.
- You have a Windows account with Administrative privileges (as a Local Administrator or a user in an Administrative group) on the computer that is hosting the CA ARCserve Backup database.
- You are running this wizard on the primary backup server or a stand-alone backup server.
- The Tape Engine is running on the CA ARCserve Backup server.
- The CA ARCserve Backup Manager Console is not running on the CA ARCserve Backup server.
- The CA ARCserve Backup Server Configuration Wizard is not running in the CA ARCserve Backup server.

### **To recover the CA ARCserve Backup database using ARCserve Database Recovery Wizard**

1. From the Windows Start menu, click Start, point to Programs, CA, ARCserve Backup, and click Database Recovery Wizard.

The Authentication dialog opens.

2. From the following scenarios, specify the credentials that are required to log in to the server:
  - Microsoft SQL Server or Microsoft SQL Server Express Edition is installed on the same computer as CA ARCserve Backup--Specify the Windows Domain\Account and Password for the CA ARCserve Backup server.
  - Microsoft SQL Server is installed on a remote server--Specify the Windows Domain\Account and Password for the server that is hosting the Microsoft SQL Server database.
  - You are using SQL Server authentication--Click SQL Server Authentication and specify the Login ID and Password that are required to log in to the SQL Server database.

Click Next.

The Restore Points dialog opens.

**Note:** The caroot Authentication dialog opens only if you logged in to CA ARCserve Backup using a Windows account and then started the ARCserve Database Recovery Wizard. On the caroot Authentication dialog, enter the password in the caroot Password field and click OK.

3. The Restore Points dialog retrieves information about available backup sessions from the CA ARCserve Backup database backup log files.

To retrieve more backup sessions, click More Recovery Points.

The Scan Media dialog opens.

To recover the CA ARCserve Backup database using the sessions that currently appear on the Restore Points dialog, select the session that you want to recover, click Next, and go to Step 6.

4. On the Scan Media dialog, do the following:

- a. Specify a backup server and click Connect.

The devices connected to the specified server appear in the devices list.

- b. Specify a backup device and click Scan.

The available Recovery Points stored on the specified backup device appear in the Detected Recovery Points list.

- c. Specify the session that you want to recover and click Add to List.

The specified Recovery Points appear in the Selected Recovery Points list.

**Note:** To retrieve more Recovery Points, select a different device and repeat the Steps b and c.

Additional options:

- **Eject**--Lets you eject tapes and removable hard disk (RDX) media from the device.

**Note:** This option functions only on stand-alone tape drives and RDX media devices.

- **Refresh**--Lets you refresh the backup device list. You must click Refresh after you insert a new tape or RDX media into the device.

**Note:** If a backup session spans multiple media, the wizard prompts you to insert the related media.

Click OK.

The Restore Points dialog opens.

5. On the Restore Points dialog, select the session that you want to restore and click Next.

If the specified session is encrypted or contains password protection, the Session Password dialog opens.

6. From the Session Password dialog, enter the password in the Password field and click OK.

The Recovering the ARCserve Database dialog opens and the recovery process starts.

**Important!** You will be given three opportunities to provide the correct session password. If you cannot provide the correct password after three attempts, the recovery will fail. You must then click Back and repeat Step 5 and specify a different recovery point.

**Note:** The Messages field on the Recovering ARCserve Database dialog contains important information about the results of the recovery. To view detailed information about the recovery, see the following log file:

ARCserve\_HOME\Log\ASrecoveryDB.log

7. When the recovery is complete, click Finish.

CA ARCserve Backup Database Recovery Wizard recovers the CA ARCserve Backup database and restarts all required CA ARCserve Backup services and engines.

## Recover the CA ARCserve Backup Database Using the `ca_recoverdb` Command

Each time you run a backup job, CA ARCserve Backup records information in its databases about the machines, directories, and files that have been backed up, and the media that was used. This allows you to locate files whenever you need to restore them. The database recovery command (`ca_recoverdb`) is a self-protection feature that allows you to recover a CA ARCserve Backup database if it is lost and was backed up by the CA ARCserve Backup domain that is using the database.

The `ca_recoverdb` utility invokes the `ca_restore` commands to implement the database recovery function. The `ca_recoverdb` utility automatically determines if the CA ARCserve Backup database is a SQL Server database or SQL Server 2008 Express Edition instance and provides the appropriate parameters for the `ca_restore` command.

When a CA ARCserve Backup server is configured as cluster-aware, all critical ARCserve base-related services (not agent-related services) will be monitored by the applicable cluster service (MSCS or NEC CLUSTERPRO). If an ARCserve base-related service fails or needs to be shut down, the cluster service automatically tries to restart it or trigger a failover if the restart attempt fails. To run this task, you must stop ARCserve services. However, in a cluster-aware environment, you must first manually stop the cluster service from continuing to monitor the service and attempting an automatic restart or failover. For information about how to stop HA service monitoring by the Cluster Service, see the appendix Cluster Support Using CA ARCserve Backup.

Be aware of the following behaviors:

- The first job that you run after you recover the CA ARCserve Backup database appears in the Job Status Manager with the same Job ID as the restore job for the CA ARCserve Backup database. CA ARCserve Backup demonstrates this behavior because the Job ID assigned to the CA ARCserve Backup database restore job is lost after you restore the CA ARCserve Backup database.
- When restoring the CA ARCserve Backup database in a disk staging environment, CA ARCserve Backup may attempt to purge data that had already been purged from the staging device. You will receive a warning message, however, the purge job will complete successfully.

## Syntax

The `ca_recoverdb` command line syntax is formatted as follows:

```
ca_recoverdb [ -cahost <hostname> ]  
  
[-i [n]]  
-username <username> [-password <password>]  
[-dbusername <database username> [-dbpassword <database password> ] ] [-sessionpassword [session  
password] -session password [session password]...]  
[-waitForjobstatus <polling interval>]
```

## Options

The `ca_recoverdb` provides various options for recovering a lost CA ARCserve Backup database.

The `ca_recoverdb` command includes the following options:

### **cahost <hostname>**

Redirects default host from the backup log to the host specified by `cahost`.

For example:

HostA - The default host that existed in backup log, which will be used in `ca_restore`.

HostB - The host that you specify.

In these examples, if you do not specify the `cahost` switch, then the `ca_restore` command invoked by the `ca_recoverdb` utility will look as follows:

```
ca_restore -cahost HostA
```

If you do specify the `cahost` switch with the parameter HostB, then the `ca_restore` command invoked by the `ca_recoverdb` utility will look as follows:

```
ca_restore -cahost HostB
```

**-i [n]**

Specifies to use the interactive mode. If you include this switch, it allows you to specify a point in time from which to perform the CA ARCserve Backup database recovery by selecting which backup to use as a baseline. When the interactive mode is invoked, the `ca_recoverdb` displays the list of CA ARCserve Backup sequences for which it has log files. Each of the log files start with a Full database backup, and contains all of the other backups which are dependent on that Full backup to be restored (the Full backup is root of the "dependency chain" for those sessions).

The parameter *n* is used to specify the number of latest backup log sets (dependency chains) that you want to select from. The range of values for *n* is 1 to 99, and the default value is 10.

When you select a Full backup sequence, you will then be prompted to select which session to use as the restore point. After you select a session, the `ca_recoverdb` utility will determine the dependency chain for that sequence, and use `ca_restore` to submit a restore job for each session.

If you do not include the `-i` switch, the `ca_recoverdb` utility automatically uses the most recent backup as the specified selection, and builds the dependency chain for that session. This is helpful if you just want to recover to the latest point in time backup. However, if the most recent backup is lost or damaged, you can use the interactive mode to restore from an older session, and then merge tapes to re-integrate the latest information.

**-username <username> [-password <password>]**

Specifies the authenticating information for the database agent that will perform the actual recovery job. If you do not include the password option, it will default to no password required.

**-dbusername <database username> [-dbpassword <database password>]**

Specifies the authenticating information for the database. If you do not include the database username and corresponding database password, it will default to "dbusername" and "dbpassword" for authenticating purposes.

**[-sessionpassword [session password] -sessionpassword [session password] ...]**

Specifies the authenticating information for the sessions being set authenticating password.

**[-waitForJobStatus <polling interval>]**

Specifies the time interval (in seconds) that `ca_recoverdb` will wait until the job is completed and then exit with a return code that indicates the success or fail outcome of the job.

The `<polling interval>` value defines how often (in seconds) that the `ca_recoverdb` utility checks the job status with the Queue services. The default polling interval is 60 seconds.

## Open the Agent Restore Options Dialog

The Agents Restore Options dialog lets you specify how you want to restore Microsoft SQL Server 2008 Express Edition and Microsoft SQL Server database instances.

### To open the Agent Restore Options dialog

1. From the Quick Start menu in the Navigation Bar on the home page, click Restore.

The Restore Manager window opens.

2. From the restore method drop-down list, select Restore by Tree.

From the server tree, locate and expand the system hosting the ARCserve database instance.

Right-click the CA ARCserve Backup Database object and select Agent Option from the pop-up menu.

The Agent Restore Options dialog opens.

3. Complete the required fields for the ARCserve database instance.

### More information:

[Agent Restore Options - Microsoft SQL Server Express Edition - Restore Options](#) (see page 608)

[Agent Restore Options - Microsoft SQL Server Express Edition - Restore Database File Options](#) (see page 610)

[Agent Restore Options - Microsoft SQL Server - Restore Options](#) (see page 610)

[Agent Restore Options - Microsoft SQL Server - Database File Options](#) (see page 617)

## Agent Restore Options - Microsoft SQL Server Express Edition - Restore Options

CA ARCserve Backup lets you specify Microsoft SQL Server Express Edition restore options and the location to restore them.

The Restore Options tab lets you choose how your database is recovered. This tab contains the following selections:

### CA ARCserve Backup Automatic Selection

Lets you automatically select all required sessions and options. This option is enabled by default for every restore job and applies selected options appropriately to the automatically selected sessions.

## Miscellaneous

### Force restore over existing files or database

Enable this option to let Microsoft SQL Server overwrite files it does not recognize as part of the database it is restoring. Use this option only if you receive a message from Microsoft SQL Server prompting you to use the With Replace option. This option is equivalent to using the With Replace parameter of the restore command.

### Use current ASDB as original location

Enable this option if you want to use current CA ARCserve Backup database as original location.

## Recovery Completion State

The following switches determine the condition of the database at the end of the restore job.

### Leave database operational

Instructs the restore operation to roll back any uncommitted transactions. After the recovery process, the database is ready for use.

**Note:** If you use Automatic Selection, you do not have to choose any of the Recovery Completion State selections manually, because CA ARCserve Backup performs the selection of sessions and the necessary options automatically. If you do not choose Automatic Selection, you must follow Microsoft SQL Server rules regarding the restore flow. For more information, see Microsoft SQL Server documentation.

### Leave database offline and able to restore differential

Instructs the restore operation not to roll back any uncommitted transactions and to leave the database in a state where it can accept additional Files-and-FileGroups, Differential, or Transaction Log restores. This is usually selected when performing manual restores.

## Database Consistency Check

### After restore

Enable this option to check the consistency of the database after the backup completes. To select this option, you must also choose Leave Database Operational. Selecting this option enables the following options.

**Do not check indexes**

Enable this option to check for consistency without checking indexes for user-defined tables.

**Check only the physical consistency of the database**

Enable this option to check the database for torn pages and common hardware failures. Additionally, it checks the integrity of the physical structure of the page and record headers, and the consistency between the page's object ID and index ID. This option bypasses the data validity tests normally performed in a standard database consistency check and examines only those related to physical integrity. Index checking is part of the physical integrity tests unless you specifically disable it by selecting Do not check indexes.

**Agent Restore Options - Microsoft SQL Server Express Edition - Restore Database File Options**

CA ARCserve Backup lets you specify Microsoft SQL Server Express Edition restore options and the location to restore them.

The Restore Database Files tab lets you specify the location to which the database is recovered. This tab contains the following selections:

**Restore to Original Location**

Lets you restore the database to its original location, overwriting the current version.

**Database Move Rules**

Lets you recover the database to a new drive or directory.

**Agent Restore Options - Microsoft SQL Server - Restore Options**

CA ARCserve Backup lets you specify Microsoft SQL Server restore options and the location to restore them.

The Restore Options tab lets you choose how your database is recovered. This tab contains the following selections:

**CA ARCserve Backup Automatic Selection**

Lets you automatically select all required sessions and options. This option is enabled by default for every restore job and applies selected options appropriately to the automatically selected sessions.

**Restore**

**Database**

Lets you restore the entire database.

### **Files and FileGroups**

Lets you restore a file or file group when the database size and performance requirements make it impractical to perform a full database restore.

### **Partial restore**

**Note:** This option is for Microsoft SQL Server 2000 and Microsoft SQL Server 2005 only.

Lets you restore part of the database to another location so that damaged or missing data can be copied back to the original database. The granularity of the partial restore operation is the database file group. The primary file and file group are always restored, along with the files that you specify and their corresponding file groups. The result is a subset of the database. File groups that are not restored are marked as offline and are not accessible.

### **Torn Page Repair - Online**

Repairs databases in place without the need to perform a restore of the entire database. This operation is recommended when only a few pages are damaged and an immediate recovery is critical.

The database should first be taken offline by performing a Transaction Log backup with the Log Tail option. A Database Consistency Check Before Backup with the Continue if DBCC Fails option is recommended to identify damaged pages that are not recognized, and forestall the possible need of repeating the process. This option is available for all editions of Microsoft SQL Server 2005. The Torn Page Repair restore can then be performed from the latest Full or Differential backup session of that database. If the Automatic Selection option is selected, all the successive Transaction Log sessions are located, as they would for a Files-and-FileGroups restore. If a Differential session is selected, then the corresponding Full backup session will also be automatically selected. The database remains offline until the restore is complete.

**Note:** Microsoft recommends this only as an emergency measure. A Torn Page Repair can be used to return a damaged database to service when time is critical, but it is recommended that you migrate the database to a new disk at the earliest opportunity to forestall the risk of further errors.

### **Torn Page Repair - Offline**

This option requires the Enterprise Edition of Microsoft SQL Server 2005. A Transaction Log backup with the Do Not Truncate option is used to obtain the latest transaction information which might need to be applied to the damaged pages. A Database Consistency Check Before Backup with the Continue If DBCC Fails option is recommended to identify any damaged pages which have not yet been encountered, and forestall the possible need to repeat the process. You can then perform the Torn Page Repair restore from the latest Full or Differential backup session of that database. If the Automatic Selection option is selected, Automatic Selection will locate all of the successive Transaction Log sessions, as they would for a Files-and-FileGroups restore. If a Differential session is selected, then the corresponding Full backup session will also be automatically selected. The database remains online during the entire process and any tables which are not affected by the damaged pages will remain accessible.

**Note:** In some cases, you may need to perform an additional Transaction Log Backup with the Do Not Truncate option, and restore that backup without the Automatic Selection option, to fully reactivate the repaired tables. This usually occurs if such a backup was not taken at the start of the process.

For Torn Page Repair restores, the Recovery Completion State option is restricted to the Leave Database Online option. The Database Consistency Check Before Restore option is only enabled when using the Torn Page Repair – Online option, as this is the only time the database will be online during a restore. If a Database Consistency Check was not performed before the last Transaction Log backup, this option can be used to help ensure that Microsoft SQL Server identifies any additional torn pages.

**Note:** Microsoft recommends this only as an emergency measure. A Torn Page Repair can be used to return a damaged database to service when time is critical, but it is recommended that you migrate the database to a new disk at the earliest opportunity to forestall the risk of further errors.

### **Miscellaneous**

#### **Force restore over existing files or database**

Enable this option to let Microsoft SQL Server overwrite files it does not recognize as part of the database it is restoring. Use this option only if you receive a message from Microsoft SQL Server prompting you to use the With Replace option. This option is equivalent to using the With Replace parameter of the restore command.

### **Restricted user access after restore**

If this option is selected, then a restore to Original Location will overwrite the current ARCserve Database, rather than the database that was backed up to this session. This option is used to migrate the session and log information from one ARCserve Domain to another.

### **Keep replication settings**

Instructs the restore operation to preserve replication settings when restoring a published database to a server other than the one on which it was created. This prevents Microsoft SQL Server from resetting the replication settings when it restores a database or log backup on a warm standby server and recovers the database. Use the Keep Replication Settings option when setting up replication to work with log shipping.

You cannot select this option when restoring a backup with the Leave database non-operational, but able to restore additional transaction logs option. Use this option only with the Leave database operational, no additional transaction logs can be restored option.

### **Use current ARCserve Database as original location**

If this option is selected, then a restore to Original Location will overwrite the current ARCserve Database, rather than the database which was backed up to this session. This option is used to migrate the session and log information from one ARCserve Domain to another.

### **Preserve current ARCserve Domain Memberships**

If this option is selected, then the current information about ARCserve Domains, such as the ARCserve Domain name, Primary Server identity and Member Server identities, will be retrieved from the destination database before the restore begins, and written back after the restore completes, preserving this information even after the restore. This option is enabled when the "Automatic Selection", "Leave Database Operational" and "Use current ARCserve Database as original location" options are all selected, and is selected by default when it is enabled.

In this release, CA ARCserve Backup retains encryption information in the CA ARCserve Backup database. The encrypted information can include session passwords and user profile information, all of which is tied to a CA ARCserve Backup domain. When using this option, the agent determines if it can associate this information with a preserved CA ARCserve Backup domain from the overwritten database. If the restored database and the overwritten database contain the same domains, the associations will be re-established accordingly. If the restored database and the preserved domain list do not have domains in common, the agent will behave according to the table that follows. For any restored domains that the agent cannot map to one of the preserved domains, you will need to export the keys using the DumpDB utility on one of the CA ARCserve Backup primary servers or stand-alone servers that is using the database.

Restored ARCserve Database	Overwritten ARCserve Database	Agent Action	Manual Follow-up
One CA ARCserve Backup domain	One CA ARCserve Backup domain	<ul style="list-style-type: none"> <li>■ The CA ARCserve Backup domain key is transferred, and session passwords and user profiles are re-associated.</li> <li>■ The server information from the restored CA ARCserve Backup database is not retained.</li> </ul>	<p>You will be asked to provide the caroot password from the restored domain the first time you open the Manager Console after you restore the database. This finalizes the transfer of the CA ARCserve Backup domain key.</p>
One CA ARCserve Backup domain	Two or more CA ARCserve Backup domains	<ul style="list-style-type: none"> <li>■ The CA ARCserve Backup domain key is propagated.</li> <li>■ The session passwords and user profiles are <b>not</b> re-associated.</li> <li>■ The server information from the restored CA ARCserve Backup database is retained.</li> <li>■ A dollar sign ('\$') is appended to the domain name, the primary server name, and the individual server names of the servers listed in the restored data.</li> </ul>	<ul style="list-style-type: none"> <li>■ You will be asked to provide the caroot password from the restored domain the first-time you open the Manager Console, for each CA ARCserve Backup domain, after you restore the database. This finalizes the migration of the CA ARCserve Backup domain key.</li> <li>■ You must manually export and import the session passwords using the DumpDB utility on the CA ARCserve Backup primary or stand-alone server that is to receive the keys.</li> </ul> <p><b>Note:</b> You must execute cstop and cstart on the primary server of each CA ARCserve Backup domain and finalize the key migration, before importing session passwords using the DumpDB utility.</p>
Two or more CA ARCserve Backup	Any number of CA ARCserve Backup	<ul style="list-style-type: none"> <li>■ The CA ARCserve Backup domain</li> </ul>	<ul style="list-style-type: none"> <li>■ New domain keys will be created for the retained</li> </ul>

Restored ARCserve Database	Overwritten ARCserve Database	Agent Action	Manual Follow-up
domains	databases	<p>keys are <b>not</b> propagated.</p> <ul style="list-style-type: none"> <li>■ The session keys and user profiles are <b>not</b> re-associated.</li> <li>■ The server information from the restored CA ARCserve Backup database is retained.</li> <li>■ A dollar sign ('\$') is appended to the domain name, the primary server name, and the individual server names of the servers listed in the restored data.</li> </ul>	<p>CA ARCserve Backup domains when the CA ARCserve Backup services are restarted on that domain's primary or stand-alone server.</p> <ul style="list-style-type: none"> <li>■ You must manually export and import the session passwords using the DumpDB utility on the CA ARCserve Backup primary or stand-alone server that is to receive the keys.</li> </ul> <p><b>Note:</b> You must execute cstop and cstart on the primary server of each CA ARCserve Backup domain before importing session passwords using the DumpDB utility.</p>

**Note:** Before you run the DumpDB utility, you must execute cstop and cstart on all servers in each domain that uses the overwritten CA ARCserve Backup database.

For information about using the DumpDB utility, see the *Command Line Reference Guide*.

### Log point in time restore

#### Stop before job mark

This option includes date and time fields in which you can set a specific date and time mark. The option recovers the database to the specified mark but does not include the transaction that contains the mark. If you do not check the After datetime check box, recovery stops at the first mark with the specified name. If you check the After datetime check box, recovery stops at the first mark with the specified name exactly at or after datetime.

**Note:** This option is available in Microsoft SQL Server 2000 and Microsoft SQL Server 2005 only.

### **Stop at log mark**

This option includes date and time fields in which you can set a specific date and time mark. The option recovers the database to the specified mark, including the transaction that contains the mark. If you do not check the After datetime check box, recovery stops at the first mark with the specified name. If you check the After datetime check box, recovery stops at the first mark with the specified name exactly at or after datetime.

**Note:** This option is available in Microsoft SQL Server 2000 and Microsoft SQL Server 2005 only.

### **Stop at time**

This option includes date and time fields in which you can enter a specific date and time. The option recovers the database to the specified date and time. This is the default option

### **Recovery Completion State**

The following switches determine the condition of the database at the end of the restore job.

#### **Leave database operational**

Instructs the restore operation to roll back any uncommitted transactions. After the recovery process, the database is ready for use.

**Note:** If you use Automatic Selection, you do not have to choose any of the Recovery Completion State selections manually, because CA ARCserve Backup performs the selection of sessions and the necessary options automatically. If you do not choose Automatic Selection, you must follow Microsoft SQL Server rules regarding the restore flow. For more information, see Microsoft SQL Server documentation.

#### **Leave database offline and able to restore differential**

Instructs the restore operation not to roll back any uncommitted transactions and to leave the database in a state where it can accept additional Files-and-FileGroups, Differential, or Transaction Log restores. This is usually selected when performing manual restores.

### **Database Consistency Check**

#### **After restore**

Enable this option to check the consistency of the database after the backup completes. To select this option, you must also choose Leave Database Operational. Selecting this option enables the following options.

#### **Do not check indexes**

Enable this option to check for consistency without checking indexes for user-defined tables.

### **Check only the physical consistency of the database**

Enable this option to check the database for torn pages and common hardware failures. Additionally, it checks the integrity of the physical structure of the page and record headers, and the consistency between the page's object ID and index ID. This option bypasses the data validity tests normally performed in a standard database consistency check and examines only those related to physical integrity. Index checking is part of the physical integrity tests unless you specifically disable it by selecting Do not check indexes.

### **Continue Restore after Checksum Failure**

Performs the restore even if consistency checking fails.

## **Agent Restore Options - Microsoft SQL Server - Database File Options**

CA ARCserve Backup lets you specify Microsoft SQL Server restore options and the location to restore them.

The Database Files Options tab contains options and selections that control where you can restore your database.

### **Files or FileGroups**

Choose the File or File Groups you want to restore from the tree.

### **Restore Database Files As**

#### **Restore to Original Location**

Lets you restore the database to its original location. Available at the Database level. Clears any changes to the drive letters, paths, and file names. You must click the Apply button after selecting this option for the change to take effect.

#### **Restore to Original Location Except**

Available at the Database, FileGroup and Transaction Log, and File levels. Applies the requested changes to the drive letter, paths, and file names based on the location of the file when the backup was performed.

#### **Move To Drive**

Select the Move To Drive check box and enter a different drive letter in the field beside.

### Move to Directory

Select the Move To Directory check box and enter a different directory path in the field beside.

### Filename Pattern Change

Select the Filename Pattern Change check box, to change the filenames for the entire database, FileGroup, or Transaction Log. Enter a wildcard pattern that matches the names of the files you want to rename in the field below and enter the wildcard pattern that you want it to be renamed to in the to field.

For example, if you want to rename all the files that begin with Group as Members, enter Group\* in the field and Member\* in the to field.

**Note:** If you are using a wildcard pattern to rename files, and the pattern for the original filenames does not match with one or more of the files to which it would be applied, a yellow indicator will appear at the bottom of the dialog, and in the tree next to both the affected files and the object where the rule was applied.

Select the Rename File check box and enter a different file name, to rename a single file.

Click Apply for the changes to take effect.

## Restore the CA ARCserve Backup Database (Different Domain)

This section describes how to restore the CA ARCserve Backup database and the database was backed up using an ARCserve server that resides in a different CA ARCserve Backup domain. You can restore the ARCserve database in the following scenarios:

- The ARCserve database is functional
- The ARCserve database is not functional and the instance hosting the ARCserve database is functional

In these scenarios you can restore the ARCserve database using the Backup Manager on the system that backed up the ARCserve database.

**Important!** You cannot restore the ARCserve database while there are jobs in progress. If a job tries to access the ARCserve database while the restore is in progress, the job will fail.

**To restore the CA ARCserve Backup database that was backed up in a different CA ARCserve Backup domain**

1. Stop all CA ARCserve Backup services running on the primary and the member servers in the domain using the cstop batch file.

**Note:** For more information, see [Stop and Start All CA ARCserve Backup Services](#) (see page 446).

2. Log in to the ARCserve domain containing the backup data for the database that you want to restore.

Open the Restore Manager window, click the Source tab, select the Restore by Tree method, expand the Windows Systems object, and browse to the primary server associated with the database that you want to restore.

Expand the server that you want to restore.

Based on the type of database that is running in your environment, select the following database objects:

**Microsoft SQL Server 2008 Express**

Expand the server object and select the following objects:

- CA ARCserve Backup Database object
- Microsoft SQL Server Disaster Recovery Elements

**Note:** If CA ARCserve Backup is installed in a cluster-aware environment, you must status the Microsoft SQL Server 2008 Express service in maintenance mode before you submit the restore job.

**Microsoft SQL Server**

Expand the server object, expand the Microsoft SQL Server object, and submit individual restore jobs for the following objects:

- System databases: [master], [msdb], and [model]
- asdb database object

3. Click the Options toolbar button.

The Global Options dialog opens.

4. Select the Operation tab, click the Disable Database Recording option, and click OK.

The database restore options are applied.

5. Click the Destination tab and select the Restore files to their original location option.

**Important!** If the CA ARCserve Backup database is a Microsoft SQL Server 2008 Express instance and CA ARCserve Backup is installed in a cluster-aware environment, you must place the SQL Server service in cluster maintenance mode before submitting the restore job.

Click the Submit on the toolbar to submit the restore job.

The Submit Job dialog opens.

**Note:** If there are jobs in progress, CA ARCserve Backup prompts you to restore the ARCserve database to a different location. If you cannot restore the ARCserve database to a different location, allow all jobs in progress to complete, and then restore the ARCserve database.

6. Complete the fields on the Submit Job dialog and click OK.

After the restore job is complete, complete the following tasks:

- a. Start all services on the primary and member servers in the domain using the cstart command.

**Note:** For more information, see [Stop and Start All CA ARCserve Backup Services](#) (see page 446).

- b. Using the Merge utility, merge all backup media.
- c. Perform a full backup of the ARCserve database.

Be aware of the following behaviors:

- After you restore the CA ARCserve Backup database, the job history for the Database Protection Job will indicate that the job is incomplete and the Activity Log will indicate that the job is in progress with an Unknown status. This behavior occurs because the data for the Activity Log and the Database Protection Job is stored in the CA ARCserve Backup database and the data was incomplete while backup was in progress.

In addition, the status of the Database Protection Job (Done) will be the same as it was before you submitted the restore job. This behavior occurs because the Job Queue will obtain the status of the Database Protection Job from the job scripts rather than from the CA ARCserve Backup database.

- The first job that you run after you recover the CA ARCserve Backup database appears in the Job Status Manager with the same Job ID as the restore job for the CA ARCserve Backup database. This behavior occurs because the Job ID assigned to the CA ARCserve Backup database restore job is lost after you restore the CA ARCserve Backup database.
- CA ARCserve Backup may attempt to purge data that had already been purged from the staging device when you restore the CA ARCserve Backup database in a disk staging environment. You will receive a warning message, however, the purge job will complete successfully.

## How to Recover the ARCserve Database When the SQL Server Instance Hosting the ARCserve Database is Not Functional

A typical disaster recovery scenario consists of the following steps:

1. Reinstall Windows, if necessary.
2. Reinstall CA ARCserve Backup, if necessary.
3. Reinstall the Agent for Microsoft SQL Server and the Client Agent for Windows, if necessary. (The Client Agent is needed to restore Microsoft SQL Server Disaster Recovery Elements.)
4. Perform one of the following steps as appropriate:
  - If you have a Microsoft SQL Server Disaster Recovery Elements session, restore it.
  - If an offline backup exists, restore it.
  - If you do not have an offline backup or a Disaster Recovery Elements session, and you have the Microsoft SQL rebuildm.exe utility, use the utility to recreate the master and model database. For more information, see the Microsoft documentation.
  - If an offline backup or Disaster Recovery Elements backup do not exist and you do not have the Microsoft SQL rebuildm.exe utility, reinstall the Microsoft SQL Server or MSDE-based application.
5. Restore the [master] database.
6. Restart Microsoft SQL Server in normal, multi-user mode.
7. Restore the [msdb] database.
8. Restore all other databases and transaction logs, except the replication database.
9. If replication is being used, restore the replication database.

## How ARCserve Database Recovery Wizard Works

Each time you run a backup job, CA ARCserve Backup records information in its databases about the machines, directories, and files that have been backed up, and the media that was used. This allows you to locate files whenever you need to restore them. ARCserve Database Recovery Wizard is a self-protection utility that lets you recover the CA ARCserve Backup database if it fails and was backed up by the CA ARCserve Backup domain that is using the database.

ARCserve Database Recovery Wizard interacts with the CA ARCserve Backup Agent for Microsoft SQL Server to facilitate the recovery of the database. You can use the wizard to recover CA ARCserve Backup databases that are hosted by Microsoft SQL Server and Microsoft SQL Server Express Edition.

ARCserve Database Recovery Wizard lets you recover the CA ARCserve Backup database from the following sources:

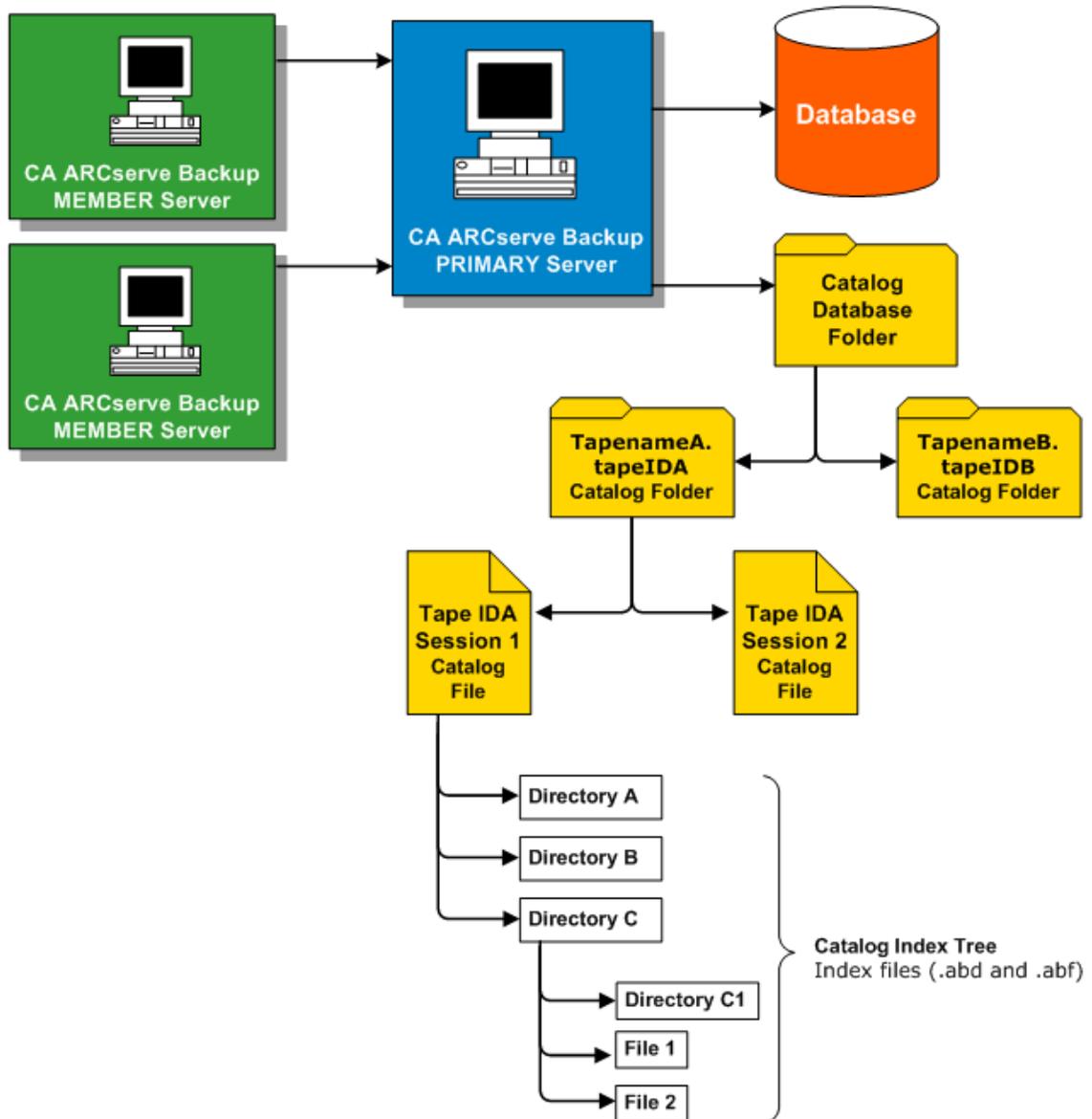
- Sessions retrieved from ASDBBackups log files. Sessions retrieved from this source can consist of full, incremental, and differential backups.
- Sessions retrieved by scanning devices connected to the backup server. Sessions retrieved from this source can consist only of full backups.

**Note:** ARCserve Database Recovery Wizard does not create jobs that appear in the Job Queue.

## How the Catalog Database Works

As the amount of information and data that you create grows larger, the backup jobs that are used to ensure their security also grows larger. As a result, the amount of time needed to parse or analyze this information could become very time-consuming and have a negative impact on the performance and scalability of your system.

To resolve this problem, whenever CA ARCserve Backup performs a backup, all the job, session, and media information is loaded into a database, while a separate catalog file is also created under the catalog database folder with just the pertinent description information about each session. In addition, two corresponding catalog index files (.abd and .abf) are also generated displaying the index tree structure of the directories and files within the catalog file. These catalog index files are retained on the disk and can be used to quickly browse the content of the session in the catalog file to locate the information when needed.



**More information:**

[Configure the Catalog Database](#) (see page 625)

## Catalog Browsing

Whenever you need to check for a directory or file to be restored, or to get the version history, or to just perform a search, instead of querying the content of the entire database, CA ARCserve Backup performs the query on just the catalog files with the help of the catalog index. If this catalog browsing finds the details in the catalog database folder for a specific session, it will not look in the CA ARCserve Backup database. However, if it does not find it, it will then attempt to look in the CA ARCserve Backup database again. If it still does not find the details of the session in both the catalog database folder and the CA ARCserve Backup database, it will then prompt you to select whether or not you want to merge the session again so that the merge process can recreate the catalog file into the catalog database folder or can regenerate the details from the tape session contents into the CA ARCserve Backup database.

**Note:** All application agent sessions except for Microsoft Exchange Server, such as SQL Server, Informix, Oracle, Microsoft SharePoint Server, Lotus Notes etc, do not support catalog browsing and the details from those sessions will be inserted into the CA ARCserve Backup database.

## Catalog Database Pruning

Whenever you use CA ARCserve Backup to back up information and data, the amount of description information (catalog files and index files) stored in the catalog database folder increases. Without any controls, in time the size of the catalog database folder would increase, eventually occupying the entire backup disk, and resulting in backup errors due to insufficient free disk space.

To resolve this problem, CA ARCserve Backup allows you to specify a catalog database pruning threshold. The pruning threshold (or Minimum disk free space threshold) setting is accessible from the Configuration dialog of the Server Admin Manager. The selectable range of this threshold is from 1% to 99%, with the default value set to 10%, and is based on the percentage value of the detected free disk space.

**Note:** CA ARCserve Backup periodically checks the free disk space percentage on the volume where the catalog database folder is located. If the detected free space is lower than the specified percentage, a warning message will be sent to the activity log and it would automatically begin to delete catalog database files (minimum of 7 days old and starting with the oldest first) from the disk until the detected free space percentage is greater than the threshold setting.

## How a Centralized Catalog Database Works

When operating in a centralized management environment (a primary server and one or more member server), CA ARCserve Backup centralizes all catalog files into the primary server. As a result, the catalog database files created on a member server during a backup job will be transferred (when the backup is complete) to the catalog database folder located on the associated primary server. In this way, the performance of merging and browsing catalog files that are always local to the primary server will be significantly improved and the maintenance of catalog database, such as pruning and backing up tasks will be simplified and be done only from the primary server.

The CA ARCserve Backup centralized catalog database helps you manage enterprise-level, multi-server environments. You can browse media information or generate reports for multiple servers at the same time. The member servers in your network update the central CA ARCserve Backup catalog database with media session information and details from their own database. The central catalog database is set up locally on a machine that manages the centralized catalog database. Media session information for all of the CA ARCserve Backup machines in your enterprise is contained there.

## Configure the Catalog Database

You can configure the catalog database options to customize the location and performance of the database and the associated centralized catalog.

### To configure the catalog database

1. Open the Server Admin Manager and click the Configuration toolbar button.  
The Configuration dialog appears.
2. Select the Database Engine tab.  
The Database Engine dialog appears displaying the catalog database options at the bottom of the dialog.
3. Complete the following fields:
  - **Catalog database folder**--Lets you define the where you will store the catalog database. The catalog database folder will contain all the associated catalog files and catalog index files. You can click the ... (ellipsis) button to browse and select a different location for the catalog database folder.

By default, the catalog database folder will be stored in on the primary of stand-alone server in the following directory:

C:\Program Files\CA\ARCserve Backup\CATALOG.DB\

**Note:** You can only modify the catalog database folder from the Primary Server.

- **Compress catalog transfer on the following member servers**--Lets CA ARCserve Backup compress catalog information when the data is transferred from a member server to the primary server.

If the primary server has any associated member servers, the Compress catalog transfer on the following member servers field will be enabled, displaying the names of the member servers.

By default, this option is disabled. With this option disabled, CA ARCserve Backup will not compress the catalog information when it is transferred from the member server to the primary server.

- **Minimum disk free space threshold**--Lets you specify the minimum percentage of free disk space when CA ARCserve Backup deletes catalog files.

**Default value:** 10 %

**Range:** 1% to 99%

**Note:** CA ARCserve Backup periodically checks the free disk space percentage on the volume where the catalog database folder is located. If the detected free space is lower than the specified percentage, a warning message will be sent to the activity log and it would automatically begin to delete catalog database files (minimum of 7 days old and starting with the oldest first) from the disk until the detected free space percentage is greater than the threshold setting.

**Example:** If the detected free space is lower than the 10%, a warning message is sent to the activity log and it would automatically begin to delete catalog database files (minimum of 7 days old and starting with the oldest first) from the disk until the detected free space percentage is greater than 10%.

4. Click OK.

The Catalog Database options are applied.

## Move the CA ARCserve Backup Catalog Database to a Different Location

This topic describes how to move the CA ARCserve Backup catalog database to a different new location. You may wish to move the catalog database to a different location when you experience any of the conditions that follow:

- The overall size of the catalog database increases significantly. For example, the size of the catalog database increased from one GB (gigabyte) to 30 GBs.
- There is a noticeable time lag when you retrieve restore data.
- More than eight hours are required to complete the Database Protection Job.
- More than four hours are required to complete the Database Pruning Job.

- The catalog database is consuming a significant amount of disk space on the C:\ drive, which affects the amount disk space required for the Windows pagefile.sys file.
- Microsoft SQL Server performance has deteriorated due to increased CA ARCserve Backup transactions and overhead, and you do not have a dedicated SQL Server system.
- You cannot export the CA ARCserve Backup database to a flat file using Microsoft SQL Server utilities due to the overall size of the database.
- You wish to modify your current CA ARCserve Backup database configuration such that summary information is recorded in the CA ARCserve Backup database and detail information is recorded in the catalog database.

### Best Practices

Before you move the CA ARCserve Backup catalog database to a different location, consider the following best practices:

- By default, the catalog database is installed in the directory that follows:

C:\Program Files or Program Files(x86)\CA\ARCserve Backup\CATALOG.DB

If you must move the catalog database, the best practice is to move the catalog database to a location resides or communicates locally with the CA ARCserve Backup server.

**Note:** You should not move the catalog database to a remote disk that resides on a Network Attached Storage (NAS) device or a mapped network drive. These locations may require authentication to access the devices.

- The application used for the CA ARCserve Backup is not relevant to the location of the catalog database. However, consideration should be given for the protocols used for communication:
  - **ODBC/RPC**--The communication protocol used between member servers and the catalog database on the primary server and the communication protocol used between the catalog database on the primary server and Microsoft SQL Server.
- For configurations where the catalog database resides on a SAN device, you should consider installing an additional SCSI controller or HBA card on the CA ARCserve Backup server to accommodate communication between the CA ARCserve Backup server and the storage device.

**Note:** The steps that follow apply to CA ARCserve Backup servers using Microsoft SQL Server or Microsoft SQL Server 2008 Express Edition to host the CA ARCserve Backup database.

**To move the CA ARCserve Backup catalog database to a different location**

1. Complete the following tasks:
  - Ensure that all jobs, including the Database Protection Job and the Database Pruning Job, are in a Hold state.
  - Ensure that the CA ARCserve Backup Manager Console is closed on all servers in the CA ARCserve Backup domain, with the exception of the primary or stand-alone server.
2. If there are member servers in the CA ARCserve Backup domain, execute Cstop on all member servers to stop all CA ARCserve Backup services.

**Note:** For information about using Cstop, see [Stop and Start All CA ARCserve Backup Services Using Batch Files](#) (see page 446).

3. Execute Cstop on the CA ARCserve Backup primary or stand-alone server to stop all CA ARCserve Backup services.
4. After all services stop, bring the new location for the catalog database online.
5. In the new location for the catalog database, create the path.

For example:

F:\ARCserve\catalog.db

6. Copy all folders from the original location to the new location.

For example:

**Original location**

C:\Program Files\CA\ARCserve Backup\CATALOG.DB

**New location**

F:\ARCserve\catalog.db

7. After you copy the Catalog files to the new location, open the Server Admin and click the CA ARCserve Backup primary server or stand-alone server.

Click Configuration on the toolbar.

The Configuration dialog opens.

8. Click the Database Engine tab.

In the Catalog database folder field, specify the new path to the catalog database.

For example:

F:\ARCserve\catalog.db

Optionally, you can click the ellipsis to browse to the new location for the catalog database.

Click OK.

The Configuration dialog closes.

9. Execute Cstart on the primary or stand-alone CA ARCserve Backup server to restart all CA ARCserve Backup services.

**Note:** For information about using Cstart, see [Stop and Start All CA ARCserve Backup Services Using Batch Files](#) (see page 446).

Allow several minutes to elapse to ensure that all CA ARCserve Backup services start.

10. Submit a simple backup job from the primary or stand-alone server.
11. After the simple backup job is complete, submit a simple restore job from the primary or stand-alone server.
12. After the simple backup and restore jobs on the primary or stand-alone server are complete, ensure that CA ARCserve Backup is writing job summary and detail information to the new location for the catalog database.
13. If there are members servers in the CA ARCserve Backup domain, execute Cstart on one of the member servers. Allow several minutes to elapse to ensure that all CA ARCserve Backup services start.
14. Submit a simple backup job from a member server.
15. After the simple backup job is complete, submit a simple restore job from the member server.
16. After the simple backup and restore jobs on the member server are complete, ensure that CA ARCserve Backup is writing job summary and detail information to the new location for the catalog database on the primary server.

17. Execute Cstart on the remaining member servers in the CA ARCserve Backup domain. You should allow five minutes to elapse between Cstart executions to minimize SAN, LAN, and CA ARCserve Backup RPC updates.

**Note:** After you move the catalog database to a different location, restore job and summary and detail data from the same backup job may not reflect in the catalog database. To remedy this problem, run Repair Database Connection using the Server Configuration Wizard. For more information, see [Repair the ARCserve Database Connection on a Primary Server](#) (see page 535).

## Using Microsoft SQL Server as the CA ARCserve Backup Database

This section contains the following topics:

- [Microsoft SQL Server Database Considerations](#) (see page 630).
- [Remote Database Considerations](#) (see page 632).
- [Specify ODBC Communication for Remote Database Configurations](#) (see page 633).
- [How to Calculate the Number of Required SQL Connections](#) (see page 633).
- [How to Enable TCP/IP Communication on Microsoft SQL Server Databases](#) (see page 634).
- [Database Consistency Checks](#) (see page 634).

### Microsoft SQL Server Database Considerations

Review the following information if you are considering using Microsoft SQL Server for the CA ARCserve Backup database:

- If you are upgrading to this release and currently running Microsoft SQL Server for the CA ARCserve Backup database, you must continue using Microsoft SQL Server for the CA ARCserve Backup database.
- CA ARCserve Backup does not support using Microsoft SQL Server 7.0 for the CA ARCserve Backup database.
- By default, CA ARCserve Backup creates the CA ARCserve Backup database (ASDB) using a simple recovery model. You should retain this model for proper operation.
- Microsoft SQL Server supports local and remote communication. This capability lets you configure the CA ARCserve Backup database to run locally or remotely to your CA ARCserve Backup server.

**Note:** For more information, see [Remote Database Considerations](#) (see page 632).

- By default, CA ARCserve Backup stores information about the backed up files and directories in the Catalog Database. This behavior causes the Catalog Database to grow in size at a faster rate than the CA ARCserve Backup database. Given this behavior and the needs of your organization, you should plan to have a sufficient amount of free disk space to support the growth of the Catalog Database.
- For Global Dashboard, the Central Primary Server CA ARCserve Backup database (ASDB) must have Microsoft SQL Server 2005 or later installed (does not support Microsoft SQL Server 2008 Express Edition or Microsoft SQL Server 2000 as its database).

**Note:** For a Branch Primary Server, no additional hardware or software is required beyond the minimum requirements for any CA ARCserve Backup primary server.

- To install CA ARCserve Backup with Microsoft SQL Server support, an administrative account such as the sa account, which has the right to create devices, is required for proper installation.

You should use the sa account when prompted for the CA ARCserve Backup Database (SQL) System Account during installation of CA ARCserve Backup with Microsoft SQL support.

- Set the database security mode to SQL security in the SQL Enterprise Manager. This applies when using SQL security as the authentication mode and the systems that you want to back up reside inside or outside the Windows domain.
- If you specify Microsoft SQL Server 2000, Microsoft SQL Server 2005, or Microsoft SQL Server 2008 as the CA ARCserve Backup database during setup, you can use Windows authentication or SQL Server authentication to communicate with the Microsoft SQL database.
- If the Microsoft SQL Server account is changed, you must make the corresponding changes using the Server Configuration Wizard.
- The CA ARCserve Backup Database Engine periodically polls the status of the Microsoft SQL Server database. If Microsoft SQL Server does not respond in a timely fashion, the Database Engine assumes that the Microsoft SQL Server is unavailable and shuts down (red light). To avoid this situation, you can set the registry key to an appropriately longer value to increase the wait time for CA ARCserve Backup Database Engine, as follows:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve  
Backup\Base\Database\MSSQL\SQLLoginTimeout
```

- CA ARCserve Backup does not support local Microsoft SQL Server installations on CA ARCserve Backup servers in NEC CLUSTERPRO environments. In NEC CLUSTERPRO environments, you must install the CA ARCserve Backup database instance on a remote system.
- If the ODBC driver is configurable, the System Data Source "ASNT" under System DSN, in the ODBC Data Source Administrator should have the Client Configuration set to utilize TCP/IP communication.

## Remote Database Considerations

Using a remote database provides a simple and transparent method of sharing a single database as if the database resides locally. When you use this configuration, you do not need a database on the local machine because all information is saved to the remote database. This configuration is best under the following conditions:

- There is not enough space locally for the database.
- There is no organizational requirement and you want to take advantage of the ease of management that comes with having a single location for the database.
- You require a separate server that is not a CA ARCserve Backup server to function as a dedicated as a Microsoft SQL Server machine.
- To protect SQL Server instances in a cluster-aware environment, you must manually install the Agent for Microsoft SQL Server on all of the cluster nodes.

**Note:** For information about backing up and restoring Microsoft SQL Server Databases, see the Agent for Microsoft SQL Server guide.

- Use the Server Configuration Wizard to configure ODBC communication between a remote ARCserve database and the ARCserve primary or stand-alone server. This wizard lets you configure efficient communication between servers, especially when you have more than one CA ARCserve Backup server in your environment.
- To ensure that CA ARCserve Backup can communicate with the system that is hosting the ARCserve database instance, you should enable TCP/IP communication between the SQL Server database instance and the ARCserve server.

**Note:** For more information, see [How to Enable TCP/IP Communication on Microsoft SQL Server Databases](#) (see page 634).

**Important!** Microsoft SQL Server 2008 Express Edition does not support remote database communication.

## Specify ODBC Communication for Remote Database Configurations

If you have another CA ARCserve Backup server running that uses Microsoft SQL as its database, you can redirect the local database to the remote machine. CA ARCserve Backup can use ODBC to connect to the Microsoft SQL server. You can direct the ODBC data source to another server if the server has SQL installed and the CA ARCserve Backup SQL database is properly set up. You also need to make sure the local server user is authenticated in the remote server.

### To specify ODBC communication for remote database configurations

1. Open the Windows Control Panel, select Administrative Tools, Data Sources (ODBC), and System DSN.
2. Add a System Data Source labeled as follows:  
Name: ASNT  
Server: MachineName\InstanceName
3. Follow the on-screen instructions to test and complete the configuration.

## How to Calculate the Number of Required SQL Connections

For each job that you run, you need two SQL connections. Be sure that you have set enough connections (or licenses) in your SQL server. To determine your default SQL connections, select Server and SQL server from the SQL ARCserve Manager. When you browse from the Configuration tab, you can see the user connections. Set these values to the appropriate user setting. If an error message appears, for example, "Cannot Update Record" or "Failed to Login," you may have run out of connections. You should increase the open object to 2000.

## How to Enable TCP/IP Communication on Microsoft SQL Server Databases

If you are hosting the ARCserve database instance using Microsoft SQL Server 2000, Microsoft SQL Server 2005, or Microsoft SQL Server 2008, and the CA ARCserve Backup database will reside on a remote system, the installation wizard may not be able to communicate with the database on the remote system.

To ensure that the installation wizard can communicate with the remote system, you should enable TCP/IP communication between the CA ARCserve Backup server and the server that will host the CA ARCserve Backup database before you install CA ARCserve Backup.

- **Microsoft SQL Server 2000**--To enable TCP/IP communication on Microsoft SQL Server 2000 systems, run the SQL Server Network utility and ensure that TCP/IP appears in the Enabled Protocols. If TCP/IP does not appear in the Enabled Protocols list, add TCP/IP to the list and click OK. To apply TCP/IP communication, restart all Microsoft SQL Server services.
- **Microsoft SQL Server 2005 and Microsoft SQL Server 2008**--To enable TCP/IP communication on Microsoft SQL Server 2005 and Microsoft SQL Server 2008 systems, run the SQL Server Configuration Manager and enable TCP/IP communication for the SQL Server instance. To apply TCP/IP communication, restart all Microsoft SQL Server services.

**Note:** For Microsoft SQL Server 2008, you must use the SQL Server Native Client 10.0 driver.

## Database Consistency Checks

When your database activity is low, we recommend that you run a database consistency check if you have a large database. Although it takes some time, it is important to determine that your SQL database is functioning well. For more information, see your Microsoft SQL guide.

**Important!** Be sure to monitor the log size periodically. If a log is full, the database cannot function. Although the default setting is "truncate log on checkpoint," you should increase the log size to 50% of the database if you expect to keep a large number of records.

## Specify a CA ARCserve Backup Database Application

The following sections describe how to configure Microsoft SQL Server and Microsoft SQL Server 2008 Express as the CA ARCserve Backup underlying database.

## Configure Microsoft SQL Server as the CA ARCserve Backup Database

Using the Server Configuration Wizard, you can configure Microsoft SQL Server as the CA ARCserve Backup database.

Before you configure Microsoft SQL Server as the CA ARCserve Backup database, the following considerations apply:

- Microsoft SQL Server must be installed on the system hosting the CA ARCserve Backup database before you start this task.
- After you configure CA ARCserve Backup to use Microsoft SQL Server as the ARCserve database, the Server Configuration Wizard opens a command utility labeled `exptosql.exe` that migrates the core and detail tables from the Microsoft SQL Server 2008 Express database to the newly configured Microsoft SQL Server database.
- You can use this procedure to move the CA ARCserve Backup Microsoft SQL Server database to a different server.

**Note:** For more information about using Microsoft SQL Server as the CA ARCserve Backup database, see [Using Microsoft SQL Server as the CA ARCserve Backup Database](#) (see page 630).

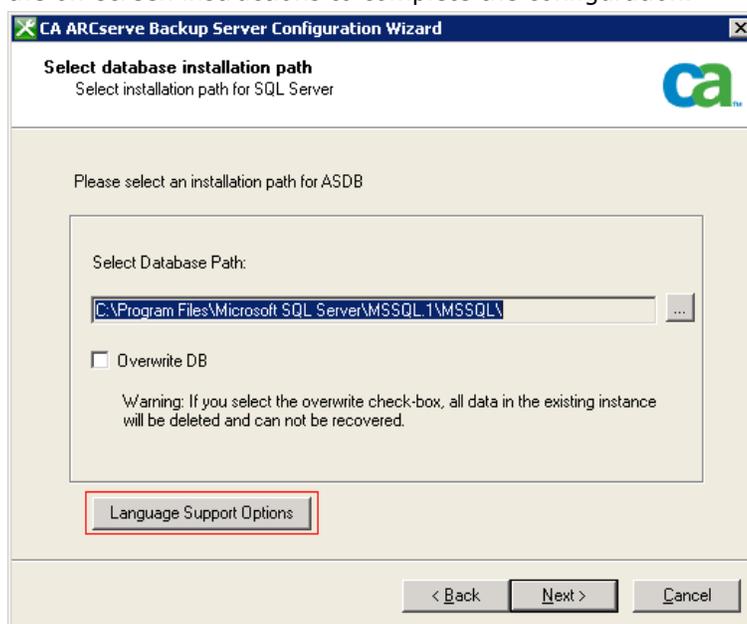
**To configure Microsoft SQL Server as the CA ARCserve Backup database**

1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Click the Select database option and click Next.
3. Follow the on-screen instructions to complete the configuration.

**Note:** If you protect data that contains Unicode-based characters from East Asian languages (for example, JIS2004) you must enable SQL collation to ensure that you can search and sort the data. To do this, click Language Support Options on the Select Database Installation Path dialog and follow the on-screen instructions to complete the configuration.



4. After the configuration is complete, the Server Configuration Wizard opens a command line window, starts `exptosql.exe`, and migrates the SQL Server 2008 Express core and detail tables to the new SQL Server database.

If `exptosql.exe` does not start, open a command line window and start `exptosql.exe`.

Note: By default, `exptosql.exe` is installed in the following directory:

C:\Program Files\CA\ARCserve Backup

Execute the following commands:

a. **exptosql.exe core**

This is a required step. The `core` argument lets you migrate the core tables from the SQL Server 2008 Express database to the SQL Server database.

**Important!** You must execute this command immediately after the SQL Server configuration is complete.

b. **exptosql.exe detail**

This is an optional step. The detail argument lets you migrate the detail tables from the SQL Server 2008 Express database to the SQL Server database. You can execute this command, at any time, after the core migration process is complete.

**Note:** Depending on the size of the SQL Server 2008 Express database, the detail table migration process can require a significant amount of time to complete.

## Move the CA ARCserve Backup Database to a Different System or Instance

Use the Server Configuration Wizard to move the CA ARCserve Backup database to a different system or instance.

**Note:** This option only applies to Microsoft SQL Server installations.

Before you move the CA ARCserve Backup database to a different system or instance, be aware of the following considerations:

- The Server Configuration Wizard lets you change your current Microsoft SQL Server configuration to the following types of configurations:
  - Cluster-aware
  - Remote
  - Local
- To access the new SQL Server installation, you must specify a method of authentication. You can use one of the following authentication methods:
  - Windows security
  - SQL Server security
- For remote SQL Server installations that use SQL Server authentication, you must provide the Login ID and Password for the Remote Server Administrator Account.

**To move the CA ARCserve Backup database to a different system or instance**

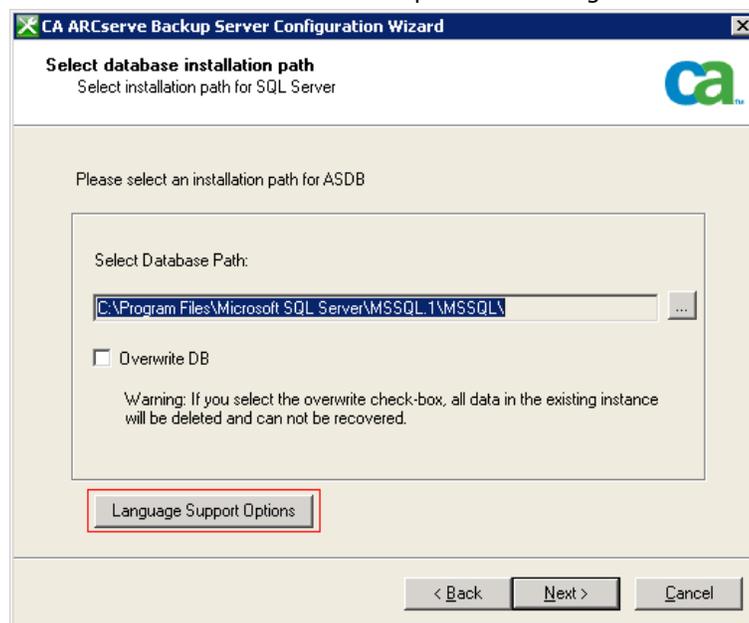
1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Select the Select Database option and click Next.

Follow the on-screen instructions to complete the configuration.

**Note:** If you protect data that contains Unicode-based characters from East Asian languages (for example, JIS2004) you must enable SQL collation to ensure that you can search and sort the data. To do this, click Language Support Options on the Select Database Installation Path dialog and follow the on-screen instructions to complete the configuration.



After the configuration is complete, you must install the CA ARCserve Backup database protection agent on the system hosting the SQL Server database.

3. To install the ARCserve database protection agent, do **one** of the following:

- If the SQL Server database is installed on the CA ARCserve Backup primary server, open Windows Explorer and browse to the following directory:

C:\Program Files\CA\ARCserve Backup\Packages\ASDBSQLAgent

- If the SQL server database is not installed on the CA ARCserve Backup primary server, open Windows Explorer and browse to the following directory:

C:\Program Files\CA\ARCserve Backup\Packages\ASDBSQLAgent

Copy the contents of the ASDBSQLAgent directory to any location on the system hosting the SQL Server database.

4. In the ASDBSQLAgent directory, double-click the following file:

SQLAgentRmtInst.exe

The ARCserve Backup Agent for SQL Setup dialog appears.

5. Complete the following fields, as required, for your installation:

- SQL Instance Name

Specify the name of the SQL instance that you want to protect.

- Auth Mode

Specify the authentication mode that CA ARCserve Backup will use to communicate with and protect the database.

If you specify SQL Authentication as the authentication mode, complete the following fields:

- SQL SA Name

Specify the SQL system account name.

- SQL SA Password

Specify the SQL system account password.

6. Click Install and follow the on-screen instructions to complete the installation.

## Configure Microsoft SQL Server 2008 Express as the CA ARCserve Backup Database

Using the Server Configuration Wizard, you can configure Microsoft SQL Server 2008 Express as the CA ARCserve Backup database.

Before you configure Microsoft SQL Server 2008 Express as the CA ARCserve Backup database, be aware of the following considerations and limitations:

- To deploy Microsoft SQL Server 2008 Express in your environment, Microsoft .NET Framework 2.0 and Microsoft Data Access Components (MDAC) 2.8 Service Pack 2 must be installed on the primary server. If the Server Configuration Wizard does not detect either of these applications, the wizard installs them for you.
- Microsoft SQL Server 2008 Express does not support remote installations. You must install the ARCserve database on the CA ARCserve Backup primary server.
- You cannot migrate database information from a Microsoft SQL Server database installation to a Microsoft SQL Server 2008 Express database installation.
- Microsoft SQL Server 2008 Express Edition is not supported on Windows IA (Intel Itanium) 64-bit operating systems.

### To configure Microsoft SQL Server 2008 Express as the CA ARCserve Backup database

1. From the Windows Start menu, click Start, select All Programs, CA, ARCserve Backup, and click Server Configuration Wizard.

The Server Configuration Wizard opens.

2. Click the **Select Database** option and then click **Next**.
3. Follow the on-screen instructions to complete the configuration.

**Note:** If you protect data that contains Unicode-based characters from East Asian languages (for example, JIS2004) you must enable SQL collation to ensure that you can search and sort the data. To do this, click Language Support Options on the SQL Server Express Instance dialog and follow the on-screen instructions to complete the configuration.

## CA ARCserve Backup Logs and Reports

CA ARCserve Backup provides the following options for displaying logs and reports:

- Activity Log--Logs all CA ARCserve Backup activity.
- Tape Log--Logs all media activity (for debugging purposes only)
- Job Log--Logs activity related to a specific job.
- Reports Manager--Generates reports from the CA ARCserve Backup database for viewing or printing.

### Activity Log Data

The Activity Log contains comprehensive information about the operations performed by CA ARCserve Backup. It provides an audit trail of all CA ARCserve Backup activity (including group activities) for every job that is run. You can scan this log every day to see if any errors have occurred. You can also use it to find out a session number in case you need to restore a specific session. The log is located on the upper right corner of the Job Status Manager.

The Activity Log has an organize feature which allows you to sort the log using filters, message grouping, or message post date. For further information on the Activity Log, see the chapter "Customizing Jobs."

### Tape Log

The Tape Log contains messages sent by the tape drives to CA ARCserve Backup. This log is not generated during normal operation. It is designed for debugging purposes only. To enable the Tape Log, use the Server Admin Configuration menu.

**Note:** In a cross-platform environment, the Tape Log does not display information for non-Windows servers. Only Windows server Tape Engine information is available for viewing in the GUI.

### Job Log

A Job Log is generated for each job that is run by CA ARCserve Backup. You can specify the level of detail in the log by choosing the log options before you submit the job. See the online help for how to configure and view the log report for a job. For further information on the job log, see the chapter "Customizing Jobs."

## Report Manager

The Report Manager provides you with a variety of reports based on the backup activity stored in the CA ARCserve Backup database. You can preview a report, print to a printer or file, as well as schedule when to generate a report.

### Generate Reports Using Report Manager

The Report Manager lets you generate reports about CA ARCserve Backup activities.

You can generate reports that Run Now from primary servers, stand-alone servers, and member servers. You can schedule reports to run at a specific time on primary servers and stand-alone servers. If you schedule a report from a member server, the report will run from the primary server, display in the Manager Console on the primary server, and will be stored in the <ARCSERVE\_HOME>/Reports directory.

#### Report Manager Considerations

- You can view all Create now-based reports in the Report Manager window or a browser application, such as Internet Explorer.
- You must view all Schedule-based reports in the Report Manager window.

#### To generate reports using Report Manager

1. From the Monitor & Reports menu in the Navigation Bar on the home page, click Report.

The Report Manager opens and a collapsible tree that provides an expandable view of reports in various categories appears.

2. On the Report Categories view, select a report template from the list.

The Report template list appears on the right pane.

- Select and right-click the report that you want to generate. From the pop-up menu, specify one of the following options:

### Schedule

Lets you schedule a report to run at a specific time.

When you specify this option, the Schedule Report dialog opens. On the Schedule Report dialog, follow the prompts and complete the required fields to schedule the report.

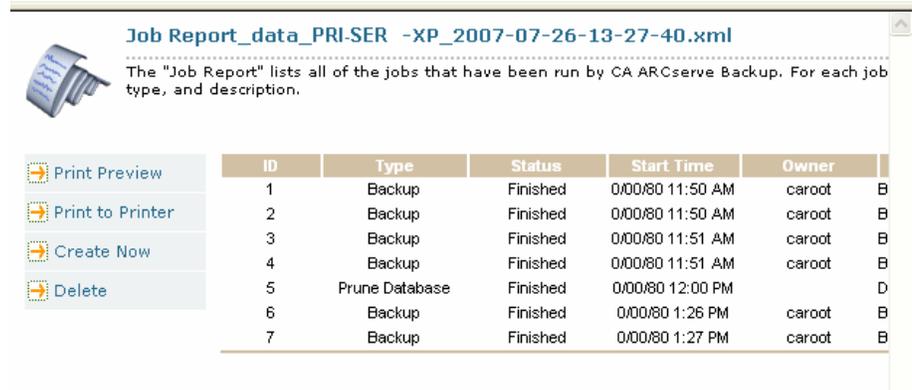
### Create now

Lets you generate a report that runs now.

When you specify this option, the Create Report dialog opens. On the Create Report dialog, follow the prompts and complete the required fields to create the report now.

After CA ARCserve Backup creates the report, you can view the report results on the Report Content view pane as illustrated by the following graphic.

Job Report\_data\_PRI-SER-XP\_2007-07-26-11-48-22.xml  
 Job Report\_data\_PRI-SER-XP\_2007-07-26-13-27-40.xml



**Job Report\_data\_PRI-SER -XP\_2007-07-26-13-27-40.xml**

The "Job Report" lists all of the jobs that have been run by CA ARCserve Backup. For each job type, and description.

ID	Type	Status	Start Time	Owner	
1	Backup	Finished	0/00/80 11:50 AM	caroot	B
2	Backup	Finished	0/00/80 11:50 AM	caroot	B
3	Backup	Finished	0/00/80 11:51 AM	caroot	B
4	Backup	Finished	0/00/80 11:51 AM	caroot	B
5	Prune Database	Finished	0/00/80 12:00 PM		D
6	Backup	Finished	0/00/80 1:26 PM	caroot	B
7	Backup	Finished	0/00/80 1:27 PM	caroot	B

Print Preview  
 Print to Printer  
 Create Now  
 Delete

**Note:** The Report Manager also allows you to remove reports using the delete option to delete the entire report files or delete reports based on date.

## Report Manager Reports

Using Report Manager, you can generate three types of reports:

- Standard
- Custom
- Advanced

These reports are described in further detail in this section. For a summary listing of each report and type, see [Report Categories](#) (see page 645).

### Standard Reports

CA ARCserve Backup provides several standard reports that display general backup and restore activity. The reports cover activity for job runs, media backups, and backup device errors. You can use a report filter to select the backup media you want to include in the report. Standard reports cannot be customized or scheduled to print at a specific time interval (not including the Preflight Check Report and GFS Media Prediction Report).

**Note:** CA ARCserve Backup cannot display the Preflight Check Report and the GFS Media Prediction in the Report Manager when CA ARCserve Backup generates the reports via a schedule.

### Custom Reports

Custom reports can be modified to meet your specific needs. Although the layout is similar to standard reports, custom reports are created using templates and saved in .XML format.

**Note:** You can adjust the layout of a custom report by modifying the width of the report columns. Open Windows Notepad and search for the report you want to adjust. Add or change the WIDTH attribute of the FIELD tag in the report template.

Custom reports can be scheduled to run immediately, at a specified time or repeat interval, and can be scheduled from the Primary server or a Member server. You can also specify to have the generated custom report sent to you by email.

There are two types of custom reports:

- **Predefined**--Available in seven categorical types when you install CA ARCserve Backup. Predefined reports contain basic report data headings that you can modify to suit your specific needs using Report Writer.
- **User-created**--Using Report Writer, you can create a report without using a template as a guide. If you save your user-created report in the CA ARCserve Backup reports directory, the title of the report displays in the My Reports folder in Report Manager.

**Note:** Although you can schedule reports from a Primary server and a Member server, CA ARCserve Backup generates the reports from the Primary server. To ensure that user-created, custom reports run as scheduled from the Primary server, you must copy the user-created report template to the reports directory on the primary server. The default reports template directory on the Primary server is as follows:

C:\Program Files\CA\ARCserve Backup\templates\reports

## Advanced Reports

Advanced reports provide you with an overview of the current data protection status in your ARCserve environment. Advanced reports are predefined, available in different types when you install CA ARCserve Backup, and contain report data headings that you can modify to suit your specific needs.

To run a report, you must specify the report type and the path of the file where the generated report will be saved.

Advanced reports are similar to custom reports in that they can be scheduled to run immediately or at a specified time or repeat interval. You can also elect to have the generated advanced report sent to you by email.

## Report Categories

The report categories that display in Report Manager originate from an external XML schema file (categories.xml) in the CA ARCserve Backup home directory. You can change the display order of the report categories by editing the categories.xml file.

The following table describes the categories, and types available for standard and custom reports.

### Daily Status Reports

This report category provides the status of all jobs executed within the last 24 hours, including reports that display all clients which failed backup and media written in the last 24 hours.

The following reports are available:

- Daily Job Status Report (custom)
- Daily Backup Status Report (custom)
- Daily Failed Backups Report (custom)
- Recently Written Media Report (custom)

**Note:** The Daily Backup Status Report contains a field called Compression Ratio. The compression ratio shows the amount of data actually written to disk after deduplication. The field is available only for sessions backed up to deduplication device groups.

### Job Reports

This report category shows the status information for report jobs executed on a weekly basis. It provides reports showing all failed backups and a preflight check report that displays the status of report jobs scheduled to run at a future date.

The following reports are available:

- Job Report (standard)
- Enterprise Job Status Report (standard)
- 7 Days Job Status Report (custom)
- 7 Days Backup Status Report (custom)
- Failed Backups Report (custom)
- Preflight Check Report (standard)

### Media Reports

This report category shows detailed media information about sessions backed up, including a list of media errors generated. Forecasted media schedules for GFS jobs are also available.

The following reports are available:

- Backup Media Error Report (standard)
- Session Detail Report (standard)
- Session Report (standard)
- GFS Media Prediction Report (standard)
- Media Usage Comparison Report (custom)
- Media Utilization Report (custom)
- Media Required for Data Recovery Report (custom)
- 7 Days Media Usage History Report (custom)
- Scratch Set Media in Device Report (standard)

**Note:** The Media Utilization, Session Detail and Session Reports now contain a field called Compression Ratio for Deduplication. This ratio shows the amount of data actually written to disk after deduplication. The field is only available for sessions backed up to deduplication device groups. This field is present through the Report Manager and also through Report Writer, File, Open, CA ARCserve Backup Home Directory, Templates, Reports.

### Media Pool Reports

This report category shows detailed media pool related information including the status of media in scratch sets and GFS rotation profiles.

The following reports are available:

- Media Pool Report (standard)
- Media Pool Location Report (standard)
- GFS Rotation Profile Report (standard)
- Detailed Media Pool Report (custom)
- Media in Scratch Sets Report (custom)

### Device Reports

This report category shows information about backup devices used with CA ARCserve Backup including the number of errors incurred during a backup on a device.

The following report is available:

- Backup Device Report (standard)

### **Backup Clients Reports**

This report category shows backup client information including database and client agent data sizes.

The following reports are available:

- Backup Client Data Size Report (custom)
- Backup Clients and Job Associations Report (custom)
- Detailed Media Usage by Backup Clients Report (custom)

**Note:** The Backup Client Data Size Report now contains a field called Compression Ratio. This ratio shows the amount of data actually written to disk after deduplication. The field is only available for sessions backed up to deduplication device groups. This field is present through the Report Manager and also through Report Writer, File, Open, CA ARCserve Backup Home Directory, Templates, Reports.

### **Resource Usage History Reports**

This report category shows forecasted usage information based on historical data.

The following reports are available:

- 7 Days Media Usage History Report (custom)
- Media Utilization Report (custom)
- Media Usage Comparison Report (custom)
- Backup Window and Throughput Comparison Report (custom)

### **Staging Reports**

This report category provides you with information that you can use to analyze and manage data that was backed up to a file system device using staging.

With Staging Reports you can view status information about migration sessions, SnapLock sessions, and sessions that did not purge from staging devices. The Summary report lets you view information about a specific job or a group of jobs based upon a user-specified range of dates.

The following reports are available:

- Staging Migration Report
- Staging Purge Failed Report
- Staging SnapLock Report
- Staging Summary Report

### **Audit Log Reports**

This report category adds audit fields to existing activity log information such as service starts and stops, or password changes. You can now identify who executed an action, from what machine, and using what application.

The following report is available:

- Audit Log

### **Statistics Reports**

This report category provides an overview of the current data protection status. The reports include information about the backup and restore status. However, the output is based on the filter combinations you specify.

The following reports are available:

- Backup Attempt Success Rate: Summary Report (advanced)
- Backup Attempt Success Rate: Individual Client Report (advanced)
- Restore Attempt Success Rate Report (advanced)
- Drive Throughput Report (advanced)
- Backup Error Report (advanced)
- Failed Backup Attempt (advanced)
- Consecutive Failed Backup Attempt (advanced)
- Partial Backup (advanced)
- Full Backup Duration (advanced)
- Last Backup Status Report (advanced)
- Vaulting Report (advanced)

### **My Reports**

This report category shows user-created reports that are saved in the following directory:

CA\ARCserve Backup\Templates\Reports

## **Statistics Reports**

The statistics reports can accept and parse a variety of report filters; however, not all filters are required for all the reports. Based on the type of report that is being generated, only the filters required and supported by that specified report will be used.

To run any advanced report, you must specify at least the report type and the path to where the generated report will be saved.

The following report types, along with the corresponding supported filters can be generated using the statistic report category:

### **Backup Attempt Success Rate: Summary**

This report provides information on what percentage of backup attempts that are successful and also shows percentage of incomplete and failed backup attempts.

#### **Supported Filters:**

- Start Date
- End Date
- Job Comment

### **Backup Attempt Success Rate: Individual Client**

This report provides information on what percentage of backup attempts that are successful on a per node basis.

#### **Supported Filters:**

- Start Date
- End Date
- Job Comment

### **Restore Attempt Success Rate**

This report provides information on what percentage of all restore attempts that are successful.

#### **Supported Filters:**

- Start Date
- End Date

### **Drive Throughput**

This report provides information about the average throughput that is being seen on the tape drives in the system. Throughput obtained from this report can be compared against the native throughput of the drive. The output of this report can be filtered to specific drives by specifying the drive serial number.

### **Backup Error**

This report shows the number of errors and warnings generated for the backup job for each of the backup paths during the reporting period. This helps in determining the clients with most number of errors.

#### **Supported Filters:**

- Start Date
- End Date
- Job Comment

**Failed Backup Attempt**

This report shows the clients with the most failed backup attempts during the reporting period.

**Supported Filters**

- Start Date
- End Date
- Job Comment
- Top Count (Limit output to the top 'n' clients only)

**Consecutive Failed Backup Attempt**

This report shows the clients with the consecutive failed backup attempts during the reporting period.

**Supported Filters**

- Start Date
- End Date
- Top Count (Limit output to the top 'n' clients only)

**Partial Backups**

This report shows the clients with the most number of partial backups. This reports help identify and restore critical file.

**Supported Filters**

- Start Date
- End Date
- Top Count (Limit output to the top 'n' clients only)

**Full Backup Duration**

This report shows the average backup time, average backup data, and average throughput for full backups of all backup paths during the reporting period.

**Supported Filters**

- Start Date
- End Date

### **Last Backup Status Report**

This report shows the status of last execution of all the backup jobs in the queue. If a job is still active, it shows the current status of the running job. This report only shows the status of the job in the queue at the time the report is generated.

#### **Supported Filters**

- None

### **Vaulting Report**

This report shows the list of tapes that will move in or out of the vault on the day of reporting.

#### **Supported Filters**

- None

## **Custom Report Job Scheduling**

There are two ways you can schedule a custom report to run—Report Manager or Job Schedule Wizard. From Report Manager, you can schedule two of the standard reports (Preflight Check Report and GFS Media Prediction Report) and custom reports that represent Predefined or User-Created which display in the report categories.

### **Schedule a Custom Report Using the Report Manager**

#### **To schedule a custom report from Report Manager**

1. Locate the report you want to schedule from the report list tree.
2. Click Schedule in the left panel pane next to the report description.
3. Specify the name and format type (.xml or .csv) for the report.
4. (Optional) Check the alert option box if you want to be alerted when report is sent by email and click Next.
5. Choose schedule options to run the report immediately or at a specific time and click Next.
6. Review your selection in the Job Summary page and enter a job description, if necessary.
7. Click Submit to execute the report job run.

## Schedule a Custom Report Using the Job Scheduler Wizard

### To schedule a custom report from the Job Scheduler wizard

1. Create a report template using the CA ARCserve Backup Report Writer and save it to a file.
2. Locate the Job Scheduler Wizard executable in the CA ARCserve Backup home directory and double click to launch it.
3. Select CAReports in the Run this program combo box and enter the report template name, the output file name where the report data will be stored, and silent mode (-s) mode as the parameters.

**Note:** For a full command line supported by the Report Writer, see the *Command Line Reference Guide* or the online help.

## Create Custom Reports Using the Report Writer Utility

Report Writer is a CA ARCserve Backup utility that you can use to create custom reports. You can access Report Writer from the Utilities menu (or the Utilities section) in the CA ARCserve Backup home page.

**Note:** Reports created using Report Writer can be previewed, printed, or scheduled in Report Manager.

### To create and generate a custom report

1. Open the Report Writer utility by selecting the Utilities menu and then choosing Report Writer.
2. Select the File menu and click Open to locate the report you want if you are generating a Predefined report. Otherwise, if you are generating a User-defined report, go to Step 3.
3. Enter a name for your report in the Report Title text box. Optionally, you can enter a description of your report in the Description text box.

4. In the Available Queries table, highlight the source from which you want to gather information for your report. When you highlight a source (such as Tape or Media Pool), the Available Columns table is populated with the types of data you can collect from the selected source. For example, if you select Job in the Available Queries table, you can choose to collect information about the Job Type, the Job Owner, the Job's Start Time, and several other items.

To select an item to include in your report, highlight the item in the Available Columns table and click Add. The item will be moved to the Report Columns table.

**Note:** You can create reports made up of information collected from multiple sources. For example, you could create a report that reports on Job Type, Tape Name, and Source Host.

5. Click Next to go to the Report Criteria screen. From this screen, you can customize your report in the following ways:
  - Set the order of the records—The records (or rows) in the columns of your report can be sorted in either ascending or descending order. By default, the records are ordered in ascending order.
  - Set the order of the columns—The column at the top of the Report Columns list will be the first (left-most) column in your report. To change the position of a column, highlight it in the Report Columns table and click the up or down arrow.
  - Set filters—The records for your report can be filtered for specific criteria that you define. Use the Enter Value field, along with the Operators and Condition drop-down menus, to specify the criteria for each type of record (each listing in the Report Columns table) in your report. After specifying a filter, click Add Criteria to add it to the Query Criteria table.

For example, to report only on jobs with a Job ID between 150 and 250, follow these steps:

- a. Click Job, Job ID in the Report Columns table.
  - b. Set the Operators drop-down menu to ">=", type 150 in the Enter Value field, and set the Condition drop-down menu to "and." Then click Add Criteria.
  - c. Set the Operators drop-down menu to "<=" and type 250 in the Enter Value field. Click Add Criteria. The Query Criteria table will reflect your criteria.
6. To run your report, click Generate Report.

**Note:** If you are using Report Writer to generate predefined Disk Staging Reports, the Add and Remove buttons are not accessible.

## Report Generation for Multiple CA ARCserve Backup Servers

You can generate reports for a CA ARCserve Backup server at any time using the `-m` switch with the `CARports` command line utility. If you want to generate reports for more than one CA ARCserve Backup server, it is recommended that you create and store report templates on one server, and use remote servers as data sources. The customized report templates do not have to be updated for each CA ARCserve Backup server. Use the `-m` switch for each server so that all template updates are batched as a generic job.

**Note:** You can use the `-a` switch with the `CARports` command line utility to enable auto-file naming to generate daily reports.

## CA ARCserve Backup Diagnostic Utility

The CA ARCserve Backup Diagnostic Wizard utility is a convenient tool for gathering and packaging various CA ARCserve Backup and system logs, which may be necessary for troubleshooting.

The diagnostic wizard collects information about the following CA ARCserve Backup agents.

- Agent for Informix
- Agent for Lotus Domino
- Agent for Microsoft Exchange Server
- Agent for Microsoft SharePoint Server
- Agent for Microsoft SQL Server
- Agent for Oracle
- Agent for Sybase
- Client Agent for Windows
- Network Attached Storage Agent (NDMP NAS Option)
- Universal Agent

**Note:** The diagnostic utility is installed default.

## Diagnostic Utility Components

The Diagnostic Utility contains two components:

- Diagnostic Wizard
- Diagnostic Report Manager

You can launch the Diagnostic Wizard from the CA ARCserve Backup program group. It allows you to configure what kind of report and log you want to generate.

You can run one of the two following report generation modes:

- **Express Mode**--Collects information about the local machine. Does not include advanced debugging information.
- **Advanced Mode**--Collects information about the local machine or a remote machine and generates reports with greater debugging information enabled. If you select this mode, you are prompted to rerun the relevant job so that the newly selected debug flags can be processed during the job and entered into the report.

The Diagnostic Wizard also lets you select where to place the log on your hard disk. After you complete the Diagnostic Wizard, a file is created. You can view this file from the Diagnostic Report Manager, which is also accessible from the CA ARCserve Backup program group.

The following sections describe the process of running and reviewing an Express mode report.

**Note:** To run the Diagnostic Wizard in the Advanced mode, choose the Advanced option on the Select Diagnostic Type screen, and then follow the on-screen instructions.

## Configure Computers Running Windows Vista and Windows 7 Operating Systems to Communicate with the Diagnostic Wizard

By default, the Diagnostic Wizard cannot collect diagnostic information about computers running Windows Vista and Windows 7 operating systems. Therefore, you must configure computers running Windows Vista and Windows 7 operating systems to communicate with the Diagnostic Wizard.

### **To configure computer running Windows Vista and Windows 7 operating systems to communicate with the Diagnostic Wizard**

1. Ensure that the Remote Registry service is running in the Windows Service Manager.
2. Ensure that you allow TCP port 445 to communicate through the Windows firewall on the Windows operating system.

## Create Reports Using the Express Mode Diagnostic Utility

Using the ARCserve Diagnostic Wizard you can generate reports that collect diagnostic information about the local server.

**Note:** The Express Mode does not collect advanced debugging information about the local server.

### **To create reports using the Express Mode Diagnostic Utility**

1. Open the Diagnostic Wizard by selecting Start, Programs, CA, ARCserve Backup, and then click Diagnostic Wizard.

The ARCserve Diagnostic Wizard opens.

2. Click Next.

The Select Diagnostic Type window opens.

From here, you can choose to collect diagnostic logs from either the local server or a remote server, as well as whether or not you want to include advanced debugging information in the report.

Choose the Express type to gather local logs without including debugging information.

3. Click Next.

Select the attributes of the machine you want to gather logs from.

4. Click Next.

Specify the location where you want to save the diagnostic information file in the Diagnostic Information File Name field and click Next.

A summary of the logs to be collected displays.

5. Click Start.

This process can be lengthy, depending on the system and the amount of information that you requested.

6. When the process is complete, click OK, and then click Finish.

After the file has been created, you may be prompted to send it to CA Technical Support.

## Create Reports Using the Advanced Mode Diagnostic Utility

Using the ARCserve Diagnostic Wizard you can generate reports that collect advanced debugging information about the local server.

### To create reports using the Advanced Mode Diagnostic Utility

1. Open the Diagnostic Wizard by selecting Start, Programs, CA, ARCserve Backup, and then Diagnostic Wizard.

The ARCserve Diagnostic Wizard opens.

2. Click Next.

The Select Diagnostic Type window opens.

From here, you can choose to collect diagnostic logs from either the local server or a remote server, as well as advanced debugging information in the report.

Choose the Advanced type to gather local logs without including debugging information.

3. Click Next.

The Select an ARCserve Backup Job window opens.

Choose an ARCserve job.

4. Click Next.

Select the attributes of the machine you want to gather logs from.

5. Click Next.

Select the debug mode.

6. Click Next.

Specify the location where you want to save the diagnostic information file in the **Diagnostic Information File Name** field and click Next.

A summary of the logs to be collected displays.

7. Click Start.

This process can be lengthy, depending on the system and the amount of information that you requested.

8. When the process is complete, click OK, and then click Finish.  
After the file has been created, you may be prompted to send it to CA Technical Support.

## View Reports Using the Diagnostic Report Manager

After the information you requested is collected, you can use the Diagnostic Report Manager to view it.

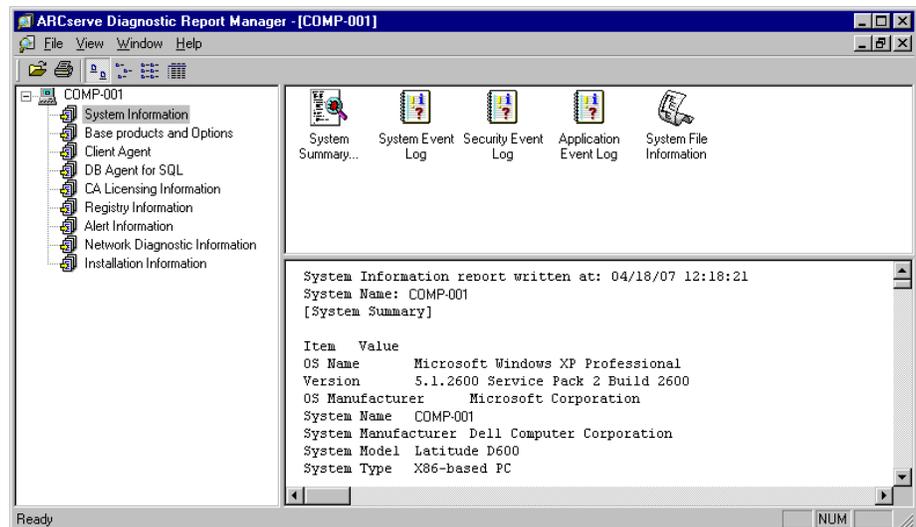
### To view diagnostic reports

1. Start the Diagnostic Report Manager by selecting Start, Programs, CA, ARCserve Backup, and then select Diagnostic Report Manager from the ARCserve Backup program group.

The **Diagnostic Report Manager** opens.

2. From the File menu, choose Open.
3. Locate your saved log file and click **Open**.

A console opens that shows a list of your logs on the left-hand side. Detailed information appears in the bottom-right pane as you select items in the left-hand pane.



4. (Optional) You can also view Product Logs by selecting the Base products and Options node on the left-hand pane.

The list of all product logs appears on the right-hand pane, together with tape logs and job logs.

From the File menu on the Diagnostic Report Manager you can also export, save, and print the selected log file.

## CA ARCserve Backup Infrastructure Visualization

CA ARCserve Backup Infrastructure Visualization provides a visual representation of your CA ARCserve Backup environment, allowing you to quickly see backup status and explore how servers, nodes, and devices are related.

CA ARCserve Backup Infrastructure Visualization shows each CA ARCserve Backup Server in a hierarchical form resembling an organization chart. Primary and Member servers are indicated at the top of the hierarchy under the CA ARCserve domain. The mini-map feature acts as a scaled-down version of the current view, allowing you to pan to portions of the entire graph. You can customize the Infrastructure Visualization by filtering by node name or node tier. You can also print the contents of a view. Double-clicking a specific server, node or device displays its details and permits you to access the corresponding Dashboard reports.

### Example: How to Use Infrastructure Visualization

Suppose you want to see the backup status of nodes backed up by each CA ARCserve Backup server in your environment. To do so, open Infrastructure Visualization and switch to Nodes view, then group the nodes by subnet. The graph displays all CA ARCserve Backup servers with the backed up nodes grouped by subnets. At the top of each subnet group, a bar shows the last backup status of all nodes in the subnet based on a pre-defined [color scheme](#) (see page 662):

- If the entire bar is red, the backup of all the nodes in that subnet failed.
- If some portion of the bar is yellow, while the rest is green, the backup of some nodes was incomplete, while the rest were successful.

Click a node to open the details window, which shows the backup information specific to the selected node. You can check machine information such as CPU, OS and Memory, as well as check more detailed information by launching related Dashboard Reports. To launch a Dashboard Report, double-click the item in a group and then open the desired report.

## Infrastructure Visualization Software Requirements

CA ARCserve Backup Infrastructure Visualization requires Microsoft .NET Framework 3.5 SP1.

**Note:** Since .NET Framework 3.5 SP1 is not supported on Itanium-based systems, Infrastructure Visualization is not supported on these systems.

Infrastructure Visualization is installed with the CA ARCserve Backup Server and requires no additional licenses.

To view Global Infrastructure Visualization, you must install and configure the Global Dashboard component during CA ARCserve Backup primary/standalone server installation. For more information about Global Dashboard installation and configuration, see the CA ARCserve Backup Dashboard User Guide.

## Infrastructure Visualization Operations

Built-in operations like filtering, zoom controls and mini-map navigation make it easy to view the backup status of your environment.

- **Filtering**--You can filter by node name or tier, including patterns, such as PAY to find all machines whose names contain PAY. You can save filters on a per-user basis.
- **Print**--You can print out a copy of the full view, not including the mini-map, zoom slider or toolbar buttons. You can also zoom into a specific area and print it.
- **Zoom Controls**--Using a slide bar, you can enlarge and decrease the display magnification, changing the Infrastructure Visualization scale.
- **Mini-Map Navigation**--The mini-map shows a small high-level overview of the entire (current) view. For very large environments, you can zoom out the view and move the bounding box in the Mini-map view by dragging your mouse. The main display updates the view to show the portion included within the bounding box.

Some controls on the toolbar are common to all Infrastructure Visualization views, such as Refresh and Print. Other views have specific toolbars.

- **Nodes View** -- The toolbar contains Group nodes by: Subnet/Agent, Node name filter and Node tier filter controls.
- **Virtual Machine View** -- The toolbar contains Virtual Machine Type: VMware/Hyper-V, Node name filter and Node tier filter controls.
- **Device View** -- There are no controls specific to this view.

## Infrastructure Visualization Color Scheme

You can determine last backup status of all nodes in a group by matching the color bar to the following color scheme key:

- Red -- indicates failed jobs
- Orange -- indicates cancelled jobs
- Yellow - indicates incomplete jobs
- Blue -- indicates jobs that have not yet been attempted
- Green -- indicates successful jobs

When the color bar is all one color, the last backup status for all nodes in the group have the same status. When status differs, the bar is shaded proportionately.

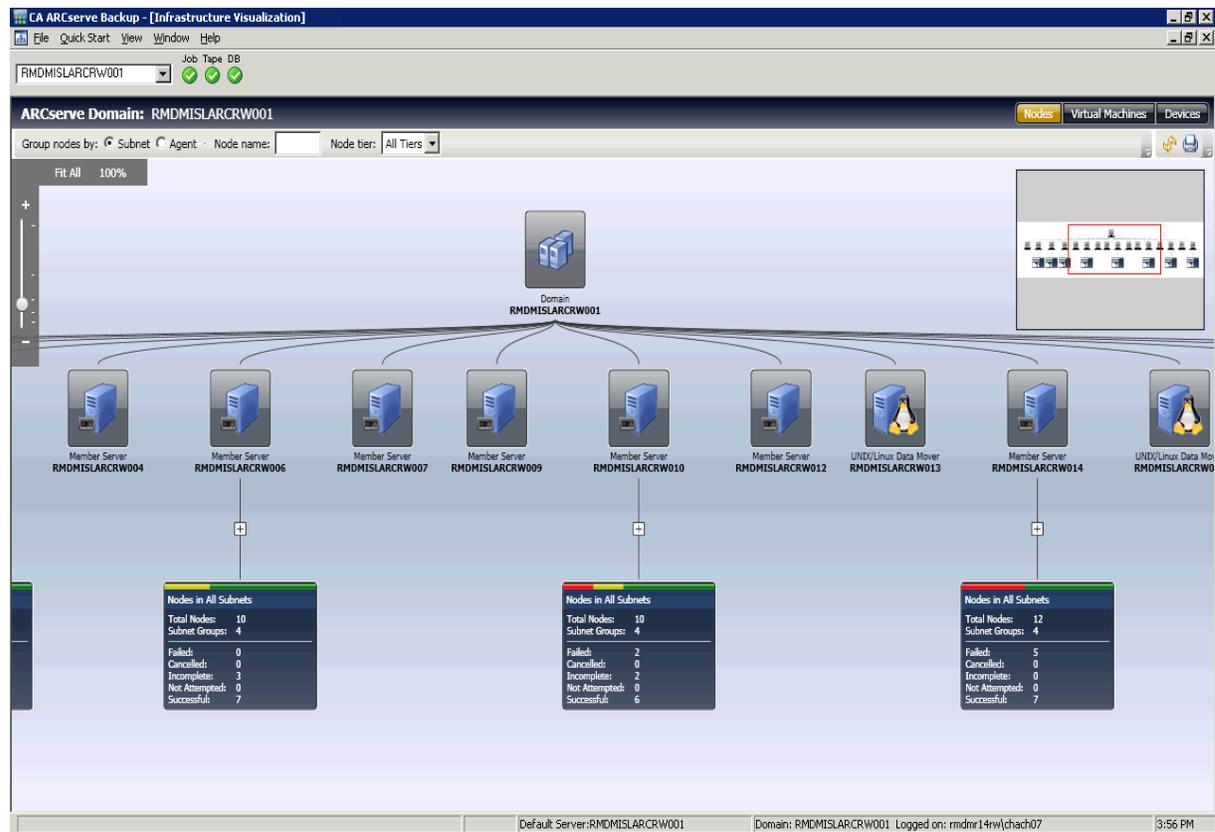
## CA ARCserve Backup Infrastructure Visualization Views

Infrastructure Visualization is organized into the following views, showing groups of related items. Each view has a specific purpose and function. You can easily switch among views by clicking the appropriate view button at the top of your screen.

- [Nodes View](#) (see page 663).
- [Virtual Machine View](#) (see page 665).
- [Device View](#) (see page 667).

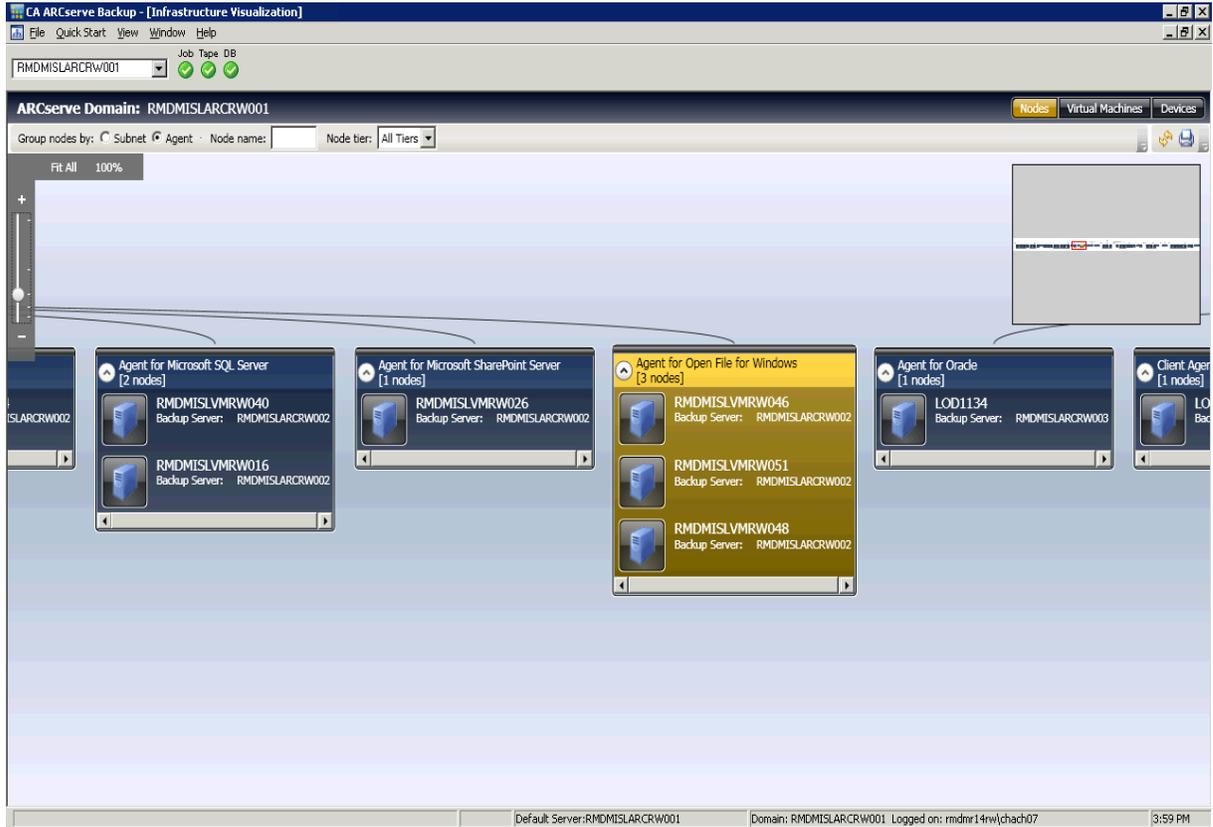
## Nodes View

Nodes View is the default view and represents the backup relationship of nodes. It may be filtered by two radio buttons on the toolbar: Subnet and Agent View.



- In **Subnet** view, the nodes backed up by CA ARCserve Backup are displayed in subnet groupings. All servers are shown across the top and all nodes backed up by those servers are shown grouped by their subnets. Servers with nodes beneath them are displayed with a summary item and an Expansion symbol (+). Click the symbol to view subnet groups. On the summary item, there is a status bar that shows total nodes in percent format based on a pre-defined color scheme, and text details including Total Node Count, Subnet Group Count and node count for each color status.

- In **Agent** view, the nodes backed up by CA ARCserve Backup are grouped by installed agents. All servers are shown across the top and all nodes backed up by those servers are shown grouped by the agents installed on that server. When a node has more than one agent installed, it appears under multiple agent groups. Since last known backup status is not Agent-specific, the status bar is gray.

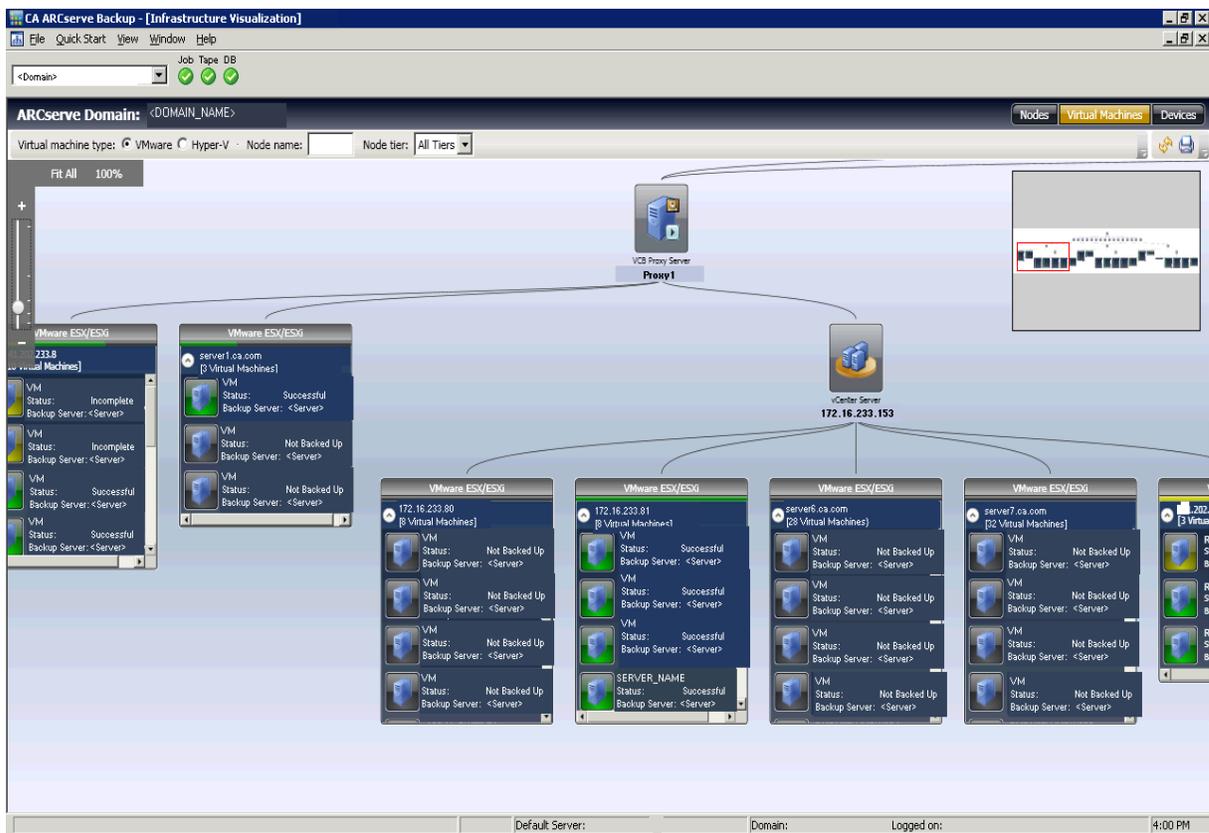


## Virtual Machine View

Virtual Machine view lets you see the virtual machine environment (VMware and Hyper-V virtual machines) in the CA ARCserve Backup domain. In Virtual Machine view, all VMs backed up by CA ARCserve Backup are grouped by their VMware ESX/ESXi or Hyper-V server. You can filter the view by virtual machine as follows:

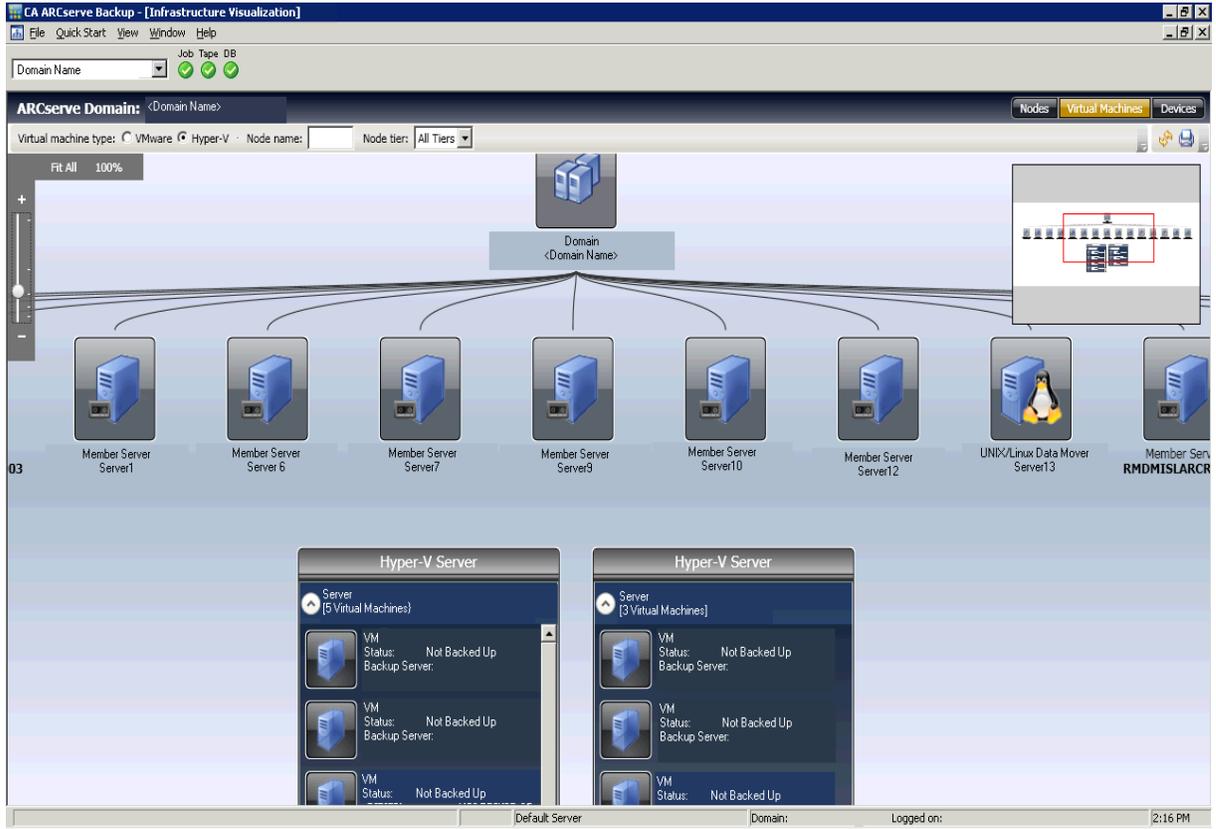
### VMware

Shows the VMware ESX/ESXi Server VMs backed up using the CA ARCserve Backup Agent for Virtual Machines. If a VM was backed up using a standalone VMware ESX/ESXi Server, it is displayed in the hierarchy, Backup Server, VMware Proxy, VMware ESX/ESXi Server, VM. If a VM was backed up using a VMware vCenter Server, it is displayed in the hierarchy, Backup Server, VMware Proxy, VMware vCenter Server, VMware ESX/ESXi Server, VM.



### Hyper-V

Shows the Microsoft Hyper-V VMs backed up using the CA ARCserve Backup Agent for Virtual Machines in the following hierarchy: Backup Server, Hyper-V Host Server, VM.



Backup status for each VM is represented by text and visual indicators. VMware ESX/ESXi and Hyper-V servers are displayed similar to Groups and have status bars at the top to indicate overall backup status of the VMs beneath them. Gray indicates a VM has not been backed up, which could occur when VMs are populated into the ARCserve database by the VM data population utility, but not yet backed up.

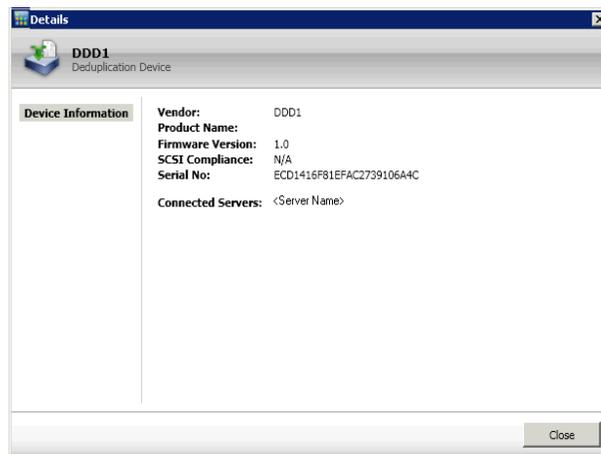
Connecting lines between a VMware proxy or Hyper-V server and a backup server indicate that at least one VM under that group was backed up.

## Device View

This view lets you see the backup devices connected to the respective CA ARCserve Backup server in the ARCserve domain. The devices are grouped by device type.



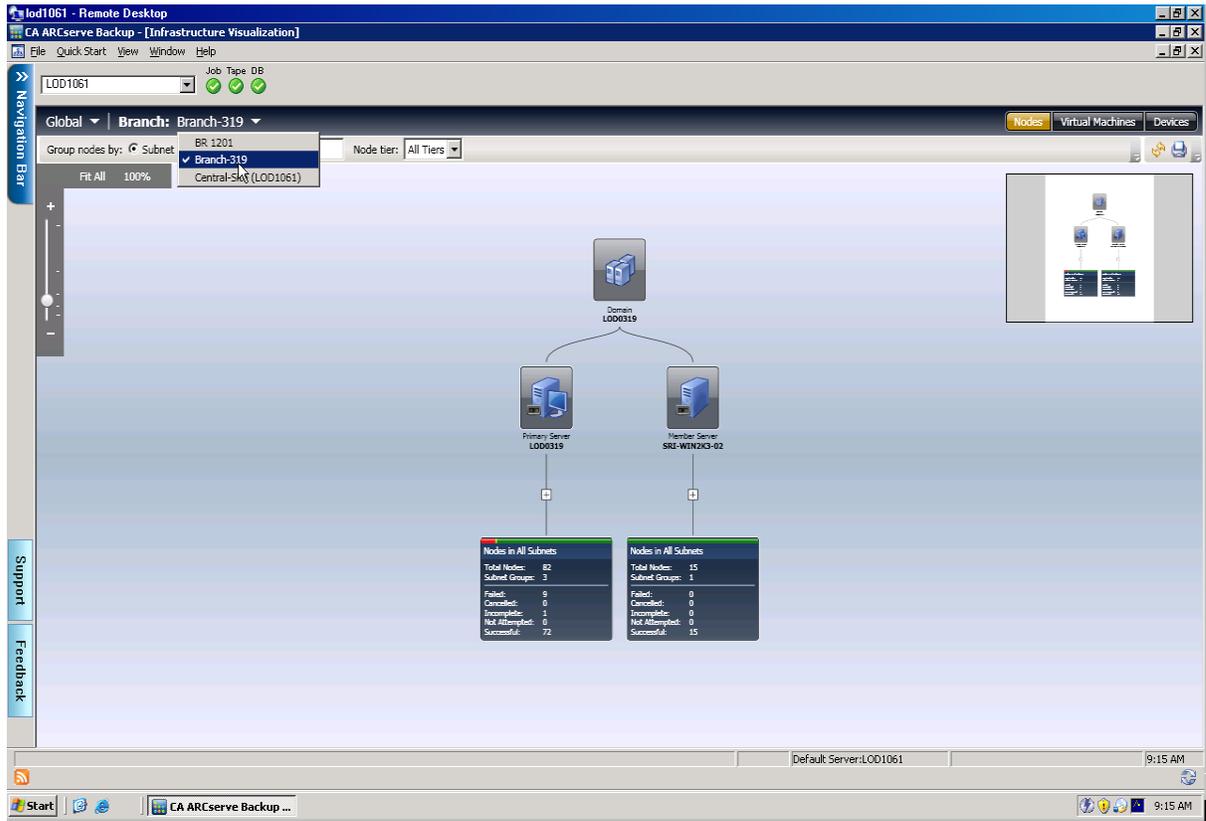
Click a device to open a Details Window that displays more information about the device. For example, for Tape Libraries, the Details Window shows the number of drives and number of slots. Each device type is indicated by icons for file system and deduplication devices, as well as for tape drives and libraries.



**Note:** For CA ARCserve Backup running in a cluster environment, the views display the information of the currently active node.

### Global Infrastructure Visualization

If you have Global Dashboard installed and configured as the Central Primary server on your backup server, then Infrastructure Visualization lets you specify the display mode. In Global mode, Infrastructure Visualization lets you select an individual branch site and display visualization views for that branch. For more information about configuring the Primary server as a Central Site, see the *CA ARCserve Backup Dashboard Guide*.



### Central Primary Server (or Central Site)

The Central Primary Server (and its associated CA ARCserve Backup database) is the central hub interface for storing synchronized dashboard-related information received from Branch Primary Servers. Within your CA ARCserve Backup environment, there can only be one primary server configured as the Central Primary Server, and a Branch Primary Server can only report to one Central Primary Server. All associated Branch Primary Servers need to be registered with this Central Primary Server to enable network communication. Communication is always one way, from a branch site to the central site.

**Branch Primary Server (or Branch Site)**

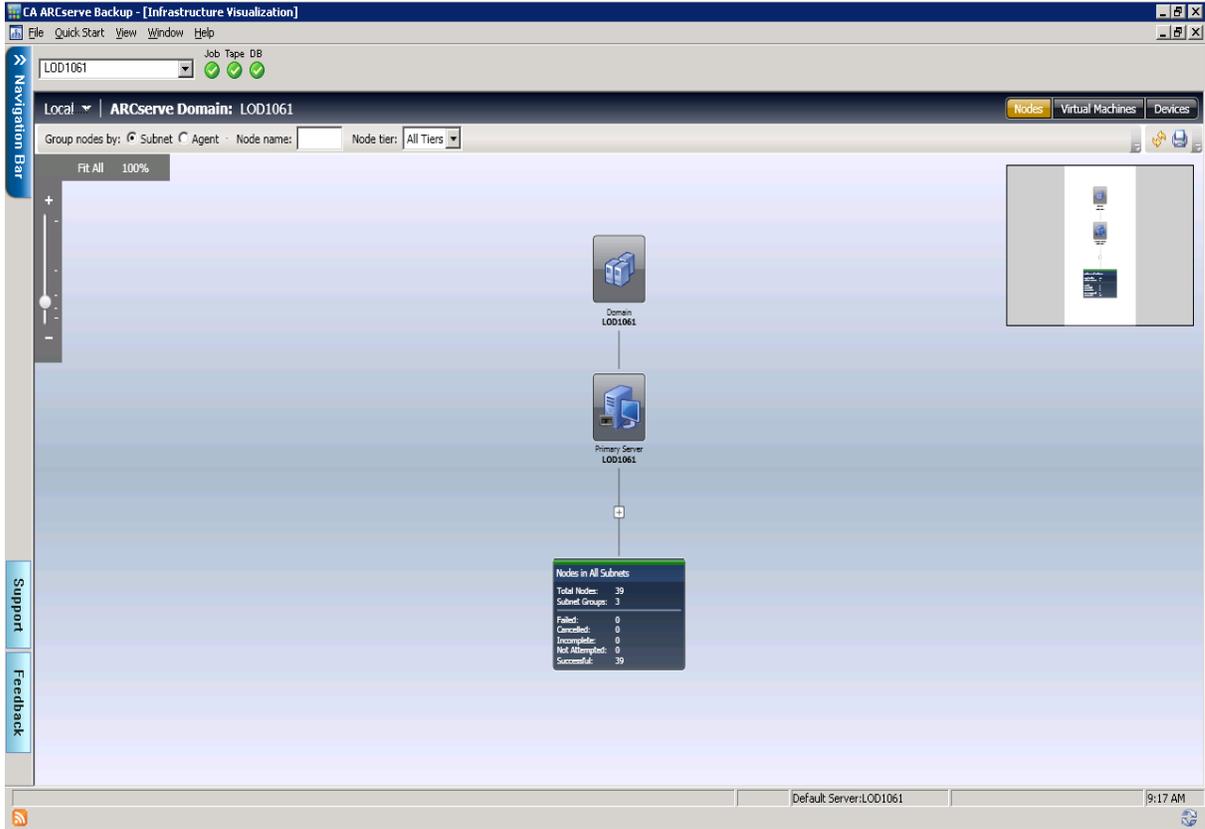
Any primary server (or stand-alone server) within your CA ARCserve Backup environment can be configured to be a Branch Primary Server. A Branch Primary Server synchronizes dashboard-related information to the designated Central Primary Server. All data is transmitted from the Branch Primary Server to the associated Central Primary Server. Within your CA ARCserve Backup environment, there can be multiple Branch Primary Servers, but only one Central Primary Server. In addition, a Branch Primary Server can only report to one Central Primary Server. After a primary server is configured as a Branch Primary Server and registered with the associated Central Primary Server, the corresponding dashboard data can be automatically synchronized with the Central Primary Server.

**Synchronization**

Data synchronization is the process of transmitting dashboard-related information from a branch site database to the central site database so that the central database contains (and reports) the same information as each of the registered branch databases. For Global Dashboard, the initial data synchronization will always be full data synchronization. All subsequent data synchronizations will be incremental. Incremental synchronization is synchronizing the data that was modified, deleted, or added since the last synchronization was performed. The synchronized data is compressed to minimize size prior to transmittal.

If the server was configured as a branch site, no Global Mode switch appears on the screen.

Local Mode shows Infrastructure Visualization views for the Central site only.



**Note:** To check the last update status of data from each branch site, check the Central Manager interface in the Global Dashboard window. For more information, see the *CA ARCserve Backup Dashboard Guide*.

If the branch site is at version r12.5 and the Central site has been upgraded to the current release, be aware of the following behavior in Global Visualization:

- Device view for the branch is blank.
- Virtual Machine view shows only VMs that were backed up.

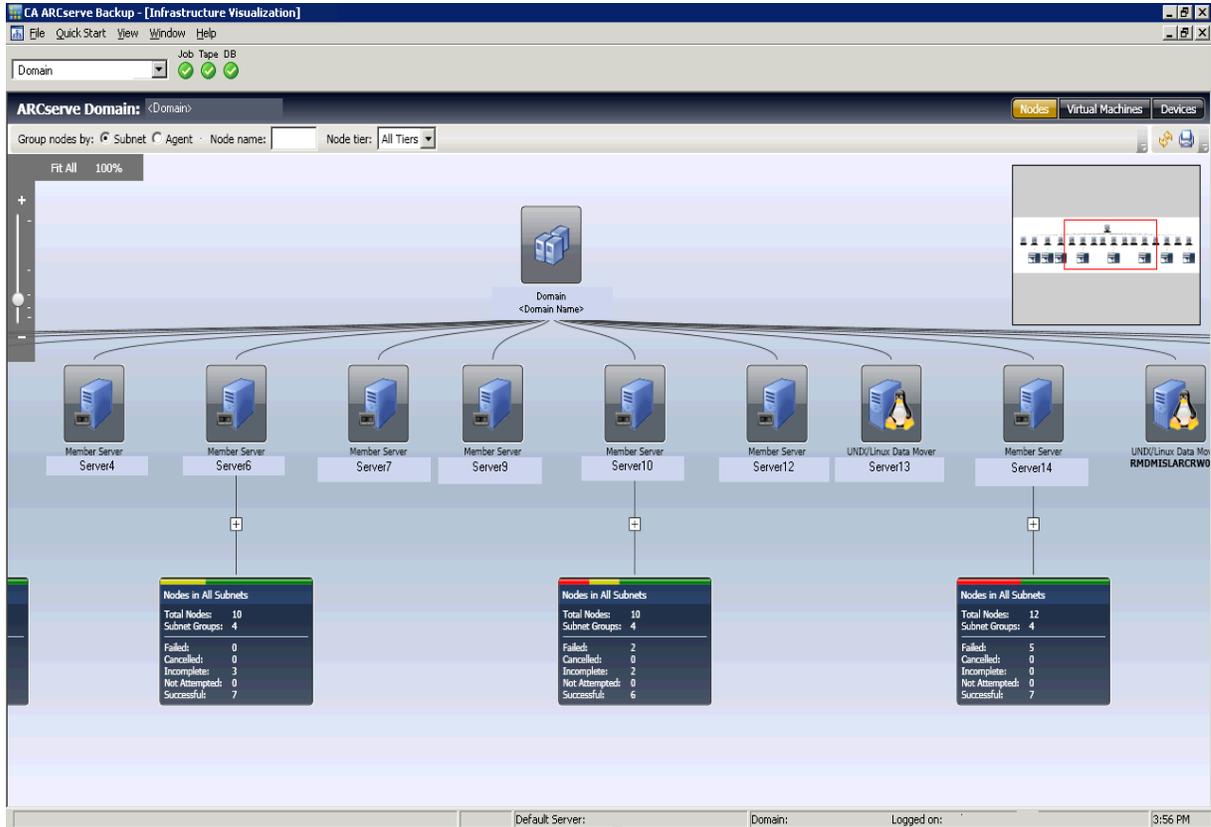
### How to View Backup Status

Infrastructure Visualization lets you see into your backup environment, showing groups of related items. In Nodes View, you can view the following:

- Group nodes by subnet or by Agent
- View backup status by node
- View backup status by agent

To launch Infrastructure Visualization, click Monitor & Reports from the Navigation Bar and then choose Infrastructure Visualization, which loads with the Nodes by Subnet view by default.

Infrastructure Visualization displays the most recent backup status only. If a particular node is backed up by more than one server, it is displayed only under the server that performed the most recent backup. The [color bar](#) (see page 662) at the top of each group provides status at a glance.



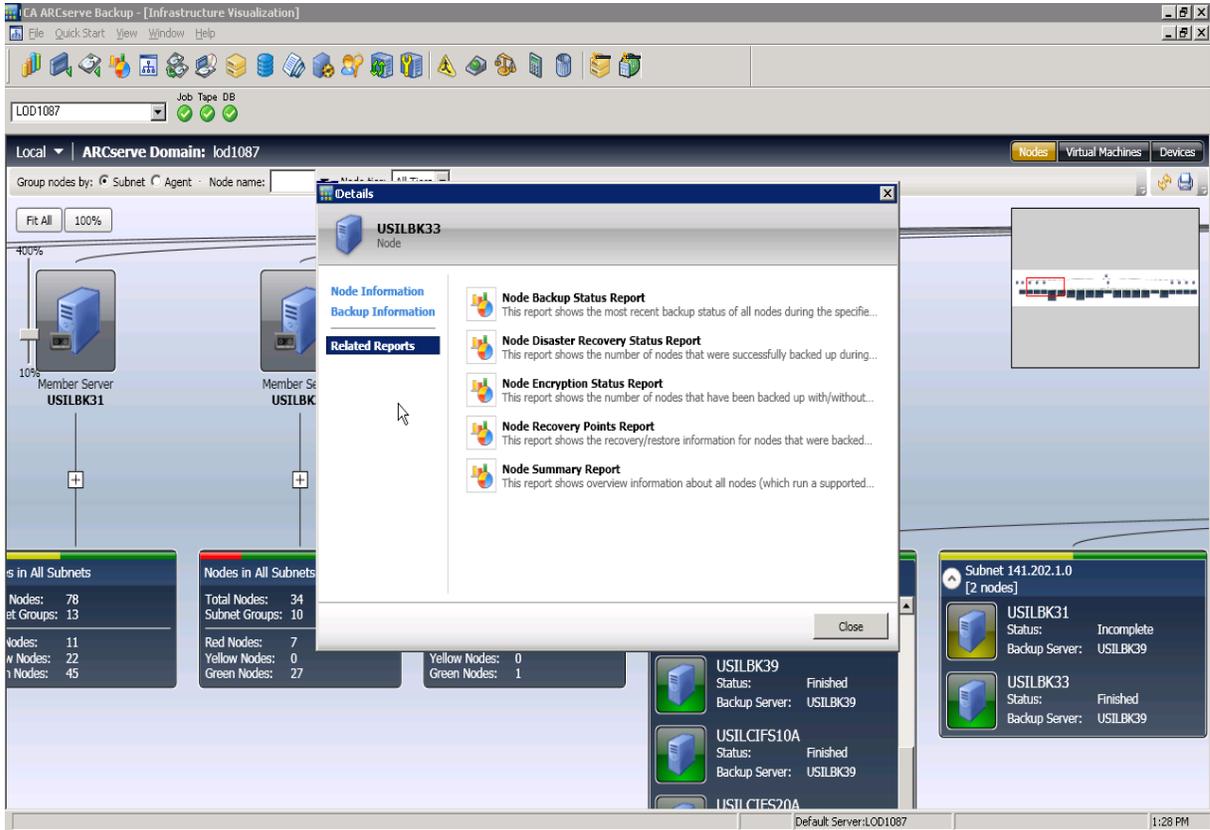
### Find the Most Recent Backup Status for Backup Servers

Infrastructure Visualization helps you quickly locate information required for SRM decision-making.

#### To find the most recent backup status for backup servers

1. Launch the CA ARCserve Backup Manager and connect to the Primary Server.
2. Launch Infrastructure Visualization from the Navigation Bar.
3. Locate the subnet group for which you wish to obtain backup status. In the bar across the top of the group, you can see the failure percentage of all nodes within this subnet.

- 4. Click the plus sign to expand a group and view further backup details.
- 5. Click a server in the group to open the Details screen.



- 6. Click Related Reports and then choose a report item to launch. From the report, you can determine the causes of reported errors for troubleshooting purposes.

## Group Nodes by Subnet or by Agent

When you launch Infrastructure Visualization, backup status is displayed in Nodes view by default. Within Nodes view, you can further control how information is displayed using two methods:

- **Group by Subnet**--Subnet Group shows all servers, all nodes backed up by those servers. By default, nodes are collapsed, but you can expand further to see the list of subnets and corresponding nodes. If a machine has multiple network cards and is part of more than one subnet, it appears multiple times.

**Note:** When grouping by subnet, a Data Mover node is displayed without an IP address.

- **Group by Agent**--Agent Group shows all servers, all nodes backed up by those servers according to the agents installed on each machine. If a machine has more than one agent installed, it appears multiple times.

**Note:** Click a node to obtain backup details, including links to Dashboard Reports.

## View Backup Status by Node

Each node backed up with CA ARCserve Backup is shown and grouped by subnet or installed agents. If a node has multiple Network Interface Cards that are part of different subnets, that node is shown in multiple subnet groups.

If you have a UNIX/Linux Data Mover installed, it is displayed as a special backup server, showing only one node. This is because the Data Mover backs up only itself.

**Note:** Node-based views show the last backup status only. If a machine is backed up by two servers, it appears only under the server that performed the most recent backup.

### To view backup status by node

1. Launch Infrastructure Visualization from the Navigation Bar, Monitors & Reports.

Infrastructure Visualization opens in Nodes View (default) with all CA ARCserve Backup servers shown across the top. The default grouping is by Subnet.

2. The group is not expanded by default. Click the + symbol to expand a group and view further backup details.

The number of nodes is shown, and the name of the backup server and backup status for each node in the subnet are displayed.

## View the Backup Status for Virtual Machines

In Virtual Machine View, Infrastructure Visualization displays all VMware Proxy, VMware vCenter Server systems, VMware ESX/ESXi Host systems, and Microsoft Hyper-V systems. Virtual machines are displayed below the servers on which they reside at population or backup time. This could mean that VMware ESX/ESXi Host systems display below a VMware vCenter Server system or a VMware backup proxy system, depending on how it was populated or backed up. VMware vCenter Servers are displayed under the VMware backup proxy system.

If you enter user credentials for a specific VMware vCenter Server system, the Agent for Virtual Machines detects the corresponding ESX/ESXi server, and displays this information for each virtual machine in the Infrastructure Visualization graph.

### To view the backup status for virtual machines

1. Launch Infrastructure Visualization.
2. Click Virtual Machines to change views.
3. Select the VMware or Hyper-V option to view the virtual machines of the desired type in your environment.
4. Double-click a node to obtain backup details including Dashboard Reports.

## Filter Views by Node Name

The Node Name field is available in both Nodes and Virtual Machines views. Use it when you know the specific node for which you wish to view backup information. You can also search for groups of nodes with similar names using the \* wildcard.

### To filter views by node name

1. Launch Infrastructure Visualization.
2. Ensure Node View is active.
3. In the View-Specific toolbar, enter the name of the node you wish to view in the Node Name field. For example, PAY locates all nodes whose names contain PAY anywhere in the string.

## Filter Views by Node Tier

CA ARCserve Backup lets you filter the Nodes or Virtual Machines Views by node tier.

### To filter views by node tier

1. Launch Infrastructure Visualization.
2. Make sure Nodes view is active.
3. In the View-Specific toolbar, choose a filter from the Node Tier list:
  - High Priority
  - Medium Priority
  - Low Priority

## View Devices and SANs in the Environment

Device View lets you see how backup devices are connected to the respective CA ARCserve Backup server in the ARCserve domain. Tape drives, libraries and devices such as file system devices and deduplication devices are shown with distinct icons that describe the type of device.

Data mover servers can also be displayed in Device View. If devices are connected to a data mover server, they display beneath the data mover server. You can connect only file system devices or SAN devices to a data mover server.

Shared devices initially appear only under the primary server. When all other CA ARCserve Backup servers come online, devices are displayed in the SAN.

### To view devices and SANs in the environment

1. Launch Infrastructure Visualization.
2. Click Devices to change views.

Infrastructure Visualization refreshes and displays all devices connected to Backup servers.
3. (Optional) Click a device to obtain specific device details.

## Dashboard Integration with Infrastructure Visualization

Within the context of a selected item in Infrastructure Visualization, you can launch Dashboard reports. For example, clicking a node launches the Details window, which provides more information about the selected node, as well as a list of the related Dashboard reports. Click a report item to open it. Reports are opened within Infrastructure Visualization, but retain the same functionality as if they are opened from Dashboard, including print, save, and email.

The reports accessible from Infrastructure Visualization are as follows:

- Domain Reports

**Note:** Reports that are marked with an asterisk (\*) indicate that the report is a Storage Resource Management (SRM) type of report. SRM reports let you monitor your entire storage environment at a glance and measure the status of all related resources.

- Node Summary Report \*
- Volume Report \*
- Disk Report \*
- Network Report \*
- CPU Report \*
- Memory Report \*
- OS Report \*
- SCSI/Fiber Card Report \*
- Agent Distribution Report
- License Report
- Node Tiers Report
- Node Backup Status Report
- Top Nodes with Failed Backups Reports
- Node Whose Most Recent Backup Failed Report
- Job Backup Status Report

- Backup Server Reports (primary servers, member servers, and data mover servers)

- Backup Data Location Report
- Job Backup Status Report

- Node and VM Node Reports

- Node Backup Status Report
- Node Disaster Recovery Status Report
- Node Encryption Status Report
- Node Recovery Points Report
- Node Summary Report

# Chapter 9: Managing Agents Using Central Agent Admin

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This section contains the following topics:

[How the CA ARCserve Backup Central Agent Admin Works](#) (see page 677)

[Manage Agents](#) (see page 678)

[Configure Agents](#) (see page 680)

[Add Computers](#) (see page 681)

[Add Nodes](#) (see page 681)

[Manage Agent Logs](#) (see page 683)

[Configure SRM PKI](#) (see page 685)

[Configure SRM Exclude Paths](#) (see page 686)

[Configure Node Tiers](#) (see page 687)

## How the CA ARCserve Backup Central Agent Admin Works

The Central Agent Admin is a central utility that manages the agent machine and lets you view agent logs and event logs, set debug level registry entries for one or more agents, and configure agent options. Using the Central Agent Admin, you can also perform basic node management tasks such as modifying agents. You can add or modify node security information without opening the Backup Manager. The Central Agent Admin also lets you perform Node Tier configuration and Agent Deployment.

The Central Agent Admin is part of the ARCserve Manager. You can open the Central Agent Admin from the Administration menu or from the ARCserve home page.

**Note:** The old Agent Admin will still be installed with Client Agents and be used for local configuration with same functions as before.

When you start the Central Agent Admin, it retrieves the information for all registered agent nodes and displays these agents in a tree view. The supported agents installed in that machine display when you expand the agent node. You can also view the agent properties and configuration information from the registry of the remote agent machine in the top and bottom right-hand panes.

**Note:** The Central Agent Admin currently supports the Client Agents, the Agent for Open Files, the Agent for SQL Server, the Agent for Microsoft Exchange Server, the Agent for Microsoft SharePoint Server, and the Agent for Oracle.

## Manage Agents

CA ARCserve Backup Central Agent Admin lets you perform agent management tasks such as modifying agent information, configuring agents, and managing agent services.

### Modify Agents

CA ARCserve Backup Central Agent Admin lets you add, modify, or delete agents, similar to the Backup Manager.

#### To modify agents

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Click the Windows Systems object and select a remote machine.
3. Right-click the remote machine and select Modify Agent.

The Modify Agent dialog appears.

4. Enter the agent details such as host name and IP address.
5. Click OK to confirm your changes.

### Configure Agent Security

CA ARCserve Backup Central Agent Admin lets you configure agent security similar to the Backup Manager.

#### To configure agent security

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Click the Windows Systems object and select a remote machine.
3. Right-click the remote machine and select Security.

The Security dialog appears.

4. Enter the user name and password.
5. (Optional) Select or deselect one or more machines for which you want to apply or remove the same security settings.
6. Click OK to complete agent security configuration.

## Start or Stop Agent Services

Using CA ARCserve Backup Central Agent Admin, you can start or stop the agent services.

### To start or stop agent services

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Click the Windows Systems object and select a remote machine.
3. Right-click the remote machine and select Start/Stop Services.

The Backup Agent Service Manager dialog appears.

4. Click Start Service or Stop Service to start or stop the agent services, respectively.
5. (Optional) Select Start the agent backup service as the system starts, to ensure that the service starts as soon as the system starts.

## Start Agent Deployment from the Central Agent Admin

CA ARCserve Backup Central Agent Admin lets you deploy CA ARCserve Backup agents to remote systems using Agent Deployment.

### To start Agent Deployment from the Central Agent Admin

1. Open the CA ARCserve Backup Manager Console.

From the Quick Start menu, select Administration and click Central Agent Admin.

The Central Agent Admin manager window opens.

2. Expand the Windows Systems object.

Locate the remote system.

Right-click the remote system and click Agent Deployment on the pop-up menu.

Agent Deployment starts.

**Note:** For more information, see [CA ARCserve Backup Agent Deployment](#) (see page 550).

## Configure Agents

CA ARCserve Backup Central Agent Admin lets you configure the following CA ARCserve Backup agents from a central location:

- Client Agent for Windows
- Agent for Microsoft SQL Server

### **To configure agents**

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Select an agent on the server.

Right-click an agent and select Configuration.

The Configuration dialog appears with a list of agents that you can configure.

3. Select the agent you want to configure and update the settings.
4. (Optional). Click Apply to Multiple to apply the same settings to multiple agent machines.
5. Click OK to complete the agent configuration.

### **To set debug level registry settings**

1. Select an agent on the server.
2. Right-click an agent and select Set Debug Level on the pop-up menu.

The Set Debug Level dialog opens.

3. Set the appropriate debug level such as Normal, Detail, Debug, or Trace, and click OK.

The debug level registry settings for the agent is now complete.

## Add Computers

CA ARCserve Backup Central Agent Admin lets you add one or more remote computers in a manner that is similar to the Backup Manager.

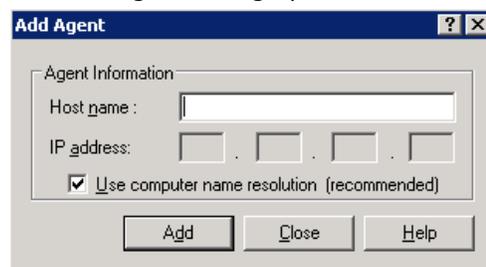
### To add computers

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Click the Windows Systems object and select Add Machine/Object.

The Add Agent dialog opens.



3. Complete the required fields on the Add Agent dialog and click Add.

You can now view the added computers in the left pane of the Central Agent Admin.

## Add Nodes

You can use the Add, Import, and Export Nodes feature to add multiple nodes and agents into the system in either of the following ways:

### To add multiple nodes and agents using the user interface

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Right-click the Windows Systems object and select Add/Import/Export Nodes.

The Add/Import/Export Nodes dialog appears.

3. Enter the name of a node you want to add and click Add. You can also select one or more nodes from the left-pane list, and click Add or Add All.
4. (Optional) Select any node on the left-pane list and click Properties.

The Server Properties dialog appears showing the server details and list of products installed on that server. Click OK.

5. (Optional) Select any node on the right-pane list and click Security.

The Security dialog appears where you can set the user a user name and password for the node. You can also apply the same user name password to multiple nodes. Click OK.

6. Click OK.

You can now view the added nodes and agents in the Central Agent Admin.

**To add multiple nodes and agents using a .csv and .txt file**

1. Right-click the Windows Systems object and select Add/Import/Export Nodes.

The Add/Import/Export Nodes dialog appears.

2. Click Import and browse to a location containing .csv or .txt files.
3. Specify the name of the .csv or .txt file from the user interface.

The node and agent names are imported from the .csv or .txt file and are added into the system.

4. Click OK.

You can now view the added nodes and agents in the Central Agent Admin.

## Manage Agent Logs

CA ARCserve Backup Central Agent Admin lets you view, export, or delete Agent logs.

### To view agent logs

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Select an agent on the server.

The agent log file details (for example, log file name, size, type of agent, and so on), display in the top right-hand pane.

3. Right-click an agent log file and click View Log Within Specific Time Range from the pop-up menu.

The Log Retrieval Configuration dialog appears.

4. Select one of the following and click OK:

- **Retrieve full log file**--Obtains the complete log file information.

**Note:** Windows Server 2008 systems do not support viewing event logs directly from the CA ARCserve Backup Manager Console. To view event logs on Windows Server 2008 systems, you must export the event log files and then open the exported documents using a text editor such as Notepad.

- **Retrieve log file against error time**--Obtains log file information for the specified start and end times.

The agent log file opens in a text editor such as Notepad.

### To export agent logs

1. Select an agent on the server.

The agent log file details (for example, log file name, size, type of agent, and so on) display in the top right-hand pane.

2. Right-click an agent log file and click Export Log To File.

The Log Retrieval Configuration dialog appears.

3. Select one of the following and click OK:

- **Retrieve full log file**--Obtains the complete log file information.
- **Retrieve log file against error time**--Obtains log file information for the specified start and end times.

The Save As dialog appears.

4. Specify a destination folder where you want to export or save the log file, and click OK.

The agent log file is exported to the specified location.

### To delete agent logs

1. Select an agent on the server.

The agent log file details (for example, log file name, size, type of agent, and so on) display in the top right-hand pane.

2. Right-click the agent log file you want to delete and click Delete Selected Log.

3. Confirm whether you want to delete the agent log.

The agent log file is then deleted from the agent logs list.

## Configure SRM PKI

CA ARCserve Backup Central Agent Admin contains a utility named SRM PKI. SRM PKI (performance key indicators) lets you monitor the performance of the agents running in your backup environment.

SRM PKI measures the following performance indicators:

- CPU usage
- Memory usage
- Disk throughput
- Network input and output

CA ARCserve Backup lets you enable or disable SRM PKI, specify default or custom values for the indicators, and generate alert messages when the indicators exceed values that you specified.

### To configure SRM PKI

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Right-click the Windows Systems node and select Configure SRM PKI.

The Configure SRM PKI dialog opens and the Policy tab appears.

3. For each agent, specify the options that you require:

- **Use Default Policy**--Lets you specify the default values for each performance indicator. To specify custom values for the indicators, clear the checkmark next to Use Default Policy.

**Note:** You can view the status of modified threshold values for each agent by clicking the Broadcasting Status tab.

- **Enable PKI**--Lets CA ARCserve Backup agents send hourly PKI values to the primary server for SRM PKI reports.

**Note:** For more information about SRM PKI reports, see the *Dashboard User Guide*.

- **Enable Alert**--Lets CA ARCserve Backup generate alert messages in the Alert Manager when the performance of an agent exceeds your predefined PKI values.

4. Make any necessary changes for one or more listed agents in the Policy tab.

5. (Optional) Click Apply to Multiple to apply the same configuration settings to multiple agents.

When you click Apply to Multiple, the Apply to Multiple dialog opens.

To apply the same settings to multiple agents, select the individual agents, click Select All, or click Unselect All, and then click OK.

6. On the Configure SRM PKI dialog, click Apply, and then click OK.

The Configure SRM PKI dialog closes and the PKI values are applied.

## Configure SRM Exclude Paths

CA ARCserve Backup Central Agent Admin lets you set SRM exclude paths.

### To configure SRM exclude paths

1. Open the CA ARCserve Backup Manager Console. From the Quick Start Menu, select Administration and click Central Agent Admin.

The Central Agent Admin window opens.

2. Right-click the Windows System object and select Set SRM Exclude Path.

The Set SRM Exclude Path dialog appears.

3. Enter the SRM exclude path and click OK.
4. (Optional) You can add or delete one or more paths using Add or Delete.

**Note:** The Top Nodes with Most Unchanged Files dashboard report uses the SRM exclude path list to determine which files must be excluded when you generate the report. The report excludes all files in the SRM exclude paths that you specify in the Central Agent Admin.

## Configure Node Tiers

You can use the CA ARCserve Backup Server Admin or the Central Agent Admin to change the assigned priority classifications of your CA ARCserve Backup the nodes. These tiers are used to filter the information displayed on the CA ARCserve Backup Dashboard by the priority level of the monitored nodes.

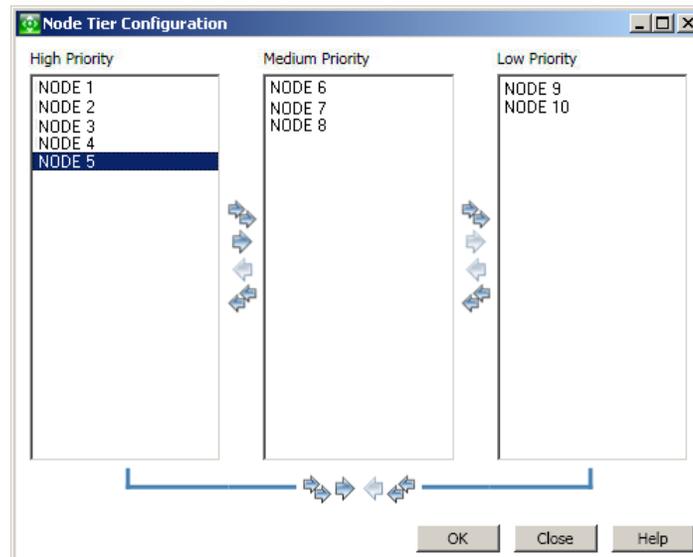
The Node Tier Configuration dialog contains three priority categories (High Priority, Medium Priority, and Low Priority), and is automatically populated when a node is added to your system and browsed. By default, a High Priority tier is configured to include all CA ARCserve Backup servers (Primary and Member) and any nodes with CA ARCserve Backup application agents installed (such as Oracle, Microsoft Exchange Server, Microsoft SQL Server, Microsoft Sharepoint Server, and so on), and a Low Priority tier is configured to include all other nodes (having file system agents installed). The Medium Priority tier is not configured to include any nodes, and is available for customized use.

The node assignments for each tier can be reconfigured and customized to meet your individual needs by using the Node Tier Configuration dialog, which is accessed from the CA ARCserve Backup Server Admin or from the Backup Manager (right-click Windows Systems in Source tab) or from the Central Agent Admin (right-click Windows Systems).

### To configure node tiers

1. Right-click the Windows Systems object, and select Node Tier Configuration.

The Node Tier Configuration dialog opens, displaying the nodes assigned to each Tier category (High Priority, Medium Priority, Low Priority).



2. Select one or more nodes that you want to reassign to a different tier category and click on the corresponding arrow icon to move the selected nodes from one tier to another.

**Note:** Multiple nodes can be selected for tier assignment by using the "CTRL" or "SHIFT" key combinations.



The single arrow icon will move just the selected nodes.



The double arrow icon will move all nodes within that tier.

3. Click OK when done.

The node tier assignments have been changed to meet your individual needs.

To view connections under the local computer

4. Select the computer from where you can open the CA ARCserve Backup Manager Console under the Windows Systems object and expand the computer to view the details.

5. Click Connections.

The connection details of that computer appear on the right pane.

#### **To configure debug levels**

1. Select any computer under the Windows Systems object and expand the computer to view the details.
2. Right-click the Universal Agent and select Set Debug Level from the pop-up menu.

The Configure Debug Level dialog appears.

3. Select a debug level such as Normal, Detail, Debug, or Trace, and click OK.

You have now configured the debug level for that computer.

#### **To enable or disable SRM client**

1. Select any computer under the Windows Systems object and expand the computer to view the details.
2. Right-click the Universal Agent and select Disable SRM Client to disable the SRM client. If the SRM Client is disabled, select Enable SRM Client to enable to it.
3. Click OK to confirm that you want to enable or disable the SRM client.

# Chapter 10: Using the Alert Manager

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This section contains the following topics:

[How the Alert Manager Works](#) (see page 689)

[Alert Manager Components](#) (see page 691)

[Set Up Alerts](#) (see page 691)

[Alert Manager Configuration](#) (see page 693)

## How the Alert Manager Works

Alert is a notification system that sends messages to people in your organization using various methods of communication. For example, you can send alerts to the system administrator, or a hardware technician in or out of the office. You can also send alerts to groups of people in different segments of the network.

The Alert Manager does not generate its own messages. You must configure the manager with the information you want to communicate and where you want to send it. Use the Alert options in the Backup Manager or Alert configuration in Server Admin to tell Alert what information you want to communicate. Use the Alert Manager or the Alert options in the Backup Manager to tell Alert how to send information and who to send it to. For more information on how you can select methods and specify recipients from within the Backup Manager, see the chapter "Backing Up Data."

The information you communicate through Alert is called an Event. Events are words or phrases that appear in the Activity Log. You can select predefined job-related events, such as "Job Completed Successfully" and "Job Incomplete." You can also customize job-related events, such as error, warning, or notification codes. In addition, you can specify non-job related events, such as starting or stopping the Tape Engine.

You can set up alerts from the following CA ARCserve Backup managers and utilities:

- Backup Manager
- Restore Manager
- Media Assure & Scan Utility
- Compare Utility
- Purge Utility
- Copy Utility
- Merge Utility
- Count Utility

To select job-related events, open these managers or utilities, click the Options toolbar button, and then select the Alert tab on the Options dialog.

Job-related events can also be accessed by selecting the Utilities menu and choosing any of the Utilities menu options. To select non-job related events, in Server Admin click Config, and then the Alert tab.

After you select events and they appear in the Activity Log, Alert generates notification messages and sends them to the appropriate recipients. For more information on selecting the information you want to communicate using Alert, see the chapter "Backing Up Data" for job-related events, and the chapter "Administering the Backup Server" for non-job related events.

Alerts can be sent in the following ways:

- **Broadcasts**--Sends pop-up messages to specific computers.
- **CA Unicenter TNG Option**--Sends messages to the TNG console and WorldView repository.
- **Lotus Notes**--Sends email messages using Lotus Notes.
- **Microsoft Exchange**--Sends email messages using Microsoft Exchange.
- **Windows Event Log**--Places event information in the Event logs of local and remote machines.
- **Pager**--Sends alphanumeric pager messages.

**Note:** Pager options are not supported on Japanese versions of CA ARCserve Backup.

- **SMTP (Simple Mail Transfer Protocol)**--Sends email messages using the standard email protocol on the Internet.
- **SNMP (Simple Network Management Protocol)**--Sends messages to SNMP managers, such as NetWare Management System (NMS), HP OpenView, and CA Unicenter TNG.
- **Trouble Tickets**--Sends printed documents to any print queue on your network.

## Alert Manager Components

Alert is comprised of the following components:

- **Alert Manager**--The Alert Manager is used to configure how Alert sends its messages and to whom to send them.
- **Alert Service ([Alert Notification Server] Service)**--This service is responsible for the reception, processing, and distribution of Alert messages.
- **ALBUILD.DLL**--This .DLL acts as the channel between Alert and other applications. This file should be located in the Alert home directory.
- **\*.CFG**--The application profile file is provided by an application. This \*.CFG file must be present in the Windows directory so that Alert can handle messages generated by an application.

## Set Up Alerts

CA ARCserve Backup provides event-based notification through email, pager, SNMP, broadcast, event log, or through Unicenter Network and Systems Management views. If you have Unicenter installed, you can use its Monitoring Agent to monitor the status of the CA ARCserve Backup processes and media, and report on the failure of backup jobs.

### Example: Alert Notification

You can configure Alert to broadcast a message when a backup job finishes successfully.

#### To set up Alerts

1. From the Backup Manager window, click the Options toolbar button.  
The Options dialog opens.
2. Click the Alert tab.  
The Alert options display.

3. Click the Configure button to specify the transmission method.  
The Methods & Recipients Configuration dialog appears.
4. In the Methods & Recipients Configuration dialog, click New.  
The Configuration Name dialog opens.
5. Enter a name for the configuration in the Configuration Name field and then click OK.  
Select the Broadcast method, and click the Add button.  
The Add Broadcast Recipient dialog opens.
6. In the Group/Machine field, select your machine from the network, and click Add to add it to the Recipients field.  
Or, if you know the machine name, enter the machine name into the recipient field.  
Click OK and click OK again to save the configuration.
7. From the Methods & Recipients drop-down menu, select the saved configuration.
8. Select an Event from the Event drop-down menu, and click the Add button.  
Now that you have set up Alert, you can proceed with your backup.  
Click OK.  
Click Submit on the toolbar to submit your job.  
The Security and Agent Information dialog appears.
9. From the Security and Agent Information dialog, select the job you want to run.  
If the user name and password do not appear, click the Security button and enter the appropriate user name and password.  
Review the security information and click OK.  
The Submit Job dialog screen opens.
10. Enter a description for your backup job (optional), and click OK to submit the job.  
Your job, which is now active, appears on the Job Queue tab in the Job Status window. If the job is active, you can view its status by double-clicking it on the Job Queue tab to invoke the Job Properties dialog.  
When the job finishes, Alert notifies you, using the specified method.

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## Alert Manager Configuration

Before you use the Alert notification system, you must first establish a service account. To do this, open the Alert Manager, go to the Service menu, and select Set Service Account.

**Note:** If the Alert Manager was previously installed with another CA product, it is not reinstalled to the CA ARCserve Backup directory; it remains in the directory where it was previously installed.

You can send alerts using many communication mechanisms or applications. Any application that calls Alert specifies one of three event priorities—Critical, Warning, or Informational.

To view a list of the applications that call Alert, open the Alert Manager, and, in the left pane, expand Configuration and then expand Default or CA ARCserve Backup. You can either use the Alert default settings, which will be used by all applications that use the Alert Service, or you can enter configuration information specifically for each application. If you choose the latter, these configurations override the default Alert configurations.

The following sections describe how to configure each of the available communication mechanisms. To begin, expand Configuration, and then expand CA ARCserve Backup to view options discussed in the following sections.

### Ports Option

The Ports option contains communication port profiles. Pagers and functions that use serial port access use these profiles. To configure, right-click Ports and select New Item. Enter the following information:

- **Port**--The name of the communications port you want the pager message to be broadcast from.
- **Data Bits**--The number of data bits, 7 or 8, which your modem uses.
- **Baud Rate**--The baud rate used by your modem.
- **Parity**--The parity setting, none, odd, or even, of your modem.
- **Stop Bits**--The number of stop bits, 1 or 2, which your modem uses.

If you want these settings to apply to any function that uses serial port access, place a check mark in the Use As Default box. When you are finished configuring port information, click OK.

**Note:** Pager options are not supported on Japanese versions of CA ARCserve Backup.

## Broadcast Alerts

You can use Alert broadcasts to communicate information to specific network users or groups.

To use Broadcast Alerts, you must enable Windows Messenger services on Windows XP and Windows Server 2003 systems. The Messenger service is disabled by default on Windows XP and Windows Server 2003 systems.

**Note:** Windows Vista and Windows Server 2008 do not support Messenger services. As a result, Broadcast Alerts is not supported either of these platforms.

To configure broadcast options, right-click Broadcast and select New Item.

When the Broadcast Recipients page appears, enter or select all machine names in your network that you want to receive alert messages, and then click Add. For more information about adding broadcast recipients, see the online help.

## CA Unicenter TNG

You can use CA Unicenter TNG to send messages to the Unicenter TNG console and World View repository when an alert is generated.

**Note:** Alert must be running on both the Event Management machine and the WorldView machine.

To configure CA Unicenter TNG settings, right-click CA Unicenter TNG and select Unicenter TNG Settings. When the Unicenter TNG Settings dialog appears, enter the following information:

- **Event Management Machine**--Enter the name of the machine that is running the Unicenter Event Management console.
- **TNG World View Machine**--Enter the name of the machine that contains the WorldView repository. If the WorldView machine is the same machine you are running Alert on, enter the user name and password for access to the Unicenter TNG repository.

You can also configure the TNG Event Map to set the criteria for Alert specifications in the Unicenter TNG environment. To do this, expand CA Unicenter TNG, right-click Critical, Warning, or Informational, and select Edit Item. When the Unicenter TNG Event Map screen appears, enter the following information:

- **Application Event Priority**--This displays the Application Event priority that is passed to Alert from the application. The categories can be Informational, Warning, or Critical. This field is automatically populated depending on which category you selected (under the CA Unicenter TNG object) in order to configure the TNG Event Map.
- **Severity**--Use this option to tailor the severity of the message that is passed from Alert to TNG. Select the type of alert message that you want to broadcast, Error, Fatal, Informational, Success, or Warning.
- **Color**--Select the color you want the message to display.
- **Attribute**--Set the message to blink or reverse. The default option sets the message to the TNG default.
- **Flags**--Select the appropriate check boxes to hold the message or highlight the message in the console.
- **Sent to Console**--Select the check box to send the alert message to the console.
- **Update object status in WorldView Repository**--Select this option in the TNG WorldView group to store the status of the current object in the WorldView Repository.

For more information about sending alerts using the CA Unicenter TNG Console and WorldView repository, see the online help.

### Sample TNG Alert Scenarios

If you want to send informational alerts to the Unicenter TNG Console using blue text, configure a recipient as follows:

Event Priority	Description
Informational	Application Event Priority
Blue	Color
4	Send to Console
4	Send to World View

If you want to send error alerts to the Unicenter TNG Console using red text, and have the object status in the World View repository updated, configure another recipient as follows:

Event Priority	Description
Critical	Application Event Priority
Red	Color
4	Send to Console
4	Send to World View

## Email Notification

You can use Lotus Notes, Microsoft Exchange, or SMTP to send email notification messages to specific users.

**Important!** You must install Lotus Notes or Microsoft Exchange Client to set up configuration data and to send messages. See your Windows manual for instructions on how to set up your email account.

## Lotus Notes

To configure Lotus Notes settings, right-click Lotus Notes and select Lotus Notes Settings. When the Lotus Notes Settings page appears, enter the following information:

- **Lotus Notes Install Path**--Enter the appropriate install path.
- **Password**--Enter your password.
- **Use Specific Account**--If you want Alert to switch to another user ID, place a check mark in this box and enter information in the following fields:
  - **ID File**--For example, joeuser.id
  - **Mail Server**--For example, NotesServer/NotesDomain
  - **Mail File**--For example, mail/joeuser.nsf

After you configure Lotus Notes Settings and right-click Lotus Notes, select New Item or Message Attributes.

If you select New Item, Alert contacts the Lotus Notes server to display the address book. Select the users to whom you want to send alerts.

If you select Message Attributes, you can attach files to the email alert. Enter a subject, click Add File to select the file you want to attach, and then click OK.

## Microsoft Exchange

To configure Microsoft Exchange settings, right-click and select one of the following:

- **New Item**--Lets you select email recipients.
- **Message Attributes**--If you select this, you can attach files to the email alert. Enter a subject, click Add File to select the file you want to attach, and then click OK.
- **MS Exchange Settings**--If you select this, the Service Logon Settings dialog appears. This is the same dialog that appears when you set up a service account. Enter the domain, user name, and password you want to use with the Alert Service. Make sure the account and user you enter is an account with Login as Service rights and is also an account on the Microsoft Exchange Server. If you are running the Microsoft Exchange Client, you must also enter the name of the server and mailbox. The mailbox name is case-sensitive and should not be hidden in a folder.

**Note:** If you are using Microsoft Outlook, right-click your Microsoft Outlook icon and select Properties. Select Microsoft Exchange Server and click Properties to view the server and mailbox information you should enter.

## Send Job Logs Via Email

In addition to sending email notification messages, you can also use Lotus Notes or Microsoft Exchange to email job logs. To do this, create a new item and select recipients. Then, in the Backup Manager, before you submit a job, click the Options icon or, from the Backup menu, select Options. When the Global Options dialog appears, click the Alert tab, place a check mark in the Attach Job Log box, and then click OK. After you submit the job, the job log is sent to the recipients you specified.

## Windows Event Log Notification

You can configure the event log so that Alert puts an event for a selected server in that machine's event log.

To configure event log configurations, right-click Window Event Log and select New Item. When the Eventlog Recipients dialog appears, enter or select all machine names in your network to which you want to send Alert messages, and then click Add.

## Alert Manager Pager Options

**Note:** Pager options are not supported on Japanese versions of CA ARCserve Backup.

You can use the Pager option to communicate information using alphanumeric pager messages. Before you can add pager recipients, you must configure the communication ports.

**Note:** For more information about configuring ports, see [Ports Option](#) (see page 693).

To set up pager configurations, right-click Pager and select New Item. When the Pager Configuration page appears, enter the following information:

- **Owner Name**--Enter the name of the pager recipient.
- **Pager Type**--Select alphanumeric pager. Numeric is not supported.
- **Pager Number**--Enter a maximum of 24 characters. If a digit, such as 9, is needed for a dial tone, you must include it in this field.

Enter a comma to indicate a one second pause. If you want a longer pause, enter a string of commas.

You can use a dash to separate digits, but it has no function. (Check your modem manual because this can vary by modem.)

- **Pager ID**--Enter up to eight digits to identify the pager that will receive the alerts.
- **Site ID**--Enter up to four digits to identify where the alert occurred. This ID is included in the message to the pager; therefore, if the number is less than four digits, use leading zeros.
- **Connection Delay**--Enter the number of seconds you want to wait before a connection is made with the pager company. This will vary with your pager company, location, time of day, telephone equipment, and telephone traffic. If the connection is not established immediately, adding a delay prevents the alert from being sent before the connection is established.
- **Message Delay**--Enter the number of seconds to wait between the time the connection is made and the time the alert message is sent.
- **Port Configuration**--Select the appropriate port configuration. See Ports Option in this chapter for information on how to create new port profiles.

**Note:** When sending an alphanumeric page, consult your paging service for proper modem settings. The Alert service requires the TAP protocol for alphanumeric pages.

## Pager Message Options

You can send variations of the messages in the following list to an alphanumeric pager. Substitute the bracketed words with the actual information.

- Boot Virus Detected
- Manager Detected a Virus [*virusname*] in [*path*]
- Infected File [*servername/path*] Detected
- Infected File [*path*] Accessed by user name at workstation address

**Note:** Pager options are not supported on Japanese versions of CA ARCserve Backup.

## SMTP Notification

You can use SMTP to send email notification messages to recipients on the Internet. To configure SMTP settings, right-click SMTP and select New Item. When the SMTP Recipients page appears, enter the following information:

- **Address**--Enter the Internet email address for the recipient. For example, johnsmith@bigcompany.com.
- **Display Name**--Enter the name of the recipient.

## SNMP Notification

You can use SNMP to send an SNMP trap to an SNMP manager. Examples of SNMP managers include NetWare Management System (NMS), HP OpenView, IBM NetView, and CA Unicenter TNG.

To configure SNMP settings, right-click SNMP and select New Item. When the SNMP Recipient page appears, enter the following information:

- **Manager Name**--Enter the name of the SNMP Manager.
- **Send Via**--Select one of the following options:
  - IPX--If you select this, enter the 8-byte network address of the machine where the SNMP manager is located. Next, enter the 12-byte node address of the machine where the SNMP manager is located. Use this field for Novell networks.
  - IP--If you select this, enter the IP address of the machine where the SNMP manager is located. Use this field if you are running the TCP/IP stack.

## Trouble Tickets

You can use Trouble Tickets to communicate information through printed documents.

To configure Trouble Ticket settings, right-click Trouble Ticket and select New Item. When the Trouble Ticket Recipients page appears, enter the following information:

- **Company**--Enter the name of your company.
- **Location**--Enter the appropriate location information.
- **Header**--Enter the information that will appear at the top of each Trouble Ticket.

To select recipients, highlight a printer and click Add. When prompted, enter a user name and password to connect to the printer device.

In addition to using Trouble Tickets to send printed notification messages, you can also Trouble Tickets to send job logs. To do this, create a new item and select recipients. Then, in the Backup Manager, before you submit a job, click the Options icon or, from the Backup menu, select Options. When the Global Options dialog appears, click the Alert tab, place a check mark in the Attach Job Log box, and then click OK. After you submit the job, the job log is sent to the recipients you specified.

## Event Priorities

All applications calling Alert specify one of the following event priorities:

- Critical
- Warning
- Informational

## Message Testing

To test any of the Alert messaging functions, from the toolbar, select Send Test Message. You should test each setting after you configure it.

To avoid unnecessary alarm, inform Alert recipients that you are performing a test.

## Alert Activity Details

To review alert activity, expand the Activity group and select one of the following:

- **Alert Summary**--Displays the status of Alert.
- **Alert Event Log**--Stores every message that Alert generates. It displays the date and time a particular event occurred, the applications that sent the alert, and the application that generated the event.
- **Alert Activity Log**--Stores a historical listing of alerts.

You can view, print, or clear these logs.



# Chapter 11: Using Deduplication

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This section contains the following topics:

[How Data Deduplication Works](#) (see page 703)

[How to Plan a Deduplication Installation](#) (see page 705)

[Deduplication Considerations](#) (see page 706)

[Create Data Deduplication Devices](#) (see page 709)

[Deduplication Device Group Configuration](#) (see page 713)

[Device Commands for Data Deduplication Devices](#) (see page 713)

[Back up Data with Deduplication](#) (see page 713)

[Recover Deduplicated Data](#) (see page 726)

[Deduplication Reports](#) (see page 732)

## How Data Deduplication Works

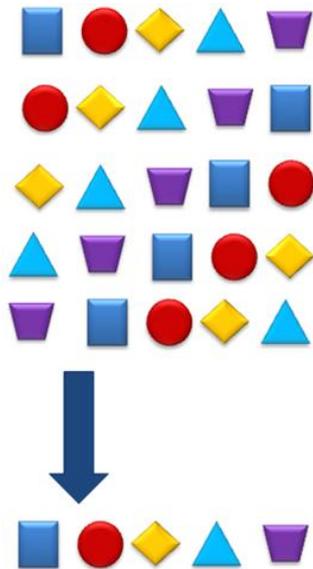
*Data deduplication* is technology that allows you to fit more backups on the same physical media, retain backups for longer periods of time, and speed up data recovery. Deduplication analyzes data streams sent to be backed up, looking for duplicate "chunks." It saves only unique chunks to disk. Duplicates are tracked in special index files.

In CA ARCserve Backup, deduplication is an in-line process that occurs at the backup server, within a single session. To identify redundancy between the backup jobs performed on the root directories of two different computers, use [global deduplication](#) (see page 724).

### During the first backup:

- CA ARCserve Backup scans incoming data and segments it into chunks. This process occurs in the SIS layer of the Tape Engine.
- CA ARCserve Backup executes a hashing algorithm that assigns a unique value to each chunk of data and saves those values to a hash file.
- CA ARCserve Backup compares hash values. When duplicates are found, data is written to disk only once, and a reference is added to a reference file pointing back to the storage location of the first identified instance of that data chunk.

In the diagram below, the disk space needed to backup this data stream is smaller in a deduplication backup job than in a regular backup job.



With deduplication, three files are created for every backup session:

- **Index Files (Metadata files)**

- **Hash files**--store the markers assigned to each redundant chunk of data.
- **Reference files**--count hashes and store the address in the data files that correspond to each hash.

- **Data files**--store the unique instances of the data you backed up.

The two index files together consume a small percentage of the total data store so the size of the drive that stores these files is not as critical as its speed. Consider a solid state disk or similar device with excellent seek times for this purpose.

**During subsequent backups:**

- CA ARCserve Backup scans incoming data and breaks it into chunks.
- CA ARCserve Backup executes the hashing algorithm to assign hash values.
- CA ARCserve Backup compares new hash values to previous values, looking for duplicates. When duplicates are found, data is not written to disk. Instead, the reference file is updated with the storage location of the original instance of the data chunk.

**Note:** Use Optimization for better throughputs and decreased CPU usage. With Optimization enabled, CA ARCserve Backup scans file attributes, looking for changes at the file header level. If no changes were made, the hashing algorithm is not executed on those files and the files are not copied to disk. The hashing algorithm runs only on files changed since the last backup. To enable Optimization, select the Allow optimization in Deduplication Backups option located on the Deduplication Group Configuration screen. Optimization is supported on Windows volumes only. It is not supported for stream-based backups, such as SQL VDI, Exchange DB level, Oracle, and VMware Image level backups.

When you must restore deduplicated data, CA ARCserve Backup refers to the index files to first identify and then find each chunk of data needed to reassemble the original data stream.

## How to Plan a Deduplication Installation

Data deduplication happens on the CA ARCserve Backup Server, so it works with all CA ARCserve Backup Agents running in your environment. However, you must upgrade any CA ARCserve Backup Windows and UNIX/Linux and Mac agents to r12.5. (Netware, AS400 and Open VMS agents prior to this release need not be upgraded.)

To deduplicate data during a backup job, set up the job as usual and select a properly configured deduplication device as the backup destination, or as the staging location in a disk to disk to tape backup job. To configure deduplication devices, refer to the topic, [Deduplication Device Management](#) (see page 364). To assist you as you determine where to add deduplication device groups, consider the following:

**How often does the data you back up change?**

Consider deduplicating data that remains relatively stable between backups. The less data changes between backups, the greater the incidence of identifying duplicates.

**How long should backup images be retained?**

Consider deduplicating data that must be retained for long time periods. Deduplication fits more backups onto the same physical media.

**What type of data is suitable for deduplication?**

There is no limitation on data type.

**How large is your data size?**

Huge backup data streams are good candidates for deduplication.

**What is your backup window?**

Deduplication happens on the backup server, which means data is transported over the network and then deduplicated.

**What are the system requirements for backup servers when performing deduplication backup jobs?**

The answer to this question depends on how much data you need to back up, with approximately 110MB of data per backup stream required. The following are suggested guidelines:

For less than 500 GB, 1 CPU

For 500 GB to 2 TB, 2 CPUs

For greater than 2TB, 2 dual core CPUs

**Example: How to Plan a Deduplication Installation**

Suppose you backup 10 TB to a 25 TB disk, which means you can store a full backup for just one week. Using data deduplication, your first full backup might require only 8 TB of space. However, subsequent backups performed with data deduplication might require only as much as 800 GB (about 10% of its former space requirements). You would then be able to store about 20 full backups - about 5 months of backups - on the same disk.

Using this example, you can retain backup images:

- 2 weeks without deduplication
- 20 weeks with deduplication

## Deduplication Considerations

Some data deduplication characteristics and considerations are as follows:

- You can specify a data deduplication device as the destination in a regular backup job.
- You can specify a data deduplication device as the staging device, the final destination device, or both. However, you cannot choose the same deduplication device for both staging and final destinations.

- You can specify different retention schedules for different jobs that all use the same deduplication device.
- You can Optimize data deduplication to improve throughput by deduplicating only the files that have changed since the last backup, except for stream-based files, such as SQL, SharePoint, Exchange, and Oracle data, which cannot be optimized. Optimization is enabled by default.
- You can create deduplication devices only on NTFS volumes.
- Deduplication groups are excluded from jobs that use \* groups.
- You cannot use Encryption or Compression with deduplication devices.
- You can specify a purge policy for final destination when using a deduplication device. This is not possible using a normal FSD.
- You can specify a GFS rotation to a deduplication device where all full and incremental/differential backups are submitted to the same device, whereas GFS jobs to an FSD create daily, weekly, and monthly media.
- Due to the manner in which AS400 backup session header data is populated, the deduplication process cannot detect duplicate AS400 backup sessions and deduplicate the redundant backup sessions.
- Due to the manner in which Oracle RMAN backup session header data is populated, the deduplication process cannot detect duplicate Oracle RMAN backup sessions and deduplicate the redundant sessions. However, the Global Deduplication process lets CA ARCserve Backup examine and handle Oracle RMAN backup sessions. For more information, see [Global Deduplication](#) (see page 724).
- CA ARCserve Backup cannot deduplicate redundant NetWare backup sessions that contain a session path that is greater than eight characters.

## Supported Functions Matrix

The following table shows what functions are supported with Data Deduplication.

Function	Supported	Not Supported
Compression <sup>1</sup>		X
Device Format	X	
Device Erase	X	
Deduplication in Windows, UNIX/Linux and Mac agents prior to r12.5		X
Deduplication in NetWare, AS400 and Open VMS agents prior to r12.5	X	
Deduplication in Windows, UNIX/Linux and Mac at r12.5	X	

Function	Supported	Not Supported
and later		
Encryption <sup>2</sup>		X
Image Backup	X	
Migration (Copy Policy)	X	
Maximum Threshold	X	
Minimum Threshold		X
Multistreaming	X	
Multiple Concurrent Streams	X	
Multiplexing <sup>3</sup>		X
Optimization in Deduplication	X	
Retention of Staging (Purge Policy)	X	
Scan Jobs	X	
SnapLock		X
Used by jobs using * groups		X
Used in media pools		X
Used in GFS Rotations	X	
Used as Staging Location	X	
Used as Final Destination Location	X	

<sup>1</sup> Compression at agent or server is not supported

<sup>2</sup> Encryption at agent or server is not supported

<sup>3</sup> You could use multiple concurrent streams instead of multiplexing

## Licensing Requirements for Deduplication

No additional license is required to perform data deduplication because functionality is built into the CA ARCserve Backup base product. However, you should consider the following:

- Deduplication devices can be used in disk to disk to tape or disk to tape to tape (staging) operations. However, to use the staging feature with more than two streams of backup data, you must license the CA ARCserve Backup Enterprise Module.
- For deduplication, you should upgrade your Windows, UNIX, Linux, and MAC client agents to CA ARCserve Backup r12.5 or later.  
**Note:** The client agents for NetWare, AS400 and Open VMS do not require an upgrade.
- To back up deduplication device files, you must license the CA ARCserve Backup Agent for Open Files. On Windows 2003 and 2008 systems, only the license for the Agent for Open Files is required; the Agent does not need to be installed. On Windows 2000 systems, the Agent must actually be installed to back up data deduplication device files.

For more information about protecting the deduplication device itself, see [How to Back Up Deduplication Devices](#) (see page 719).

## Create Data Deduplication Devices

To deduplicate data, create and choose a deduplication device group as the backup destination. When you create new deduplication devices, CA ARCserve Backup automatically assigns each device to a new deduplication device group.

You can create deduplication devices locally or remotely. When creating remote deduplication devices, you must manually specify security credentials by clicking the Security button on the Device Configuration dialog, as instructed in the following procedure, otherwise CA ARCserve Backup attempts to use the system account.

From Device Configuration, you can add one or more devices. Device Configuration verifies the validity of information specified for all devices and alerts you if a particular device failed verification.

### To create data deduplication devices

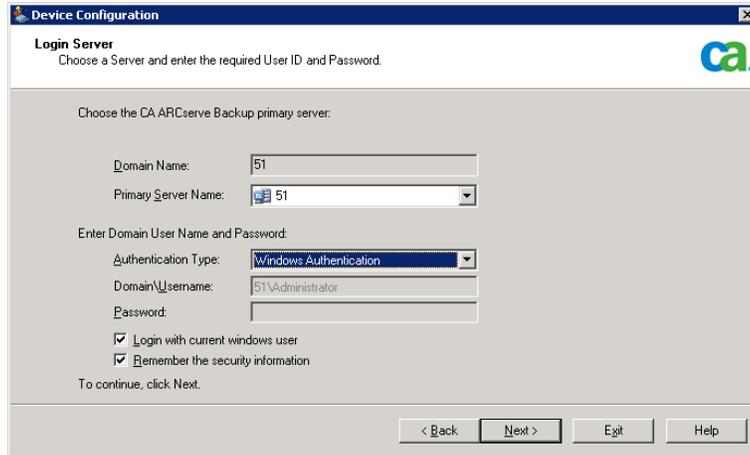
1. Open the CA ARCserve Backup Manager Console.

From the Navigation Bar, expand Administration and click Device Configuration.

The Device Configuration screen opens.

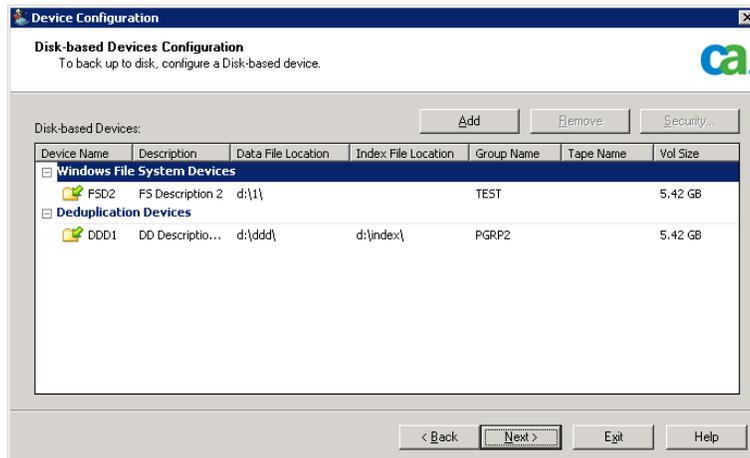
2. Select Disk-based Devices and click Next.

The Login Server screen opens.



3. Specify the primary server name, authentication type, user name and password and then click Next.
4. Specify the server on which the deduplication device is to be created and click Next. For local servers (default), you may browse and select a path. If you wish to specify a remote server, you must have administrator rights to that server and must manually type the path.

The Disk-based Devices Configuration dialog opens.



5. Click Add to access the Deduplication Devices list.
  - Click the entry in the Device Name column to edit it or accept the default.
  - Click the entry in the Description column to edit it or accept the default.
  - Click the entry in the Data File Location column to specify a path.

**Note:** You can specify a path manually or browse for an existing path. To enter a location for a remote Data File, you must specify the Machine Name or IP Address, followed by the Share Name. Use the following format:

`\\MachineName\ShareName` or `\\IPAddress\ShareName`

- Click the entry in the Index File Location column to specify a path. To avoid errors, use the format specified for the Data File Location to enter a remote location, or click the arrow to browse for an existing path.
- Click the Group Name column and provide a name. If you leave this blank, a name is automatically provided that you can change in Group Configuration. This is the name you will select when submitting backup jobs that use deduplication devices.

**Be aware of the following:**

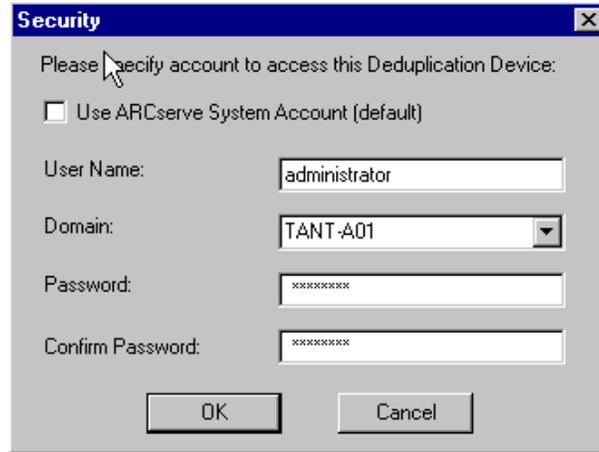
- The Data File Location and Index File Location fields are empty, by default. When you create the deduplication device, CA ARCserve Backup can create the path that you specify, if it does not exist, or you can browse for a path that exists.
- You should specify different paths for the Index File Location and Data File Location that are on NTFS volumes, and the locations should not contain data from other applications. To help you ensure the best performance, the Index File Location should reside on a disk with a fast seek time, such as a solid state disk.
- You do not need to specify user credentials when the index file location and the data file location reside on the local computer.
- If the index file and the data file reside on different remote computers, ensure that CA ARCserve Backup can access the remote computers using the same set of credentials. You must use this approach because CA ARCserve Backup lets you specify only one set of credentials when configuring data deduplication devices.
- To reduce fragmentation for the first full backup job:
  - At the beginning of the backup, the Tape Engine pre-allocates 1 GB (configurable in the registry) to the data file.
  - Before the backup is done and you reach the end of the data file, increase the size of the data file by allocating another 1 GB.

Repeat this step as necessary to add more devices.

**Note:** CA ARCserve Backup supports configuring an aggregate total of 255 FSDs and DDDs (only if the number of physical devices configured is 0).

- (Optional) If you specified remote path locations, click Security to provide login credentials.

The Security dialog opens.



**Note:** You must clear the Use ARCserve System Account (default) option to enable the security fields.

Complete the required fields on the Security dialog and click OK.

The Security dialog closes.

- Click Next on the Disk-based Devices Configuration dialog to continue.  
CA ARCserve Backup verifies the information specified for all devices in the list. If information is valid, the deduplication devices are added to the list. If any information is not valid, failed devices in the list are marked with a red Failed status. Click the corresponding Failed status to determine the cause of an individual error and resolve it. When all devices pass verification, a summary screen is displayed.
- Click Next to return to the Welcome to Device Configuration screen or click Exit to leave Device Configuration.

**Important!** When you create a deduplication device, the purge policy is automatically set to four weeks. That default purge policy is inherited by every job you set up for the device. If you wish to retain backups longer than four weeks, you must adjust the purge time when you submit the backup job.

**More information:**

[Specify Copy and Purge Policies for Disk Staging Backups](#) (see page 211)

## Deduplication Device Group Configuration

Data deduplication devices must be assigned to groups. If you do not specify your own group, a new default group is created and the deduplication device is automatically assigned to it at creation. You may not assign more than one deduplication device to the same group.

You may rename a deduplication group, remove a deduplication device from a group, or assign a deduplication device to an empty group.

You cannot convert a deduplication group to a staging group, nor can you convert a staging group to a deduplication group.

The following are some key distinctions between a staging group and a data deduplication device group:

- A staging group cannot be formatted or erased. A deduplication group can be formatted or erased.
- A staging group cannot be used as a backup destination. A deduplication group can be used as a backup destination.

## Device Commands for Data Deduplication Devices

The device commands that are available for data deduplication devices are:

- **Format**--Deletes the sessions from that device and rewrites the header file with a new tape name
- **Erase**--Deletes the sessions and writes a blank header file on the device

## Back up Data with Deduplication

You can back up and deduplicate data in two ways:

- **Regular backup job** -- Select a deduplication device group as the backup destination.
- **Staging backup job** -- Select a deduplication device group as the staging location, the final backup destination, or both provided you do not select the same deduplication device group.

## How Regular Backup Jobs Work with Deduplication

Deduplicating data during a backup job operates much like a normal backup job, except you must select a deduplication device group as the backup destination.

- Choose Deduplication backup from the Backup Manager Start tab.
- Specify local backup options as usual except for Compression and Encryption options. Deduplication does not support Compression and Encryption. If CA ARCserve Backup detects an encrypted session, deduplication is skipped and the job proceeds as a normal backup job. Refer to the section, [Compression and Encryption with Deduplication](#) (see page 717) for more information.
- Select a backup source.
- Choose a deduplication device as the backup destination for a regular backup job. For more information, see [Deduplication Device Management](#). (see page 364)
- Set up a schedule, including GFS rotation, if desired. For more information, see [GFS Rotation Jobs on Deduplication Devices](#) (see page 729).
- Specify a purge policy. For more information, see [Considerations for Specifying Deduplication Device Copy and Purge Policies](#) (see page 717).

**Note:** For information about submitting backup jobs, see [Submit a Backup Job](#) (see page 134),

## How Staging Jobs Work with Deduplication

In a disk to disk to tape operation, you may specify a deduplication device group as the staging location, the final backup destination, or both, provided the *same* deduplication device group is not selected on both tabs.

- On the Staging Location tab, select the deduplication device group, enable staging and specify a staging policy.
- On the Destination tab, select a different deduplication device group and specify a purge policy. If you do not specify a purge policy, the default value of 4 weeks is inherited from deduplication device creation for full backups, and 2 weeks for incremental/differential backups.
- On the Schedule tab, set up the rotation or GFS schedule, if desired.

For more information, see [How to Submit a Disk Staging Backup Job](#) (see page 221).

## Back up Data with Deduplication in a Staging Backup Job

You can select to deduplicate data during the staging phase, the migration phase, or both phases of a disk staging backup job by selecting deduplication device groups on the appropriate tabs.

**To back up data with deduplication in a staging backup job**

1. Open the Backup Manager and click the Start tab.

From the Start tab, click Deduplication Backup and Enable Staging.

The Staging Location and Migration Policy tabs appear in the Backup Manager.

2. Click the Staging Location tab and expand the Staging Servers object.
  - a. Browse to and select the deduplication group you want to choose as the staging group for this backup job.
  - b. Click the Migration Policy tab to specify Deduplication Staging policies.
  - c. Specify the staging policies for full, differential and incremental backups required for your job.

3. Click the Destination tab and expand the Servers object.

- a. Browse to and select the group you wish to use as the final destination for this backup job.

**Note:** You may select a regular device group or another deduplication group, but you may not select the same deduplication group you specified as the staging destination.

- b. Click Deduplication Policy to open the Deduplication Purge Policies dialog.
- c. Click the Full Backup tab and specify the purge policy for full backups required for the job.
- d. Click the Differential/Incremental Backup tab and specify the purge policy for incremental and differential backups required for the job.
  - **Purge data after** -- Specify the number of weeks, days, hours, and minutes to purge the job session after the operation ends.

**Note:** Make sure you view the deduplication staging policy because the default deletion policy is set to four weeks. If you want to retain backups longer than four weeks, you must manually adjust the policy.

- e. Click the Miscellaneous tab and choose the desired miscellaneous options:
  - **Purge cancelled sessions from disk** --Removes any user-cancelled sessions from the deduplication device.
  - **Purge failed sessions from disk**--Removes any sessions that fail from the deduplication device.

- f. Click OK.

4. Click the Schedule tab and specify the schedule that you want to use for the backup job.

**Note:** If you choose Use Rotation Scheme and Enable GFS, the Media Pool fields are not available for deduplication device groups.

5. Click the Options button on the toolbar to open the Global Options dialog. Set up Global Options as usual.
6. Click Submit on the toolbar to submit your job, as usual.

**More information:**

[Submit a Backup Job](#) (see page 134)

[Global Backup Options](#) (see page 151)

[Specify Copy and Purge Policies for Disk Staging Backups](#) (see page 211)

## Configure Deduplication Groups to Use Staging

Regular FSD groups can be configured for staging using the Configure Staging Groups option in the device properties section of Backup Manager. This option does not apply to deduplication device groups.

Data deduplication devices can be configured for staging using only the following procedure.

### To configure data deduplication device groups to use staging

1. Open the CA ARCserve Backup Manager Console.  
From the Protection & Recovery menu in the Navigation Bar, click Backup.  
The Backup Manager opens.
2. From Start tab, click Deduplication Backup and Enable Staging.  
The Staging Location and Migration Policy tabs appear in the Backup Manager.
3. Click the Staging Location tab and expand the Staging Servers object.  
Browse to and select the deduplication group you wish to choose as the staging group for this backup job.
4. Click the Migration Policy tab to specify Deduplication Staging policies.  
Specify the staging policies for full, differential and incremental backups that you require for the job.

**More information:**

[Backup Staging Methods](#) (see page 198)

## Considerations for Specifying Deduplication Device Copy and Purge Policies

Consider the scenarios that follow when specifying deduplication copy and purge policies:

- If you use a deduplication device as the destination in a non-staging backup job, you may configure purge policies. Click Deduplication Policy. The policy is enabled by default.
  - On the Full Backup and Differential/Incremental Backup tabs, specify a purge policy, if desired. The default setting is 4 weeks for full backups and 2 weeks for incremental/differential backups.
  - On the Miscellaneous tab, choose the desired options.
    - **Purge cancelled sessions from disk** -- Use this option to delete sessions from the destination device after a backup to destination device is cancelled.
    - **Purge failed sessions from disk** -- Use this option to delete sessions from the destination device after a backup to destination device fails.

Both options help reclaim disk space as quickly as possible.

- If you use a deduplication device in a staging job as a staging device, you can specify both copy and purge policies by clicking the Migration Policy tab. For more information, see [Specify Copy and Purge Policies for Disk Staging Backups](#) (see page 211).
- In staging jobs where you use deduplication devices for both staging and destination locations, your jobs will have two purge policies.

Purge policy is always enabled. You cannot disable purge, but you can adjust the purge schedule.

## How Encryption and Compression Works with Deduplication

Compression and encryption are not supported when used with deduplication devices. However, in staging jobs, compression and encryption are not supported in the Staging phase, but are supported in the Migration Phase only when the final destination specified is a non-deduplication device. The following table lists the options available depending on the device specified.

**Note:** For more information about CA ARCserve Backup encryption and compression options, including limitations and considerations, see [Backup Manager Encryption/Compression Options](#) (see page 156).

Staging Location	Final Destination	Compression/Encryption Options Available
Non-deduplication	Non-deduplication	All options are available.

Staging Location	Final Destination	Compression/Encryption Options Available
device	device	
Non-deduplication device	Deduplication device	Encrypt Data options not allowed Compress Data options not allowed
Deduplication device	Non-deduplication device	Encrypt Data options: "at Backup Server During Migration" Compress Data options: "at Backup Server" <b>Note:</b> Compression must be specified with the encryption option "at Backup Server During Migration."
Deduplication device	Deduplication device	Encrypt Data options are not allowed. Compress Data options are not allowed. You can still select them, but an error message will appear.

### View Compression Results after Deduplication

You can view the compression ratios achieved after a backup job with deduplication is completed in the Activity Log. Compression is displayed as a ratio and as a percentage. This information is also stored in the CA ARCserve Backup database, so you may view it in Job History at the session level, job level and node level.

- From the Restore Manager, you can view session level compression ratio information.
- From the Backup, Restore or Device Managers, you can view the device/tape level compression ratios.
- From the Report Manager, you can view the session compression ratio from the Session Details and Session Reports. You can view device level or node level compression ratio from the Dashboard report.

The compression ratio is the result of the amount of actual data to be stored divided by the amount of data stored after deduplication expressed as a ratio or as a percentage.

## How to Back Up Deduplication Devices

The index and data files produced during a deduplication backup job are critical to successfully restoring deduplicated data. If these files should become corrupt, CA ARCserve Backup will not be able to find and reassemble the data chunks needed to rebuild the original data stream, even if the deduplicated data is intact. You can back up deduplication device files, but there are some important considerations you should first understand.

- Deduplication device files are normally skipped in local backup jobs (deduplication device and CA ARCserve Backup are on the same machine). However, you can forcibly include them by opening Global Options and enabling "Back up deduplication device data" on the Operation tab.
- Deduplication device files are normally included in remote backup jobs (deduplication device and CA ARCserve Backup on different machines). In addition, the data deduplication files can reside on the same or different remote computers. However, the data and index files may not be synchronized if other backup jobs to the deduplication device are running at the same time while the deduplication device is being backed up. We therefore require licensing the CA ARCserve Backup Agent for Open Files and using deduplication devices on computers that support VSS. For more information, see [Back up Deduplication Device Files](#) (see page 719).
- To back up deduplication device files, you must license the Agent for Open Files. On Windows 2003 (and above) systems, there is no need to actually install the Agent for Open Files. However, on Windows 2000 Server systems, you must install the Agent for Open Files and apply the license so that deduplication device files can be backed up.

For information about how to restore deduplication devices, see [Restore Deduplication Device Files](#) (see page 726).

### Back up Deduplication Device Files

The procedure for including the deduplication device data and index files during a backup job is the same whether the device is locally or remotely connected to the CA ARCserve Backup server.

**Note:** If you are backing up data to a deduplication device, and CA ARCserve Backup is backing the deduplication device to another device, the data that is backed up on the deduplication device may not be complete on the other device. If you want to back up a deduplication device completely, you should back up the deduplication device while it is not in use by other jobs.

#### To back up deduplication device files

1. Ensure that you have licensed the CA ARCserve Backup Agent for Open Files so that files in use can still be backed up. If the deduplication device is connected locally to the backup server, you must issue the license on the backup server.

2. Ensure that the machine to which the deduplication device is connected supports VSS.
3. Configure backup job options as usual:
  - a. Select the deduplication data folder and index folder of the device you wish to back up. If these folders reside on different volumes as recommended, they are backed up to two different sessions.  
**Note:** CA ARCserve Backup lets you protect deduplication data when the data files and the index files reside on different computers. If you are using this approach, ensure that you specify the proper source nodes on the Backup Manager, Source tab.
  - b. From the Global Options Operation tab, enable Back up deduplication device data.
  - c. From the Global Options Volume Shadow Copy Service tab, enable Use VSS and disable Revert to traditional backup if VSS fails. If you do not perform this step, then the backup job automatically enables this option when the backup job runs.
4. Save and run the backup job as usual. For more information, see [Backing up Data](#) (see page 131).

**Note:** The `ca_backup` command line utility does not support the process of backing up data that belongs to deduplication devices.

### How to Replicate Deduplication Devices with CA ARCserve Replication

Deduplication devices can store data from numerous data sources, making protection of these devices especially critical. You can use CA ARCserve Replication to replicate deduplication device data, adding another layer of protection to your CA ARCserve Backup environment.

Replicating deduplication devices using CA ARCserve Replication requires you to install the CA ARCserve Replication Engine on both the Master and Replica servers. See the *CA ARCserve Replication Installation Guide* for more information.

- The local server hosting the deduplication device you wish to replicate should be designated as the Master server.
- The server running Windows Server 2003 or later should be designated as the Replica server.

**Note:** After you install the CA ARCserve Replication Engine on both the Master and Replica servers, you must create and configure a CA ARCserve Replication scenario for the deduplication device that you wish to protect. If a deduplication device fails, you can restore data using the VSS snapshot generated by CA ARCserve Replication.

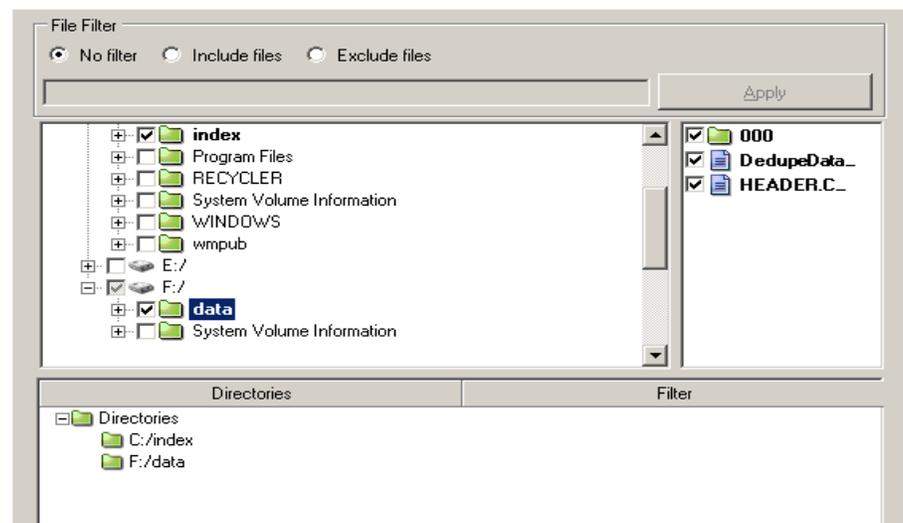
## Create CA ARCserve Replication Scenarios for Deduplication Devices

The following procedure is presented to replicate deduplication devices using CA ARCserve Replication scenarios, specifically, a CA ARCserve Replication File Server scenario. For more information, see the CA ARCserve Replication User Guide.

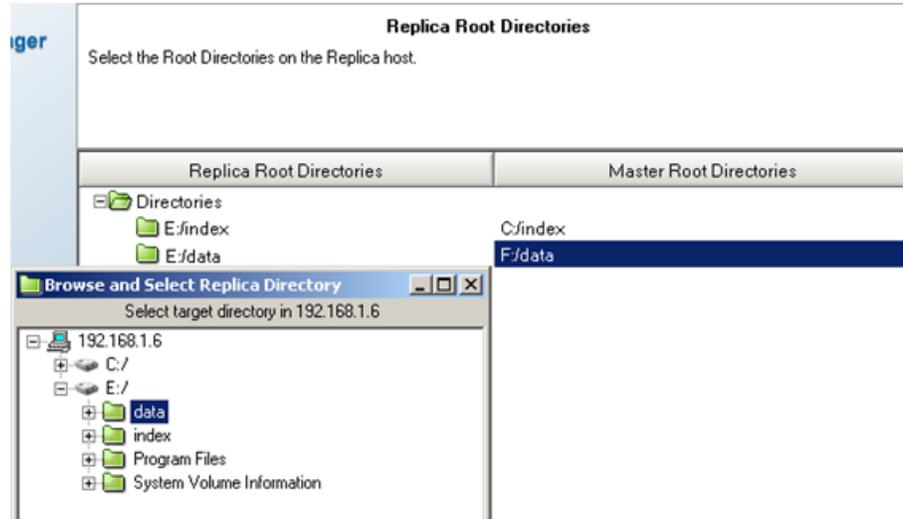
**Important!** The Master server is the local host for the deduplication device you wish to replicate.

### To create CA ARCserve Replication scenarios for deduplication devices

1. From the CA ARCserve Replication Manager, choose Scenario, New, or click the New Scenario button from the toolbar to launch the Scenario Creation Wizard.
2. At the Welcome screen, select Create New Scenario, select an appropriate Group, and then click Next.
3. At the Select Server and Product Type screen, select File Server, Replication and Data Recovery Scenario (DR) and Integrity Testing for Assured Recovery (AR). You must choose the Integrity Testing for Assured Recovery (AR) option to generate the VSS Snapshots used for recovering failed deduplication devices. Click Next to continue.
4. At the Master and Replica Hosts screen, provide a Scenario Name. For example, DDD. Enter the Hostname or IP address and Port Number for both Master and Replica servers. Click Next to continue.
5. Wait for Engine Verification to complete. If needed, click Install to upgrade the Engine on one or both servers and then click Next to continue.
6. At the Master Root Directories screen, select the deduplication device data file folder and index file folder. Click Next to continue.



7. At the Replica Root Directories screen, select the data file folder on the Replica server. Due to the size of the VSS snapshot, we recommend that you put the index and data files for the deduplication device being replicated on the same volume. Click Next to continue.



8. At the Scenario Properties screen, accept the defaults and click Next to continue.
9. At the Master and Replica Properties screen, accept the defaults and click Next to continue.
10. Wait for Scenario Verification to complete. If errors or warnings are listed, resolve them before continuing. Click Next to continue.
11. At the Scenario Run screen, click Finish.

You must complete the Configure CA ARCserve Replication Scenarios for Deduplication Devices procedure before you can run the scenario.

### Configuration Considerations for CA ARCserve Replication Deduplication Device Scenarios

To replicate deduplication devices using CA ARCserve Replication, there are two configuration methods to consider:

- **Online Replication Type** -- the deduplication device is replicated to the Replica server in real-time. This may impact device performance, which you can address by configuring the scenario spool on a separate hard disk. For more information on Spool size, see the CA ARCserve Replication User Guide.
- **Scheduled Replication Type** -- the deduplication device is replicated to the Replica server at the time you schedule. If you specify a time during which no jobs are running, the impact to the device is minimized.

## Configure Online CA ARCserve Replication Replication Scenario for Deduplication Devices

CA ARCserve Backup lets you configure CA ARCserve Replication replication scenarios on deduplication devices.

### To configure scenarios for online replication

1. From the CA ARCserve Replication Manager, select the scenario you created to replicate the deduplication device.
  - a. Click the Properties tab for this scenario.
  - b. Set the Replication, Mode property to Online.
2. From the CA ARCserve Replication Manager, select the Master server to which the deduplication device is locally connected.
  - a. Click the Properties tab for this server.
  - b. Set the Spool, Spool Directory property to a folder on a different hard disk than the deduplication device. This improves performance.
3. From the CA ARCserve Replication Manager, select the Replica server.
  - a. Click the Properties tab for this server.
  - b. Set the Scheduled Tasks, Replica Integrity Testing for Assured Recovery, Action on successful test, Create Shadow Copy (VSS) property to On.
  - c. Set its child properties as desired:
    - Number of Snapshots to keep -- 10 is used as an example. Raise or lower this value, as desired.
    - Shadow Storage Volume -- Default
    - Max Storage Size per Volume -- Unlimited
  - d. Set the Scheduled Tasks, Replica Integrity Testing for Assured Recovery, Scheduler property.
4. Save the changes.

Run the deduplication device replication scenario.

## Configure Scheduled CA ARCserve Replication Replication Scenarios for Deduplication Devices

When you use scheduled replication for your deduplication device replication scenario, you must manually generate VSS Snapshots in order to restore data in case of device failure.

### To configure scenarios for scheduled replication

1. From the CA ARCserve Replication Manager, select the scenario you created to replicate the deduplication device.
  - a. Click the Properties tab for this scenario.
  - b. Set the Replication, Mode property to Scheduling.
  - c. Schedule the replication time at 0:00 daily.
2. From the CA ARCserve Replication Manager, select the Replica server.
  - a. Click the Properties tab for this server.
  - b. Set the Scheduled Tasks, Replica Integrity Testing for Assured Recovery, Action on successful test, Create Shadow Copy (VSS) property to On.
3. Save the changes.
4. Run the deduplication device replication scenario.
5. Manually generate VSS Snapshots:
  - a. Select the Replica server for the deduplication device replication scenario you created.
  - b. Click the Replica Integrity Testing button on the CA ARCserve Replication Manager toolbar.
  - c. When the Replica Testing for Assured Recovery screen opens, click OK to start.

## Global Deduplication

Global deduplication finds redundancies between C:\ drive backup sessions on different machines being backed up to the same deduplication device. Generally, the C:\ drive of a given machine holds operating system files, where high instances of redundancy are expected. In addition to system volumes, Global deduplication also handles Oracle RMAN sessions.

Global Deduplication happens every 6 hours but cannot happen while a backup or purge job is active, and will be interrupted if both jobs need to access the same session file.

To perform global deduplication, set up a backup job in the usual manner, ensure you have checked the Enable Global Deduplication option in Deduplication Device Group Configuration and you have select the C:\ drives of different machines specified as the backup source.

### How Global Deduplication Works

Global deduplication finds redundant data between backup sessions of C:\ directories performed from different machines. Global deduplication also examines Oracle RMAN sessions. Ensure Global Deduplication is enabled and then select the backup sessions previously performed as the source for the global deduplication job.

### Perform Global Deduplication

To minimize data store requirements for operating system and other files on C:\ drives across different machines, perform Global deduplication.

#### **To perform global deduplication**

1. From Deduplication Device Group Configuration, ensure the Enable Global Deduplication option is set (default setting is enabled).
2. From the Backup Manager, set up a backup job in the usual manner.
3. From the Source tab, select the Windows C:\ volume directories of different machines.
4. (Optional) If using staging, click the Staging Location tab and select a deduplication device group.
5. From the Destination tab, select a deduplication device group.
6. Complete the job setup selections as usual.
7. Run the job.

#### **More information:**

[Submit a Backup Job](#) (see page 134)

[Disk-Based Device Group Properties](#) (see page 362)

## Recover Deduplicated Data

Restoring data that has been deduplicated follows the same procedure as a normal restore job. Disaster Recovery supports deduplication and also follows the same procedure as a normal disaster recovery.

The CA ARCserve Backup Utilities also support deduplication devices.

**Note:** The Purge utility is assigned a lower priority than Backup, Restore, Merge and Scan. Purge is skipped when any active backup, restore, merge, or scan jobs are active on the same deduplication device. Backup, restore, merge, and scan jobs directed to a deduplication device where a purge session is already in progress take precedence and will halt the purge session.

## Restore Deduplicated Data

The process of restoring data saved to deduplication devices is similar to that of normal FSDs. You must restore from a disk, even if you have migrated data to tape as part of a staging job.

### More information:

[Restoring Data](#) (see page 251)

## Restore by Sessions on Deduplication Devices

If a deduplication device contains a large number of sessions, you can use the Last number of days option to filter results. When you expand the device, a progress bar appears. You can cancel progress to display a shortcut menu and then select a target session from the expanded device to restore. You can also expand the remaining sessions using the Show More option from the shortcut menu.

## Restore Deduplication Device Files

As long as you have also explicitly backed up the deduplication device data and index files, you can restore deduplicated data. To restore deduplication device files, do the following:

- Browse the node on which the backed up index files are stored
- Choose the correct sessions
- Choose the index or data files you wish to restore
- Restore to an alternate location

- Remove the original deduplication device to avoid conflicts
- Create a new deduplication device configured to use the restored index and data folders
- Stop and then restart the Tape Engine to ensure that any operations taking place when the backup was initiated are invalidated
- Merge the new deduplication device so that records match the physical device.

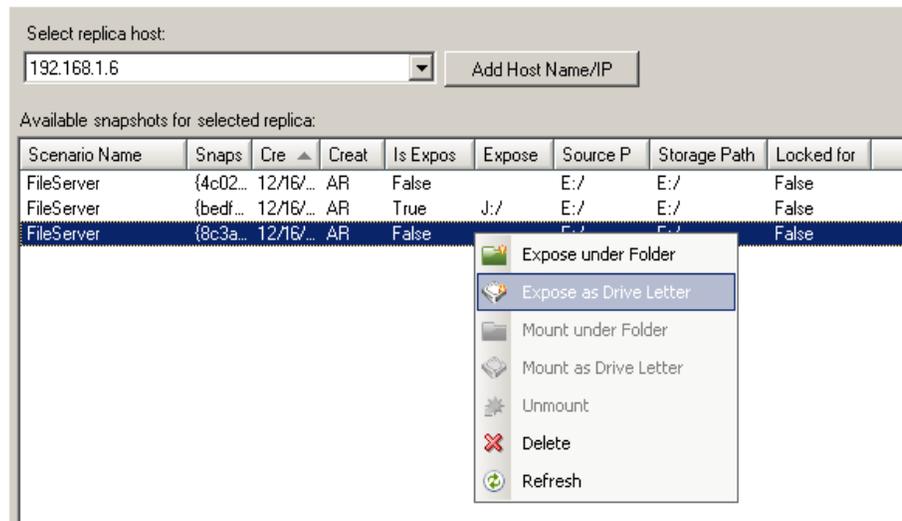
**Note:** The Merge operation may be incomplete or fail if there are active sessions on the backed up Deduplication device.

### Restore Deduplication Devices Using CA ARCserve Replication/VSS Snapshots

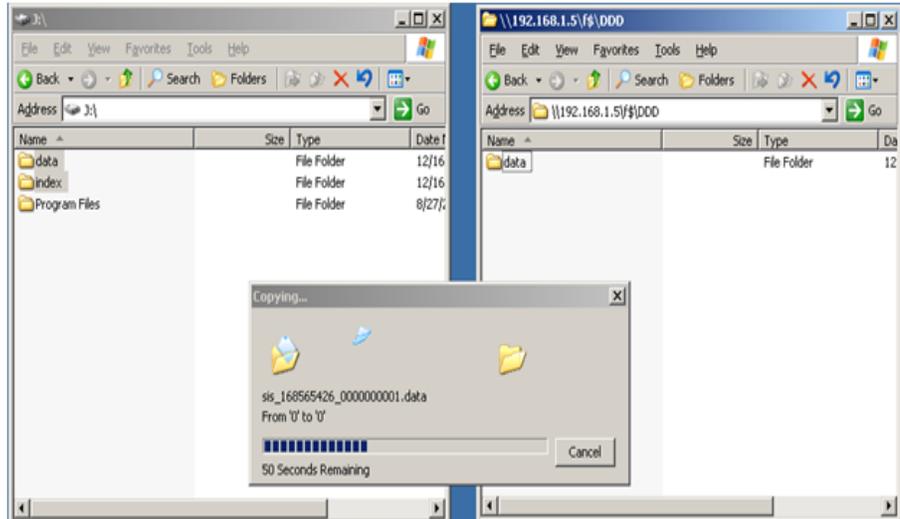
If a replicated deduplication device fails, you can recover the data stored on it using the VSS Snapshots.

#### To recover a failed deduplication device

1. From the CA ARCserve Replication Manager, stop the replication scenario.
2. Expose the VSS Snapshot:
  - a. Click Snapshot View and select the snapshot from which you wish to restore.
  - b. Select Expose as Drive Letter to start the restore process.



3. Log on to the Replica server, open the exposed drive, and copy the exposed index and data files to an alternate location.



4. From the CA ARCserve Backup Device Manager, remove the failed deduplication device. This device must be removed to avoid conflicts in which two devices exist with the same tapeName, randomID, and sequenceNum.
5. From the CA ARCserve Backup Device Manager, create a new deduplication device using the index and data file paths just copied. For more information, see [Create Deduplication Devices](#) (see page 709).
6. Stop and restart the Tape Engine to ensure any operations taking place during backup initiation are invalidated.
7. Merge the new deduplication device so that the DB tape record is updated to match the physical deduplication tape. Use the Merge session header only option from Merge Global Option, Database menu to do so. The Merge operation may be incomplete or fail if there are active sessions on the backed up Deduplication device.

You may need to create a new CA ARCserve Replication scenario to replicate the new deduplication paths. To use the existing scenario, you can restore the Snapshot to previous deduplication paths, but you will need to first delete or move any files presently stored there.

## Scan Jobs with Deduplication

The process of running a Scan job with deduplication is the same as a regular Scan job. If desired, click the Media Assure button to access Media Assure options, then click the Enable Media Assure option to select it.

Media Assure works with all media types but for deduplication devices where hundreds of sessions are stored, it randomly samples the sessions that meet your criteria to ensure data can be recovered.

You can scan all data (default) or only session headers, as well as set filter options. You can specify one node or multiple nodes, separating names with commas in the field provided. You cannot specify \* groups for deduplication Media Assure scan jobs, but you can specify a \* tape in a specific group, or you can select a specific tape. The job scans the sessions that satisfy your selection criteria and repeats periodically until deleted.

**Note:** Media Assure supports scanning only one group and is suspended by other jobs targeting the same media. If suspended, an error is produced, "E3708 Unable to reserve group <group name> in <minutes> minutes."

### More information:

[Media Assure & Scan Utility](#) (see page 33)

## Merge Jobs with Deduplication

The process of performing a Merge job with deduplication is the same as a regular Merge job. For more information, see [Merge Utility](#) (see page 30).

## GFS Rotation Jobs on Deduplication Devices

Deduplication devices cannot be assigned to media pools, so consider the following when setting up a GFS or Rotation scheme on these devices:

- When you select a deduplication device as the destination device in a staging operation on a GFS or Rotation job, you will not be permitted to specify a media pool name. You will be permitted to submit the GFS or Rotation scheme without media pool.
- When you select a deduplication device as the destination device in a GFS or Rotation job in a non-staging operation, media pool is not used and media will never be overwritten. Data is written to formatted media in the deduplication device group, if one exists. If one does not exist, blank media is formatted with the current data and time.

- When you select a deduplication device as the destination device in a GFS or Rotation job in a staging operation, the behavior of the staging phase is not changed, but the migration phase will never use a media pool and never overwrite media. Data is appended to formatted media in the deduplication device group if one exists. If not, blank media is formatted with the current date and time.
- With GFS or normal rotation, with Append Media or without Append Media, backup jobs saved to deduplication devices behave in the same way.

**Note:** For more information about GFS rotations, see [Rotation Schemes](#) (see page 119).

## Deduplication Device Purge

Purging a deduplication device is different than purging a staging FSD. When a staging FSD is purged, CA ARCserve Backup immediately removes the session file. But for a deduplication session purge, CA ARCserve Backup renames the session hash file to `.hash_ToPurge` and updates the reference counter. In other words, the session is merely "marked" as purged, but not actually removed because there may be other sessions that still point to the original data.

The reference counter stored in the index files is decreased. When the reference counter reaches 0, no more hashes referencing the original data exist and the data chunk is now considered to be a "hole." When CA ARCserve Backup finds data files with holes greater than 25%, disk space is reclaimed by a purge thread that runs every 6 hours.

## Disk Fragmentation

To reduce disk fragmentation, space is always allocated for the first backup of a given session in 1 GB increments, until the session ends. If four streams are writing, each stream uses a pre-allocated chunk of disk space.

The last 1 GB chunk of data is rounded down so that the data file occupies the actual compressed session size after the deduplication process is complete. This approach helps to ensure that the disk is fragmented in 1 GB chunks.

This is done only for backups to deduplication devices and only for the first backup of one root directory on one device.

For second backup and subsequent jobs, the amount of data physically written to disk is expected to be low.

## Delete Deduplication Backup Sessions

CA ARCserve Backup deletes deduplication backup sessions from deduplication devices based on the purge policy (retention period) that was specified when you submitted the backup job. However, deduplication backup sessions can become obsolete or redundant before the specified retention period expires. CA ARCserve Backup lets you delete deduplication backup sessions so that you can free disk space and remove obsolete and redundant session information from the CA ARCserve Backup database.

When you delete deduplication backup sessions, CA ARCserve Backup behaves as follows:

- If the deleted sessions are referenced by other deduplication backup sessions, the information about the sessions is removed immediately from the CA ARCserve Backup database. However, CA ARCserve Backup cannot reclaim the disk space until the deleted sessions are not referenced by other deduplication backup sessions.
- If the deleted sessions are not referenced by other deduplication backup sessions, the information about the sessions is removed immediately from the CA ARCserve Backup database. To reclaim the disk space immediately, you must stop and restart the Tape Engine.

**Important!** The deleting of deduplication backup sessions is an irreversible process. You cannot recover deleted deduplication backup sessions.

### To delete deduplication backup sessions

1. From the Quick Start menu on the CA ARCserve Backup Home Page, click Restore.  
The Restore Manager opens.
2. Click the Source tab.  
From the drop-down menu, select Restore by Session.  
The Sessions directory tree appears.
3. Expand Sessions.  
The devices containing backup sessions appear.

4. Browse to the deduplication device containing the sessions that you want to delete.

Expand the deduplication device.

The deduplication backup sessions stored on the deduplication device appear.

5. Locate and select the sessions that you want to delete.

Right-click the sessions that you want to delete and click Delete Selected Sessions on the pop-up menu.

When prompted, click Yes to delete the selected sessions.

The sessions are deleted.

## Deduplication Reports

CA ARCserve Backup reports have been modified to include deduplication statistics. See [Report Categories](#) (see page 645) for more information.

# Appendix A: Using CA ARCserve Backup in a Cluster-aware Environment

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The following topics provide an overview of CA ARCserve Backup cluster support, which allows you to back up and recover data in a cluster environment. In addition, these topics also provide information about configuring CA ARCserve Backup as a cluster-aware backup server with high availability capabilities.

Installation of CA ARCserve Backup in a cluster environment with job failover capability is supported for the following cluster platforms:

- Microsoft Cluster Server (MSCS) in x86/AMD64/IA64 Windows Server
- NEC CLUSTERPRO/ExpressCluster for Windows 8.0, NEC CLUSTERPRO/ExpressCluster X 1.0 for Windows, and NEC CLUSTERPRO/ExpressCluster X 2.0 for Windows

This section contains the following topics:

[Install CA ARCserve Backup into a Cluster-aware Environment](#) (see page 733)

[Cluster Overview](#) (see page 734)

[Protecting Your Cluster with CA ARCserve Backup](#) (see page 742)

[Troubleshooting CA ARCserve Backup Cluster Support](#) (see page 766)

## Install CA ARCserve Backup into a Cluster-aware Environment

For information about how to install and upgrade CA ARCserve Backup into a cluster-aware environment, see the *Implementation Guide*.

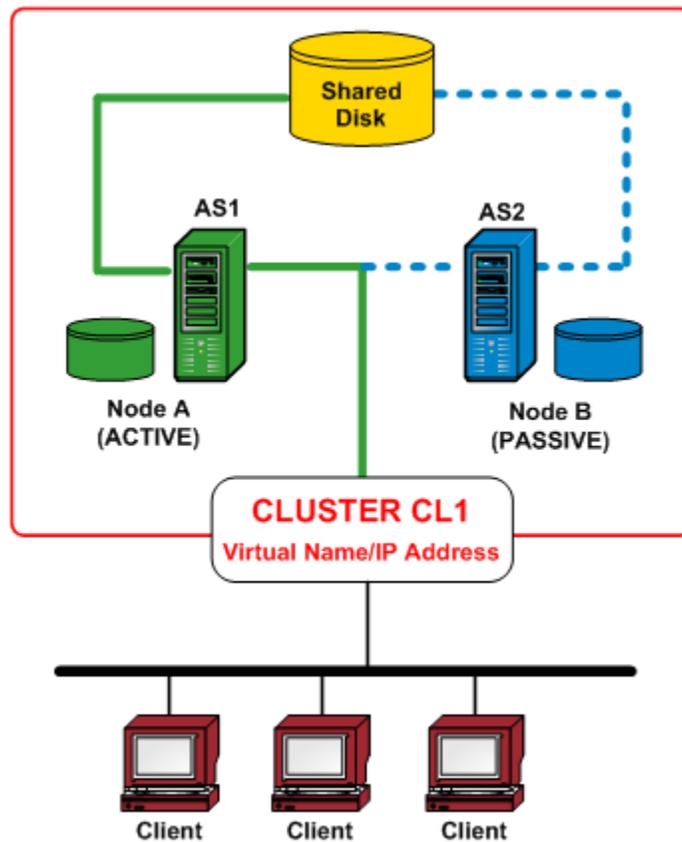
## Cluster Overview

A computer cluster is a group of connected computers that work together closely so that in many respects they can be viewed as though they are a single computer. Clusters can be categorized in two types: HA (High Availability) and High Performance. Within HA clusters, there are two working modes: active/active or active/passive. Currently, CA ARCserve Backup can only be deployed in an active/passive HA mode.

The primary function of a cluster occurs when one server (or node) in a cluster fails or is taken offline. In a cluster environment, the other node in the cluster will then take over the failed server's operations. ARCserve Managers using server resources experience little or no interruption of their work because the resource functions move transparently from the active node to the failover node.

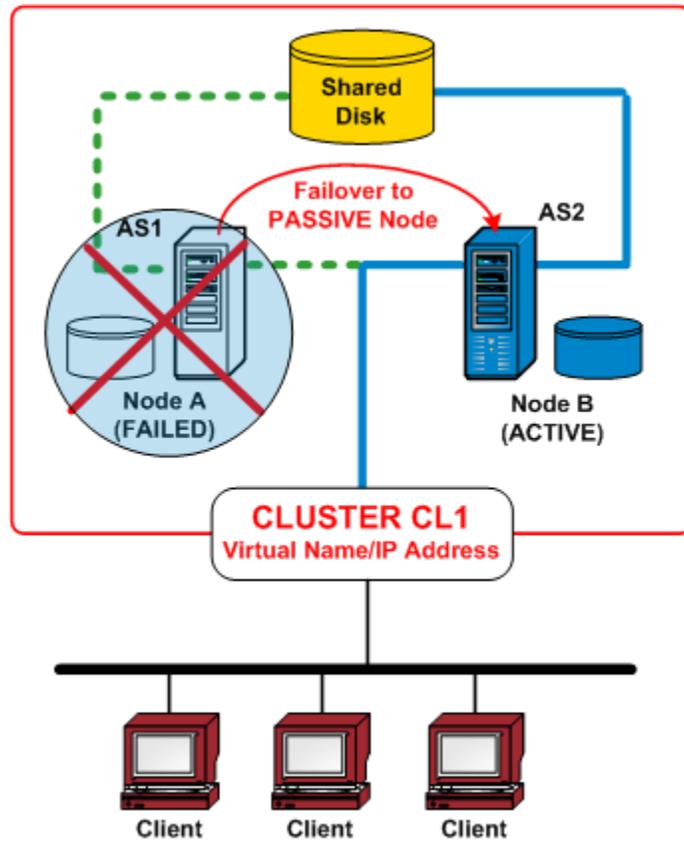
The servers within a cluster environment are not only connected physically by cables, but also programmatically through clustering software. This connection allows clustered servers to take advantage of features (such as fault tolerance and load balancing) that are unavailable to stand-alone server nodes. Clustered servers can also share disk drives that contain important information, such as a clustered database.

For example, assume node A and node B form a clustered CA ARCserve Backup HA server. The CA ARCserve Backup cluster server will work only in the "active/passive" mode, and as a result, only one CA ARCserve Backup instance is running at the same time. In this environment, ARCserve Managers could connect to the CA ARCserve Backup server AS1 or CA ARCserve Backup server AS2 without knowing which node is active and currently hosting their server. The virtual server name and IP address ensures that the server location is transparent to CA ARCserve Backup applications. To the ARCserve Manager, it appears that the CA ARCserve Backup server is running on a virtual server called CL1.



When one of the software or hardware resources fails or is shut down, a failover occurs. Resources (for example: applications, disks, or an IP address) migrate from the failed active node to the passive node. The passive node takes over the CA ARCserve Backup server resource group and now provides service.

If node A fails, node B automatically assumes the role of the active node. To an ARCserve Manager, it is exactly as if node A were turned off and immediately turned back on again. The location of the active node (A or B) in the Cluster (CL1) is transparent to CA ARCserve Backup.



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## How Failover Works

Failover is the process of having cluster resources migrate (or transfer) from an unavailable node to an available node. Failover is automatically initiated when a failure is detected on one of the cluster nodes. The cluster monitors resources to determine when a failure has occurred and then takes action to recover from the failure by moving the clustered resource(s) to another node in the cluster.

In a CA ARCserve Backup HA cluster environment, CA ARCserve Backup is installed in each cluster node, but only one instance will be running. In this cluster, the active node will automatically take control of the backup resources and is referred to as the backup server. Other instances of CA ARCserve Backup that are hosted in a passive node are referred to as the standby (or failover) server and the cluster system will only activate one of them in case of failover. If the active node fails, then all backup resources will migrate to a passive node, which then becomes the new active node. The new active node begins to function as the backup server, and continues the original backup operations and maintains all previous job scheduling and media management services.

CA ARCserve Backup provides the following types of failover protection:

- **Planned Failovers**--Planned failovers occur when it is necessary to perform maintenance on the active node within a cluster and you want CA ARCserve Backup to migrate the cluster resources from that active node to a passive node within the cluster. Examples for planned failovers are system maintenance, disaster recovery tests, and training. A planned failover can only be executed when no jobs are running and no other CA ARCserve Backup-related services (such as media operations, reporting, etc.) are occurring on both the primary and member backup servers.
- **Unplanned Failovers**--Unplanned failover can occur because of hardware or software failures. When the active node in a cluster fails, jobs are dispersed from the failed server and critical data (such as job information) is saved into a shared disk. When failover occurs, the cluster system will move the shared disk into a passive node and activate the CA ARCserve Backup instance in that node. After the CA ARCserve Backup services are resumed in the failover server, any failed jobs from the previous server are rerun in a new active cluster node. If checkpoint information was created by the job before failover occurred, the restarted job will resume from the checkpoint.

## Resource Group

A cluster resource is any physical or logical component that can be physically shared between multiple cluster nodes, but can only be hosted (owned) by one active node at a time. The virtual IP address, virtual computer name, shared disk, and even the applications are considered cluster resources. A cluster system allows you to categorize these resources as a "group" for a specific functionality purposes. These resource groups can be treated as a "container" of resources. A cluster resource group is a logical unit for application deployment, which means that a cluster-aware application must be installed into a group and bind itself with the resources that are associated with that group. The resource group is the minimum unit for failover purposes.

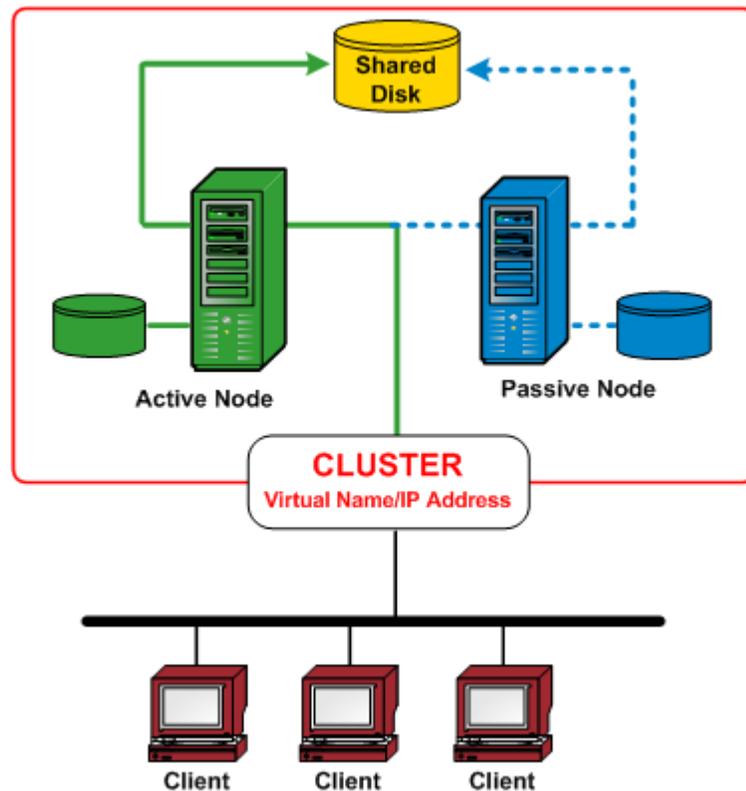
## Virtual Name and Virtual IP Address

The virtual server name is independent of the name of the physical server on which the virtual server runs and can migrate from server to server. In a cluster environment, the active node will always use the cluster virtual name and IP address to provide service instead of the physical hostname and IP address. Through the use of clusters, virtual servers are created so that when another server takes it place, the services can still be available. The virtual name and IP address are linked with CA ARCserve Backup. Similarly, other cluster-aware applications (SQL/Exchange Cluster) often create a dedicated virtual name and IP address for high-availability purposes during their installation.

Unlike a physical server, a virtual server is not associated with a specific computer, and it can fail over from one server to another. If the server that is hosting the virtual server fails, clients can still access its resources by using the same virtual server name, but they will be redirected to a different server in the cluster.

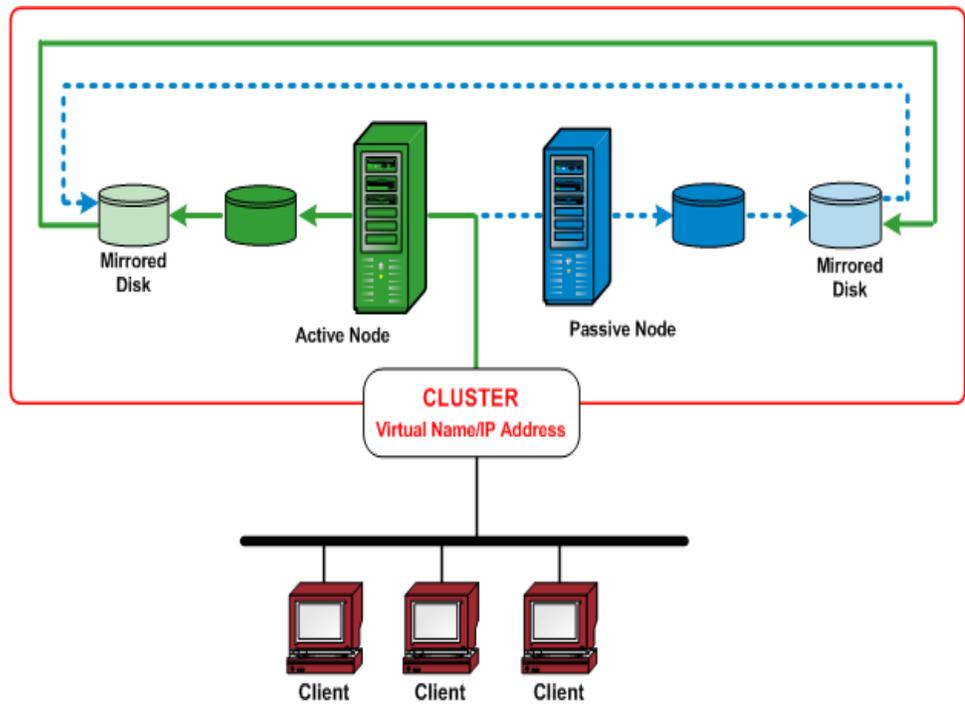
## Shared Disks

Shared disks provide shared location for cluster-aware applications to save data. Shared disks allow cluster-aware applications, which might run on different nodes because of failover, to gain access to a logical volume in a consistent way, as if they are local at each of the nodes. Each virtual shared disk corresponds to a logical volume that is actually local at one of the nodes, which is called the server or primary node. Each node within the cluster must have access to a shared disk to operate within the cluster. The cluster system is configured so that only the active node can access the shared disk at any time.



## Mirrored Disks

Mirrored disks provide a shared location for cluster-aware applications to save data. Mirrored disks (applicable to NEC clusters only) are separate disk devices that are physically attached to their host separately, but work like one single device logically. Mirrored disks contain an exact duplicate of the disk that it mirrors. Data is stored twice by writing to both the local disk and its remote mirrored disk. If a disk fails, data does not have to be rebuilt and can be easily recovered by copying it from the mirrored disk to the replacement disk. It is recommended that mirrored disks reside on different devices so that a single-point disk failure cannot damage both copies of the data. The main disadvantage of mirrored disks is that the effective storage capacity is only half of the total disk capacity because all data gets written twice. The cluster system is configured so that only the active node can access the mirrored volume and sync-up the data between different physical disks.



## Quorum Disks

In addition to the resource groups created for each clustered application, a cluster always has a resource group to represent the quorum of the cluster. This resource group, by default named Cluster Group, is created when the cluster is created. In a shared disk quorum, the disk containing the quorum resource is called the quorum disk, and it must be a member of the default Cluster Group. A quorum disk is used to store cluster configuration database checkpoints and log files which help manage the cluster as well as maintain consistency. The quorum resource is used to decide which nodes of the cluster are supposed to form the cluster. Because the cluster configuration is kept on a quorum disk resource, all nodes in the cluster must be able to access and communicate with the node that owns it.

**Note:** Quorum Disks apply to only Microsoft Cluster Server (MSCS) environments.

## CA ARCserve Backup HA Server to Support of Job Failover

Clustered CA ARCserve Backup servers provide service through virtual name and support backup job failover capability. When the active CA ARCserve Backup server in a cluster fails, these backup jobs are dispersed from the failed server to other CA ARCserve Backup servers in the cluster. After CA ARCserve Backup services are resumed in another cluster node, any failed jobs from the previous server are rerun in a new cluster node.

CA ARCserve Backup HA server supports two types of failovers; planned failovers and unplanned failovers.

### ■ Planned Failovers

Planned failovers occur when it is necessary to perform maintenance on the active node within a cluster and you want CA ARCserve Backup to migrate the cluster resources from that active node to a passive node within the cluster. Examples for planned failovers are system maintenance, disaster recovery tests, and training.

When a planned failover occurs, CA ARCserve Backup recovers in another node with all scheduled jobs retained.

### ■ **Unplanned Failovers**

Unplanned failover can occur because of hardware or software failures. When unplanned failover occurs, CA ARCserve Backup recovers in another node, picks up the failed job from the CA ARCserve Backup job queue, and resumes the job from the point where it failed. If a failover occurs, the job resume is based on a checkpoint mechanism as follows:

- For a local backup job, the job will resume at the volume level after a failover.

For example, if a backup job involves two volumes: C and D, and a failover occurs when the backup for volume C was finished and the backup for volume D was ongoing. After the failover, the backup job will restart and skip the backup for volume C and continue to backup volume D.

- For a remote backup job, the job will resume at the host level.

For example, if a backup job involves Host1 and Host2, and a failover occurs when the backup for Host1 is finished, but the backup for Host2 is not. After the failover, the backup job will restart and skip the backup for Host1 and continue to backup Host2 (in this case, the backup for Host2 does not skip any volumes that might be backed up before failover).

Jobs running on other backup servers instead of the HA server of the domain will rarely be impacted by failover. For example, when the Primary server is HA server, and it fails over, the jobs running on member servers are not impacted except in one situation. If you are using a HA primary server, the jobs that run on the member servers may fail when an unplanned failover occurs on the HA primary server. (The failures only occur when the jobs on the member servers are finishing when the failover occurs)

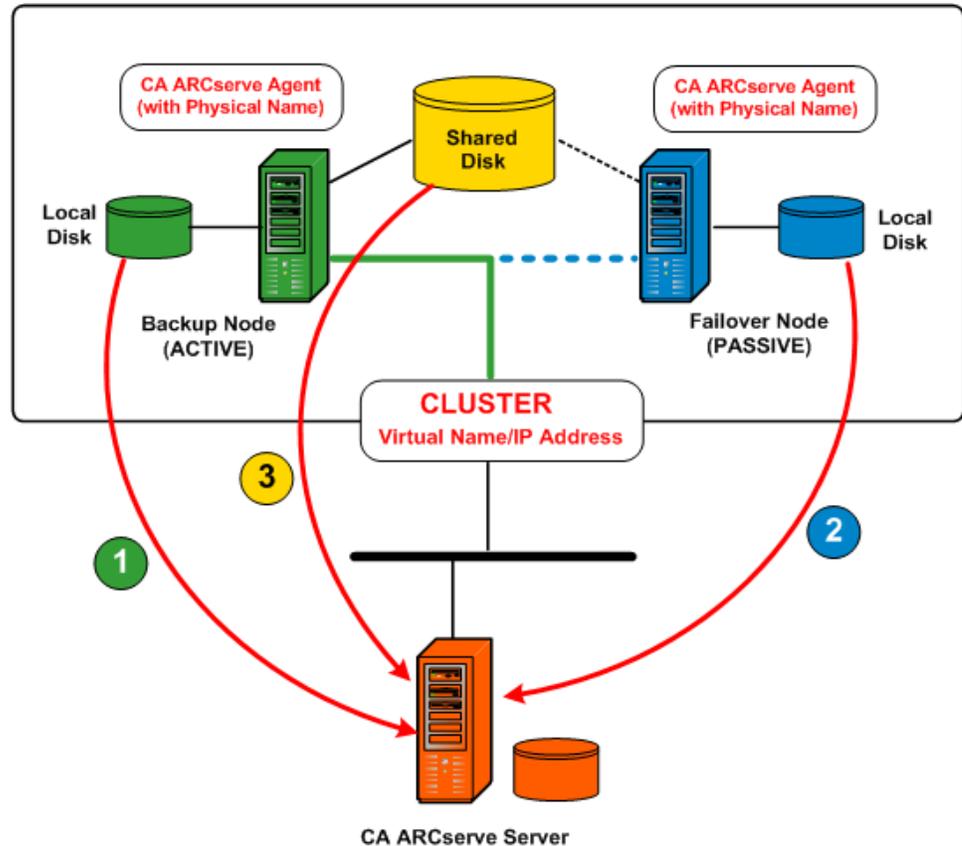
**Note:** If you are using CA ARCserve Backup Agents to backup the active node of the cluster or the virtual node, and an unplanned failover occurs (the active node is down), the job would become incomplete. To ensure that these nodes could be backed up after failover, you should configure the jobs to create makeup jobs.

## Protecting Your Cluster with CA ARCserve Backup

For mission-critical applications deployed into a cluster environment, the data is the most valuable investment and protection of this data is essential. A cluster environment always involves multiple physical nodes, a virtual name/IP address, and cluster-specific applications, all of which bring additional complexities for the backup and restore application. To address these complexities, CA ARCserve Backup provides multiple backup and restore capabilities for servers operating in a cluster environment.

**Note:** CA ARCserve Backup supports cluster environments for Microsoft Cluster Server (MSCS) and NEC Cluster Server (CLUSTERPRO/ExpressCluster).

The following diagram shows a typical active/passive cluster environment. The active node in this cluster is associated with two names and IP addresses: one for the physical name of the machine and the other for the virtual name created by the cluster itself or the cluster-aware application. The passive node is associated with only one name, the physical name of the machine. To fully protect the cluster, you need to install the CA ARCserve Backup agent into both of these physical nodes. In each of these instances, depending on the protected target, CA ARCserve Backup will be deployed to protect your cluster and back up your data using either the physical node or the virtual node.



- ### Protect data using physical node

To protect the system state of each cluster node and the local application data, you need to schedule the backup job based on the physical name/IP address of the machine. For the active node (1), you can back up all attached disks, including the local disks as well as shared disks. For a passive node (2), you can only back up the local disks. However, it is not a best practice to back up a shared disk based only on physical name. In a cluster environment, the role of each node (active and passive) may change dynamically due to a failover condition. If you specify the physical name of the failed node, the backup will fail and the data that is located on the shared disk will not be backed up.

- **Protect data using virtual node**

In a cluster-aware application (SQL Server cluster or MS Exchange cluster), all data is saved on a shared disk to provide HA capability. To back up this data, the CA ARCserve Backup agent (installed on each physical node) will archive the data into the shared disk via the virtual name and IP address of the cluster (3). Under normal conditions, CA ARCserve Backup will back up data from the shared disk using the virtual name and IP address of the cluster as the source rather than the physical name and IP address of the active node. The advantage of doing this is if the active node fails or is shut down, the failover mechanism of cluster will make the passive node become the new active node, and CA ARCserve Backup will automatically continue to perform backups from the shared disk. As a result, you can schedule rotation backup jobs to protect your data located in the shared disk regardless which cluster node is active.

**Note:** To back up any application specified data (for instance, a SQL Server database), you should deploy the corresponding CA ARCserve Backup agent and perform the backup using the virtual name associated with this cluster-aware application.

## MSCS Protection

Microsoft Cluster Server (MSCS) software provides a clustering technology that keeps server-based applications highly available, regardless of individual component failures. For MSCS, there are two basic types of targets that need to be protected by backup: cluster self-protection, in which the cluster itself is protected (metadata and configuration information) and clustered-application protection.

### How CA ARCserve Backup Integrates with MSCS

CA ARCserve Backup is a fault-tolerant application, capable of supporting failover in cluster environments. CA ARCserve Backup protects cluster nodes by backing up and restoring cluster-specific resources such as shared disks, quorum resources, disk signatures, and cluster registry hives. Microsoft Cluster Server (MSCS) allows multiple Windows based servers to connect with one another so that they appear, to network clients, to be a single, highly available system.

With the MSCS support provided by CA ARCserve Backup, you can:

- Back up and restore MSCS nodes
- Run on, and take advantage of, MSCS high availability features such as:
  - Job failover from one CA ARCserve Backup node in a cluster to another node
  - High availability through automatic failover of CA ARCserve Backup services from one node in a cluster to another node
  - Install CA ARCserve Backup to an Active/Passive cluster as your SAN primary server and allow continuation of distributed server backups upon failover
  - Manageability through standard cluster management tools
- Provide disaster protection for MSCS nodes using the CA ARCserve Backup Disaster Recovery Option. For more information, see the *Disaster Recovery Option Guide*.
- Backup and restore applications, such as MS SQL Server and MS Exchange Server, installed on MSCS clusters using the CA ARCserve Backup agents. For more information on available agents, see the *Implementation Guide*.

### MSCS Cluster Self-Protection

For MSCS, all cluster configuration information resides in a Cluster Database. The Cluster Database is located in the Windows registry on each cluster node and contains information about all physical and logical elements in a cluster, including cluster objects, their properties, and cluster configuration data. The Cluster Database contains the cluster state data that is replicated among nodes to ensure that all nodes in the cluster have a consistent configuration. The Cluster Database registry is located in %WINDIR%\CLUSTER\CLUSDB.

The Cluster Database is part of the Windows System State. When the System State is selected for backup, the Cluster Database is automatically included in this backup. Therefore, the Cluster Database is included in the system state backup only if the node is a part of a cluster and the cluster service is running on that node. If the cluster service is not running, the Cluster Database is not backed up.

To protect a cluster node itself and reduce the potential risk caused by accidental node failure, you should back up the following data using the physical name of the nodes:

- all data on the local disks contained in the Windows boot/system partitions
- system state data

During restore operations, you first need to determine the severity of the problem. If you cannot boot the node at all, see *Recovering Clusters* in the *CA ARCserve Backup Disaster Recovery Option Guide*. If you can boot the operating system and only the cluster database is damaged, you will not be able to selectively restore the Cluster Database as a single entity, it must be restored as part of a System State session restore.

**Note:** To back up and restore the Cluster Database, it is sufficient to back up and restore the Windows System State with the cluster service running. When a cluster node is in the Directory Service Restore mode, the Logon properties of the Cluster Service User Account must be set as Administrator to ensure that CA ARCserve Backup can be accessed while in Windows Safe Mode.

### MSCS Cluster Application Protection

CA ARCserve Backup offers fast and intelligent backup and restore operations of applications such as Microsoft SQL Server and Microsoft Exchange Server installed on a cluster. For the most current list of available agents, see the readme file or access the CA web site at [ca.com](http://ca.com). For information on backing up and restoring applications installed on a cluster, see the corresponding CA ARCserve Backup agent guide. For example, for information on backing up and restoring a Microsoft SQL Server, see the *Agent for Microsoft SQL Server Guide*.

### Stop HA Service Monitoring by MSCS

When a CA ARCserve Backup server is configured as cluster-aware, all critical CA ARCserve Backup services will be monitored by MSCS. If some service fails, MSCS will try to restart it or trigger a failover if the restart attempt fails. This means that you can no longer stop a service by using the CA ARCserve Backup Server Administrator. If you attempt to stop a CA ARCserve Backup service, the following message opens:



However, in some situations, you may want to stop CA ARCserve Backup services. For example, you may want to stop various services so that you can perform hardware maintenance.

**To stop MSCS from monitoring CA ARCserve Backup services**

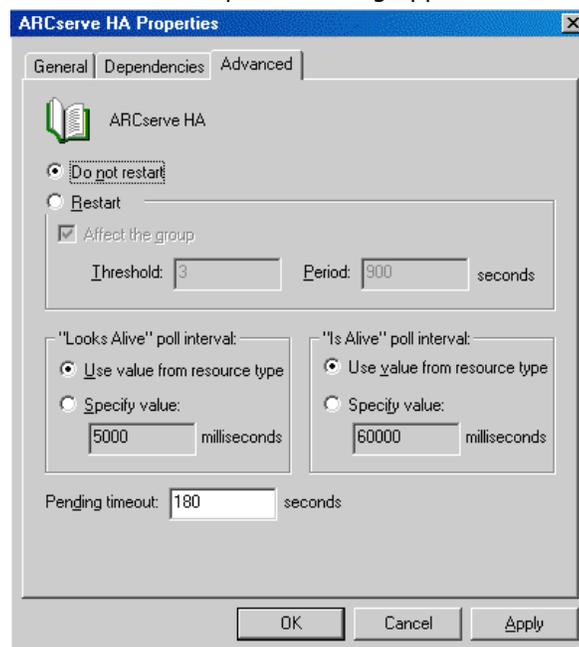
1. Access the Cluster Administrator.

The Cluster Administrator dialog appears.

**Note:** Cluster Administrator is a utility provided by Microsoft and is installed on servers that have MSCS installed. From the Cluster Administrator, you perform most of the configuration and management tasks associated with clusters.

2. Select the group that the ARCserve server is deployed in, and locate the applicable ARCserve resource. Right-click on the ARCserve resource and from the pop-up menu, select Properties.

The ARCserve Properties dialog appears.



- From the Advanced tab, select the "Do not restart" option.

The automatic restart feature is disabled, allowing CA ARCserve Backup services to be stopped without MSCS automatically attempting to restart or initiating a failover.

**Note:** All CA ARCserve Backup services are controlled by the ARCserve HA resource. However, the Tape Engine service and ASDB service are also controlled by additional resources. See the following table to identify the resources that need to be changed for each CA ARCserve Backup service. For each of the applicable resources, you need to set the Advanced property to Do not restart.

Service Name	Controlling Resource(s)
Tape Engine	ARCserve HA ARCserve Registry
ASDB (only for SQL2008 Express)	ARCserve ASDB ARCserve HA ARCserve Registry
Others( DB Engine, Job Engine, ...)	ARCserve HA

- Using the Windows Service manager, stop the applicable CA ARCserve Backup service to allow you to perform the necessary maintenance.
- When you have completed the maintenance, restore all settings.

### Rebuild Cluster Resources Manually

In most cases, the installation process will automatically create the necessary HA cluster resources without user interference. However, there may be cases where you need to create these cluster resources manually.

Prior to manually creating new resources, you should stop and delete all existing cluster resources from the group where CA ARCserve Backup is deployed. For more information on deleting cluster resources, see [Delete Cluster Resources](#) (see page 749).

#### Rebuild cluster resources manually

- Open a command console and change current directory to %bab\_home% (where, %bab\_home% represents the actual CA ARCserve Backup install path).
- Run the "babha.exe -postsetup" utility to set up new ARCserve cluster resources.

When a cluster-aware installation is successfully finished, a Post Setup pop-up screen appears with an option to create HA resources.

3. Select the "Create HA resources for MSCS" option and click OK to create new cluster resources.

**Note:** You should only check this option when you have completed the CA ARCserve Backup installation on the last node in the cluster.

The new ARCserve cluster resources (ARCserve HA, ARCserve ASDB, ARCserve Registry, and ARCserve Share) are created.

### Delete CA ARCserve Backup Cluster Resources

Prior to creating new cluster resources, it is necessary to delete all existing cluster resources from the group where CA ARCserve Backup is deployed. The available MSCS cluster resources are:

- ARCserve HA
- ARCserve ASDB
- ARCserve Registry
- ARCserve Share

#### Delete the ARCserve cluster resources

1. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Take Offline.

The state of the ARCserve cluster resources is changed from Online to Offline.

2. Access the Cluster Administrator.

The Cluster Administrator dialog appears.

**Note:** Cluster Administrator is a utility provided by Microsoft and is installed on servers that have MSCS installed. From the Cluster Administrator, you perform most of the configuration and management tasks associated with clusters.

3. Select the ARCserve Group that the ARCserve server is deployed in, and locate the corresponding ARCserve cluster resources. Right-click on each ARCserve cluster resource and from the pop-up menu, select Delete.

The selected ARCserve cluster resources are deleted.

## Manage CA ARCserve Backup Cluster Servers in a MSCS Cluster

The Server Configuration Wizard lets you perform various management tasks to specify how CA ARCserve Backup servers function in a cluster environment. In a cluster environment, these management tasks can only be made on the active node and must also be made for all nodes within the cluster. These management tasks include the following:

- Changing the database
- Promoting a member server to a primary server
- Demoting a primary server to a member server.

### To manage the CA ARCserve Backup Cluster Servers in a MSCS cluster

1. Delete all cluster resources. For more information, see [Delete CA ARCserve Backup Cluster Resources](#) (see page 749).

All CA ARCserve Backup cluster resources are deleted.

2. From the ARCserve Backup home directory, run the cstart.bat utility to start all CA ARCserve Backup services.

All CA ARCserve Backup services are started.

3. From the Start menu, access the Server Configuration Wizard to run the ARCserveCfg.exe utility for the active node and make the necessary change. Do not check the "Last Cluster Node" checkbox on the last screen of the Server Configuration Wizard.

- For more information about changing the database, see [Specify a CA ARCserve Backup Database Application](#) (see page 634).

**Note:** Local SQL Server is not supported when NEC CLUSTERPRO/ExpressCluster is used to make CA ARCserve Backup highly available.

- For more information about promoting a member server to a primary server, see [Promote a Member Server to a Primary Server](#) (see page 525).
- For more information about demoting a primary server to a member server, see [Demote a Primary Server to a Member Server](#) (see page 528).

**Note:** When this utility is run on the first node within a cluster, it will run in the normal mode.

The first "active" cluster node is configured for the new property and a new arcservecfg.ICF configuration file is created.

4. From the ARCserve home directory, run the cstop.bat utility to stop all CA ARCserve Backup services.

All CA ARCserve Backup services are stopped.

5. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Move Group to change the active node.

The status of the original node will be changed to "passive" and the status of the next node within the cluster will be changed to "active".

6. From the Start menu, access the Server Configuration Wizard to run the ARCServeCfg.exe utility for the new active node and make the necessary change.

**Note:** When this utility is run again on any subsequent nodes in the same cluster, it will detect the existence of the arcservecfg.ICF configuration file and automatically run the utility in the cluster mode.

The next "active" cluster node is configured for the new property.

7. Repeat steps 5 and 6 for all remaining nodes in the cluster. When you are performing this configuration procedure on the last node in the cluster, check the "Last Node" checkbox on the last screen of the Server Configuration Wizard.

All nodes in the cluster are configured for the new property.

8. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Move Group to change the active node back to the original node.

The status of the last node will be changed to "passive" and the status of the original node within the cluster will be changed back to "active".

9. Create all CA ARCserve Backup cluster resources manually. For more information, see [Rebuild Cluster Resources Manually](#) (see page 748).

The new ARCserve cluster resources are created.

10. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Bring Online.

The state of the new ARCserve cluster resources is changed from Offline to Online.

## Change the CA ARCserve Backup Domain in a MSCS Cluster

In a MSCS cluster environment, you can move a member server to a different CA ARCserve Backup domain. Changes to the domain in a cluster environment can only be made on an active node and must be changed for all nodes within the cluster.

### To change the CA ARCserve Backup domain in a MSCS cluster

1. Delete all cluster resources. For more information, see [Delete CA ARCserve Backup Cluster Resources](#) (see page 749).

All CA ARCserve Backup cluster resources are deleted.

2. From the ARCserve Backup home directory, run the cstart.bat utility to start all CA ARCserve Backup services.  
All CA ARCserve Backup services are started.
3. From the Start menu, access the Server Configuration Wizard to run the ARCserveCfg.exe utility for the active node and specify the new CA ARCserve Backup domain. For more information about changing a domain, see [Move a Member Server to a Different CA ARCserve Backup Domain](#) (see page 532).  
The first "active" cluster node is configured for the new domain.
4. From the ARCserve home directory, run the cstop.bat utility to stop all CA ARCserve Backup services.  
All CA ARCserve Backup services are stopped.
5. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Move Group to change the active node.  
The status of the original node will be changed to "passive" and the status of the next node within the cluster will be changed to "active".
6. From the ARCserve Backup home directory, run the cstart.bat utility to start all CA ARCserve Backup services.  
All CA ARCserve Backup services are started.
7. From the ARCserve home directory, run the cstop.bat utility to stop all CA ARCserve Backup services.  
All CA ARCserve Backup services are stopped.
8. Repeat steps 5 through 7 for all remaining nodes in the cluster.  
All nodes in the cluster have been changed to the new domain.
9. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Move Group to change the active node back to the original node.  
The status of the last node will be changed to "passive" and the status of the original node within the cluster will be changed back to "active".
10. Create all CA ARCserve Backup cluster resources manually. For more information, see [Rebuild Cluster Resources Manually](#) (see page 748).  
**Note:** You should create Cluster resources based on new ARCserve database type.  
The new ARCserve cluster resources are created.
11. From the Cluster Administrator, right-click on the group name and from the pop-up menu, select Bring Online.  
The state of the new ARCserve cluster resources is changed from Offline to Online.

## NEC CLUSTERPRO/ExpressCluster Protection

NEC CLUSTERPRO/ExpressCluster is a high-availability clustering solution that provides fast recovery and high reliability to maximize critical applications and data availability. NEC clusters offer integrated application and data protection that enables fast, easy recovery and continuity of critical systems.

NEC clusters allow multiple Windows based servers to connect with one another so that they appear to network clients to be a single, highly available system. CA ARCserve Backup supports NEC CLUSTERPRO/ExpressCluster 8.0, NEC CLUSTERPRO/ExpressCluster X 1.0, and NEC CLUSTERPRO/ExpressCluster X 2.0. Similar to MSCS, we can protect the Cluster itself and these clustered applications.

For NEC clusters, there are two basic types of targets that need to be protected by backup: cluster self-protection, in which the cluster itself is protected (metadata and configuration information) and clustered-application protection.

### How CA ARCserve Backup Integrates with NEC CLUSTERPRO

CA ARCserve Backup is a fault-tolerant application, capable of handling failover and providing backup and restore capabilities for data residing in cluster environments.

NEC CLUSTERPRO/ExpressCluster allows multiple Windows based servers to connect with one another so that they appear to network clients to be a single, highly available system. CA ARCserve Backup supports NEC CLUSTERPRO/ExpressCluster for Windows 8.0 (SE and LE), NEC CLUSTERPRO/ExpressCluster X 1.0 for Windows, and NEC CLUSTERPRO/ExpressCluster X 2.0 for Windows. Similar to MSCS, we need protect Cluster itself and these clustered applications.

CA ARCserve Backup support for NEC CLUSTERPRO/ExpressCluster offers the following advantages:

- Ability to run on NEC CLUSTERPRO/ExpressCluster and take advantage of high availability features such as:
  - Automatic failover of CA ARCserve Backup services from one node in a cluster to another node
  - Ability to fail jobs over from one CA ARCserve Backup node in a cluster to another node when CA ARCserve Backup failover occurs
  - Ability to restart jobs after failover
  - Ability to install CA ARCserve Backup on an Active/Passive cluster as the SAN primary server to allow the continuation of distributed server backup operations after failover
  - Ability to use NEC cluster management tools

- Data backup and restore functionality for NEC cluster nodes.
- Disaster protection for NEC CLUSTERPRO/ExpressCluster nodes through the Disaster Recovery Option. For more information, see the *Disaster Recovery Option Guide*.

### NEC Cluster Server Self-Protection

For NEC CLUSTERPRO/ExpressCluster, all cluster configuration information resides in a file system as regular files.

To protect a cluster node itself and reduce the potential risk caused by accidental node failure, you should back up the following data using the physical name of the nodes:

- all data on the local disks contained in the Windows boot/system partitions
- system state data

During restore operations, you first need to determine the severity of the problem. If you cannot boot the node at all, see Recovering NEC Clusters in the *CA ARCserve Backup Disaster Recovery Option Guide*. If you can boot the operating system and only the NEC cluster files are damaged, refer to the applicable NEC CLUSTERPRO/ExpressCluster document to manually restore these configuration files that are related to NEC clusters.

### NEC CLUSTERPRO/ExpressCluster Application Protection

For NEC CLUSTERPRO/ExpressCluster, there are few applications that are native cluster-aware. Native cluster-aware refers to some applications that are aware they will run in cluster environment to support HA and take special considerations in design.

For NEC clusters, few applications are designed to be cluster-aware and many do not recognize the NEC virtual name/IP address. However, for some of the more popular applications, NEC provides specific documentation for configuring these applications as "cluster-aware" and deploying them so that you can perform backup and restore jobs. Refer to NEC website for a list of all supported applications and detailed information on how to configure them as cluster-aware. If you have deployed one of these supported applications, refer to the corresponding NEC documentation for details about how to perform a backup and restore with cluster support.

## Stop HA Service Monitoring by NEC CLUSTERPRO/ExpressCluster

When a CA ARCserve Backup server is configured as cluster-aware, all critical CA ARCserve Backup services will be monitored by NEC CLUSTERPRO/ExpressCluster. If some service fails, NEC CLUSTERPRO/ExpressCluster will try to restart it or trigger a failover if the restart attempt fails. This means that you can no longer stop a service by using the CA ARCserve Backup Server Administrator. If you attempt to stop a CA ARCserve Backup service, you will see a pop-up message:



However, in some situations, you may want to stop some CA ARCserve Backup service. For example, you may want to stop the Tape Engine so that you can perform hardware maintenance.

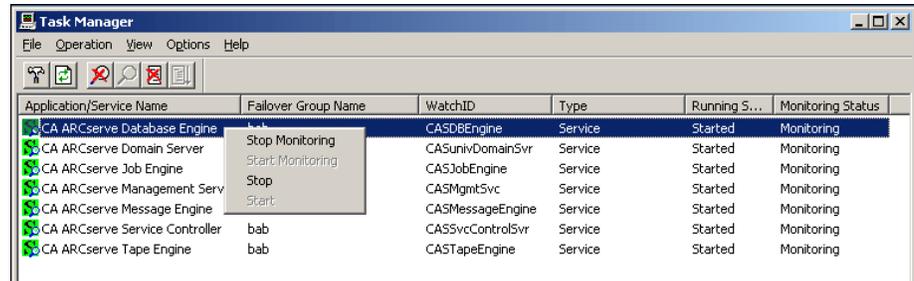
**Note:** This section contains graphics that correspond with NEC CLUSTERPRO/ExpressCluster version 8.0. If you are running a more recent version of NEC CLUSTERPRO/ExpressCluster, see your NEC CLUSTERPRO/ExpressCluster documentation.

**To stop NEC CLUSTERPRO/ExpressCluster from monitoring CA ARCserve Backup services**

1. Access the Task Manager.

The Task Manager window appears.

**Note:** You can only stop monitoring services from the active node. If you attempt to perform this task on a passive node, the Application/Service Name list on the Task Manager will be empty.



2. Locate and select the applicable CA ARCserve service. Right-click on the service and from the pop-up menu, select Stop Monitoring. A confirmation screen appears asking you to confirm or cancel your request to stop monitoring the selected service. Click OK.

The selected CA ARCserve Backup service is no longer being monitored by NEC CLUSTERPRO/ExpressCluster.

**Change the CA ARCserve Backup Domain in NEC CLUSTERPRO/ExpressCluster**

In a NEC CLUSTERPRO/ExpressCluster cluster environment, you can move a member server to a different CA ARCserve Backup domain. Changes to the domain in a cluster environment can only be made on an active node and must be changed for all nodes within the cluster.

**To change the CA ARCserve Backup domain in a NEC cluster**

1. Stop the cluster group. For more information, see [Stop NEC Cluster Groups](#) (see page 759).

**Note:** You must stop the group to edit the group properties.

2. Remove the registry sync and edit the start.bat and stop.bat scripts to disable CA ARCserve Backup scripts added during installation. For more information, see [Disable CA ARCserve Backup in NEC Cluster Scripts](#) (see page 760).
3. From the ARCserve Backup home directory, run the cstart.bat utility to start all CA ARCserve Backup services.

All CA ARCserve Backup services are started.

4. From the Start menu, access the Server Configuration Wizard to run the ARCserveCfg.exe utility for the active node and specify the new CA ARCserve Backup domain. For more information about changing a domain, see [Move a Member Server to a Different CA ARCserve Backup Domain](#) (see page 532).  
The first "active" cluster node is configured for the new domain.
5. From the ARCserve home directory, run the cstop.bat utility to stop all CA ARCserve Backup services.  
All CA ARCserve Backup services are stopped.
6. From the Cluster Manager, right-click on the group name and from the pop-up menu, select Move Group to change the active node.  
The status of the original node will be changed to offline (passive) and the status of the next node within the cluster will be changed back to online (active).
7. From the ARCserve Backup home directory, run the cstart.bat utility to start all CA ARCserve Backup services.  
All CA ARCserve Backup services are started.
8. From the ARCserve home directory, run the cstop.bat utility to stop all CA ARCserve Backup services.  
All CA ARCserve Backup services are stopped.
9. Repeat steps 6 through 8 for all remaining nodes in the cluster.  
All nodes in the cluster have been changed to the new domain.
10. From the Cluster Manager, right-click on the group name and from the pop-up menu, select Move Group to change the active node back to the original node.  
The status of the last node will be changed to offline (passive) and the status of the original node within the cluster will be changed back to online (active).
11. Rebuild the NEC Cluster Scripts and Registry Sync. For more information, see [Enable CA ARCserve Backup in NEC Cluster Scripts](#) (see page 763).  
The new NEC HA scripts are created and the registry is synchronized.
12. Start the cluster group.

## Manage CA ARCserve Backup Cluster Servers in NEC CLUSTERPRO/ExpressCluster

The Server Configuration Wizard lets you perform various management tasks to specify how CA ARCserve Backup servers function in a cluster environment. In a cluster environment, these management tasks can only be made on the active node and must also be made for all nodes within the cluster. These management tasks include the following:

- Changing the database
- Promoting a member server to a primary server
- Demoting a primary server to a member server.

### To manage the CA ARCserve Backup Cluster Servers in NEC CLUSTERPRO/ExpressCluster

1. Stop the cluster group. For more information, see [Stop NEC Cluster Groups](#) (see page 759).

**Note:** You must stop the group to edit the group properties.

2. Remove the registry sync and edit the start.bat and stop.bat scripts to disable CA ARCserve Backup scripts added during installation. For more information, see [Disable CA ARCserve Backup in NEC Cluster Scripts](#) (see page 760).
3. From the Start menu, access the Server Configuration Wizard to run the ARCserveCfg.exe utility for the active node and make the necessary change. Do not check the "Last Cluster Node" checkbox on the last screen of the Server Configuration Wizard.

- For more information about changing the database, see [Specify a CA ARCserve Backup Database Application](#) (see page 634).

**Note:** Local SQL Server is not supported when NEC CLUSTERPRO/ExpressCluster is used to make CA ARCserve Backup highly available.

- For more information about promoting a member server to a primary server, see [Promote a Member Server to a Primary Server](#) (see page 525).
- For more information about demoting a primary server to a member server, see [Demote a Primary Server to a Member Server](#) (see page 528).

**Note:** When this utility is run on the first node within a cluster, it will run in the normal mode.

The first "active" cluster node is configured for the new property and a new arcservecfg.ICF configuration file is created.

4. From the Start menu, access the Server Configuration Wizard to run the ARCServeCfg.exe utility for the new active node and make the necessary change.

**Note:** When this utility is run again on any subsequent nodes in the same cluster, it will detect the existence of the arcservecfg.ICF configuration file and automatically run the utility in the cluster mode.

The next "active" cluster node is configured for the new property.

5. Repeat steps 3 and 4 for all remaining nodes in the cluster. When you are performing this configuration procedure on the last node in the cluster, check the "Last Node" checkbox on the last screen of the Server Configuration Wizard.

All nodes in the cluster are configured for the new property.

6. From the Cluster Manager, right-click on the group name and from the pop-up menu, select Move Group to change the active node back to the original node.

The status of the last node will be changed to offline (passive) and the status of the original node within the cluster will be changed back to online (active).

7. Rebuild the NEC Cluster Scripts and Registry Sync. For more information, see [Enable CA ARCserve Backup in NEC Cluster Scripts](#) (see page 763).

The new NEC HA scripts are created and the registry is synchronized.

8. Start the cluster group.

## Stop NEC Cluster Groups

If you need to edit the group properties (for example to edit the start.bat or stop.bat files, or remove or add registry sync) you must first stop the group. In addition, if you need to remove CA ARCserve Backup from NEC CLUSTERPRO/ExpressCluster, you must also stop the group.

**Note:** This section contains graphics that correspond with NEC CLUSTERPRO/ExpressCluster version 8.0. If you are running a more recent version of NEC CLUSTERPRO/ExpressCluster, see your NEC CLUSTERPRO/ExpressCluster documentation.

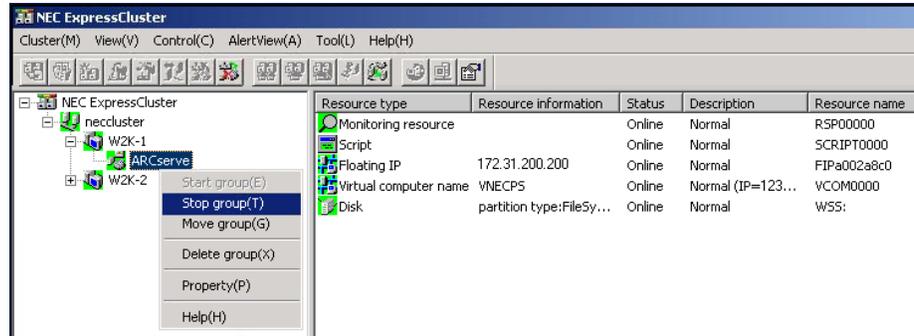
### To stop the NEC cluster group

1. Access the Cluster Manager.

The Cluster Manager window appears.

- From the tree listing, right-click on the ARCserve group, and from the pop-up menu select Stop group.

A confirmation pop-up screen appears.



- Click OK.

The selected group is stopped.

### Disable CA ARCserve Backup in NEC Cluster Scripts

Cluster scripts and registry keys are inserted during the NEC post-setup process. When upgrading to from BrightStor ARCserve Backup r11.5 to this release, the cluster scripts need to be disabled and the registry key need to be deleted.

**Note:** This section contains graphics that correspond with NEC CLUSTERPRO/ExpressCluster version 8.0. If you are running a more recent version of NEC CLUSTERPRO/ExpressCluster, see your NEC CLUSTERPRO/ExpressCluster documentation.

#### To disable the NEC Cluster Scripts and Registry Key

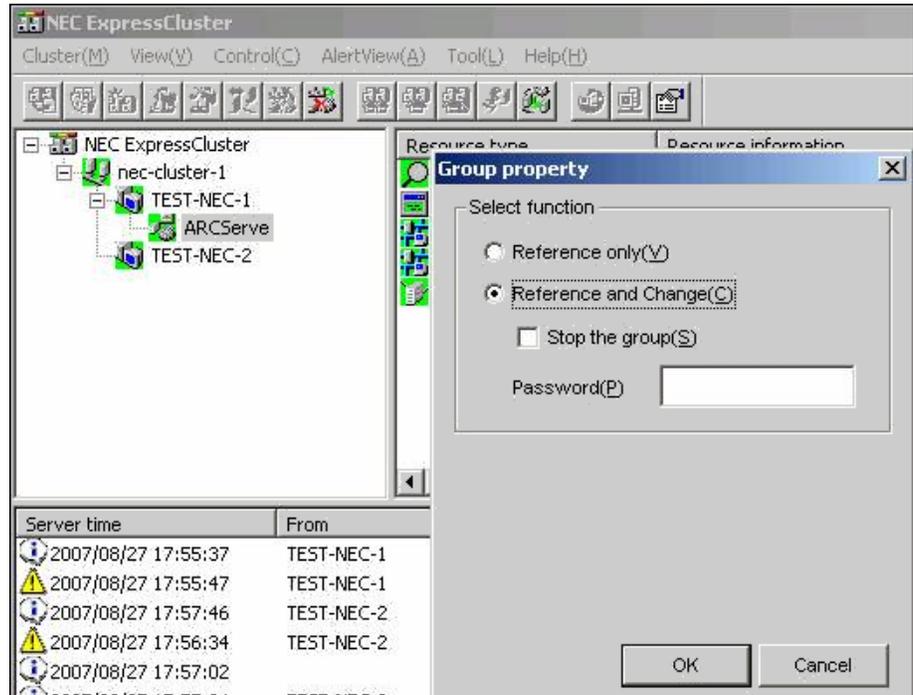
- Access the Cluster Manager.

The Cluster Manager window appears.

**Note:** Cluster Manager is a utility provided by NEC and is installed on servers that have NEC CLUSTERPRO/ExpressCluster installed. From the Cluster Manager, you perform most of the configuration and management tasks associated with clusters.

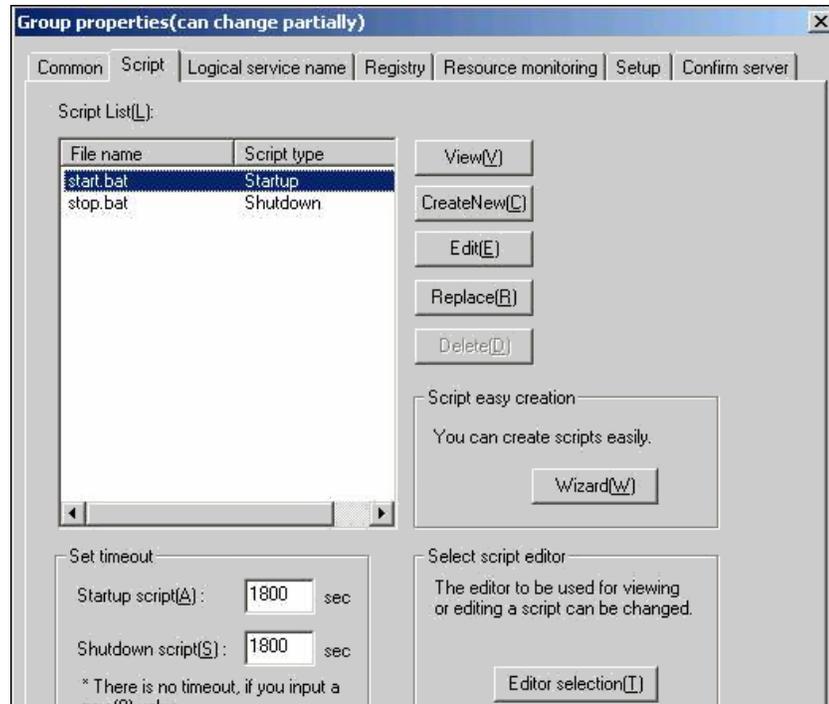
2. Select the NEC Group that the ARCserve server is deployed in, and locate the corresponding ARCserve cluster resources. Right-click on each ARCserve cluster resource and from the pop-up menu, select Property.

The Group property dialog appears.



3. Select the Reference and Change option. When the Group properties dialog opens, select the Script tab.

The Script tab dialog appears.



4. From the Script list, select start.bat and click Edit. When the start.bat script appears, locate the REM SET process script (two locations) and set the value to zero as follows:

```
SET process=0
```

**Note:** In the start.bat file, the REM SET process script is located after NORMAL and after FAILOVER.

The start.bat script is modified.

5. From the Script list, select stop.bat and click Edit. When the stop.bat script appears, locate the REM SET process script (two places) and set the value to zero as follows:

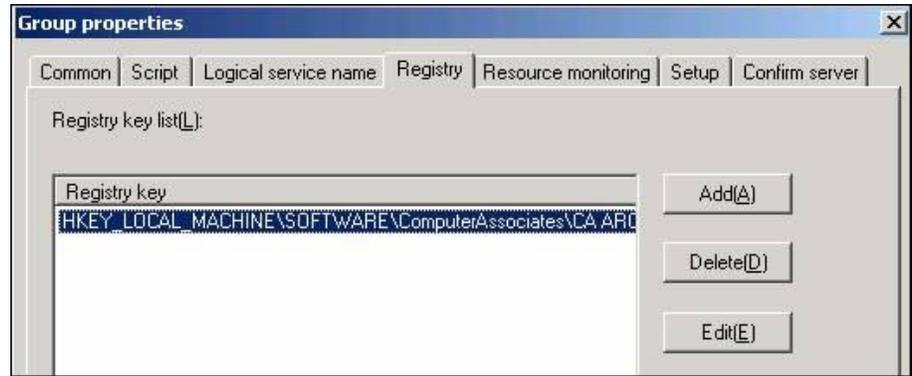
```
SET process=0
```

**Note:** In the stop.bat file, the REM SET process script is located after NORMAL and after FAILOVER.

The stop.bat script is modified.

- From the Group properties dialog, select the Registry tab.

The Registry dialog appears.



- From the Registry key list, select the existing registry key and click Delete.

The Registry key is deleted.

### Enable CA ARCserve Backup in NEC Cluster Scripts

Cluster scripts and registry keys are inserted during the NEC post-setup process. During the upgrade process from BrightStor ARCserve Backup r11.5 to this release, part of the cluster scripts are disabled and the registry key is deleted. When the upgrade is finished, these cluster scripts need to be enabled and registry keys need to be rebuilt.

**Note:** This section contains graphics that correspond with NEC CLUSTERPRO/ExpressCluster version 8.0. If you are running a more recent version of NEC CLUSTERPRO/ExpressCluster, see your NEC CLUSTERPRO/ExpressCluster documentation.

#### To enable the NEC Cluster Scripts and Registry Key

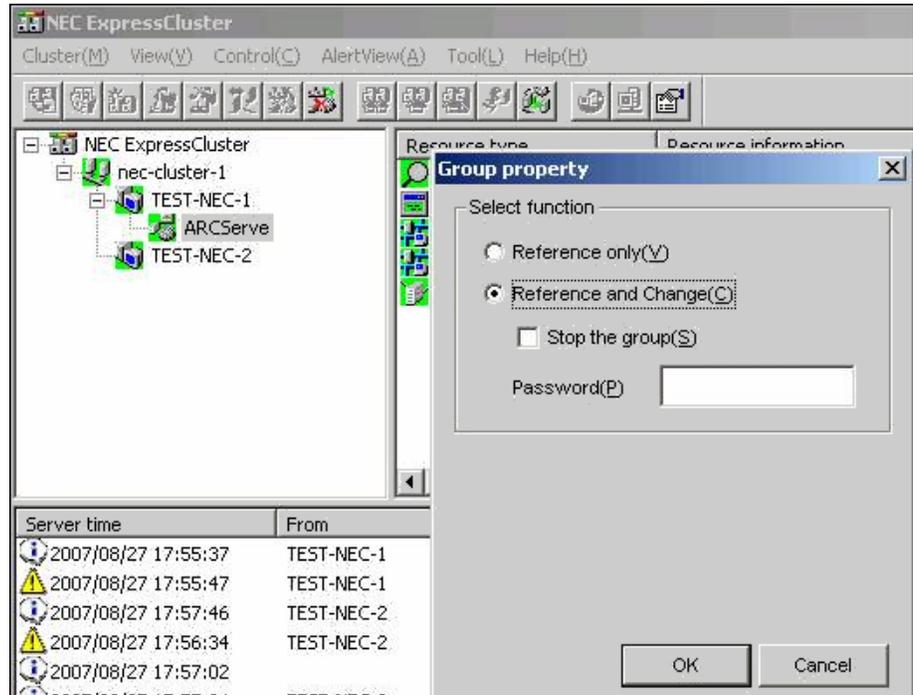
- Access Cluster Manager.

The Cluster Manager dialog appears.

**Note:** Cluster Manager is a utility provided by NEC and is installed on servers that have NEC CLUSTERPRO/ExpressCluster installed. From the Cluster Manager, you perform most of the configuration and management tasks associated with clusters.

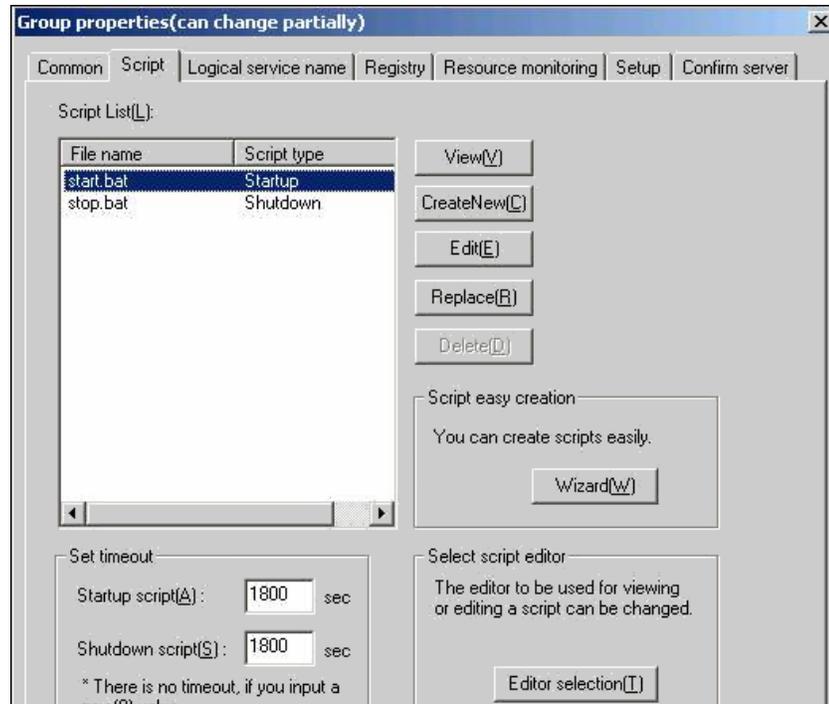
2. Select the NEC Group that the ARCserve server is deployed in, and locate the corresponding ARCserve cluster resources. Right-click on each ARCserve cluster resource and from the pop-up menu, select Property.

The Group property dialog appears.



3. Select the Reference and Change option. When the Group properties dialog opens, select the Script tab.

The Script tab dialog appears.



4. From the Script list, select start.bat and click Edit. When the start.bat script appears, locate the REM SET process script (two places) and set the value to 1 as follows:

```
SET process=1
```

**Note:** In the start.bat file, the REM SET process script is located after NORMAL and after FAILOVER.

The start.bat script is modified.

5. From the Script list, select stop.bat and click Edit. When the stop.bat script appears, locate the REM SET process script (two places) and set the value to 1 as follows:

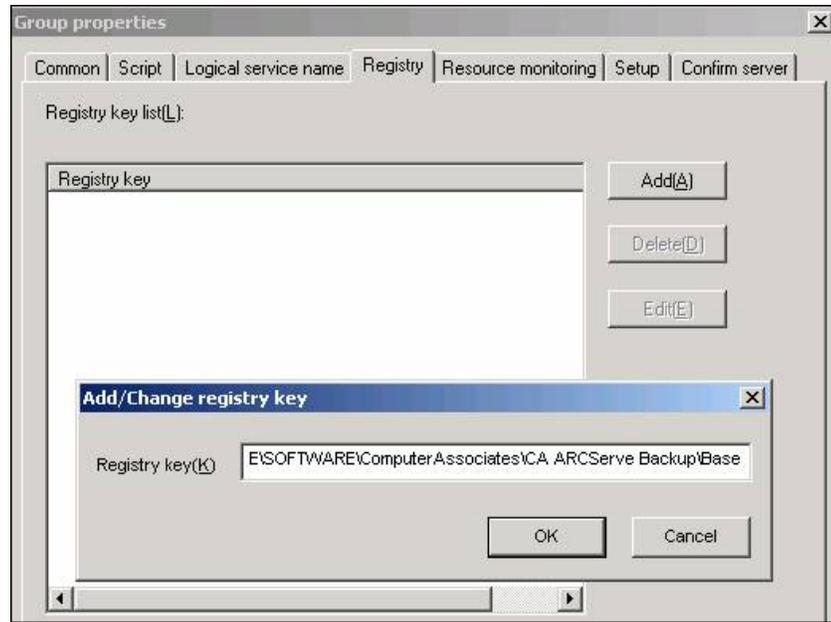
```
SET process=1
```

**Note:** In the stop.bat file, the REM SET process script is located after NORMAL and after FAILOVER.

The stop.bat script is modified.

- From the Group properties dialog, select the Registry tab. When the Registry dialog opens, click Add.

The Add/Change registry key dialog appears.



- Add the Registry key and click OK.

The Registry key is added to the Registry key list on the Group Properties dialog.

## Troubleshooting CA ARCserve Backup Cluster Support

This section contains the following topics:

- [Prevent Job Failures](#) (see page 767).
- [Back Up MSCS Nodes on Remote Machines](#) (see page 768).
- [Back Up CA ARCserve Backup Database in a Cluster Environment](#) (see page 769).
- [Job Failure: Media Not Mounted](#) (see page 769).

## Prevent Job Failures

### **Valid on Windows platforms.**

#### **Symptom:**

How do I stop CA ARCserve Backup services in a cluster node without failover occurring?

#### **Solution:**

When a CA ARCserve Backup server is configured as cluster-aware, all critical CA ARCserve Backup services will be monitored by the cluster application (MSCS or NEC CLUSTERPRO/ExpressCluster). If some service fails, the cluster application will try to restart it or trigger a failover if the restart attempt fails. This means that you can no longer stop a service by using the CA ARCserve Backup Server Administrator. If you attempt to stop a CA ARCserve Backup service, you will get a pop-up message indicating that it is not permitted.

To shut down any CA ARCserve Backup services for maintenance or configuration changes when you do not want CA ARCserve Backup to fail over to another node, perform the following procedure:

- For MSCS clusters, see [Stop HA Service Monitoring by MSCS](#) (see page 746).
- For NEC CLUSTERPRO/ExpressCluster clusters, see [Stop HA Service Monitoring by NEC CLUSTERPRO/ExpressCluster](#) (see page 755).

## Back Up MSCS Nodes on Remote Machines

**Valid on Windows platforms.**

**Symptom:**

How can I reliably back up MSCS Nodes with CA ARCserve Backup installed on remote machines?

For information about recovering clusters, see the *CA ARCserve Backup Disaster Recovery Option Guide*.

**Solution:**

The CA ARCserve Backup Windows File System Agent must be installed on each node of the cluster.

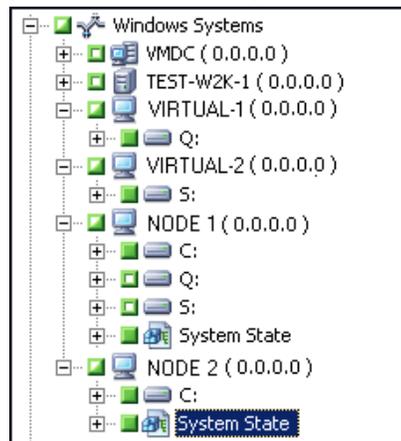
The challenge is to back up the shared disk reliably even if cluster shared disks fail over from one node to another. This can be done as follows:

1. Back up each of the nodes with their private disks and system state, using the hostname when submitting the backup jobs.

**Note:** Because shared disks can move from one node to another and there is no reliable way of predicting which node will own the shared disks during backup, **do not** back up shared disks using the machine hostname.

2. Back up the shared disks, using the cluster virtual name when submitting the backup job. If the shared disks fail over from one node to another, the cluster virtual node name fails over with it, so that CA ARCserve Backup always backs up the cluster shared disks. To ensure this, set up the cluster dependencies so that the cluster name and cluster shared disks fail over at the same time.

**Note:** To provide disaster protection for your cluster nodes, you must perform a full backup of each node.



## Back Up CA ARCserve Backup Database in a Cluster Environment

**Valid on Windows platforms.**

**Symptom:**

How do I effectively backup the CA ARCserve Backup database (ASDB) in a cluster environment? (so that it can be recovered using the recoverdb operation)

**Solution:**

To ensure the backed up ASDB session can be used by the recoverdb operation you must backup the ASDB through the network name which you set during the setup phase.

For example:

1. For MS SQL Server 2008 Express, you must use the virtual name which the CA ARCserve Backup is deployed on.
2. For MS SQL Server 2005 cluster, you must use the virtual name which the SQL Server Cluster is deployed on. (In this case, make sure that you set the correct virtual name of the SQL Server cluster when installing CA ARCserve Backup. To find out the SQL Server Cluster virtual name, refer to the SQL Server Cluster document.

## Job Failure: Media Not Mounted

**Valid on Windows platforms.**

**Symptom:**

When my jobs fail over from one cluster node to another, I receive messages such as "Please mount media XYZ, 1234." How do I resolve this problem?

**Solution:**

If you select a backup media on the Destination tab of the Backup Manager when submitting a backup job, the job backs up only to that specific media. If the backup device is not shared among the cluster nodes, the specific media is not available after failover. As a result, the backup operation fails. To resolve this problem, select Destination at Group Level in the Backup Manager when submitting backup jobs.

This problem does not occur if you are backing up to a shared device.



# Appendix B: Raw Backup and Restore of Physical Disks and Volumes

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This section contains the following topics:

[Overview of Raw Backup and Restore](#) (see page 771)

[How Raw Backup Works](#) (see page 772)

[Enable Raw Backup and Restore](#) (see page 775)

[Perform Raw Backup of a Physical Disk or Volume](#) (see page 775)

[Raw Backup Restore](#) (see page 776)

## Overview of Raw Backup and Restore

CA ARCserve Backup lets you back up and restore physical disks and physical volumes that may or may not have a file system. For example, this capability lets you back up the following items:

- Oracle database snapshots
- Non-Windows file system partitions
- Nameless partitions or volumes, that is, volumes without a drive letter
- Any snapshot mounted as a disk to the client system

## Licensing Requirements for Raw Backup of Physical Disks and Volumes

You must have the following licenses to use the raw backup of physical disks and volumes feature:

- License for the CA ARCserve Backup Client Agent for each server on which you want to use the feature
- License for the CA ARCserve Backup Enterprise Module for each server from which you want to back up the client agents

### **Example: Licensing requirements for raw backup of physical disks and volumes**

If you want to use the raw backup of physical disks and volumes feature on servers A, B, and C, you must install a license for the CA ARCserve Backup Client Agent on all three servers. In addition, you must register one license for the Enterprise Module on the backup server from which you back up these three servers.

## How Raw Backup Works

To perform a raw backup of physical disks and volumes, CA ARCserve Backup obtains exclusive access to the device, which allows CA ARCserve Backup to capture a consistent backup image. CA ARCserve Backup reads the data sequentially, by blocks, and then copies the image to the staging device or the CA ARCserve Backup server.

### Supported Functions

You can use the following CA ARCserve Backup functions with raw backup and restore:

- Backup estimation
- Compression
- Encryption

### Limitations on Performing Raw Backup and Restore Operations

Consider the following limitations when performing a raw backup of physical disks and volumes:

- CA ARCserve Backup does not support performing raw incremental and differential backups. If you submit such a backup job, CA ARCserve Backup will automatically change it to a full backup job.
- CA ARCserve Backup does not scan the backup data for viruses.
- CA ARCserve Backup does not execute backups using Volume Shadow Copy Service (VSS) snapshot technology.
- CA ARCserve Backup does not support the backup and restore of physical disks or physical volumes for clusters. Therefore, these devices will not be displayed under the cluster virtual node in the Source tab of the Backup Manager.

- CA ARCserve Backup does not support the backup and restore of physical disks or physical volumes for removable media. Therefore, these devices will not be displayed in the Source tab of the Backup Manager.
- Backup jobs may fail when CA ARCserve Backup cannot obtain exclusive access to the device.
- When a dynamic physical disk is restored to another physical disk, CA ARCserve Backup does not copy the partition information to the destination physical disk. Therefore, the volumes and partitions of the source physical disk are not shown on the destination physical disk after the restore. In other words, you can restore dynamic disks only to their original location. In addition, if you have multiple dynamic disks, then you must restore all of these dynamic disks to their original locations to reinstate the original volume partitioning.

The reason for restoring dynamic disks to their original location is:

The partition table on a dynamic disk does not contain an entry for each volume on the disk because the volume information is stored in the dynamic disk database. Each dynamic disk of a system contains a replica of this dynamic disk database. The location of the database is determined by the partition style of the disk.

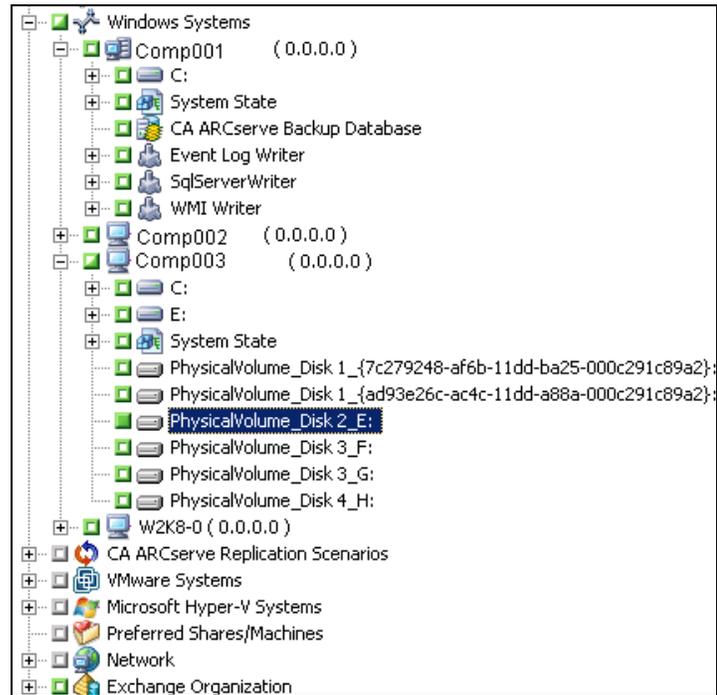
- On Master Boot Record (MBR) disks, the database is contained in the last 1 megabyte (MB) of the disk.
- On Globally Unique Identifier Partition Table (GPT) disks, the database is contained in a 1 MB reserved (hidden) partition known as the Logical Disk Manager (LDM) Metadata partition.

As a result, unless this database is written to the disk during the restore, the partition information cannot be restored. For a system with multiple dynamic disks, all the disks have to be restored to their original locations because each disk contains a copy of the database, and database copies must be identical to restore the original partition information.

- The physical volumes corresponding to system or boot volumes and the disks on which these physical volumes reside are not displayed in the Source tab of the Backup Manager.
- The Filter option is not available for raw backup and restore of physical disks and volumes.

## Naming Convention of Physical Disks and Volumes

After you enable raw backup and restore, you can view the physical disks and volumes that are connected to the agent in the Backup Manager under the Source tab. The following illustration shows a section of the Source tab that has displayed the physical volumes:



### PhysicalDisk\_*Disk id*:

Indicates a physical disk. *Disk id* represents the identification tag of the disk. CA ARCserve Backup and Windows Disk Management display the *Disk id* in the same way.

### PhysicalVolume\_<*Disk id*>\_<*Volume id*>

Indicates a physical volume. *Volume id* is a drive letter or the GUID. The GUID is a hexadecimal number that displays only when the volume is an unnamed volume (no drive letter association). For example, PhysicalVolume\_Disk 2\_E: means that the volume E: resides on Disk 2.

## Enable Raw Backup and Restore

The capability to perform raw backup and restore of physical disks and volumes is disabled by default. You must enable the option for each agent.

### To enable raw backup and restore of a physical disk or volume

1. From the Windows Start menu, click Start, Programs, CA, ARCserve Backup, and Backup Agent Admin.

The ARCserve Backup Agent Admin window appears.

2. Click Options, Configuration.

The Configuration window appears.

3. Click Enable physical disk/volume backup and restore.
4. Click OK.

The raw backup and restore feature is enabled for the agent.

## Perform Raw Backup of a Physical Disk or Volume

You can perform a raw backup of a physical disk or volume using one of the following approaches:

- **Regular backup**--Lets you specify a regular device group as the backup destination.
- **Deduplicated backup**--Lets you specify a deduplication device group as the backup destination.
- **Staging backup**--Lets you specify regular device group or a deduplication device group as the staging location, the final destination media, or both.

**Note:** You should not specify the same deduplication device group for the staging location and the final destination media for deduplication backups.

### To perform raw backups of a physical disk or volume

1. Open the CA ARCserve Backup Manager Console.
2. From the Navigation Bar, click Quick Start, and then click Backup.  
The Backup Manager opens.
3. Specify the type of backup.
4. (Optional) Select the Enable Staging check box.
5. Click the Source tab and locate the physical disks or volumes that you want to back up.

6. Click the Schedule tab and define the schedule for the backup job.
7. Click the Destination tab and select the device group to store the backup data.
8. (Optional) Click the Migration Policy tab and specify the Tape staging policies and Copy policies for the job.

**Note:** The Migration Policy tab displays only when you are submitting a staging backup job.

9. (Optional) Click the Final Destination tab and specify the device group associated with the final destination media.

**Note:** The Final Destination tab displays only when you are submitting a staging backup job.

10. Click Submit.

The Submit Job dialog opens.

11. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

**Note:** CA ARCserve Backup checks if you have a valid license for the Enterprise Module on the server where you want to run the backup job. If CA ARCserve Backup detects the required licenses, the backup job is submitted. If CA ARCserve Backup does not detect the required licenses, the backup job is not submitted.

## Entire Node Backup

When you select an entire node to back up, CA ARCserve Backup does not perform a raw backup of the physical volumes corresponding to Windows File System volumes. The Client Agent for Windows backs up these volumes in the traditional manner. In addition, CA ARCserve Backup does not perform raw backup on the physical disks that host any of the File System volumes, to avoid backing up duplicate data.

## Raw Backup Restore

You can restore raw backups of physical disks and volumes using the following approaches:

- Restore the backup data to an alternate location as a binary file.
- Restore the backup data to its original location.
- Restore the backup data to another physical disk or volume.

## Restore to an Alternate Location as a File

CA ARCserve Backup lets you restore the raw backups of physical disks or volumes to an alternate location as a binary file. You can choose to overwrite all files, rename files, skip existing files, or overwrite with newer files.

### To restore a raw backup to an alternate location as a binary file

1. Open the CA ARCserve Backup Manager Console.
2. From the Navigation Bar, click Quick Start, and then click Restore.  
The Restore Manager opens.
3. Click the Source tab.
4. Browse to and select the source physical disk or volume.
5. Click the Destination tab and select a folder on a physical disk or volume.

**Note:** The restore destination must not be the same location as the source directory that you specified on the Source tab.

6. Click the Schedule tab and define the schedule for the restore job.
7. Click Submit on the toolbar to submit the job.

The restore job is submitted and CA ARCserve Backup restores the raw backup data to the alternate locations as a binary file.

## Restore to the Original Location

CA ARCserve Backup lets you restore the raw backup of a physical disk or volume to the same location from where you backed it up.

### To restore a raw backup to the original location

1. Open the CA ARCserve Backup Manager Console.
2. From the Navigation Bar, click Quick Start, and then click Restore.  
The Restore Manager opens.
3. Click the Source tab.
4. Browse to and select the source physical disk or volume.
5. Click the Destination tab.

Ensure that Restore files to their original location(s) is selected.

6. Click the Schedule tab and define the schedule for the restore job.
7. Click Submit on the toolbar to submit the job.

The restore job is submitted and CA ARCserve Backup restores the raw backup data to the original location.

## Restore to Another Physical Disk or Volume

You can restore the raw backup of a physical disk or volume to another physical disk or volume. You can restore the raw backup of a physical disk to another physical disk and not to a physical volume; similarly, you can restore from a physical volume to another physical volume and not to a physical disk.

### To restore a raw backup to another physical disk or volume

1. Open the CA ARCserve Backup Manager Console.
2. From the Navigation Bar, click Quick Start, and then click Restore.  
The Restore Manager opens.
3. Click the Source tab and select the source physical disk or volume.
4. Click the Destination tab and select a physical disk or volume that is different from the one you selected as the source.
5. Click the Schedule tab and select when you want the restore process to start.
6. Click Submit on the toolbar.

The restore starts or is saved to be executed at the scheduled time.

**Note:** Before writing to the target device, CA ARCserve Backup compares the size of the target device with the size of the device in the backup session you have selected to restore. If the size of the target device is smaller, CA ARCserve Backup fails the restore job.

# Appendix C: Using CA ARCserve Backup in a Storage Area Network

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This section contains the following topics:

[How to License the Storage Area Network \(SAN\) Option](#) (see page 779)

[The SAN Environment](#) (see page 780)

[Install the SAN Option](#) (see page 783)

[Using the SAN Option](#) (see page 786)

[Troubleshooting SAN Configurations](#) (see page 791)

## How to License the Storage Area Network (SAN) Option

To successfully license CA ARCserve Backup Storage Area Network (SAN) Option, you must fulfill the following installation requirements:

- You must install and license the option to perform backup operations to libraries that are shared on a SAN.
- You must install the option on the CA ARCserve Backup Primary server.
- You must issue all licenses on the primary server.
- Ensure that you have a sufficient number of Storage Area Network (SAN) Option licenses to support your environment.

The Central Management Option is a prerequisite component for the Storage Area Network (SAN) Option.

The Storage Area Network (SAN) Option is a count-based license. You must issue one license for all ARCserve servers that share a library with another ARCserve server.

### Examples: How to License the Storage Area Network (SAN) Option

The following examples describe how count-based licensing works with the Storage Area Network (SAN) Option:

- Your environment consists of a primary server and three member servers. The primary server and the three member servers share a multiple drive library on a SAN. This configuration requires you to issue four Storage Area Network Option (SAN) licenses issued on the primary server. All servers in the ARCserve domain are sharing a library.
- Your environment consists of a primary server and three member servers. Two member servers share a multiple drive library and the third member server is configured with a locally attached, multiple drive library. This configuration requires you to issue four Tape Library Option licenses and three Storage Area Network (SAN) Option licenses on the primary server. All servers in the ARCserve domain have access to a multiple drive library; however, three ARCserve servers are sharing a library.

## The SAN Environment

The servers within a SAN group include one primary SAN server and one or more SAN-attached member servers. The primary SAN server is the most important server because no tasks can occur until it initializes the tape libraries on the SAN.

The primary SAN server is responsible for the following actions:

- Initializes, governs, and maintains a shared device on the SAN
- Coordinates the use of shared library resources among the servers in the SAN, preventing conflict if two servers try to allocate a device or media at the same time

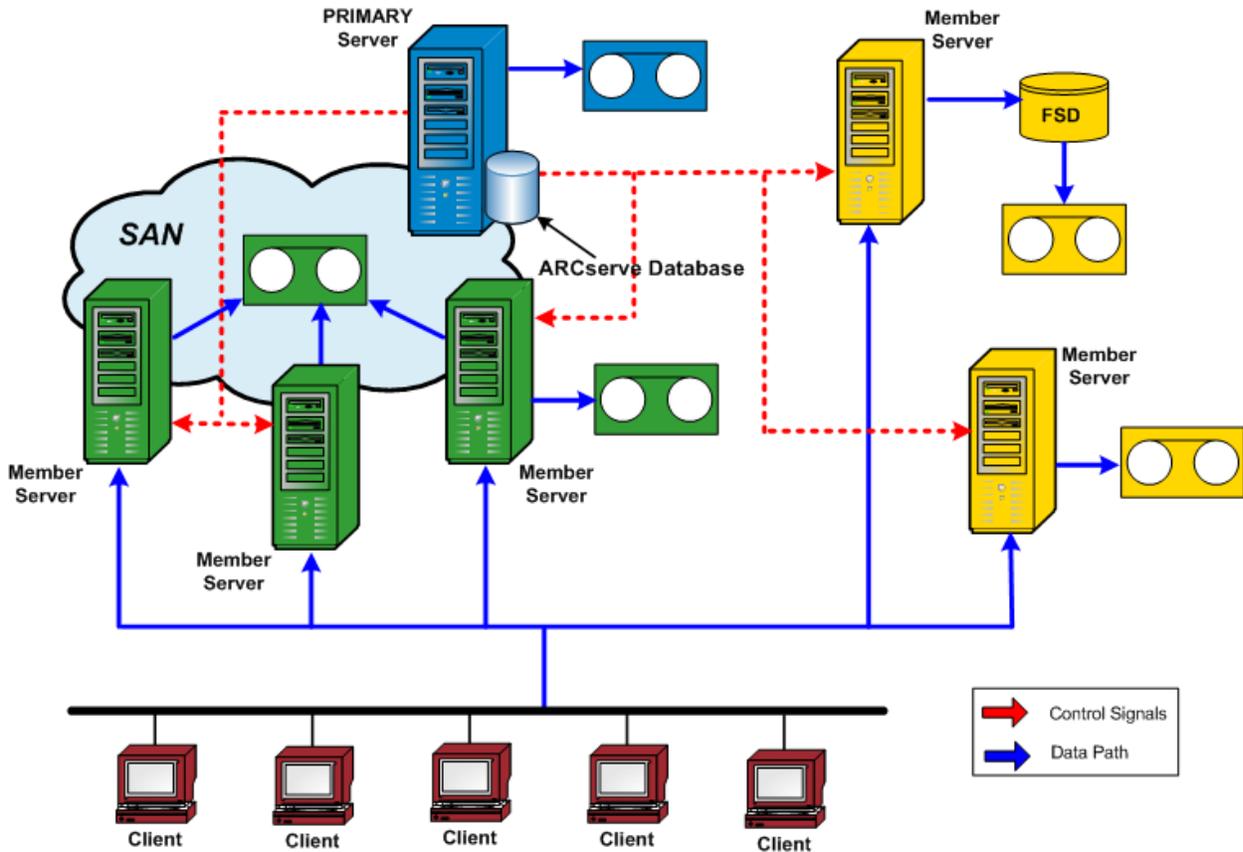
You can designate any CA ARCserve Backup SAN server as the primary SAN server. However, because the primary SAN server is responsible for managing and initializing the shared SAN, you should use your most reliable server as the primary SAN server.

## How CA ARCserve Backup Works in a SAN

During CA ARCserve Backup installation, you create your SAN domain with the specified primary SAN server and associated member SAN servers. In a SAN environment, all servers are divided into one of three groups; a primary SAN server, SAN-attached member server, or non-SAN member server.

Within a domain, there can be only one primary server and each SAN-attached member server can report to only one primary SAN server. In addition, a primary SAN server can belong to only one domain.

The following diagram shows how a SAN is configured with a primary SAN server that has CA ARCserve Backup and the SAN option installed:



When a job is ready to run, the option reserves the device and media. Once reserved, that device and media are no longer available to any other jobs across all SAN servers.

The SAN Option enables CA ARCserve Backup servers to share one or more tape libraries by creating a virtual ring. Any backup or restore jobs on a server that has the option installed run as local jobs. As the backup progresses, CA ARCserve Backup sends data over the SAN hardware to the tape libraries for storage instead of over the LAN cabling. This provides greater speed, reduces network traffic, and maximizes backup and restore throughput.

## Server Management in a SAN

Using the SAN Option does not change the way you manage CA ARCserve Backup servers. You continue to connect to each SAN Option server through the Backup or Restore Manager to schedule backup and restore jobs and to manage your CA ARCserve Backup database.

## Backup Plans

You should plan a backup strategy that is appropriate for your SAN configuration. You should consider the impact of multiple CA ARCserve Backup servers sharing a single device. For example, if your backup device contains two tape drives and there are five option servers sharing the media libraries, you should not schedule five backup jobs to begin simultaneously. This would force the option to determine which two of the five jobs to begin first. Instead, you should carefully consider and schedule the start times for jobs to meet your backup strategy and allow you to control the schedule sequence.

**Note:** Each scheduled backup job waits in the queue until a tape drive is available to perform the backup.

## Benefits of Using the Option

The SAN Option provides the following benefits:

- Decreased Costs--Allows servers to share one or more tape libraries.
- Improved Backup and Restore Speed--Eliminates the need for remote backups through your Local Area Network (LAN).
- Efficiency--Centralizes the backup of hardware and media.
- Flexibility--Optimizes the flexibility by redirecting or reconfiguring in case of a device failure.

## Terminology

The following terms are commonly used in a SAN environment:

- Storage Area Network (SAN)--A high-speed network designed for sharing attached tape libraries.
- SAN server group--A group of CA ARCserve Backup servers that can share a set of tape libraries on a Storage Area Network.
- Primary SAN server--The CA ARCserve Backup server that initializes the shared tape libraries and is responsible for controlling usage and detecting any changes in status of these devices.

- SAN-attached Member server--Servers in a SAN that are assigned to the primary server to use the shared tape libraries.
- Shared device--A device on a SAN used by a SAN server group.

## Install the SAN Option

This section explains how to install and configure the SAN option on your primary and member-attached SAN servers from one central location.

### Operating System Compatibility

For information about operating system compatibility, see the CA ARCserve Backup for Windows Readme.

### Installation Prerequisites

Before you install the SAN Option, verify the following prerequisites:

**Note:** CA ARCserve Backup supports libraries configured with one drive. If your library has more than one drive, you must license the CA ARCserve Backup Tape Library Option to enable multi-drive capabilities.

- Your system requirements meet the minimum requirements needed to install the option. For more information about installation requirements, see the *Implementation Guide*.
- Your system meets the minimum hardware and software requirements needed to install CA ARCserve Backup and the CA ARCserve Backup Tape Library Option (if necessary).
- You have installed all appropriate SAN hardware device drivers for adapters to access the devices attached to the Fibre Channel adapter.

**Note:** For information about the SAN hardware and drivers, see the CA ARCserve Backup for Windows Certified Device List. You can access the Certified Device List from the CA ARCserve Backup home page.

- You have CA ARCserve Backup and the Central Management Option installed on the computer on which you want to install the option. In addition, if you have a multi-drive library you must also have the Tape Library Option installed. This computer can be either a local computer or a remote computer.

**Note:** If these applications are not already installed, you must install them when you install the SAN Option.

- These options (Central Management Option, SAN Option, and Tape Library Option) are all installed on the Primary server only.
- There is license count for the Primary server and each SAN member server. There is one Central Management Option license for the entire SAN, and one SAN and Tape Library Option license for each server in the SAN (Primary server and all associated SAN member servers.)

- You have made a note of the default installation path.
- You have administrator privileges to install software on the computers on which you want to install the option.

**Note:** Contact your CA ARCserve Backup administrator to obtain the proper privileges and information if you do not have them.

- You know the user names, passwords and IP addresses for the primary SAN server and SAN-attached member servers.
- You have all SAN hardware and related device drivers installed.
- The Windows backup server identifies all of the appropriate SAN devices, including the medium changer and tape drives.
- All SAN servers in your storage area network can communicate with one another by pinging each server by name or by pinging their IP address with the display server name switch.

IP connectivity and name resolution among all servers participating in the SAN is essential. To ensure you have IP connectivity and name resolution, you may need to update the IP host file on each server so that the name and IP address of each server is present in the IP host file of all other servers. The IP host file on each server are in the following folders:

- Windows Server 2003: \windows\system32\drivers\etc
- Windows Server 2008: \windows\system32\drivers\etc

## SAN Option Installation

The SAN Option follows the standard installation procedure for the system components, agents, and options of the CA ARCserve Backup. Start all installation sessions by running setup.exe.

- You can install the CA ARCserve Backup base product, agents, and options all in one session
- You can install the CA ARCserve Backup base product first, and then install the agents and options separately later.
- You can install the Storage Area Network (SAN) Option on the primary SAN server (only).

For more information on installation, see the *Implementation Guide*.

The installation process is very flexible and allows you to decide whether to install the different system components, agents, and options of CA ARCserve Backup in one installation session or in multiple installation sessions. The preferred method is to install all of the components in one installation session. You can, however, install each component sequentially in individual sessions or install selected components in one session and other components in individual sessions later.

Before starting the installation process, decide which system components, agents, and options of CA ARCserve Backup you want to install during this session. Then, gather the prerequisite information for each of the agents and options you want to install. You can find this information in each agent and option guide. Select the combination of installation sessions that best meets your needs.

For example, to install the CA ARCserve Backup server, the Tape Library Option, and the Agent for SQL Server, you can use any of the following combinations of installation sessions:

- Install the server, the option, and the agent in the same installation session.
- Use three separate installation sessions; one session to install the server, a second session to install the option, and a third session to install the agent.
- Use two separate installation sessions. When using two separate sessions, you can group the components in the following ways: Install the server in one session and the option and agent in a separate session; install the server and option in one session and the agent in a separate session; or install the server and agent in one session and the option in a separate session.

## Uninstall the Storage Area Network Option

The Storage Area Network (SAN) Option is a primary server and stand-alone server based installation. You must use the Server Admin to uninstall server based options. For more information, see [Install and Uninstall CA ARCserve Backup Server Based Options](#) (see page 549).

## Using the SAN Option

This section provides the information you need to use the SAN Option. Specifically, it explains how you can use the option to perform the following tasks:

- Create shared device groups
- Backup and restore data
- Manage devices
- Manage media
- Monitor job status
- Control when jobs run
- Create reports and logs
- Use virtual libraries

## Storage Area Network (SAN) Configuration

The Storage Area Network (SAN) Configuration utility lets you configure the relationships between the Primary and Distributed CA ARCserve Backup servers. After all the servers have the SAN Option installed, you can go to any server to run the SAN Configuration utility.

The executable for the SAN Configuration utility is stored in the CA ARCserve Backup installation directory on the backup server. For example:

```
C:\Program Files\CA\ARCserve Backup\ELOConfig.exe
```

To start the SAN Configuration utility, access the above directory and then double-click the file named ELOConfig.exe.

## Create Shared Device Groups

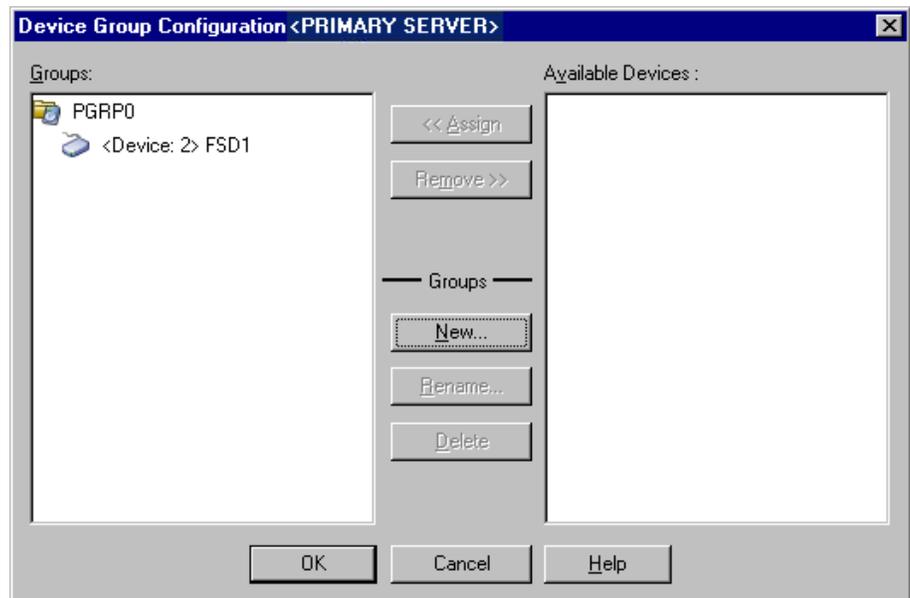
Creating shared device groups is the key to the flexibility and efficiency of CA ARCserve Backup.

**Note:** Shared device groups can only be modified, created, or deleted from the Primary server.

### To create shared device groups

1. From the Device Manager window, select Configure Groups from the properties pane.

The Device Group Configuration dialog opens.



2. Click New.

The New Group dialog opens.



3. Select the type of device group in the Type field, and enter a name for the device group in the Name field. Click OK.

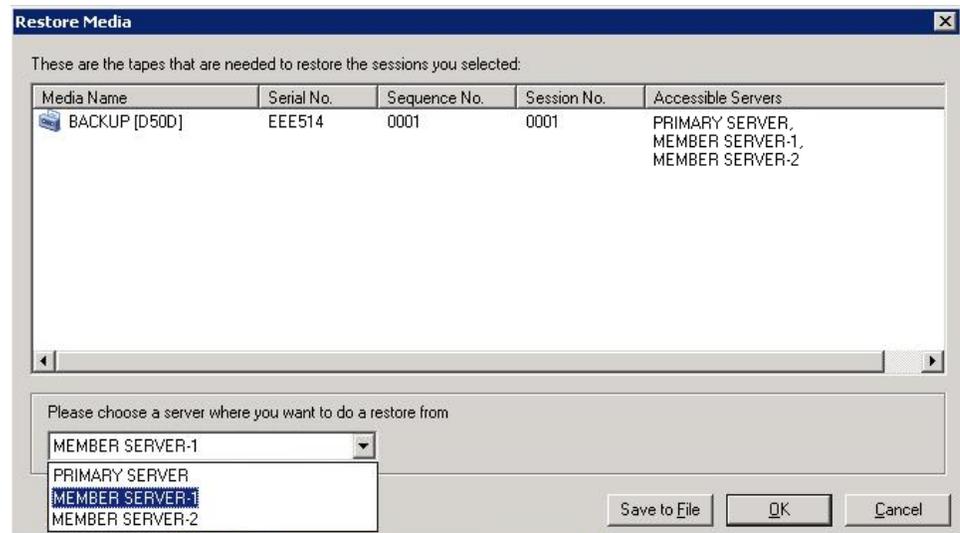
The new device group is displayed in the Device Group Configuration dialog.

## Data Backup and Restore in a SAN Environment

You must use the Backup Manager or Restore Manager to configure and submit backup or restore jobs in your SAN environment. These backup and restore jobs run locally on the server where the SAN Option is installed. The data is transferred over the SAN hardware to the library instead of over the LAN cabling. This speeds up the job processing and reduces Ethernet traffic. If you use the Media view, information on backups performed by all SAN servers is available from the database.

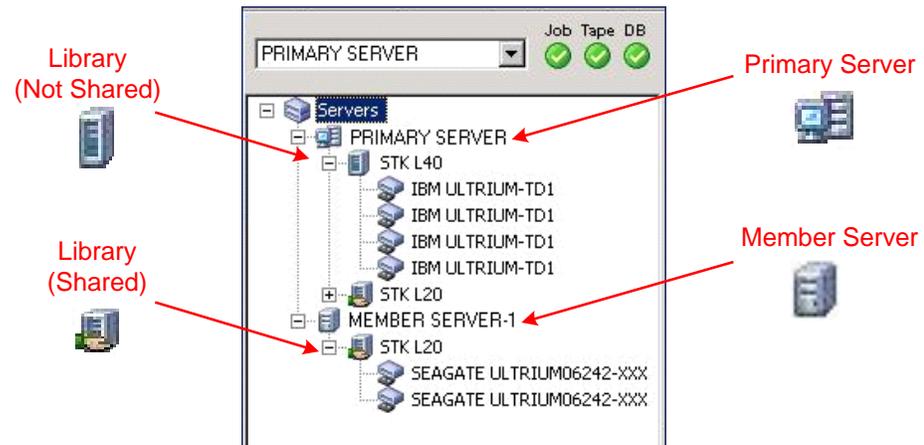
The option also provides a large number of backup and restore options, filters, and scheduling features for your jobs. For more information, see "Backing Up Data" and "Restoring Data."

When submitting a restore job of data found on a tape inside a SAN-attached Library you can use the drop down menu in the Restore Media pop up which lists all the SAN servers that the tape is accessible from. The server you select here will be the server on which the Restore operation will run and it does NOT have to be the server that actually did the Backup.



## Device Management

Use the Device Manager to display information about the storage devices connected to your SAN server group, the media in these devices, and the status of these devices. Through the Device Manager, you can view all of the shared devices connected to your SAN server group.



Consider the following when managing devices:

- Each CA ARCserve Backup SAN Option installed server in the SAN server group displays the same view of the SAN attached devices.
- If you change the device configuration on the primary server (reconfiguring a library as a RAID, or add more drives to the library for example), you must stop the tape engine service on all SAN servers (primary and all member), then start the primary server Tape Engine first. After the primary server Tape Engine is running, you can then start each of the SAN attached member servers to see the new configuration correctly.

For more information about managing devices, see [Device Manager](#) (see page 364).

## Media Management

Consider the following when managing media:

- Because SAN servers share media, be careful when selecting media from a scratch set. Scheduled jobs can be affected if the media is unavailable.
- Only one administrator of media pools should supervise the SAN server group.

- A tape in a save set cannot be destroyed, formatted, or erased, unless it is moved to a scratch set.

For more information about media pool management, see [Media Pool Manager](#) (see page 421).

## Media Pools

A media pool is a collection of media that is managed as a set and shared in the SAN. Each media pool is assigned a name, and the media is organized by serial numbers. Manage media pools from the CA ARCserve Backup Media Pool Manager window, which you access by clicking the Media Pool Manager icon.

For more information about media pools, see [How Media Pools Work](#) (see page 412).

## Control of Job Runtime

CA ARCserve Backup can determine if a device is being used by a job, even if it is on another SAN-attached server. It can then wait until the device is free before starting another job.

When there are many jobs waiting in the queue for the same device, there is no way to determine which job will run next. If priority is important, configure the start times based on how long you think the previous job will take. By carefully arranging the start times, you should have no more than one job ready to begin at a time.

**Note:** For more information about scheduling, managing jobs, and the Job Status Manager, see [Tasks You Can Perform Using the Job Status Manager](#) (see page 314).

## Reports and Logs

CA ARCserve Backup provides the following options for displaying logs and reports:

- Activity Log--Contains comprehensive information about the operations performed by CA ARCserve Backup. It provides an audit trail of all backup activity, including every job that is run, and also displays the session number if you need to restore a session..

The activity log can be viewed from the Job Status Manager.

- Tape Log (TAPE.LOG)--Contains all Tape Engine-related messages.

- Job Log--Tracks activity related to a specific job.
- Report Manager--Generates reports from the CA ARCserve Backup database for viewing or printing. You can open the Report Manager from the Quick Access menu and view reports such as the Job report, Backup Media Error report, Session report, Backup Device report, and the Media Pool report.

For more information about reporting, see [CA ARCserve Backup Logs and Reports](#) (see page 641).

## ARCserve Virtual Libraries

The Tape Library Option is used in conjunction with the ARCserve virtual libraries to provide you with a versatile tool for addressing a wide range of storage requirements. The ARCserve virtual libraries work seamlessly over the Tape Library Option, allowing you to configure physical libraries into smaller virtual (logical) libraries. These virtualized libraries can share the same robotics and import/export slots, which in turn allows drives and storage slots to be grouped together.

When you use ARCserve virtual libraries, be aware of the following restrictions:

- You can configure ARCserve virtual libraries for shared Tape Libraries on the primary server only.
- If the device configuration on the primary server changes (for example, you reconfigure a library into multiple ARCserve virtual libraries), you must stop the tape engine service on all SAN servers (primary and all member), then start the primary server Tape Engine first. After the primary server Tape Engine is running, you can then start each of the SAN attached member servers to see the new configuration correctly

For more information about ARCserve virtual libraries, see [Virtual Library Configuration Option](#) (see page 349).

## Troubleshooting SAN Configurations

This section provides the information you need to troubleshoot CA ARCserve Backup for Windows SAN installations.

## Devices are Not Shared

**Valid on Windows platforms.**

**Symptom:**

Devices attached to the ARCserve (SAN) Primary server are not marked as shared or slots could not be shown in the CA ARCserve Backup GUI.

The mechanism that is used to determine whether a device is "shared" is now dynamic. The CA ARCserve Backup Member server is responsible for detecting "shared" devices and reporting these "shared" devices to the CA ARCserve Backup (SAN) Primary server. Therefore, if the CA ARCserve Backup Tape Engine service is not running on any of the SAN-attached Member servers, then no "sharing" is occurring and the devices will not show as being "shared".

**Solution:**

Make sure the CA ARCserve Backup Tape Engine service has been started on at least one of the SAN-attached Member servers. If necessary, start the Tape Engine service on one or all of the SAN-attached Member servers.

## Devices are Not Shared and the Tape Engine is Running

**Valid on Windows platforms.**

**Symptom:**

The Tape Engine service is up and running on all SAN-attached servers in the CA ARCserve Backup Domain, but the devices are NOT marked as "shared" in the CA ARCserve Backup GUI. The SAN-attached devices are not detected by all the SAN attached servers correctly.

**Solution:**

Analysis of your SAN zoning maybe necessary to make sure that all servers participating in the SAN can see all devices that are "shared" through the SAN. To do this you need to check the following:

- Check on each server that the "shared" devices can be seen by the Operating System, by checking the Windows Device Manager.
  - If the "shared" devices cannot be seen by Windows, then double check your SAN zoning to make sure this server is included. If it is included, reboot the server to get Windows to discover the devices. When you get Windows to see the devices, then you can restart the Tape Engine on that machine.
  - If the server having problems seeing the devices is the Primary server, then you need to restart the CA ARCserve Backup Tape Engine service on this server and then on all SAN-attached Member servers in that domain.

- Check if the "shared" devices can be seen by CA ARCserve Backup through the CA ARCserve Backup Device Manager, looking under each server.
  - If "shared" devices cannot be seen by CA ARCserve Backup, but Windows does see them, then you need to restart the Tape Engine service.
  - If the server having problems seeing the devices is the Primary server, then you need to restart the CA ARCserve Backup Tape Engine service on this server and then all SAN-attached Member servers in that domain.

## Shared Devices Appear as Unavailable or Offline

### Valid on Windows platforms.

#### Symptom:

The shared devices on SAN-attached Member servers are marked as unavailable or offline.

This could be caused by the order in which the CA ARCserve Backup Tape Engine services were started in the domain.

- If the CA ARCserve Backup Member server's Tape Engine service was started before the Primary server's Tape Engine has finished initializing, the Member server will wait for the Primary server for a period of time, but eventually will start without being able to "share" the devices.
- If the CA ARCserve Backup Member server's Tape Engine service was started before the Primary server's Tape Engine service was started, the Member server will wait for the Primary server, for a period of time, but eventually will start, without being able to "share" the devices.

#### Solution:

Check the CA ARCserve Backup Activity log to see when, and in what order the services might have started. Make sure all devices on the CA ARCserve Backup Primary server are initialized, then just restarting the Tape Engine service on the Member server(s) should be enough to resolve this.

**Important!** When starting the Tape Engine service in a CA ARCserve Backup Domain that is part of a SAN, it is important to always start the Primary server's service first and let it fully initialize before starting the Tape Engine service on any of the Member servers.

## Shared IBM Devices Appear as Unavailable or Offline

### **Valid on Windows platforms.**

#### **Symptom:**

The shared IBM tape devices on SAN-attached Member servers are marked as unavailable or offline.

If you have IBM Ultrium/LTO tape drives, in some cases the IBM LTO Tape driver (Windows 2000 and Windows Server 2003) will issue a SCSI Reserve command to the tape devices when the CA ARCserve Backup Primary server opens the devices. This is not a problem for the Primary server, but when the SAN-attached Member server tries to access these tape devices it will fail and the devices will not be usable from that server.

#### **Solution:**

In the CA ARCserve Backup Activity log for the Member server, you may see SCSI Port errors when the CA ARCserve Backup Tape Engine service is started and tries to access these drives.

You can configure the IBM tape driver to not issue the SCSI Reserve command by performing the following registry procedure.

1. In the registry editor, access the registry key:

```
HKKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\
```

2. If the IBMtape driver is installed, search under the services key for a key name that is equal to the file name of the IBMtape driver.

For example, if the file name of the IBMtape driver `ibmtp2k3.sys`, the key name is `ibmtp2k3`.

Select the key, add a DWORD value named "DisableReserveUponOpen," and set it to 1.

3. Exit registry editor and reboot the server.

## Backup Jobs Fail

### Valid on Windows Platforms.

#### Symptom:

- The CA ARCserve Backup SAN License for the server you are trying to run the backup on has expired.
- Each SAN-attached server must have a SAN License. The licenses are all applied to the Primary server in the corresponding CA ARCserve Backup Domain.
- The CA ARCserve Backup TLO License for the server you are trying to run the backup on has expired.
- Each SAN-attached server sharing a multiple drive library must have a TLO License. The licenses are all applied to the Primary server in the corresponding CA ARCserve Backup Domain.
- The CA ARCserve Backup Primary server Tape Engine service is no longer available.

#### Solution:

1. Check the CA ARCserve Backup Activity log for any SAN license errors.  
If necessary add the applicable SAN license.
2. Check the CA ARCserve Backup Activity log for any TLO license errors.  
If necessary add the applicable TLO license.
3. Check the CA ARCserve Backup Primary server Tape Engine service status
  - a. In the CA ARCserve Backup GUI, access the Server Admin screen and check the status of the Tape Engine service.
  - b. In the CA ARCserve Backup Activity log, check for a Primary server Tape Engine stop event.
  - c. In the Windows system Event Viewer, check for a Tape Engine service stop event or an exception.

If the problem is related to the Primary Tape Engine service being down, then restart and try again.

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



# Appendix D: Troubleshooting

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This section provides troubleshooting information to help you identify and resolve problems that you may encounter when using CA ARCserve Backup.

This section contains the following topics:

[Log in Problems](#) (see page 797)

[Authentication Problems](#) (see page 805)

[Backup and Restore Problems](#) (see page 810)

[Media Problems](#) (see page 816)

[Miscellaneous Problems](#) (see page 819)

## Log in Problems

This section contains the following topics:

[Unable to Log In After Changing the caroot Password](#) (see page 797)

[Makeup Jobs Created When the Media is Full](#) (see page 799)

[Unable to Log In to CA ARCserve Backup After Changing the Computer Name](#) (see page 799)

[CA ARCserve Backup Cannot Communicate after Changing the IP Address of a CA ARCserve Backup Server](#) (see page 800)

### Unable to Log In After Changing the caroot Password

**Valid on Windows platforms.**

**Symptom:**

I changed the password for the caroot account. Why is it saying invalid password when I try to log in to CA ARCserve Backup?

**Solution:**

Your password did not change at the time of setup. There are various reasons for this; your machine name may have extended characters or you may have a machine name in a language other than English. If so, run the following debugging authentication commands (replace AB\_MACHINE with your machine name) so that you can send the logs to CA Customer Support for investigation:

Note: The caroot password can consist of any combination of alphanumeric and special characters, but may not exceed 15 bytes. A password totaling 15 bytes equates to approximately 7 to 15 characters.

1. Ping the machine by name. For example:

```
ping.exe AB_MACHINE
```

where AB\_MACHINE is your machine. If this does not work, resolve the name to an IP address by changing the etc/hosts file or on the DNS.

2. Enter the following command

```
ipconfig /all > ipconfig.log
```

3. Enter the following command to tell CA Customer Support if the portmapper is running on your machine:

```
netstat -na >netstat.log
```

4. Enter the following command to let CA Customer Support know which CA ARCserve Backup services have registered with the rpc server running on the client machine:

```
rpcinfo.exe -p AB_MACHINE >rpcinfo.log
```

where AB\_MACHINE is your machine.

5. Enter the following command:

```
rpcinfo.exe -t AB_MACHINE 395648 1 > caauthd.txt
```

where AB\_MACHINE is your machine.

**Note:** Using '>' to a file does not show the results on the screen.

6. Set up the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA  
ARCserve Backup\Base\LogARCserve\[DWORD]DebugLogs ==1.
```

This creates the rpc.log file in the CA ARCserve Backup home directory under \log.

## Makeup Jobs Created When the Media is Full

**Valid on Windows 64-bit operating systems.**

**Symptom:**

While performing a backup to tape operation using the Client Agent for Windows, ARCserve detects a media full condition. You must replace the media within 20 minutes of the detection. If you replace the media after 20 minutes of the detection elapses, the following events occur:

- Error E3392 (Backup server TCP reconnection timeout) is recorded in the Activity Log.
- The job completes successfully with a completion status of Failed.
- ARCserve creates a Makeup Job.

**Solution:**

The remedies for this problem are as follows:

- Although the job completed successfully, Error E3392 caused the job to appear to fail. The Makeup Job was created because ARCserve detected a failed job. In conclusion, you can safely delete the Makeup Job.
- You can increase the time-out waiting period value by modifying the following registry keys:

HKEY\_LOCAL\_MACHINE\Software\ComputerAssociates\CA ARCserve  
Backup\ClientAgent\Parameters\SendTimeOut

**Default:** 1200 (seconds)

HKEY\_LOCAL\_MACHINE\Software\ComputerAssociates\CA ARCserve  
Backup\ClientAgent\Parameters\ReceiveTimeOut

**Default:** 1200 (seconds)

**Example:** To increase the waiting period to 60 minutes, modify the above DWORD values to 3600.

## Unable to Log In to CA ARCserve Backup After Changing the Computer Name

**Valid on Windows platforms.**

**Symptom:**

I changed the name of a machine that has CA ARCserve Backup installed and rebooted it. Why can't I log in to the CA ARCserve Backup Manager Console anymore?

### **Solution:**

The computer name is a name that your computer uses to identify itself in a network or a domain. In a centralized management environment, an ARCserve domain can consist of a primary server and one or more member servers, or a stand-alone server. CA ARCserve Backup uses the computer names of the primary server and the member servers to establish communication between the servers.

For more information about how to process computer name changes in an ARCserve domain, see [How to Process Computer Name Changes in an ARCserve Domain](#) (see page 501).

## **CA ARCserve Backup Cannot Communicate after Changing the IP Address of a CA ARCserve Backup Server**

### **Valid on Windows platforms.**

#### **Overview**

There are several reasons why the IP address would be changed on a CA ARCserve Backup server. Some of the common reasons are as follows:

- The network interface card (NIC) was replaced in a CA ARCserve Backup server. When the computer rejoins the network, the IP address is different from that of the previous network card.
- The CA ARCserve Backup server communicates with a DHCP server to obtain an IP address and the CA ARCserve Backup server connects to a different DHCP server.

#### **Symptoms**

After you change the IP address on a primary server, a stand-alone server, and a system hosting the CA ARCserve Backup Manager Console, CA ARCserve Backup demonstrates the following behavior:

- On a member server and a system hosting the CA ARCserve Backup Manager Console, the value of the Domain is "None" in the Default Server and Security fields on the Manager Console.
- Error messages appear when you click the Backup link in the Navigation Bar on the member server. For example, a pop-up message appears "Connecting to primary server."

- Pinging the primary server from the Command Line on a member server, returns the message "Request timed out."
- Equivalence errors may occur when you execute a task using a CA ARCserve Backup command line utility on the primary server or a stand-alone server. For example, one of the following messages may appear:

*Ntuser* not validated in authentication server on *Hostname*.  
Do you want to create equivalence (default : y)?

After you change the IP address on a member server, CA ARCserve Backup demonstrates the following behavior:

- On a member server, the value of the Domain is "None" in the Default Server and Security section on the Manager Console.
- From the primary server or a system hosting the CA ARCserve Backup Manager Console, you cannot log in to the member server.
- Pinging a member server from the Command Line on the primary server, returns the message "Request timed out."
- Equivalence errors may occur when you execute a task using a CA ARCserve Backup command line utility on a member server. For example, one of the following messages may appear:

*Ntuser* not validated in authentication server on *Hostname*.  
Do you want to create equivalence (default : y)?

## Solutions

To remedy the communication problems, use the procedure that corresponds with the type of CA ARCserve Backup server where the IP address was changed.

### IP Address Changed on the Primary Server or Stand-alone Server

**Important!** After you change the IP address of a primary server or a stand-alone server, basic backup jobs and restore jobs from the server itself can complete successfully. Additionally, the host names of the member servers should display in the CA ARCserve Backup managers on the primary server. However, to ensure that you can successfully complete backup jobs and restore jobs on member servers, you must complete the modification described in Step 1 on the member server before completing any other task.

1. If the CA ARCserve Backup server is a primary server, stop and restart the CA ARCserve Backup services using the following commands:
  - cstop
  - cstart
2. If there are member servers in your CA ARCserve Backup domain, open the Windows Command Line the member server.

Execute the ipconfig command using the /flushdns switch. For example:

```
c:\documents and settings\windows user name>ipconfig /flushdns
```

**Note:** You must repeat this step on all member servers in your CA ARCserve Backup domain.

3. Create equivalence on the primary server or stand-alone server using the ca\_auth command. The syntax for this task is as follows:

```
ca_auth [-cahost HOST-NAME] -equiv add ntuser HOST-NAME ARCserveBackupUser [caroot_username] [caroot_password]
```

**Note:** For more information about using the ca\_auth command, see the *Command Line Reference Guide*.

### IP Address Changed on a Member Server

1. Create equivalence on the member server using the ca\_auth command. The syntax for this task is as follows:

```
ca_auth [-cahost HOST-NAME] -equiv add ntuser HOST-NAME ARCserveBackupUser [caroot_username] [caroot_password]
```

**Note:** For more information about using the ca\_auth command, see the *Command Line Reference Guide*.

2. Open the Windows Command Line on the primary server.

Execute the ipconfig command using the /flushdns switch. For example:

```
c:\documents and settings\windows user name>ipconfig /flushdns
```

### **IP Address Changed on a Server that is Hosting the ARCserve Manager Console**

No action is required when the IP address is changed on a server that is hosting the CA ARCserve Backup Manager Console. You can continue to manage other CA ARCserve Backup servers without experiencing communication problems.

### **IP Address Changed on an Agent System**

Select one of the following corrective actions:

- Open the Windows Command Line on the CA ARCserve Backup server that is backing up the agent system.

Execute the ipconfig command using the /flushdns switch. For example:

```
c:\documents and settings\windows user name>ipconfig /flushdns
```

- If you added the agent system to the primary server, a member server, or a stand-alone server by referencing the IP address rather than the agent system's host name, you can log in the CA ARCserve Backup server and manually change the IP address of the agent system. To do this, complete the following steps:

1. Log in to the CA ARCserve Backup server, open the Backup Manager, and expand the Windows system object.
2. Right-click the agent system and select Modify Agent from the pop-up menu.

The Agent Option dialog opens.

3. Specify the new IP address in the IP address field and click OK.

The new IP address is applied to the agent system.

### IP Address Changed on a System Using a Static IP Address

Select one of the following corrective actions:

- When you use a static IP address, you can register the new static IP address on the DNS server. Based on the type of server (for example, a primary server, member server, and so on), use the ipconfig command task described in the previous sections to refresh their local DNS client.

This action lets you resolve the cache for establishing a new relationship between the host name and IP address.

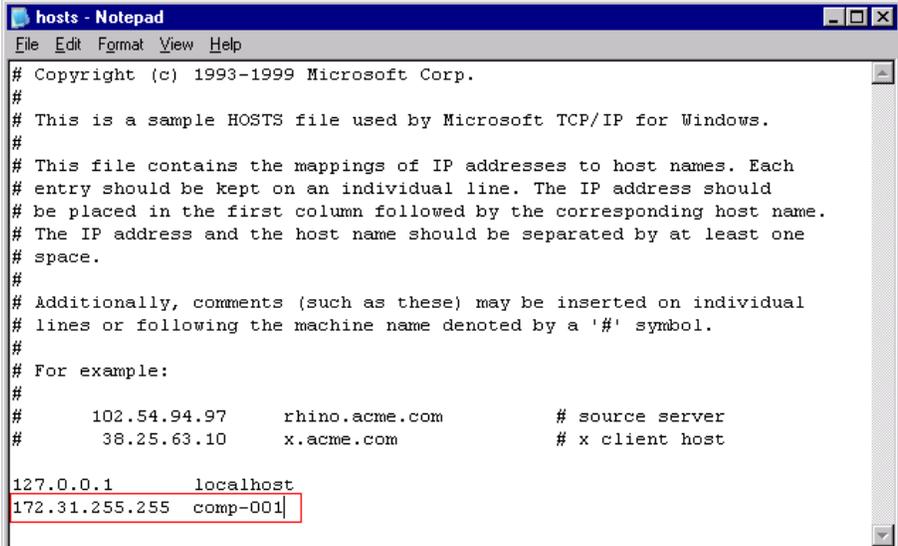
- If you do not register the new static IP address with the DNS server, you must modify the Hosts file on the servers to reflect this change.

To remedy this scenario, do the following:

1. From Windows Explorer, open the following file using a text editing application such as Notepad:

C:\WINDOWS\system32\drivers\etc\hosts

2. Specify the static IP address and host name of the system as illustrated by the following screen:



```
hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#       102.54.94.97       rhino.acme.com           # source server
#       38.25.63.10      x.acme.com                # x client host

127.0.0.1      localhost
172.31.255.255 comp-001
```

3. Close the file and save the changes.

**Note:** When you use this solution, you must modify the Hosts file when you change the IP address, and delete the specified information when you revert to a dynamic IP address.

## Authentication Problems

This section contains the following topics:

[Authentication Security Settings](#) (see page 805)

[Restricted Users Cannot Access the Activity Log and the Audit Log](#) (see page 807)

[Authentication Errors Occur When Stopping and Starting the CAportmapper Service](#) (see page 810)

### Authentication Security Settings

The following section provides guidance to help you address authentication and security-related issues when using CA ARCserve Backup. Because symptoms of security-related issues vary widely, this section includes possible resolutions only.

#### **Possible Resolutions**

The following list of resolutions can help you address security-related issues:

Ensure that CA ARCserve Backup has properly authenticated the caroot account. Use the Server Configuration Wizard to perform this authentication. Select the Password for Backup Server Logon and Administration option to set the caroot account and password.

- Ensure that the CA ARCserve Backup folder is shared with:
  - Administrator--Full Control
  - ARCserve Backup System Account--Full Control
  - Backup Operators--Change and Read
- If you are having general problems understanding what rights your backup account needs to perform storage functions in your environment, consider the following information.

If you are backing up only your local CA ARCserve Backup server, the CA ARCserve Backup System account configured at installation has sufficient rights (Administrator and Backup Operator).

If you are backing up remote data within your domain (through the Client Agent for Windows or through the network facility of CA ARCserve Backup), your backup account requires additional rights. The following is a general outline of common permissions necessary for a powerful backup account. You can tailor your backup account to match your needs, and some rights may not be required in your environment.

**Note:** Security requirements for storage-related functions are dependent upon the resources accessed. Windows security rules and requirements should be considered at all times.

The backup account should have the following Group Rights:

- Administrator
- Backup Operator

**Note:** A user in the Backup Operator Group does not have rights to access the CA ARCserve Backup database. As a result member servers are not visible, to the user, in the Backup Manager.

- Domain Administrator

The backup account should have the following Advanced Rights:

- Act as part of Operating System
- Log on Locally
- Log on as a service
- When prompted by CA ARCserve Backup to enter security within a domain, always use domain\username as the context.
- If you have established a connection between two computers with one login/password session, Session Credential Conflicts can occur if you attempt to establish a second connection with the same login/password session. Consider any existing sessions you may have and how these may affect CA ARCserve Backup ability to access a resource.
- The security entered in CA ARCserve Backup jobs is static and does not update dynamically if the Windows security account information changes at the operating system level. If you change the account information packaged in your CA ARCserve Backup jobs, you must modify the jobs and repackage them with the proper security information.
- You must back up remote Registry and System State information through the CA ARCserve Backup Client Agent for Windows.
- If you manually stopped and restarted the CA Remote Procedure Call service (CASportmap) without using the cstop and cstart command, the service cannot communicate with its port assignments properly. This can prevent a user account with caroot equivalence from logging in to the CA ARCserve Backup domain.

To remedy the inability to log in to the CA ARCserve Backup domain, run the cstop command and then run the cstart command. This enables the service to communicate properly and lets the user account with caroot equivalence log in to the CA ARCserve Backup domain.

## Restricted Users Cannot Access the Activity Log and the Audit Log

**Valid on Windows Server 2003, Windows Vista, and Windows Server 2008 systems.**

**Symptom:**

When you log in to CA ARCserve Backup using Windows authentication and a Windows account with restricted privileges (for example, Backup Operator and Remote Desktop User), you cannot access the CA ARCserve Backup Activity Log and Audit Log.

**Note:** This behavior does not occur when you configure CA ARCserve Backup to authenticate with the CA ARCserve Backup database using SQL Server authentication.

**Solution:**

To remedy this behavior, you must grant all Windows accounts that require access to the Activity Log and the Audit Log the privilege to connect to SQL Server using Microsoft SQL Server authentication.

**To grant privileges on Microsoft SQL Server 2000**

1. Allow Microsoft SQL Server to communicate by adding the application to the Windows firewall exceptions list.
2. Allow the restricted Windows accounts to communicate as members of the SQL instance group or the sysadmin group.

**To grant privileges on Microsoft SQL Server 2005, Microsoft SQL Server 2008 Express Edition, and Microsoft SQL Server 2008**

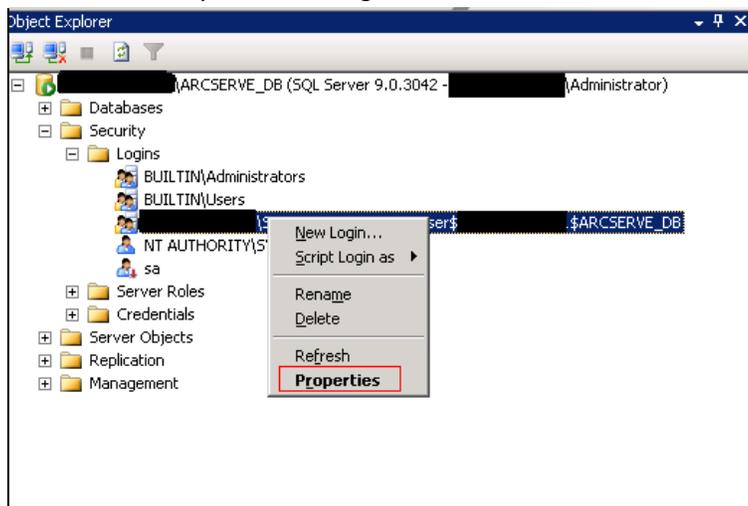
1. Allow Microsoft SQL Server to communicate by adding the application to the Windows firewall exceptions list.
2. Allow the restricted Windows accounts to communicate as members of the SQL instance group or the sysadmin group

3. Add the restricted Windows accounts into Microsoft SQL Server by doing the following:

- a. Open Microsoft SQL Server Management Tool.

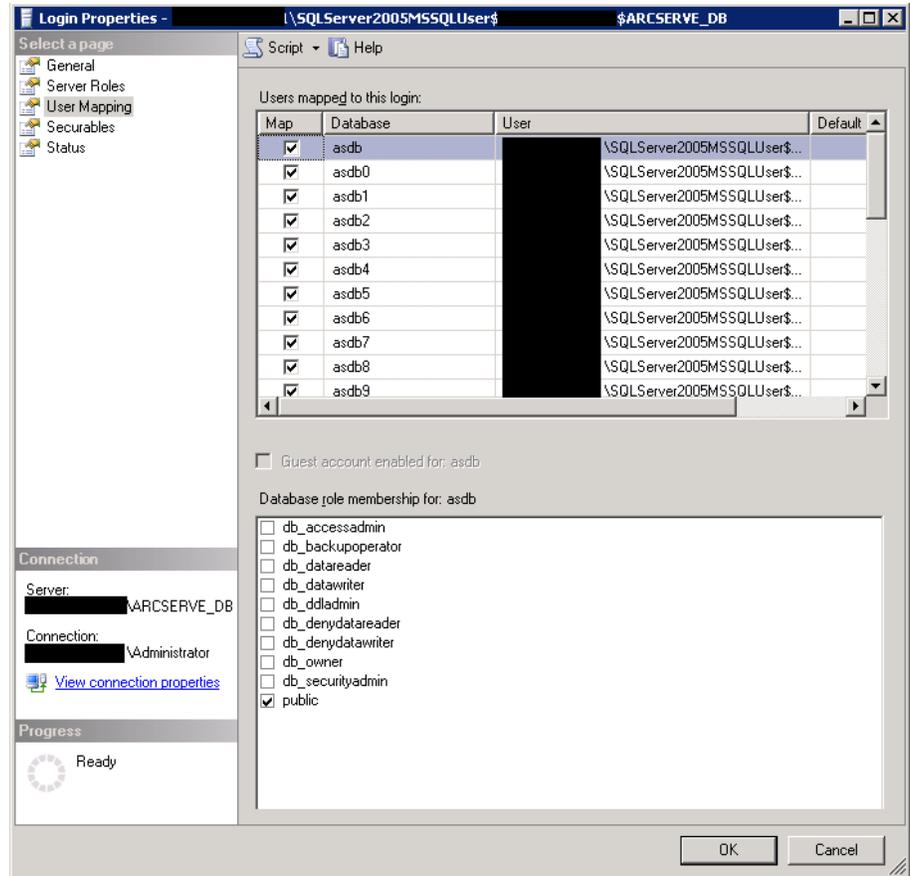
Open Object Explorer.

Expand the CA ARCserve Backup server, Security, and Logins as illustrated by the following screen:



- b. Right-click the CA ARCserve Backup instance and click Properties on the pop-up menu.

The Login Properties dialog opens as illustrated by the following screen.



- c. Click User Mapping.
- d. In the Users mapped to this logon field, select the databases that you want to map by click the Map check box.
- e. In the Database role membership for field, select the roles that you want to apply to this user for the selected database and click OK.

## Authentication Errors Occur When Stopping and Starting the CAportmapper Service

**Valid on Windows platforms.**

**Symptom:**

Authentication errors occur that prevent you from opening the Manager Console after you stop and restart the CAportmapper service.

**Solution:**

This condition only occurs under the following sequence of events:

- All CA ARCserve Backup services are running.
- You stop the CAportmapper service using either the Net Stop command or by stopping the service from the Windows Computer Management console.
- You restart the CAportmapper service.

**Important!** You must stop and start the CAportmapper Service using the cstop or cstart command. These commands let you stop and start all CA ARCserve Backup services sequentially, based on their dependencies with other CA ARCserve Backup services.

**More information:**

[Stop and Start All CA ARCserve Backup Services Using Batch Files](#) (see page 446)

## Backup and Restore Problems

This section contains the following topics:

[Jobs Do Not Start on Schedule](#) (see page 811)

[Cannot Back Up Open Files](#) (see page 811)

[Restore Job Fails on Citrix Server](#) (see page 813)

[Local Restore Data Backed Up with Compression and/or Encryption Failed](#) (see page 813)

[CA ARCserve Backup Does Not Restore Data Based on File Access Time](#) (see page 814)

[GUI Freezes in Active Directory Restore Mode](#) (see page 814)

[Scheduled Backup Jobs Fail After Changing the Login Credentials for Agent Computers](#) (see page 815)

## Jobs Do Not Start on Schedule

**Valid on Windows, UNIX, and Linux platforms.**

**Symptom:**

Scheduled jobs do not start on schedule.

This problem is most likely to occur when you have multiple CA ARCserve Backup servers in a centralized management environment and the CA ARCserve Backup primary server, the member servers, or the ARCserve Console reside in different time zones.

**Solution:**

To remedy this problem, synchronize the system time on the primary server with the system time on all member servers in the CA ARCserve Backup domain.

Use the Windows Time Service to complete this task.

**Note:** For information about how to synchronize the time using the Windows Time Services, see the Windows Help and Support.

## Cannot Back Up Open Files

The following section provides guidance to help you address issues related to open files when using CA ARCserve Backup.

**Possible Problems and Resolutions**

If a particular resource you are backing up is locked or in use by the operating system, you may receive the following errors. These errors may be preceded by error code W3404.

**Note:** The CA ARCserve Backup Agent for Open Files reconciles many common open file errors. If you are not using this Agent, you should consider doing so. We also recommend that you perform remote backups using the CA ARCserve Backup Client Agent for Windows.

MS Error Code	Cause and Resolution
SHARING VIOLATION	<p><b>Cause:</b> File sharing violation error. Another process (such as an application service) was using a target file when CA ARCserve Backup ran a Backup Job.</p> <p><b>Resolution:</b> Stop all services and applications using the target file and restart the Backup.</p>

<b>MS Error Code</b>	<b>Cause and Resolution</b>
ACCESS DENIED	<p><b>Cause:</b> A target file for the backup job was not accessible, or another process (such as an application service) was using a target file when CA ARCserve Backup ran the backup job.</p> <p><b>Resolution:</b> Ensure that your user account has sufficient rights to access the target file, and stop all services and applications using the target file before restarting the backup job.</p>
FILE NOT FOUND	<p><b>Cause:</b> A target file has been deleted or moved between the submission and the execution of a Backup Job.</p> <p><b>Resolution:</b> Modify and repackage Job and retry.</p>
PATH NOT FOUND	<p><b>Cause:</b> A target file path has been deleted or changed between the submission and the execution of a Backup Job.</p> <p><b>Resolution:</b> Modify and repackage Job and retry.</p>
BAD NET PATH	<p><b>Cause:</b> A Backup Job is submitted to a Remote Machine and a target network path was not detected because of a missing path or network protocol delay.</p> <p><b>Resolution:</b> Confirm your network environment and retry the Backup Job.</p>

## Restore Job Fails on Citrix Server

**Valid on Windows platforms.**

**Symptom:**

A restore job fails on a server running Citrix. The list that follows describes the environment on the Citrix server:

- Citrix 4.0
- Microsoft SQL Server (hosting the Citrix database instance)
- Client Agent for Windows
- Agent for Microsoft SQL Server

**Solution:**

When you restore a Citrix 4.0 server, the job may fail because the Microsoft SQL Server instance hosting the Citrix database instance will not start after the restore job is complete.

To remedy this problem, restart the Citrix database instance manually.

## Local Restore Data Backed Up with Compression and/or Encryption Failed

**Valid on Windows platforms.**

**Symptom:**

During the backup, which is using compression and/or encryption, the file is increasing in size. When you perform a local restore, the job is incomplete with Error E3453 - Unable to write stream data.

**Solution:**

1. Create a DWORD value called RestoreDCENDataByWriteFile under the following registry key and set it to 1.  
HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\Base\Task\Restore
2. Select the files being restored that failed, set the destination, and submit a new restore job.

## CA ARCserve Backup Does Not Restore Data Based on File Access Time

**Valid on Windows platforms.**

**Symptom:**

CA ARCserve Backup does not restore data when filtered based on the last file access time.

**Solution:**

Using the Restore Manager and the ca\_restore command line utility, you can recover files based on the last time they were accessed. However, CA ARCserve Backup does not store the last file access time in the backup records. As a result, CA ARCserve Backup cannot restore data based on the last file access time.

The remedy for this problem is to modify the registry key listed below on the agent computer and then submit the backups.

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve  
Backup\ClientAgent\Parameters\FileAccessTimeFlag
```

**Value:** 1

## GUI Freezes in Active Directory Restore Mode

**Valid on Windows platforms.**

**Symptom:**

The CA ARCserve Backup manager freezes when Windows is started in the Active Directory Restore Mode and you are not able to restore the Active Directory if Windows is in the Active Directory Restore Mode. The cause is due to the fact that Microsoft SQL Server Express and Microsoft SQL Server will not function if you start Windows in the Active Directory Restore Mode.

**Solution:**

Submit the Active Directory restore job using Windows Normal Mode and execute the Active Directory restore job after restarting Windows using the Active Directory Restore Mode.

## Scheduled Backup Jobs Fail After Changing the Login Credentials for Agent Computers

**Valid on all operating systems.**

**Symptom:**

Scheduled backup jobs fail after you change the login credentials (User name, Password, or both) for agent computers.

**Solution:**

This is expected behavior.

CA ARCserve Backup stores information about the login credentials for agent computers in the CA ARCserve Backup database. As a scheduled backup job runs, CA ARCserve Backup retrieves the login credentials from the database, which allows CA ARCserve Backup to log in to the agent and process the scheduled backup job. If you change the login credentials for an agent computer without updating the database, CA ARCserve Backup cannot log in to the agent to process the job, which causes the job to fail.

As a best practice, you should update the CA ARCserve Backup database with the new login credentials immediately after you change the login credentials on your agent computers.

To update the CA ARCserve Backup database with the new login credentials, do the following:

1. Open the Backup Manager and click the Source tab.

The backup source directory tree appears.

**Note:** From the Views menu, you can select either Classic View or Group View.

2. Locate the target agent computer.

Right-click the agent computer and click Security on the pop-up menu.

The Security dialog opens.

3. Specify the new User name, Password, or both that is required to log in to the agent computer and click OK.

The Security dialog closes and the CA ARCserve Backup database is updated with the current login credentials for the agent computer.

## Media Problems

This section contains the following topics:

[Tape Errors Occur When Backing Up or Restoring Data](#) (see page 816)

[CA ARCserve Backup Cannot Detect RSM Controlled Devices on x64 Platforms](#)  
(see page 818)

[CA ARCserve Backup Does Not Detect a Cleaning Tape](#) (see page 818)

### Tape Errors Occur When Backing Up or Restoring Data

The following section provides guidance to help you address issues related to tape errors when using CA ARCserve Backup.

#### **Possible Problems**

If you receive an error that suggests that there is something wrong with one of your tapes, you should take corrective action as soon as possible to ensure the security of your data. Before replacing your tape, however, you should make certain that it is the tape that is causing the problem, and not another part of your system. Try these steps to rule out the possibility that the problem is being caused by something other than the tape:

- Check the history of the Activity Log for the task that caused the error. Although you may get a media error, it may only be the consequence of an earlier error.

For example, during a backup job, you may receive a SCSI port error. After receiving this error, you may get errors that indicate a problem with the tape, or even with the drive, but it is possible that these errors are only a consequence of the problems with the SCSI port. Therefore, you should check the Activity Log for all the messages and errors you received prior to receiving the error that indicated a problem with your tape. In this way, you can determine whether there is actually a problem with your tape, or if the tape error was the consequence of another problem.

- Monitor the library robot. If the robot is not functioning properly, you may get tape errors. Make sure that the robot can move tapes in and out of the drives.

- Rule out the possibility of a mechanical problem with the drive. To do so, try one of these options:
  - Clean the drive, then perform the same task again.
  - If the tape still causes errors after the drive has been cleaned, move the tape to a drive that you know is in good working order and try the same task again. If you get the same error, then it is likely that there is a problem with the tape.

**Note:** If your drives are inside a library, and you want to try your tape in a different drive, the problem drive must be offline. If CA ARCserve Backup did not automatically set the drive to an offline status when it detected the media error, right-click the library and select Offline from the pop-up menu.
  - Try the same task on the same drive, but with a different tape. If you get the same error, then it is likely that the tape is fine, but that there is a problem with the drive or some other system component.

### Possible Resolutions

After you have determined that there is a problem with the tape--part of the tape is unreadable, the tape is physically damaged in some way, and so on--you should replace the tape as soon as possible. Before you do that, you will need to back up the data on the bad tape to a reliable tape. You have two options at this point:

- Copy the data to a new tape
- Create a new backup tape

### Copy the Data to a New Tape

If you can read data from the tape, follow the steps below. If no data can be read, see [Create a New Backup Tape](#) (see page 817) in this appendix for steps about creating a new backup tape.

1. Try moving the tape to a drive that you know is in good working order. You can also try cleaning the drive.
2. Use the Tapecopy utility to copy the data from the bad tape to the new tape.

**Note:** If the bad tape was part of a library, export the tape from the library so that it does not get used again.

### Create a New Backup Tape

If you are unable to read any data from the bad tape, follow these steps to create a new backup tape.

1. Remove the bad tape. If the bad tape is part of a library, export it.
2. Insert a new tape and resubmit the backup job.

## CA ARCserve Backup Cannot Detect RSM Controlled Devices on x64 Platforms

**Valid on Windows Server 2003 x64 platforms.**

**Symptom:**

CA ARCserve Backup is installed on a Windows Server 2003 x64 system. From the Device Manager, CA ARCserve Backup cannot detect devices controlled by the Removable Storage Manager (RSM), and you cannot enable and disable RSM controlled devices.

**Solution:**

The CA ARCserve Backup Manager Console is designed using x86 architecture. The Manager Console cannot detect RSM controlled devices on all Windows 64-bit platforms. To remedy this limitation, you can enable and disable RSM controlled devices using the RSM Computer Management utility.

## CA ARCserve Backup Does Not Detect a Cleaning Tape

**Valid on Windows platforms.**

**Symptom:**

There is a cleaning tape in the library but CA ARCserve Backup does not detect a cleaning tape.

**Solution:**

To remedy this problem, CA ARCserve Backup must detect the location (slot) of the cleaning tape. There are two methods that you can use to let CA ARCserve Backup detect the location (slot) of the cleaning tape.

- **Method 1**--Let CA ARCserve Backup discover the location (slot) of the cleaning tape. To do this, complete the following steps:

1. Insert a cleaning tape into any available slot in your library.
2. Open the Device Manager window, right-click the library and select Inventory from the pop-up menu.

CA ARCserve Backup inventories the media in the slots. After the inventory process is complete, CA ARCserve Backup detects the presence of a cleaning tape. The slot where the cleaning tape resides becomes the cleaning slot.

- **Method 2**--Manually specify the location (slot) of the cleaning tape. To do this, complete the following steps:
  1. Open the Device Manager window, right-click the library and select Properties from the pop-up menu.

The Library Properties dialog opens.
  2. Click the Cleaning tab.

The Cleaning options appear.
  3. From the Available Slots lists, click an available slot and then click the Add button.

The available slot moves to the Clean Slots list.
  4. Click OK.
  5. Insert the cleaning tape into the slot specified.

## Miscellaneous Problems

This section contains the following topics:

[Hardware Does Not Function as Expected](#) (see page 820)

[Discovery Service Does Not Function Properly](#) (see page 821)

[CA ARCserve Backup Servers and Agent Servers Cannot Communicate with Each Other](#) (see page 821)

[Autoloaders and Changers Appear Offline](#) (see page 822)

[Catalog Database Log Files Consume a Large Amount of Disk Space](#) (see page 823)

[Unrecognized Vaults Appear in the Media Management Administrator](#) (see page 824)

[SRM PKI Alert is Enabled by Default](#) (see page 826)

[Job Queue Log Files Consume a Large Amount of Disk Space](#) (see page 828)

## Hardware Does Not Function as Expected

The following sections provide guidance to help you address hardware-related issues when using CA ARCserve Backup.

### Possible Problems

If you are having hardware-related issues with CA ARCserve Backup, you may experience the following symptoms:

- E6300 Windows NT SCSI Port Errors in the CA ARCserve Backup Activity Log.
- Slots not showing the proper status or not updating properly.
- Devices not listed properly in CA ARCserve Backup Device screen.
- Critical hardware errors in the CA ARCserve Backup Activity Log.
- Inability to properly configure your tape device.
- Hardware-related inconsistencies in day-to-day CA ARCserve Backup functions.

### Possible Resolutions

The following list of resolutions can help you address hardware-related issues:

- Ensure that the operating system is properly recognizing your devices. If the operating system is having a problem seeing the devices, CA ARCserve Backup may not function properly.
- Ensure that the latest Device Patch is installed for CA ARCserve Backup.
- Check the CA ARCserve Backup Certified Device list to ensure compatibility with your device's firmware.
- Ensure that the proper SCSI drivers are loaded for your SCSI adapter.
- Try using different tapes to ensure that the errors are not media-related.
- Check physical connections and SCSI cabling. Errors can occur because of physical problems, such as a bent SCSI pin.
- If you are running CA ARCserve Backup on a Windows platform, run Device Configuration by selecting Device Configuration from the Configuration menu. Choose Enable/Disable Devices (For RSM). If you see your devices listed in the Available Devices window, ensure that the check box is selected. Doing so gives CA ARCserve Backup full control over your device, and does not allow the Windows 2000 Removable Storage Manager service to interfere.
- Check if third-party device monitoring or controlling services are running and, if necessary, disable these services, as they may be conflicting with the CA ARCserve Backup ability to control the device.

- If you are using Library Quick Initialization, ensure that you disable this option when you are troubleshooting hardware and devices. You can then apply the Library Quick Initialization option after troubleshooting has been completed.

**Note:** The Library Quick Initialization option can be found on the General tab on the Library Properties dialog.

## Discovery Service Does Not Function Properly

The following section provides guidance to help you address issues related to discovery service problems when using CA ARCserve Backup.

### **Symptom:**

You may experience a problem in discovering CA ARCserve Backup applications on a specific machine. It is possible that the machine to be discovered is not located on the same subnet as the machine the discovery service is running (the default setting for Discovery Service is the local subnet).

### **Solution:**

Choose the Subnet sweep option in the Configuration window and restart the Discovery Service. Or, you can add the specific subnet or machine name (IP address) and restart the Discovery Service.

## CA ARCserve Backup Servers and Agent Servers Cannot Communicate with Each Other

**Valid on Windows Server 2008 R2 systems.**

### **Symptom:**

CA ARCserve Backup servers, CA ARCserve Backup agent servers, or both, may not be able to communicate with each other after you change the Windows Server 2008 R2 firewall connection settings.

**Solution:**

To ensure that CA ARCserve Backup primary servers, member servers, and stand-alone servers running Windows Server 2008 R2 can browse, back up, and restore data that resides on CA ARCserve Backup agent servers running Windows Server 2008 R2, you must allow the CA ARCserve Backup applications on the backup servers and the agent servers to communicate using one of the following Windows network location types:

- Windows domain
- Windows private network
- Windows public network

For information about how to allow applications communicate using the above Windows network location types, see the Windows Server 2008 R2 documentation.

## Autoloaders and Changers Appear Offline

**Valid on all Windows platforms. Affects stand-alone libraries and changers.**

**Symptom:**

In Device Manager, the device appears offline. Jobs associated with the device fail. The Tape Engine is running.

**Solution:**

When the Tape Engine detects problems with devices, CA ARCserve Backup statuses the device as offline and generates a message, similar to the following, in the Activity Log:

```
[Library Failure: Manual intervention required [Device:5][[omega REV LOADER]]
```

To remedy this problem, do the following:

1. Stop the Tape Engine.
2. Disconnect the device and correct the problem with the device.

**Note:** For information about troubleshooting the device, see the device manufacturer's documentation.

3. Connect the device to CA ARCserve Backup.
4. Start the Tape Engine.

If the device is working properly, CA ARCserve Backup will detect the device and status the device as online.

## Catalog Database Log Files Consume a Large Amount of Disk Space

**Valid on Windows Server 2003 and Windows Server 2008 systems.**

**Symptom:**

CA ARCserve Backup is generating a high number of catalog database log files that are consuming a large amount of disk space on the CA ARCserve Backup server.

**Solution:**

CA ARCserve Backup generates catalog database log files that can be used for debugging purposes. The log files are stored in the following directory on the CA ARCserve Backup server:

C:\Program Files\CA\ARCserve Backup\LOG

By default, CA ARCserve Backup generates up to 3 log files, and the overall size of each log file can be up to 300 MB. However, CA ARCserve Backup lets you customize the behavior of the log files by creating registry keys that control the number and size of the log files.

If you created the required optional keys and specified high values for the number and size of the log files, the log files can consume a large amount of disk space on the backup server.

To control the number and size of the catalog database log files, do the following:

1. Open Windows Registry Editor.
2. Open the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup\Base\Database

3. Modify the following string values:

- **DebugLogFileSize**

- Range: 1 MB to 1024 MB (1 GB)
- Recommended value: 300 MB

**Note:** With this value, CA ARCserve Backup generates a new log file after the catalog database logging activity causes the current log file to exceed the specified value.

- **LogFileNum**

- Range: 1 to 1023
- Recommended value: 3

Be aware of the following:

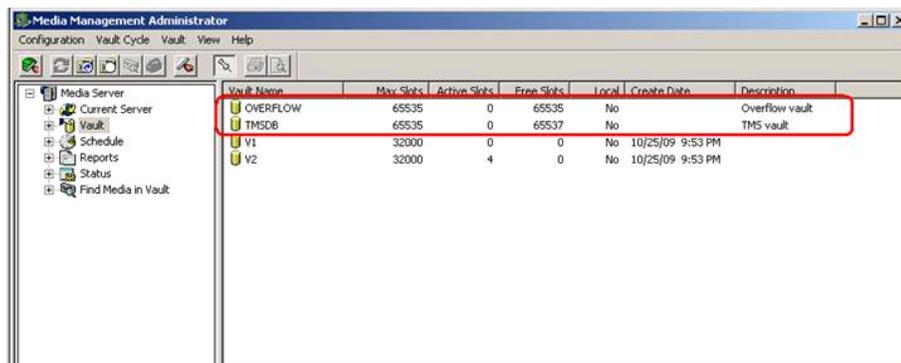
- With this value, CA ARCserve Backup retains the number of log files specified.
- If catalog database logging activity causes the number of log files to exceed the specified limit, CA ARCserve Backup deletes the oldest log files until the number of log files is equal to the specified limit.

## Unrecognized Vaults Appear in the Media Management Administrator

**Valid on Windows backup servers managing data mover servers.**

**Symptom:**

Two unrecognized vaults named TMSDB and OVERFLOW appear in the Media Management Administrator (MM Admin). You did not configure either vault. The following diagram illustrates the vaults:



**Solution:**

This is expected behavior. CA ARCserve Backup creates two default vaults without media associations when you install UNIX and Linux Data Mover, register the data mover servers with the primary server, and migrate MM Admin data from your previous CA ARCserve Backup installation. The unrecognized vaults will not affect your backup and storage operations.

## SRM PKI Alert is Enabled by Default

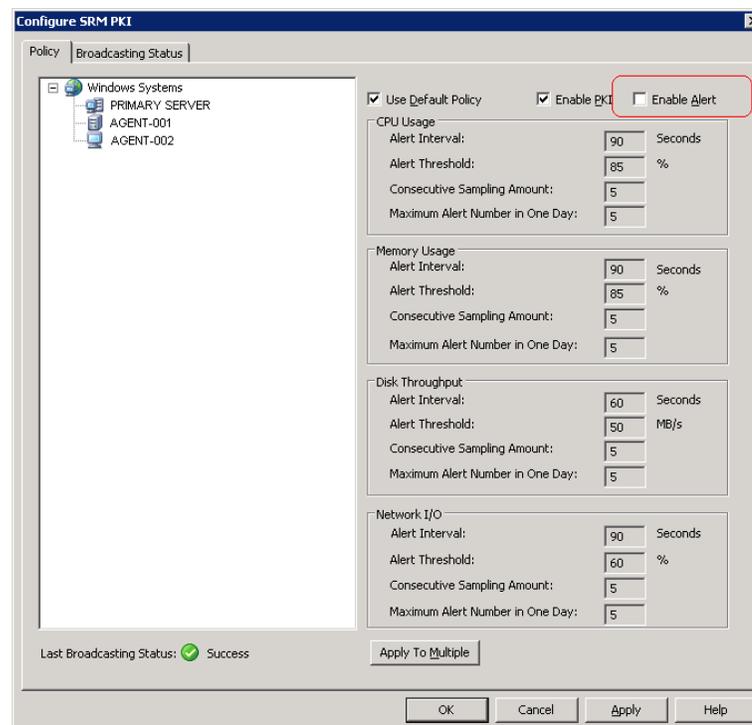
**Valid on Windows platforms.**

### Symptom:

CA ARCserve Backup includes an option named SRM PKI (performance key indicators) that lets you monitor the performance of agents running in your backup environment. Using the Central Agent Admin you can configure CA ARCserve Backup to generate alert messages when an agent's performance falls below your predefined performance key indicators.

**Note:** The alert messages appear in the Alert Manager based on how you configure the Alert Manager. For more information, see chapter "Using the Alert Manager."

After you perform a new installation of CA ARCserve Backup, the Enable Alert option is disabled, by default, as illustrated by the following dialog:



However, when you upgrade to CA ARCserve Backup r15 from a Beta version of this release, the Enable Alert option is enabled, by default. Based on specific scenarios, the following solution describes the corrective actions required to disable the Enable Alert option.

**Solutions:**

To disable the Enable Alert option, do one of the following:

**Solution 1:**

You want to disable the Enable Alert option for all the agents that exist currently in your backup environment

1. Open the Central Agent Admin

Right-click the Windows Systems object and click Configure SRM PKI on the pop-up menu.

The Configure SRM PKI dialog opens.

2. From the agent tree (left pane) click an agent.

Clear the checkmark next to Enable Alert

Click Apply to Multiple.

The Apply to Multiple dialog opens.

3. On the Apply to Multiple dialog, select the individual agents, click Select All, or click Unselect All, and then click OK.

The Enable Alert option is disabled.

**Solution 2:**

You want to disable the Enable Alert option for all the agents that exist currently in your backup environment and the newly added agents

**Note:** The following steps describe the corrective actions for CA ARCserve Backup servers using Microsoft SQL Server 2005 for the CA ARCserve Backup database.

1. Open the CA ARCserve Backup database instance using the Microsoft SQL Server Management Console.
2. After you click Connect, open asdb, tables, and dbo.tbl\_wcf\_pkiAlertCft.
3. In the validalert field, change the value from 1 (enable alert) to 0 (disable alert).
4. Open the Windows Command Line.

Change the directory to the Microsoft SQL Server installation directory.

**For example:**

```
C:\Program Files\Microsoft SQL Server\90\Tools\Binn
```

5. Change the value of the `validalert` field by executing the following command:

```
SQLCMD.exe -S <Server_Name>\<ARCserve_Instance_Name> -d asdb
```

Look up the value of `validalert` by executing the following commands:

```
SELECT validalert FROM tbl_wcf_pkiAlertCfg;  
go
```

Change the value of `validalert` by executing the following commands:

```
UPDATE tbl_wcf_pkiAlertCfg SET validalert=0 where validalert=1;  
go
```

The Enable Alert option is disabled.

## Job Queue Log Files Consume a Large Amount of Disk Space

**Valid on Windows platforms.**

**Symptom:**

The Job Queue log files are consuming a large amount of disk space on the CA ARCserve Backup server.

**Solution:**

CA ARCserve Backup stores debugging information about the Job Queue in one or more log files named `JobQueue.log`. The log files are stored in the following directory on the CA ARCserve Backup server:

```
%HOME%\LOG
```

**Example:**

```
C:\Program Files\CA\ARCserve Backup\LOG\JobQueue.log
```

As the log files reach a specified size (for example, 300 MB), CA ARCserve Backup renames the log file and creates a new Job Queue log file. By default, CA ARCserve Backup deletes the log files 31 days after they were generated.

Based on the following conditions, the Job Queue log files can consume a large amount of free disk space on the backup server:

- Quantity of agents and nodes you are protecting
- Quantity of scheduled jobs

**CA ARCserve Backup lets you control the size and quantity of the Job Queue log files by doing the following:**

1. From the CA ARCserve Backup server, open Windows Registry Editor.
2. To limit the size of the log files that CA ARCserve Backup generates, open the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve  
Backup\Base\QueueSystem\DebugFileSize
```

Modify the value as required:

- **Default:** 100000000 bytes (approximately 100 MB)
  - **Range:** 10000000 bytes (approximately 10 MB) to 1000000000 bytes (approximately 1 GB)
  - **Recommended value:** 100000000 bytes (approximately 100 MB)
3. To limit the quantity of log files that CA ARCserve Backup retains, open the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve  
Backup\Base\Task\Common\JobQueueMaxFiles
```

Modify the value as required:

- **Default:** 10
  - **Range:** 5 to 30
  - **Recommended value:** 10
4. (Optional) To decrease the level of debugging detail, create the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve  
Backup\Base\QueueSystem\DebugLevel
```

The values for this key are as follows:

- **Range:** 1 to 5
- **Recommended value:** 3

**Note:** A higher value increases the level of debugging detail.

Specify a value of 1 or 2.

Be aware of the following:

- **Values too low**--CA ARCserve Backup may not be able to provide you with a sufficient level of information to debug problems.
- **Values too high**--The log files may consume too much free disk space on the backup server.

# Appendix E: Using CA ARCserve Backup for Microsoft Windows Essential Business Server

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This section contains the following topics:

[CA ARCserve Backup for Microsoft Windows EBS Overview](#) (see page 831)

[Microsoft Windows EBS Overview](#) (see page 833)

[How CA ARCserve Backup Communicates with CA ARCserve Backup for Microsoft Windows EBS](#) (see page 835)

[Install CA ARCserve Backup for Microsoft Windows EBS](#) (see page 835)

[Uninstall CA ARCserve Backup for Microsoft Windows EBS](#) (see page 835)

[Microsoft Windows EBS Administration Console](#) (see page 836)

[Troubleshooting Microsoft Windows EBS Implementations](#) (see page 845)

## CA ARCserve Backup for Microsoft Windows EBS Overview

CA ARCserve Backup for Microsoft Windows EBS is an add-in for Microsoft Windows Essential Business Server (Microsoft Windows EBS) that provides the ability to view and manage CA ARCserve Backup jobs from the Administration Console. It contains a subset of the functionality in the Job Status Manager with the additional ability to manage backup and restore jobs and view reports, using the CA ARCserve Backup Managers.

Using CA ARCserve Backup for Microsoft Windows EBS, you can perform CA ARCserve Backup tasks, such as the following:

- Launch the CA ARCserve Backup Manager Console
- Display jobs in the queue (local or remote server)
- Create new backup jobs \*
- Create new restore jobs \*
- Manage jobs by launching the CA ARCserve Backup Job Status Manager

- View reports \*
- Manage a different server
- Run a job now
- Put a job on hold
- Put a job in the ready state
- Delete a Job

\* Functionality is available by launching the CA ARCserve Backup Manager Console.

You will need to continue using CA ARCserve Backup Manager for any advanced operations or functionality that falls outside the scope of CA ARCserve Backup for Microsoft Windows EBS.

CA ARCserve Backup for Microsoft Windows EBS is not meant to duplicate or replace the CA ARCserve Backup Manager Console. Instead the goal is to reuse the CA ARCserve Backup Manager Console as much as possible while also accessing the Microsoft Windows EBS Administration Console.

### **Central Management**

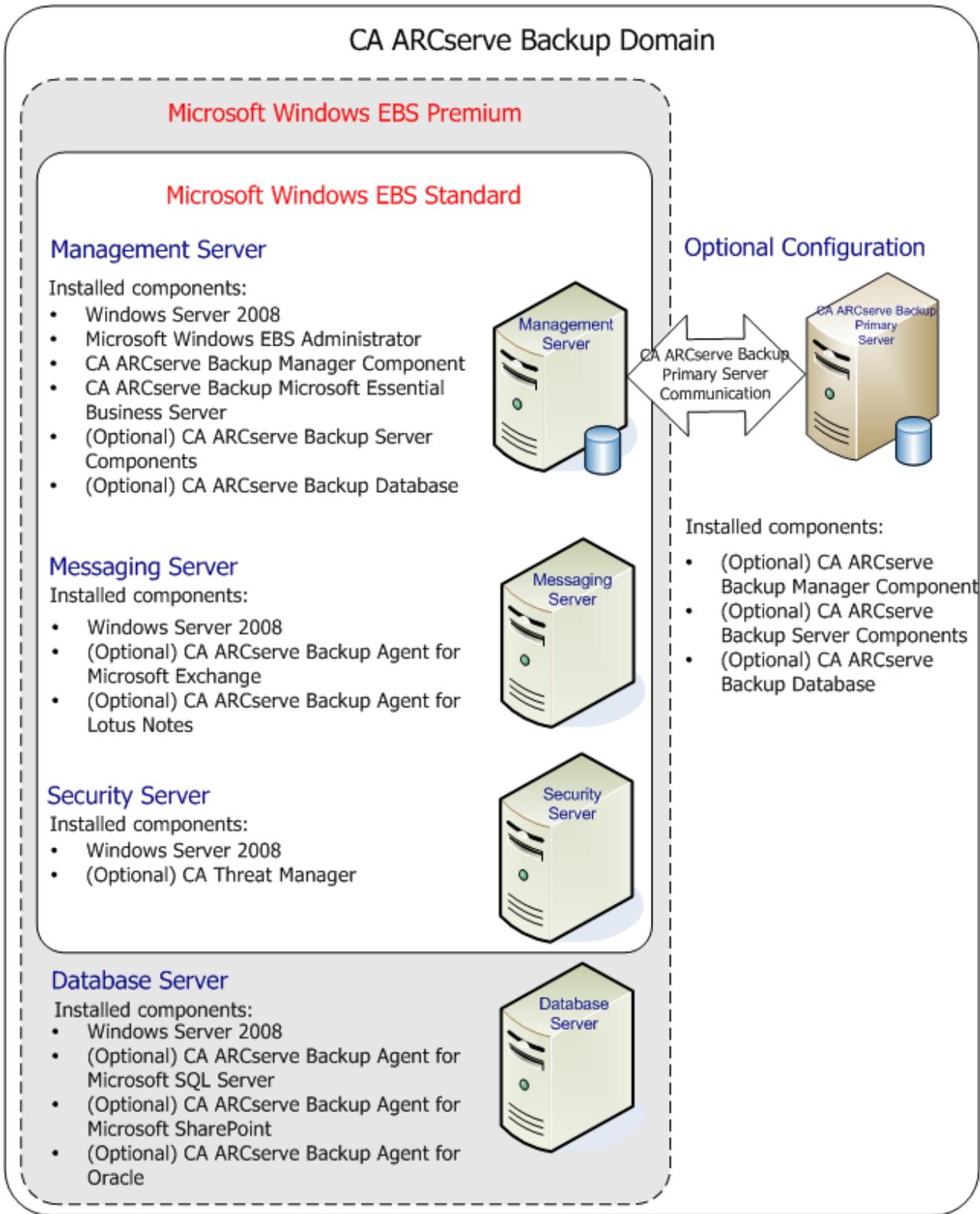
Just as the default functionality of the Job Status Manager, CA ARCserve Backup for Microsoft Windows EBS displays jobs from all servers in a CA ARCserve Backup domain. This allows you to interact with jobs from any server in a domain.

## Microsoft Windows EBS Overview

Microsoft Windows EBS is a solution from Microsoft that targets mid-sized businesses with 50-250 workstations. Microsoft Windows EBS Standard Edition is comprised of a Management Server, a Messaging Server, and a Security Server, each on a separate 64-bit machine running Windows Server 2008 as their base operating system. Microsoft Windows EBS Premium Edition adds a Database Server to its managed capabilities.

Microsoft Windows EBS contains an Administration Console that provides a single interface to perform many common IT administration tasks. The Administration Console allows third party add-ins that can interface with non-Microsoft products. One such add-in is CA ARCserve Backup for Microsoft Windows EBS.

The following diagram illustrates the core components of Microsoft Windows EBS Standard Editions and Microsoft Windows EBS Premium Editions, and how you can configure your environment to integrate CA ARCserve Backup with Microsoft Windows EBS.



## How CA ARCserve Backup Communicates with CA ARCserve Backup for Microsoft Windows EBS

The CA ARCserve Backup Manager components must be installed as a prerequisite in order for CA ARCserve Backup for Microsoft Windows EBS to function. Removal of the CA ARCserve Backup Manager will cause CA ARCserve Backup for Microsoft Windows EBS to cease functioning.

## Install CA ARCserve Backup for Microsoft Windows EBS

Before you install CA ARCserve Backup for Microsoft Windows EBS, review the following installation considerations:

- Ensure that your system meets the minimum system requirements to install CA ARCserve Backup.

For more information, see the CA ARCserve Backup readme file.

- Ensure that your Microsoft Windows EBS environment is configured properly.

For more information, see [Microsoft Windows EBS Overview](#) (see page 833) and your Microsoft Windows EBS documentation.

- The CA ARCserve Backup base product Server component includes CA ARCserve Backup for Microsoft Windows EBS.

After you have reviewed the installation considerations, you can install CA ARCserve Backup for Microsoft Windows EBS using the standard installation procedure for all CA ARCserve Backup system components, agents, and options. For information about installing CA ARCserve Backup, see the *Implementation Guide*.

## Uninstall CA ARCserve Backup for Microsoft Windows EBS

CA ARCserve Backup for Microsoft Windows EBS is a component of the CA ARCserve Backup base product. Therefore, to uninstall CA ARCserve Backup for Microsoft Windows EBS, you must uninstall CA ARCserve Backup.

**Note:** To uninstall CA ARCserve Backup, use Add or Remove Programs in Windows Control Panel.

## Microsoft Windows EBS Administration Console

The Microsoft Windows EBS Administration Console provides the framework into which CA ARCserve Backup for Microsoft Windows EBS is used. It contains the following:

### **List pane**

Displays a list of all CA ARCserve Backup jobs.

### **Job Information pane**

Displays the name of the job with job summary and job detail information.

### **Job Summary**

Displays information such as the description of the job, the name of the backup server, the execution time, and the status of the last result.

### **Job Details**

Displays information such as the job type, job number, and status.

### **CA ARCserve Backup Tasks pane**

Displays the various CA ARCserve Backup tasks you can perform using the Administration Console.

### **Job Tasks pane**

Displays the various job management tasks you can perform using the Administration Console.

### **More information:**

[Access CA ARCserve Backup for Microsoft Windows EBS](#) (see page 837)

[CA ARCserve Backup Tasks You Can Execute Using the Administration Console](#) (see page 838)

[Job Management Tasks You Can Execute Using the Administration Console](#) (see page 840)

[Microsoft Windows EBS Tasks You Can Execute Using the Administration Console](#) (see page 842)

## Access CA ARCserve Backup for Microsoft Windows EBS

To access CA ARCserve Backup for Microsoft Windows EBS, you must meet the following prerequisites:

- Windows Server 2008
- Microsoft Windows EBS
- CA ARCserve Backup

To access CA ARCserve Backup for Microsoft Windows EBS, open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

## How to Execute Tasks Using the Administration Console

The Administration Console lets you perform the following types of tasks:

- CA ARCserve Backup tasks
- Job Management tasks
- Microsoft Windows EBS tasks

When you select a CA ARCserve Backup task, the corresponding job management tasks will display.

### **More information:**

[CA ARCserve Backup Tasks You Can Execute Using the Administration Console](#)  
(see page 838)

[Job Management Tasks You Can Execute Using the Administration Console](#) (see page 840)

[Microsoft Windows EBS Tasks You Can Execute Using the Administration Console](#)  
(see page 842)

## CA ARCserve Backup Tasks You Can Execute Using the Administration Console

The Administration Console lets you perform CA ARCserve Backup tasks, job management tasks, and Microsoft Windows EBS tasks for jobs in the job queue.

From the Administration Console, you can execute the following CA ARCserve Backup tasks:

### **Launch the CA ARCserve Backup Manager Console**

Lets you launch the CA ARCserve Backup Manager Console so that you can manage the data ins your CA ARCserve Backup environment.

### **Manage Jobs**

Lets you launch the Job Status Manager so that you can manage the jobs in the job queue.

### **Back Up Data**

Lets you launch the Backup Manager so that you can protect, manage, and submit backup jobs in your CA ARCserve Backup environment.

### **Restore Data**

Lets you launch the Restore Manager so that you can restore data that was backed up in your CA ARCserve Backup environment.

### **View CA ARCserve Backup Reports**

Lets you launch the Report Manager so that you can view CA ARCserve Backup reports.

### **Connect to a new server**

Lets you view the job queue and manage other CA ARCserve Backup servers.

### **More information:**

[Manage a Different CA ARCserve Backup Server](#) (see page 839)

## Manage a Different CA ARCserve Backup Server

CA ARCserve Backup for Microsoft Windows EBS supports querying and executing tasks on a single CA ARCserve Backup server at a time. To work with multiple separate CA ARCserve Backup servers that are not in the same CA ARCserve Backup Domain, you will need to switch servers through a task in CA ARCserve Backup for Microsoft Windows EBS. CA ARCserve Backup for Microsoft Windows EBS may then need to create equivalence again on the new CA ARCserve Backup server.

### To manage a different CA ARCserve Backup server

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. From the CA ARCserve Backup tasks pane, click Connect to a new server.

The Default Server Information dialog opens.

3. Click Connect to a remote CA ARCserve Backup server.

In the Primary Server Name field, specify the name of the CA ARCserve Backup primary server, stand-alone server, or member server that you want to manage and click OK.

After you click OK, one of the following results occurs:

- If CA ARCserve Backup detects equivalence, the jobs in the job queue for the specified server display in the Administration Console.
- If CA ARCserve Backup does not detect equivalence, the Create Equivalence dialog appears.

In the Create Equivalence dialog, specify the caroot password and click OK.

The jobs in the job queue for the specified server display in the Administration Console.

**Note:** If the server is a member server, the jobs in the job queue associated with the domain in which the member server resides display in the Administration Console.

## Create Equivalence

If CA ARCserve Backup does not detect equivalence, the Create Equivalence dialog appears.

### To create equivalence

1. In the Create Equivalence dialog, complete the following field:
  - Caroot password
2. Click OK.

The jobs in the job queue for the specified server display in the Administration Console.

**Note:** If the server is a member server, the jobs in the job queue associated with the domain in which the member server resides display in the Administration Console.

### More information:

[Manage a Different CA ARCserve Backup Server](#) (see page 839)

## Job Management Tasks You Can Execute Using the Administration Console

The Administration Console lets you perform CA ARCserve Backup tasks, job management tasks, and Microsoft Windows EBS tasks for jobs in the job queue.

From the Administration Console, you can perform the following job management tasks:

### Run Now

Lets you run a scheduled job now.

**Note:** This option is available only for jobs with a Ready status.

### Hold

Lets you status a scheduled job with Ready status to a Hold status.

**Note:** A Hold status signifies that the job is not scheduled to be executed.

### Ready

Lets you status a scheduled job with a Hold status to a Ready status.

**Note:** A Ready status signifies that the job can be executed.

### Delete

Lets you cancel the job and delete it from the CA ARCserve Backup job queue.

**More information:**

[Change the Status of Jobs in the Job Queue](#) (see page 841)

**Change the Status of Jobs in the Job Queue**

The CA ARCserve Backup for Microsoft Windows EBS Administration Console lets you view job status information and manage jobs that reside in the CA ARCserve Backup job queue.

**To change the status of jobs in the Job Queue**

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. Locate the job where you want to change the status.

Right-click the job.

From the pop-up menu, select one of the following statuses:

**Run Now**

Lets you run a scheduled job now.

**Note:** This option is available only for jobs with a Ready status.

**Hold**

Lets you status a scheduled job with Ready status to a Hold status.

**Note:** A Hold status signifies that the job is not scheduled to be executed.

**Ready**

Lets you status a scheduled job with a Hold status to a Ready status.

**Note:** A Ready status signifies that the job can be executed at the next execution time.

**Delete**

Lets you cancel the job and delete it from the CA ARCserve Backup job queue.

The new status is applied to the job.

## Microsoft Windows EBS Tasks You Can Execute Using the Administration Console

The Administration Console lets you perform CA ARCserve Backup tasks, job management tasks, and Microsoft Windows EBS tasks for jobs in the job queue.

From the Administration Console, you can perform the following Microsoft Windows EBS tasks:

### **Save As CSV**

Lets you export job data to a comma-separated value text file (.csv).

### **Refresh**

Lets you synchronize the data between CA ARCserve Backup and what you see in the Administration Console.

### **Sort By**

Lets you sort jobs in the Job Queue in ascending or descending order based on the sort order of the field headings.

### **Group By**

Lets you group jobs in the Job Queue based on the Job Type, the Job Status, and the Last Result.

### **Customize Results View**

Lets you order, resize, and sort the columns for the jobs displayed.

### **More information:**

[Export Data to a CSV File](#) (see page 843)

[Refresh Data Manually](#) (see page 843)

[Sort Job Data](#) (see page 844)

[Group Job Data](#) (see page 844)

[Customize the Results View](#) (see page 845)

## Export Data to a CSV File

Job data displayed in CA ARCserve Backup for Microsoft Windows EBS can be exported to a comma-separated value text file (.csv). You can use this text file to import the data into spreadsheet applications, which allow you to sort the data and generate reports.

### To export data to a comma-separated value text file

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. From the File menu, choose Save As CSV.

The Save As dialog opens.

3. Select a path where the file should be created and saved, and then click Save.

The job data is saved to a comma-separated value text file.

## Refresh Data Manually

CA ARCserve Backup for Microsoft Windows EBS synchronizes with CA ARCserve Backup in five second intervals. This process ensures data and tasks performed in one is automatically updated in the other. The screen is automatically refreshed every five seconds. However, if you wish to refresh the screen sooner, you can do it manually.

### To refresh data manually

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. From the View menu, choose Refresh.

The data is synchronized with CA ARCserve Backup and the screen is refreshed.

## Sort Job Data

Sort By lets you sort jobs in the Job Queue in ascending or descending order based on the sort order of the field headings. You can sort the data based on any of the column headings.

### To sort job data

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. Do one of the following:
  - Click the heading of the column that you want to sort by. To reverse the sort-order, click the heading of the column again.
  - From the View menu, choose Sort By or right-click in the Job Queue and select Sort By from the pop-up menu. Then select the name of the column that you want to sort the jobs in the Job Queue. To reverse the sort order, right click-click in the Job Queue, select Sort By from the pop-up menu, and click Ascending or Descending.

The job data is sorted.

## Group Job Data

Group By lets you group jobs in the Job Queue based on the Job Type, the Job Status, and the Last Result.

### To group job data

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. From the View menu, choose Group By or right-click in the Job Queue and select Group By from the pop-up menu. Then select the value that you want to group by.

The data is grouped.

**Note:** To ungroup the jobs in the Job Queue, select Ungroup from the pop-up menu.

## Customize the Results View

The Customize Results View option lets you order, resize, and sort columns for the jobs displayed. You can arrange the order of the columns you want to appear, select the width of each column, and sort the results on a particular column heading in ascending or descending order.

### To customize the results view

1. Open Microsoft Windows EBS, select the System Applications tab, and select the CA ARCserve Backup tab.

The Administration Console appears.

2. From the View menu, choose Customize Results View.

The Customize the Results View dialog appears.

3. Under the Columns heading, select the name of the column and click Move up or Move down to arrange the columns in the desired order.

The columns appear rearranged in the order selected.

4. Enter the width (in pixels) for each column.

5. In the Sort results by field, click the drop-down arrow and select the name of the column that you want to sort the jobs by and click Ascending or Descending.

6. Click OK.

The results view is customized.

**Note:** You can also use the mouse to drag a column to arrange it in a particular order, click and drag a column to resize the width of the column, or click the heading of the column that you want to sort by.

## Troubleshooting Microsoft Windows EBS Implementations

This section provides troubleshooting information to help you identify and resolve problems that you may encounter when using CA ARCserve Backup for Microsoft Windows EBS.

## Failed to Create Equivalence

### Valid on Windows Server 2008

#### Symptom:

You attempted to create equivalence through the dialog and either entered an invalid user name or password. You will see the message "Failed to create equivalence. Please try again."

#### Solution:

Click OK and enter a valid caroot password.

## Equivalence was Not Created

### Valid on Windows Server 2008

#### Symptom:

You cancelled the Create Equivalence dialog. (Equivalence is not created and CA ARCserve Backup for Microsoft Windows EBS cannot show any jobs). You will see the message "Equivalence was not created. Create the equivalence through the command line."

#### Solution:

Click OK. Wait ten seconds and the dialog should appear again.

## Failed to Get the CA ARCserve Backup Job List

### Valid on Windows Server 2008

#### Symptom:

You tried to retrieve the job list and nothing was returned. You will see the message "Failed to get the CA ARCserve Backup job list."

#### Solution:

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

## Failed to Parse the CA ARCserve Backup Job List

### **Valid on Windows Server 2008**

#### **Symptom:**

You tried to retrieve the job list and something unexpected was returned. Since what was returned was not in the correct format, the job data could not be retrieved. You will see the message "Failed to parse the CA ARCserve Backup job list."

#### **Solution:**

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

## CA ARCserve Backup was Not Detected

### **Valid on Windows Server 2008**

#### **Symptom:**

CA ARCserve Backup for Microsoft Windows EBS was installed without installing CA ARCserve Backup. Setup should not allow this, but if it does, you will see the message "CA ARCserve Backup was not detected. Please install CA ARCserve Backup."

#### **Solution:**

Reinstall CA ARCserve Backup.



# Appendix F: Using JIS2004 Unicode Characters with CA ARCserve Backup

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This section contains the following topics:

[Introduction to JIS2004 Unicode Characters](#) (see page 849)

[Configuration Requirements](#) (see page 849)

[Platforms Supporting JIS2004 Unicode Characters](#) (see page 850)

[Tasks You Can Perform Using JIS2004 Unicode Characters with CA ARCserve Backup](#) (see page 850)

[CA ARCserve Backup Applications Supporting JIS2004 Unicode Characters](#) (see page 851)

[Limitations of Using JIS2004 Unicode Characters with CA ARCserve Backup](#) (see page 852)

## Introduction to JIS2004 Unicode Characters

Various Windows platforms support the capability to process data and display text and symbols using Unicode characters. For this release, CA ARCserve Backup supports the capability to display JIS2004 Unicode characters that relate to the following Windows system attributes:

- On client agent systems, CA ARCserve Backup displays folder names, file names, and registry strings using JIS2004 Unicode characters.
- On systems hosting application agents, CA ARCserve Backup displays database names, table names, and database instance names using JIS2004 Unicode characters.

## Configuration Requirements

The following configuration requirements apply when you require support for JIS2004 Unicode characters in your CA ARCserve Backup environment:

- All servers in a CA ARCserve Backup domain (primary and member servers) must be running this release of CA ARCserve Backup and have the same language packs installed.
- CA ARCserve Backup for Windows r15 and CA ARCserve Backup r12 Service Pack 1 for Windows agents or CA ARCserve Backup for Windows r12 agents cannot co-exist on the same computer. However, CA ARCserve Backup for Windows r15 and CA ARCserve Backup for Windows r12 Service Pack 1 agents and CA ARCserve Backup for Windows r12 agents can co-exist on the same network.

- To back up and restore Microsoft Exchange Server and Microsoft SharePoint Server data with support for JIS2004 Unicode characters, you must enable the ARCserve Catalog database.
- All CA ARCserve Backup servers sharing a single Microsoft SQL Server database should be upgraded to the same version of CA ARCserve Backup.
- All CA ARCserve Backup domains sharing a single Microsoft SQL Server database must specify the same SQL Server collation setting. You can specify the SQL Server collation setting from a primary and stand-alone server using the Server Configuration Wizard.

## Platforms Supporting JIS2004 Unicode Characters

The following Windows operating systems support JIS2004 Unicode characters:

- Windows Server 2008, Japanese version.
- Windows Vista, Japanese version.
- Windows Server 2003, Japanese version, with the Japanese fonts patch.  
**Note:** For more information, see the Microsoft website.
- Windows XP Japanese version, with the Japanese fonts patch.  
**Note:** For more information, see the Microsoft website.

## Tasks You Can Perform Using JIS2004 Unicode Characters with CA ARCserve Backup

You can perform the following tasks when you run CA ARCserve Backup on JIS2004 Unicode character-based operating systems:

- Browse and view system and volume information in the CA ARCserve Backup managers, view logs, and generate reports without displaying unrecognized text.
- Back up systems hosting CA ARCserve Backup agents.
- Back up files, folders, databases, tables, instances, and Microsoft Exchange messages.
- Restore data by tree, session, query, and media.
- View job details and Activity Log data in the Job Status Manager.
- Specify local and global filters using JIS2004 characters.
- Generate Alert Manager email messages with JIS2004 Unicode text attachments (for example, a Job Log).

- Execute job scripts using scripts created in previous releases of CA ARCserve Backup.  
**Note:** This capability is limited to scripts created using BrightStor ARCserve Backup r11, BrightStor ARCserve Backup r11.1, BrightStor ARCserve Backup r11.5, and CA ARCserve Backup r12.
- Execute CA ARCserve Backup command line operations using JIS2004 characters.

## CA ARCserve Backup Applications Supporting JIS2004 Unicode Characters

The CA ARCserve Backup applications listed below support JIS2004 Unicode characters.

- CA ARCserve Backup r15 and CA ARCserve Backup r12 Service Pack 1 base product on x86 and x64 systems.  
**Note:** Unicode support is only applicable to local backup, restore, and compare operations.
- Client Agent for Windows r15 and Client Agent for Windows r12 Service Pack 1 on x86, x64, and Itanium systems.
- Agent for Microsoft Exchange Server r15 and Agent for Microsoft Exchange Server r12 Service Pack 1 document level and database level backups and restores on x86 and x64 systems.
- Agent for Microsoft SQL Server r15 and Agent for Microsoft SQL Server r12 Service Pack 1 on x86, x64, and Itanium systems.
- Agent for Microsoft SharePoint Server 2007 r15 and Agent for Microsoft SharePoint Server 2007 r12 Service Pack 1 on x86 and x64 systems.
- Agent for Virtual Machines r15 and Agent for VMware r12 Service Pack 1 with VCB Proxy systems.
- CA ARCserve® Replication and High Availability agents on x86 and x64 systems.
- Agent for Open Files r15 and Agent for Open Files r12 Service Pack 1 on x86, x64, and Itanium systems.  
**Note:** Unicode support is only applicable to VSS-based backup and restore operations.
- Disaster Recovery Option.

**Note:** Some non-English language-based characters may appear as garbled characters when the CA ARCserve Backup base product is installed on any Windows operating system. This limitation does not affect the outcome of backup and restore jobs.

## Limitations of Using JIS2004 Unicode Characters with CA ARCserve Backup

The following limitations apply when using JIS2004 Unicode characters with CA ARCserve Backup:

### Operating Systems

The operating systems that the following agents protect do not support JIS2004 Unicode characters:

- Client Agent for UNIX
- Client Agent for Linux
- Client Agent for Mac OS X
- Client Agent for AS400
- Client Agent for OpenVMS
- Client Agent for NetWare

### CA ARCserve Backup Agents and Options

The CA ARCserve Backup agents and options listed below do not support JIS2004 Unicode characters.

You can work around this limitation by backing up and restoring data from the parent-level path instead of the path containing the JIS2004 characters.

**Important!** To display ANSI character-based agents properly, you must set the locale and the product language options on the system hosting these agents to the same locale and product language as that of the system hosting the CA ARCserve Backup database before you install CA ARCserve Backup.

- Agent for Informix: all supported releases and service packs
- Agent for Lotus Domino: all supported releases and service packs
- Agent for Microsoft Exchange Server 2000 and 2003: all supported releases and service packs
- Agent for Microsoft Exchange Server 2007 on Windows Server 2003: all supported releases and service packs
- Agent for Microsoft Exchange Server 2007 Service Pack 1 on Windows Server 2008: r12
- Agent for Microsoft SharePoint Server 2003: all supported releases and service packs
- Agent for Microsoft SharePoint Server 2007: r12
- Agent for Microsoft SQL Server: r12, r11.5 (all service packs), and r11.1 (all service packs)

- Agent for Open Files: r12, r11.5 (all service packs), and r11.1 (all service packs)
- Agent for Oracle: r12, r12 Service Pack 1, r11.5 (all service packs), and r11.1 (all service packs)
- Agent for Sybase: all supported releases and service packs
- Client Agent for Windows: r12, r11.5 (all service packs), and r11.1 (all service packs)
- Enterprise Option for SAP R3 for Oracle: all supported releases and service packs
- NDMP NAS Option: all supported releases and service packs  
**Note:** EMC/Celera and NetApp NAS filers do not support JIS2004 Unicode characters.
- Image Option-based backups and restores: all supported releases and service packs  
**Note:** The CA ARCserve Backup Enterprise Module is a prerequisite component for the Image Option.

#### **CA ARCserve Backup Components**

The CA ARCserve Backup components listed below do not support JIS2004 Unicode characters.

- Alert Manager
- Alert options specified as Global Options in the CA ARCserve Backup managers and utilities that follow:
  - Backup Manager
  - Restore Manager
  - Media Assure & Scan Utility
  - Merge Utility
  - Count Utility
  - Purge Utility
- BConfig.exe  
**Note:** This component lets you configure the CA ARCserve Backup server when you are installing or upgrading CA ARCserve Backup.
- DBAConfig.exe  
**Note:** This component lets CA ARCserve Backup configure database instances during the installation process.

- Discovery Configuration
- License Management dialog

**Note:** This component lets you manage CA ARCserve Backup licenses. You can open the License Management dialog by clicking Manage Licenses on the Help, About CA ARCserve Backup dialog.
- CA ARCserve Backup for Windows Registration dialog

**Note:** This component lets you register CA ARCserve Backup products. You can open the CA ARCserve Backup for Windows Registration dialog by clicking Register on the Help, About CA ARCserve Backup dialog.
- Report Writer
- Server Configuration Wizard
- Server Migration Component
- SetupSQL.exe

**Note:** This component lets the installation wizard create the CA ARCserve Backup database with Microsoft SQL Server when you are installing CA ARCserve Backup or upgrading CA ARCserve Backup from a previous release.

#### **CA ARCserve Backup Tasks**

CA ARCserve Backup does not support performing the following tasks:

- Installing CA ARCserve Backup agents on remote systems using Agent Deployment. Agent Deployment does not support using JIS2004 Unicode characters for host names, user names, and passwords.
- Using JIS2004 Unicode characters to specify customer information on the Customer Information dialog when installing CA ARCserve Backup.
- Browsing JIS2004 Unicode-based agent machine names, user names, and passwords.
- Specifying JIS2004 Unicode-based names on CA ARCserve Backup host names, primary server names, stand-alone server names, and member server names.
- Specifying JIS2004 Unicode-based directory paths for installing CA ARCserve Backup or any CA ARCserve Backup component, specifying file system device paths, catalog database path, and so on.
- Importing a host list from a text file with a file name that contains Unicode characters when you install and upgrade CA ARCserve Backup, agents, and options on remote systems.
- Importing a host list from a text file with a file name that contains Unicode characters when running Remote Agent Deployment.

- Specifying JIS2004 Unicode-based names on ARCserve-specific objects. For example, job names, Device Group names, Media Pool names, media names, location names, and session passwords for encryption.
- Specifying file names and file paths as criteria for creating a Vault Schedule using the Media Management Administrator using JIS2004 Unicode characters.
- Specifying JIS2004 Unicode characters on network directory and file shares.
- Specifying JIS2004 Unicode characters for the caroot password using the CA ARCserve Backup Server Configuration Wizard. The Server Configuration Wizard interprets Unicode characters as the question mark symbol "?," which is an acceptable character for the caroot password. However, after you set the caroot password using the Server Configuration Wizard, you will not be able to change the caroot password from the Manager Console.
- Sending Alert email messages with file attachments when the file attachments are stored in directories that are named with Unicode characters.

**Note:** The file attachment itself can contain Unicode characters.

- Renaming and editing XML content in the report template files using JIS2004 Unicode Characters. The generated reports will not display properly. The report template files are stored in the following directory:

ARCserve\_Home\template\reports

### **CA ARCserve Backup Reports**

CA ARCserve Backup does not support creating the following reports when using an ARCserve server that is running CA ARCserve Backup for Windows r15 connect remotely to an ARCserve server that is running CA ARCserve Backup for Windows r12 Service Pack 1 or CA ARCserve Backup for Windows r12.

- 7 days Backup Status Report.xml
- 7 days Job Status Report.xml
- 7 days Media Usage History Report.xml
- Backup Client Data Size Report.xml
- Backup Clients And Job Associations Report.xml
- Backup Window And Throughput Comparison Report.xml
- Daily Backup Status Report.xml
- Daily Failed Backups Report.xml
- Daily Job Status Report.xml

- Detailed Media Pool Report.xml
- Detailed Media Usage By Backup Clients Report.xml
- Failed Backups Report.xml
- Media Required For Data Recovery Report.xml
- Staging Migration Report.xml
- Staging Purge Failed Report.xml
- Staging SnapLock Report.xml
- Staging Summary Report.xml
- Custom Report (New Report)

# Appendix G: Protecting Hyper-V Systems Using the Hyper-V VSS Writer

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This section contains the following topics:

[Overview of Protecting Hyper-V VMs Using the Hyper-V VSS Writer](#) (see page 857)

[Prerequisite Components for Hyper-V VSS Writer Protection](#) (see page 858)

[Configure CA ARCserve Backup to Detect Hyper-V VMs](#) (see page 859)

[How Back Up Using Saved State Works](#) (see page 860)

[How Back Up Using Child Partition Snapshot Works](#) (see page 860)

[Back Up Hyper-V VMs Using the Hyper-V VSS Writer](#) (see page 860)

[Restore Data to Its Original Location](#) (see page 861)

## Overview of Protecting Hyper-V VMs Using the Hyper-V VSS Writer

CA ARCserve Backup lets you protect Hyper-V VMs using the ARCserve Volume Shadow Copy Service (VSS) agent. You can protect Microsoft Hyper-V data with VSS Writers using Volume Shadow Copy Service technologies.

The sections that follow describe how to configure, back up, and restore Hyper-V VMs using the Hyper-V VSS writer. The processes described are applicable to CA ARCserve Backup for Windows r12 SP1 installations, and can be used protect Hyper-V systems in CA ARCserve Backup for Windows r12.5, and this release of CA ARCserve Backup.

### Limitations and Considerations

- You cannot restore data at file level granularity from raw (full VM) backup data.
- You cannot perform mixed mode backups, which consist of raw (full VM) weekly backups and file mode daily backups.
- You can protect Hyper-V VMs that are in a powered off state when you execute ARCserve Hyper-V Configuration Tool.

## Prerequisite Components for Hyper-V VSS Writer Protection

The prerequisite components for Hyper-V VSS Writer protection are identical to that of standard VSS Writer requirements. The applications that follow are required to deploy Hyper-V VSS technology in your CA ARCserve Backup environment:

- This release of the CA ARCserve Backup for Windows base product
- This release of CA ARCserve Backup for Windows Client Agent for Windows

The CA ARCserve Backup Client Agent for Windows must be installed in partition zero (0) on the Hyper-V server machine. Partition zero (0) is reserved for the host operating system and its applications. All other partitions, for example, partition 1, 2, and so on, are reserved for child partitions or virtual machines (VMs).

- This release of CA ARCserve Backup for Windows Agent for Open Files

You must register the license for the Agent for Open Files for the Hyper-V host system with the CA ARCserve Backup server.

**Note:** Optionally, you can register the license for the Agent for Open Files using the license key for the Agent for Open Files for Virtual Machines on Windows.

## Configure CA ARCserve Backup to Detect Hyper-V VMs

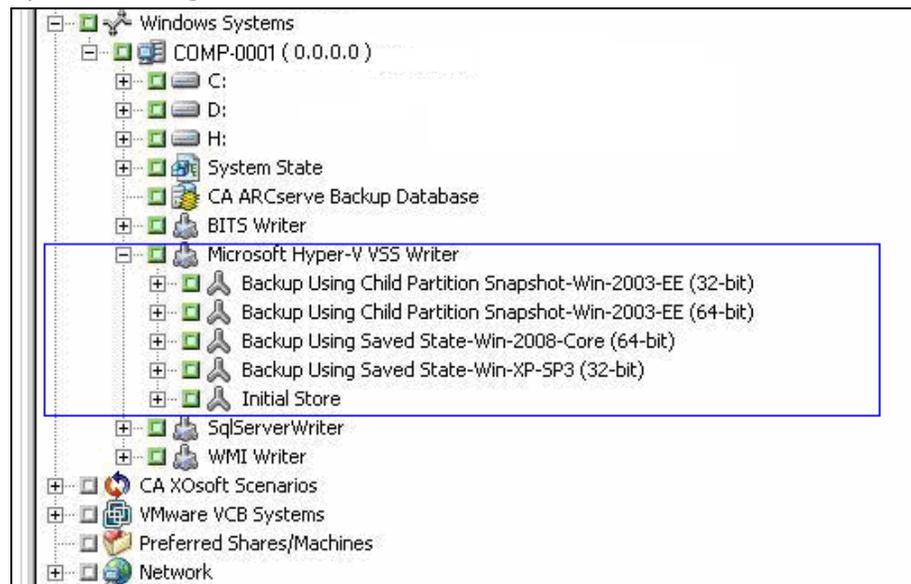
To perform backup and restore operations on machines using the Hyper-V VSS writer, you must configure CA ARCserve Backup to detect the Hyper-V server.

### To configure CA ARCserve Backup to detect Hyper-V VMs

1. Based on the configuration in your backup environment, complete one of the following actions and then go to the next step.
  - If the CA ARCserve Backup server components are installed on the Hyper-V server system, add the local Hyper-V server into the Backup Manager.
  - If the CA ARCserve Backup server components are not installed in the Hyper-V server, add the remote Hyper-V server into the Backup Manager by completing the steps that follow:
    - a. From the Source tree in the Backup Manager, right click the Windows Systems object and select Add Machine/Object from the pop-up menu.

The Add Agent dialog opens.
    - b. From the Add Agent dialog, specify the name of the Hyper-V server in the Host Name field or the IP address in the IP address field, and then click Add.

After you add the Hyper-V server system into the Backup Manager, expand the Hyper-V server to display the Microsoft Hyper-V VSS Writer as illustrated by the following screen.



## How Back Up Using Saved State Works

Back up Using Saved State is a backup operation that places VMs into a saved state before the backup is performed. This state lets you perform point-in-time backups of guest operating systems. It is a stateful, data inconsistent backup. Back up Using Saved State presents the following limitations on VM backups:

- The virtual hard disk in the backup cannot be offline mounted to retrieve specific files.
- The applications in the VM will not be aware that a backup, a restore, or both occurred when you restore the backed up data.

**Note:** For more information about these limitations, see the Microsoft website.

## How Back Up Using Child Partition Snapshot Works

Back up Using Child Partition Snapshot is a backup operation that lets the VSS Writer take a snapshot of the data from the guest operating system in the VM. Backups of this type let you back up VMs that support VSS and have the Integration components installed and enabled. It is a stateless, data consistent backup.

Back up Using Child Partition Snapshot presents the following advantages on VM backups:

- You can offline mount the virtual hard disk from this backup to retrieve specific files.
- The VSS capable applications residing in the VM will detect that the backup or restore of the VM is taking place, and they will participate in that backup or restore process to ensure that the application data is consistent.

**Note:** For more information, see the Microsoft website.

## Back Up Hyper-V VMs Using the Hyper-V VSS Writer

The Hyper-V VSS Writer lets you back up VMs that are in an online and offline state. These operations are transparent to CA ARCserve Backup.

**Note:** The Hyper-V VSS Writer supports only full backups.

The following steps describe how to back up Hyper-V VMs using the Hyper-V VSS Writer. For information about backing up data using the VSS Writer, see the *CA ARCserve Backup for Windows Microsoft Volume Shadow Copy Service Guide*.

**To back up Hyper-V VMs using the Hyper-V VSS writer**

1. Open the Backup Manager, select the Source tab, and select the Microsoft Hyper-V VSS Writer object.

All Hyper-V settings and virtual machines are specified for backup. If you do not want to back up all of the VMs, expand the Microsoft Hyper-V VSS Writer object (to display all servers) and clear the check mark next to the server that you do not want to back up.

2. (Optional) Right-click the Microsoft Hyper-V VSS Writer object and select Writer Options from the pop-up menu.
3. Click the destination tab to specify the destination for backup.
4. Click the Submit on the toolbar submit the job.

The Submit Job dialog opens.

5. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

## Restore Data to Its Original Location

This method lets you restore the Hyper-V configuration, the VM configurations, and the backup data to its original location. The current Hyper-V configuration and VMs configuration and data will be restored to the state they were in when they were backed up.

**Limitations and Considerations**

- The Hyper-V servers can be in an online state or offline state during the restore operation.
- The Hyper-V VSS Writer ensures that the backup data is properly restored to its original location.
- You do not need to perform additional steps during the restore or after the restore is complete.
- The VM can be used as soon as the restore is complete.

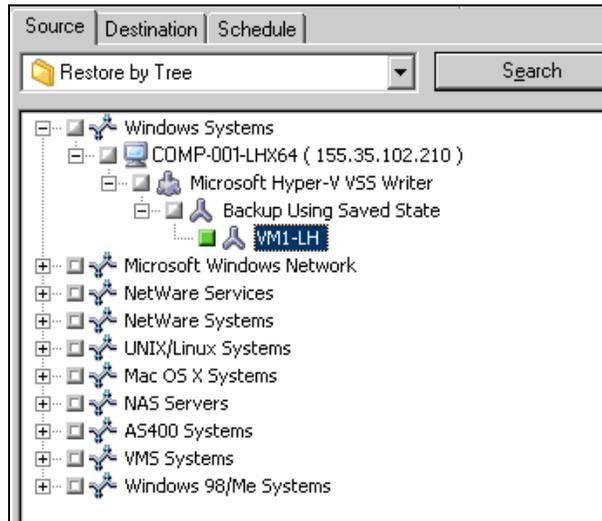
Using CA ARCserve Backup to restore Hyper-V server data, you can recover data in the following scenarios:

- You can restore Hyper-V server backup data to its original location.
- You can restore VM backup data to its original location.
- You can recover a guest operating system in a VM to its original location.

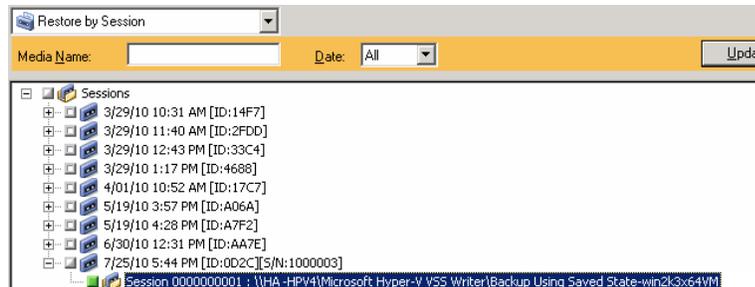
**Note:** For information about using the VSS Writer, see the *CA ARCserve Backup for Windows Microsoft Volume Shadow Copy Service Guide*.

### To restore data to its original location

1. Open the Restore Manager and do one of the following:
  - From the drop-down list, select the Restore by tree method, expand the Windows Systems object, browse to Microsoft Hyper-V VSS Writer, and specify one or more VMs that you want to restore.



- From the drop-down list, select Restore by session, browse to and specify a session to restore.



2. Click the Destination tab.  
Click the Restore files to their original location option.
3. Click the Submit on the toolbar to submit the job.  
The Submit Job dialog opens.
4. Complete the required fields on the Submit Job dialog and click OK.  
The job is submitted.

**Note:** After the restore is complete, the restored VMs will be in a Saved state. In other words, the online restore places the VMs in an offline state when the restore is complete. You must then start the VMs manually to bring them back online.



# Index

---

## 6

64-bit Windows platform support • 41

## A

Access CA ARCserve Backup for Microsoft Windows EBS • 839

Access CA ARCserve Backup Through the Windows-powered NAS Device • 340

Access Requirements • 599

Activity Log

data • 324, 325, 643, 703

organizing • 326

pruning • 326

Activity Log Data • 643

Activity Log Pruning • 326

Add a CA ARCserve Backup User • 94

Add a New (Empty) Disk-Based Device Group • 358

Add a User to a Role • 96

Add a User Using the User Profile Utility • 514

Add a Windows User • 93

Add and Remove Alert Notifications • 475

add CA ARCserve Backup users • 94

Add Cleaning Slots Based on Slot Number • 383

Add Computers • 683

Add Computers to the Preferred

Shares/Machines Tree • 118

Add Domains to the Job Status Manager • 501

Add More than One File System Device to a Group • 355

Add Multiple Agents and Nodes Using .csv and .txt Files • 333

Add Nodes • 683

add Windows users • 93

Add, Import, and Export Agents and Nodes • 329

Additional Server Admin Functions • 477

Administering the Backup Server • 443

administrative shared drives • 131

Advanced Reports • 647

Agent for ARCserve Database • 584

Agent for Microsoft Exchange Server Options • 179

Agent for Microsoft SQL Server Options • 171

Agent for Open Files, managing • 185

Agent for Virtual Machines Options • 177

Agent Restore Options - Microsoft SQL Server - Database File Options • 619

Agent Restore Options - Microsoft SQL Server - Restore Options • 612

Agent Restore Options - Microsoft SQL Server Express Edition - Restore Database File Options • 612

Agent Restore Options - Microsoft SQL Server Express Edition - Restore Options • 610

Alert Activity Details • 703

Alert Configuration • 475

Alert Manager • 25, 693

configuration options • 695

Alert Manager Components • 693

Alert Manager Configuration • 695

Alert Manager Pager Options • 700

Allow CA ARCserve Backup Services and Applications to Communicate Through the Windows Firewall • 576

Alternate Path to the Tape Engine Log • 467

AMSSigupdater.ini Configuration File Syntax • 455

Apply CA ARCserve Backup Component Licenses • 574

ARCserve database

database protection job, about • 587

database protection job, deleting • 599

database protection job, modifying • 589

database protection job, recreating • 600

database protection job, starting • 598

device records • 581

error reporting • 581

MS SQL index rebuilding • 581

protecting • 583

pruning • 580

restoring • 603

ARCserve Virtual Libraries • 793

Assign Disk-Based Devices to Groups • 359

Assign Roles to Users Using the User Profile Utility • 516

Assign Slots to a Library Group • 391

Audit Log Reports • 647

Authentication Errors Occur When Stopping and Starting the CAportmapper Service • 812

---

Authentication Levels for CA ARCserve Backup Services, Components, and Applications • 485  
Authentication Problems • 807  
Authentication Security Settings • 807  
Autoloaders and Changers Appear Offline • 824

## B

Back Up an Entire Node that Contains Database Files • 190  
Back Up and Restore Data • 117  
Back Up CA ARCserve Backup Database in a Cluster Environment • 771  
Back Up Data Using Disk Staging • 222  
Back Up Data Using Tape Staging • 236  
Back up Data with Deduplication • 715  
Back up Data with Deduplication in a Staging Backup Job • 716  
Back up Deduplication Device Files • 721  
Back Up Hyper-V VMs Using the Hyper-V VSS Writer • 862  
Back Up MSCS Nodes on Remote Machines • 770  
Back up Multiple Data Mover Servers in a Single Job • 242  
Back up Multiple Data Mover Servers in a Single Job Using Staging • 245  
Back Up Remote Servers • 194  
Back up the Active Directory • 541  
backing up data  
    backing up data, deduplication • 715  
    destination options, backing up • 147  
    differential backup • 301  
    entire nodes • 189  
    incremental backup • 301  
    multiplexing • 105, 108, 186  
    multistreaming, defined • 102  
    schedules and rotations • 148  
    setting up jobs • 138  
    specifying a backup destination • 147  
    submitting backup jobs • 134  
    using the Disk Staging Option • 222  
Backing Up Data • 131  
Backing up Multiple Data Mover Servers in a Single Job • 241  
Backup and Restore Problems • 812  
Backup Devices Connected Directly to Windows-powered NAS Devices • 341  
Backup Execution Details for a Selected Job • 57  
Backup Execution Details of a Selected Host • 63  
Backup Job Schedules and Rotations • 148

Backup Jobs Fail • 797  
Backup Manager • 25, 135  
    global backup options • 151  
Backup Manager Advanced Options • 153  
Backup Manager Agent Options • 170  
Backup Manager Alert Options • 151  
Backup Manager Backup Media Options • 160  
Backup Manager Encryption/Compression Options • 156  
Backup Manager Job Log Options • 180  
Backup Manager Markers • 140  
Backup Manager Media Exporting Options • 152  
Backup Manager Operation Options • 163  
Backup Manager Pre/Post Options • 168  
Backup Manager Verification Options • 162  
Backup Manager Virus Options • 180  
Backup Manager Volume Shadow Copy Service Options • 158  
Backup Media Rotations and Scheduling Options • 119  
Backup Method Options • 307  
Backup Methods • 171  
Backup Plans • 784  
Backup Requirements Plan • 118  
Backup Staging Methods • 198  
bar codes • 415  
Benefits of Using the Option • 784  
Best Practices - How to Recover a CA ARCserve Backup Server from a Disaster without Using the Disaster Recovery Option • 281  
Best Practices - How to Recover a Stand-alone Server from a Disaster Using the Disaster Recovery Option • 280  
Broadcast Alerts • 696  
broadcast option • 696  
Browse a Large Number of Files in the Restore Manager • 257  
Browse a Large Number of Items in the Backup Manager • 142  
Browse Computers by Agent Type • 143

## C

CA Antivirus Maintenance • 451  
CA ARCserve Backup Administrator Profile • 36  
CA ARCserve Backup Agent Deployment • 551  
CA ARCserve Backup and FIPS Compliance • 110  
CA ARCserve Backup and Windows-powered NAS Device Configuration • 341

---

CA ARCserve Backup Applications Supporting JIS2004 Unicode Characters • 853

CA ARCserve Backup Cannot Communicate after Changing the IP Address of a CA ARCserve Backup Server • 802

CA ARCserve Backup Cannot Detect RSM Controlled Devices on x64 Platforms • 820

CA ARCserve Backup Command Line Utilities • 36

CA ARCserve Backup Components • 44

CA ARCserve Backup Data Encryption • 111

CA ARCserve Backup Diagnostic Utility • 657

CA ARCserve Backup Does Not Detect a Cleaning Tape • 820

CA ARCserve Backup Does Not Restore Data Based on File Access Time • 816

CA ARCserve Backup Domains • 498

CA ARCserve Backup Enterprise Module • 40

CA ARCserve Backup for Microsoft Windows EBS Overview • 833

CA ARCserve Backup Functionality • 23

CA ARCserve Backup HA Server to Support of Job Failover • 743

CA ARCserve Backup Infrastructure Visualization • 662

CA ARCserve Backup Infrastructure Visualization Views • 664

CA ARCserve Backup Logs and Reports • 643

CA ARCserve Backup Maintenance Notifications • 572

CA ARCserve Backup Security • 36

CA ARCserve Backup Servers and Agent Servers Cannot Communicate with Each Other • 823

CA ARCserve Backup Services, Components, and Applications that Require Administrative Privileges • 485

CA ARCserve Backup Services, Components, and Applications that Require the Highest Available Privileges • 492

CA ARCserve Backup Tasks You Can Execute Using the Administration Console • 840

CA ARCserve Backup Utilities • 30

CA ARCserve Backup was Not Detected • 849

CA ARCserve D2D • 25, 127

CA ARCserve Replication • 25, 129

CA Product References • iii

CA Unicenter TNG • 696

ca\_auth command • 36, 38, 498, 499

ca\_devmgr command • 202, 228

ca\_jobsecmgr command • 39

ca\_log command • 325

ca\_mmo command • 431, 432, 436, 440

cabatch command • 35

Calendar View Tab • 306

Cannot Back Up Open Files • 813

CAREports command • 655, 657

Catalog Browsing • 626

catalog database

- about • 624
- enabling media pool maintenance • 583
- enabling the catalog database • 627

Catalog Database Log Files Consume a Large Amount of Disk Space • 825

Catalog Database Pruning • 626

Central Alert Management • 51

Central ARCserve Server Administration • 51

Central Database Management • 49

Central Device Management • 51

Central Job History • 55

Central Job Management • 47

Central Job Monitoring • 48

Central License Management • 53

Central Logging • 49

central management

- administering ARCserve servers • 51
- managing devices • 51
- managing jobs • 47
- managing licenses • 53
- managing the ARCserve database • 49
- monitoring jobs • 48
- using alerts • 51
- using job history • 55
- using logs • 49
- using reports • 50

Central Management • 45

Central Reporting • 50

Change a Session/Encryption Password • 79

Change a User Password Using the User Profile Utility • 515

Change Disk-Based Devices • 357

change password, system account • 477

Change Passwords from the Home Page • 94

change the ARCserve system account password • 534

Change the CA ARCserve Backup Domain in a MSCS Cluster • 753

Change the CA ARCserve Backup Domain in NEC CLUSTERPRO/ExpressCluster • 758

- 
- Change the Computer Name of a Member Server
    - 510
  - Change the Computer Name of a Server that is Running the Manager Console • 513
  - Change the Computer Name of a Stand-alone Server • 513
  - Change the Computer Name of the Primary Server on a Member Server • 508
  - Change the Computer Name of the Primary Server on the Primary Server • 503
  - Change the Current Encryption Algorithm • 110
  - Change the Password for the CA ARCserve Backup Domain Administrator (caroot) Account • 534
  - Change the Status of Jobs in the Job Queue • 843
  - changing an ARCserve computer name
    - about • 502
    - changing a Manager Console system • 513
    - changing a member server computer name • 510
    - changing a primary server computer name • 503
    - changing a stand-alone server computer name • 513
  - Check in Tape Volumes Manually • 439
  - Circular Logging • 468
  - classic view, Backup Manager • 138, 143, 300
  - clean media • 382
  - Clean Media • 382
  - cleaning tape heads • 373, 382
  - Cluster Overview • 736
  - clusters
    - failover • 739
    - mirrored disk • 742
    - overview • 736
    - protection • 744
  - MSCS application protection • 748
  - MSCS self-protection • 747
  - NEC CLUSTERPRO application protection • 756
  - NEC CLUSTERPRO self-protection • 756
    - quorum disk • 743
    - resource group • 740
    - shared disk • 741
    - virtual name • 740
  - clusters, MSCS clusters
    - change cluster domain • 753
    - change database • 752
    - cldelete cluster resources • 751
    - clrebuild cluster resources • 750
    - demote primary server • 752
    - failover support • 743
    - promote member server • 752
    - stop HA service monitoring • 748
  - clusters, NEC clusters
    - change cluster domain • 758
    - change database • 760
    - demote primary server • 760
    - disable cluster scripts • 762
    - enable cluster scripts • 765
    - failover support • 743
    - promote member server • 760
    - stop cluster groups • 761
    - stop HA service monitoring • 757
  - Compare Utility • 33
  - Compress Media • 369
  - compressing media • 369
  - Configuration Considerations for CA ARCserve Replication Deduplication Device Scenarios • 724
  - Configuration Requirements • 851
  - configuration tools
    - Device Configuration • 208
    - device group configuration • 210
  - Configure Agent Security • 680
  - Configure Agents • 682
  - Configure Backup and Restore Parameters for the Agent for Microsoft SQL Server • 585
  - Configure CA ARCserve Backup Engines • 458
  - Configure CA ARCserve Backup to Detect Hyper-V VMs • 861
  - Configure Cleaning Slots Based on Bar Code Prefix • 384
  - Configure Computers Running Windows Vista and Windows 7 Operating Systems to Communicate with the Diagnostic Wizard • 659
  - Configure Customized Groups for Group View • 145
  - Configure Deduplication Groups to Use Staging • 718
  - Configure Device Groups • 116, 358
  - Configure Device Groups to Use Staging • 208
  - Configure Devices Using Enterprise Module Configuration • 351
  - Configure Devices Using the Device Wizard • 115
  - Configure Disk-Based Device Groups • 361
-

- 
- Configure Groups • 358
  - Configure Libraries • 344
  - Configure Libraries to Function as VTLs • 388
  - Configure Microsoft SQL Server 2008 Express as the CA ARCserve Backup Database • 642
  - Configure Microsoft SQL Server as the CA ARCserve Backup Database • 637
  - Configure Multiple Network Interface Cards • 484
  - configure node tiers • 478
  - Configure Node Tiers • 689
  - Configure Online CA ARCserve Replication Replication Scenario for Deduplication Devices • 725
  - Configure Scheduled CA ARCserve Replication Replication Scenarios for Deduplication Devices • 726
  - configure SQL Server as the ARCserve database • 637
  - configure SQL Server Express as the ARCserve database • 642
  - Configure SRM Exclude Paths • 688
  - Configure SRM PKI • 687
  - Configure System Event Log • 101
  - Configure the Catalog Database • 627
  - Configure USB Storage Devices • 394
  - Configure Windows Security Setting Option • 89
  - Considerations for Specifying Deduplication Device Copy and Purge Policies • 719
  - Consolidation During Migration • 408
  - Contact CA • v
  - Control Devices Using Removable Storage Management • 349
  - Control of Job Runtime • 792
  - Convert Jobs Submitted Using the Classic View to the Group View • 300
  - Copy Audit Log Records • 100
  - Copy the Data to a New Tape • 819
  - Copy Utility • 34
  - Count Utility • 34
  - Create a Job Script • 338
  - Create a New Backup Tape • 819
  - Create a New Library Group • 390
  - Create an Audit Log Report • 102
  - Create CA ARCserve Replication Scenarios for Deduplication Devices • 723
  - Create caroot Equivalence • 499
  - Create Custom Job Templates • 339
  - Create Custom Reports Using the Report Writer Utility • 655
  - Create Data Deduplication Devices • 711
  - Create Equivalence • 842
  - Create File System Devices • 354
  - Create Media Pools • 422
  - Create Repeating Backup Jobs • 191
  - Create Reports Using the Advanced Mode Diagnostic Utility • 660
  - Create Reports Using the Express Mode Diagnostic Utility • 659
  - Create Schedules • 435
  - Create Shared Device Groups • 789
  - Create Static Backup Jobs • 299
  - Create Vault Criteria Descriptors • 436
  - Create Vaults • 434
  - Cross-Job Duplicated Source Check • 194
  - cstart command • 446
  - cstop command • 446
  - Custom Report Job Scheduling • 654
  - Custom Reports • 646
  - Custom Schedules • 313
  - Customize the Results View • 847
  - Customizing Jobs • 295
- ## D
- Dashboard Integration with Infrastructure Visualization • 677
  - Data Backup and Restore in a SAN Environment • 790
  - Data Migration Limitations in a CA ARCserve Backup Domain • 523
  - database
    - agents • 131, 251
    - Database Engine • 443, 471
    - Database Manager • 25, 580
    - MS SQL configuration • 632, 635, 636
    - MS SQL index rebuilding • 581
    - ODBC data source configuration • 635
    - pruning • 323, 326, 580
  - Database Consistency Check (DBCC) Options • 175
  - Database Consistency Checks • 636
  - Database Engine Configuration • 471
  - Database Manager • 25, 580
  - Database Operations Permission Detail • 86
  - database protection job
    - about • 587
    - deleting • 599
-

- 
- modifying • 589
  - recreating • 600
  - starting • 598
  - Database Pruning • 580
  - Database Subset • 173
  - Database Views • 580
  - decryption, data • 109
  - deduplication
    - deduplication, configure groups option • 362
    - deduplication, create device • 711
    - deduplication, modify device • 357
    - deduplication, remove device • 356
    - defined • 705
  - Deduplication Considerations • 708
  - Deduplication Device Group Configuration • 715
  - Deduplication Device Management • 364
  - Deduplication Device Purge • 732
  - Deduplication Reports • 734
  - Delete a Library Group • 393
  - Delete a User • 96
  - Delete a User Using the User Profile Utility • 515
  - Delete Activity Log Files • 325
  - Delete Agents and Nodes from the Source Tree • 336
  - Delete Audit Log • 101
  - Delete CA ARCserve Backup Cluster Resources • 751
  - Delete Deduplication Backup Sessions • 733
  - Delete Disk-Based Device Groups • 360
  - Delete Domains from the Job Status Manager • 501
  - Delete Rotations • 440
  - Delete Tape Volume Movement Schedules • 435
  - Delete the CA ARCserve Backup Database Protection Job • 599
  - Delete Vault Criteria Descriptors • 438
  - Delete Vaults • 435
  - Demote a Primary Server or Stand-alone Server to a Member Server • 529
  - demote a primary server to a member server • 529
    - demote a primary server to a member server • 529
    - demote a primary server to a member server (MSCS clusters) • 752
    - demote a primary server to a member server (NEC cluster) • 760
  - Deploy Agents to Remote Hosts Using Automatic Upgrade • 555
  - Deploy Agents to Remote Hosts Using Custom Deployment • 557
  - Deploy Agents to VMs Using Virtual Machine Deployment • 561
  - Device Assignment • 344
  - Device Commands for Data Deduplication Devices • 715
  - Device Commands for File System Devices • 355
  - Device Configuration • 208
    - Device Configuration, deduplication device configuration • 362, 711
    - Device Wizard • 115
    - RAID device configuration • 348
    - Removable Storage Management, controlling devices • 349
    - replacing devices • 387
    - tape and optical library configuration • 343
    - virtual library configuration • 349
  - Device Error Records • 581
  - device group configuration • 210
  - Device Group Configuration Using the Device Manager • 389
  - Device Management • 791
  - Device Management Functions for Libraries • 373
  - Device Management Tools • 343
  - Device Manager • 25, 343, 364
  - Device View • 669
  - Device Wizard • 115
  - Devices are Not Shared • 794
  - Devices are Not Shared and the Tape Engine is Running • 794
  - Diagnostic Utility Components • 658
  - Diagnostic Wizard • 658
    - viewing reports, Diagnostic Wizard • 661
  - Disable CA ARCserve Backup in NEC Cluster Scripts • 762
  - Disable Maintenance Notification Messages • 573
  - Disable Staging • 227
  - Disabling Disk Staging Rotations • 226
  - Disaster Recovery • 249
  - Disaster Recovery Options • 154
  - Discover Client Agent Systems with Non-default IP Addresses • 571
  - Discovery Configuration • 564, 565
  - Discovery Configuration Dialog • 566
  - Discovery Configuration for the SAN Option • 571

---

- Discovery Service Configuration Options • 566
- Discovery Service Does Not Function Properly • 823
- Discovery.cfg Configuration File • 509
- Disk Fragmentation • 732
- Disk Staging Capabilities • 202
- Disk-Based Device Configuration • 352
- Disk-Based Device Group Properties • 362
- DLTSage error handling
  - curing errors • 401
  - overview • 399
- DLTSage Error Handling • 399
- Documentation Changes • vi
- Duplicate Backup Sessions • 258
- Duplicate Sessions dialog • 275
- Dynamic Job Packaging • 296

## E

- Effective Media Management • 115
- Eject Media • 369
- ejecting media • 365, 369
- Email Notification • 698
- email option • 698
- Enable CA ARCserve Backup in NEC Cluster Scripts • 765
- Enable CA ARCserve Backup to Manage Open Files on Remote Computers • 185
- Enable Discovery Using TCP/IP Subnet Sweep • 568
- Enable Interaction with the Desktop • 470
- Enable Maintenance Notification Messages • 574
- Enable Media Pool Maintenance • 583
- Enable Password Management • 79
- Enable Raw Backup and Restore • 777
- encryption algorithm • 110
- Encryption and Decryption • 109
- encryption, data,
  - about • 109
  - at the agent server • 112
  - during backups • 113
  - during migration • 114
  - encryption, data, with deduplication • 719
- engines
  - about • 443
  - Database Engine • 443, 471
  - Job Engine • 443, 459
  - service state icons • 445
  - status • 444
  - Tape Engine • 443, 462

- Enterprise Level Password Management Utility • 39
- Enterprise Module • 40
- Entire Node Backup • 778
- Entire Node Backups • 189
- equivalence • 37, 499
- Equivalence was Not Created • 848
- Equivalency and the System Account • 38
- Erase Media • 367
- erasing media • 365, 367
  - options described • 367
- error log, devices • 581
- Event Log Configuration (Windows Servers) • 466
- Event Priorities • 702
- Exceptions Tab • 306
- Exclude Objects from Dynamically Packaged Jobs • 296
- exclude objects from jobs • 296
- exclude the ARCserve database from jobs • 297
- Exclude the CA ARCserve Backup Database from Backup Jobs • 297
- Execute a Job Using a Script • 338
- Expiration Dates for New Media • 375
- Export Audit Log • 100
- Export Data to a CSV File • 845
- Export Multiple Agents and Nodes to a Text File • 334
- Export the Restore by Query Results and View the Results in a Spreadsheet • 259
- Extended Permissions • 88

## F

- Failed to Create Equivalence • 848
- Failed to Get the CA ARCserve Backup Job List • 848
- Failed to Parse the CA ARCserve Backup Job List • 849
- failover • 739
- Federal Information Processing Standards (FIPS) • 110
- Files and Objects that CA ARCserve Backup Does Not Back Up • 181
- Filter Job History • 73
- Filter Libraries • 396
- Filter Nodes by Agent Type • 335
- Filter Options • 310
- Filter the Audit Log • 98
- Filter the Job Queue • 72

---

Filter Views by Node Name • 676

Filter Views by Node Tier • 677

filters

filtering options • 310

filters, wildcards • 307

job filters • 307

types • 310

Find Media in Vault Object • 431

Find Specific Media in a Vault • 442

Find the Most Recent Backup Status for Backup Servers • 673

firewall configuration • 577

Format Media • 365

Format Removable Media • 395

formatting media • 365

full backup • 301

## G

Generate Reports Using Report Manager • 644

GFS media pools • 416

GFS Media Pools • 416

GFS Rotation Jobs on Deduplication Devices • 731

GFS Rotation Jobs with Append Media Enabled • 419

GFS Rotation Jobs without Append Media Enabled • 418

GFS Rotation Scheme Media Example • 125

GFS rotations • 121, 301, 416, 418, 419

global backup options • 151

advanced backup options • 153

alert options • 151

backup media options • 160

global backup options, encryption options • 156

job log options • 180

media exporting options • 152

operation options • 163

verification options • 162

virus options • 180

Volume Shadow Copy Service options • 158

Global Backup Options • 151

Global Deduplication • 726

Global Infrastructure Visualization • 670

Global Options for the Merge Utility • 32

global password changes • 39

global restore options • 265

alert options • 272

backup media options • 265

destination options • 266

job log options • 271

operation options • 268

pre/post options • 270

virus options • 271

Global Restore Options • 265

Group Job Data • 846

Group Nodes by Subnet or by Agent • 675

group view, Backup Manager • 138, 143, 300

GUI Freezes in Active Directory Restore Mode • 816

## H

Hardware Does Not Function as Expected • 822

home page • 23

Host View • 63

How a Centralized Catalog Database Works • 627

How ARCserve Database Recovery Wizard Works • 623

How Back Up Using Child Partition Snapshot Works • 862

How Back Up Using Saved State Works • 862

How Backup and Restore Operations Function on 64-bit Windows Platforms • 41

How Backup to Disk to Tape Works • 199

How Backup to Tape to Tape Works • 230

How CA ARCserve Backup Communicates with CA ARCserve Backup for Microsoft Windows EBS • 837

How CA ARCserve Backup Cures Tape Drive Errors • 401

How CA ARCserve Backup Encrypts Data at the Agent Server • 112

How CA ARCserve Backup Encrypts Data During Backups • 113

How CA ARCserve Backup Encrypts Data During Data Migration • 114

How CA ARCserve Backup Engines Work • 443

How CA ARCserve Backup Equivalence Works • 37

How CA ARCserve Backup Integrates with MSCS • 746

How CA ARCserve Backup Integrates with NEC CLUSTERPRO • 755

How CA ARCserve Backup Integrates with Secure Key Manager • 401

How CA ARCserve Backup Labels Log Files • 469

- 
- How CA ARCserve Backup Labels Media with Bar Codes or Serial Numbers • 373
  - How CA ARCserve Backup Lets You Back Up Data • 131
  - How CA ARCserve Backup Lets You Browse a Large Number of Items in the Backup Manager • 141
  - How CA ARCserve Backup Lets You Browse a Large Number of Items in the Restore Manager • 255
  - How CA ARCserve Backup Logs Expired Media • 376
  - How CA ARCserve Backup Processes Backup Data Using Multiplexing • 105
  - How CA ARCserve Backup Processes Backup Data Using Multistreaming • 102
  - How CA ARCserve Backup Protects Active Directory Data on Domain Controller Servers • 538
  - How CA ARCserve Backup Protects Backup Data Using CA Antivirus • 451
  - How CA ARCserve Backup Records Events in the Windows Event Viewer • 466
  - How CA ARCserve Backup Secures Data • 109
  - How CA ARCserve Backup Supports Write Once Read Many (WORM) Media • 398
  - How CA ARCserve Backup Works in a SAN • 782
  - How Centralized Cross-platform Management Works • 39
  - How Data Deduplication Works • 705
  - How Device Replacement Works • 387
  - How DLTSage Error Handling Works • 400
  - How Encryption and Compression Works with Deduplication • 719
  - How Engine Status Affects CA ARCserve Backup Operations • 444
  - How Expired Media Appears in the Backup Manager and Device Manager • 375
  - How Failover Works • 739
  - How GFS Rotations Work • 122
  - How Global Deduplication Works • 727
  - How Job Filters Work • 307
  - How Media Pools Work • 120, 412
  - How Password Management Works • 77
  - How Raw Backup Works • 774
  - How Regular Backup Jobs Work with Deduplication • 716
  - How Save Agent and Save Node Information Works • 329
  - How Staging Jobs Work with Deduplication • 716
  - How the Alert Manager Works • 691
  - How the CA ARCserve Backup Central Agent Admin Works • 679
  - How the Catalog Database Works • 624
  - How the Database Protection Job Works • 587
  - How the Discovery Service Detects Other Computers • 565
  - How the Job Status Manager Monitors Multiplexing Jobs • 187
  - How the Max Number of Streams Option Affects Backup and Restore Operations • 205
  - How the Media Management Process Works • 432
  - How to Access CA ARCserve Backup Managers, Wizards, and Utilities • 25
  - How to Analyze Jobs Using Group View • 323
  - How to Analyze Jobs Using the Last Result Field • 322
  - How to Back Up Deduplication Devices • 721
  - How to Back Up the CA ARCserve Backup Database • 588
  - How to Calculate the Number of Required SQL Connections • 635
  - How to Choose Expiration Dates • 374
  - How to Configure CA ARCserve Backup to Perform Disk Staging Backups • 207
  - How to Configure CA ARCserve Backup to Perform Tape Staging Backups • 233
  - How to Configure Cleaning Slots • 383
  - How to Configure Your Firewall to Optimize Communication • 577
  - How to Create Deduplication Devices • 356
  - How to Enable TCP/IP Communication on Microsoft SQL Server Databases • 636
  - How to Ensure that CA ARCserve Backup Spans Media in a Single Drive Autoloader • 403
  - How to Execute Tasks Using the Administration Console • 839
  - How to Find Files That You Want to Restore • 252
  - How to License the Storage Area Network (SAN) Option • 781
  - How to Manage Backup Data Using Staging • 204
  - How to Manage Backup Data Using Tape Staging • 229

---

How to Manage Jobs Using the Job Queue Tab • 318

How to Manage Multiple Domains Using the Job Status Manager • 499

How to Manage the Database and Reports • 579

How to Optimize Tape Usage • 406

How to Plan a Deduplication Installation • 707

How to Process Computer Name Changes in an ARCserve Domain • 502

How to Protect the CA ARCserve Backup Database • 583

How to Protect Virtual Machine Environments • 41

How to Reclaim Disk Space • 229

How to Recover the ARCserve Database When the SQL Server Instance Hosting the ARCserve Database is Not Functional • 623

How to Replicate Deduplication Devices with CA ARCserve Replication • 722

How to Restore the CA ARCserve Backup Database • 603

How to Specify Source Data Using the Classic View and the Group View • 138

How to Submit a Disk Staging Backup Job • 221

How to Submit a Tape Staging Backup Job • 236

How to Use Disk Staging to Manage Backup Data • 201

How to Use GFS Rotations • 121

How to Use Tape Staging to Manage Backup Operations • 232

How to Use the Job Scheduler Wizard to Schedule Jobs • 337

How to Use Wildcards with Tape Library Groups • 148

How to View Backup Status • 672

How Uninterrupted Drive Cleaning Works • 405

How User Profile Management Works • 80

How Windows User Authentication Works • 88

How You Can Back Up Devices Connected to CA ARCserve Backup Server • 341

How You Can Back Up Devices Shared Between CA ARCserve Backup and Windows-powered NAS • 342

How You Can Configure Removable Device Groups • 396

How You Can Create a Rotation • 423

How You Can Manage GFS Rotation Jobs on File System Devices • 303

How You Can Manage Jobs Using the cabatch Command • 35

How You Can Manage Staged Data When the Database Fails • 228

How You Can Manage Tape Volumes and VCDs • 436

How You Can Maximize the Use of Media • 418

## I

Import and Export Media • 379

importing and exporting media • 373

Infrastructure Visualization Color Scheme • 664

Infrastructure Visualization Operations • 663

Infrastructure Visualization Software Requirements • 663

Install and Uninstall CA ARCserve Backup Server Based Options • 550

Install CA ARCserve Backup for Microsoft Windows EBS • 837

Install CA ARCserve Backup into a Cluster-aware Environment • 735

Install the SAN Option • 785

installation considerations

- Microsoft SQL Server • 632

Installation Prerequisites • 785

interact with the desktop • 470

Introducing CA ARCserve Backup • 23

Introduction • 23

Introduction to JIS2004 Unicode Characters • 851

inventory slots • 373

Inventory Slots • 376

inventorying slots • 376

IP Subnets/Windows Domains Discovery • 567

## J

Job Customization Methods • 295

Job Detail Tab • 328

Job Engine Configuration • 459

Job Failure

- Media Not Mounted • 771

Job Level Details for a Selected Host • 69

Job Log • 643

Job Log Tab • 328

Job Management Tasks You Can Execute Using the Administration Console • 842

Job Operations Permission Details • 84

Job Queue Log Files Consume a Large Amount of Disk Space • 830

---

job queue, restoring • 517  
Job Scheduler Wizard • 337  
    schedule a custom report, Job Scheduler wizard • 655  
job scripts • 337, 338  
Job Scripts • 337  
Job Status Manager • 25, 314  
    Job Detail tab • 328, 643  
    Job Log tab • 328  
    job queue • 318  
    job status, types • 320  
    multiple jobs, managing • 317  
    Tape Log tab • 327, 643  
Job Status Types • 320  
job status, types • 320  
Job Templates • 339  
Job View • 56  
Jobs Do Not Start on Schedule • 813

**L**

labeling • 373  
Last CA ARCserve Backup Database Backup Information • 582  
library functions • 373  
    cleaning tape heads • 373, 382  
    importing and exporting media • 373  
    inventory slots • 373  
    mounting and dismounting media • 373  
    online and offline libraries • 373, 385  
library groups  
    assigning slots • 390  
    creating • 389  
    deleting • 393  
    removing slots • 393  
    renaming • 394  
licensing  
    managing • 480  
    release licenses • 483  
Licensing Requirements for Deduplication • 711  
Licensing Requirements for Raw Backup of Physical Disks and Volumes • 773  
Licensing Requirements for Tape Staging Backups • 236  
Limitations of Using JIS2004 Unicode Characters with CA ARCserve Backup • 854  
Limitations on Performing Raw Backup and Restore Operations • 774  
Local Backup Options for UNIX and Linux Agents • 149

Local Restore Data Backed Up with Compression and/or Encryption Failed • 815  
Locate Information Using Quick Search • 75  
Log in Problems • 799  
log in to CA ARCserve Backup • 91  
Log in to CA ARCserve Backup • 91  
Log Operations Permission Details • 84  
Log Truncation Options • 174  
logs • 699  
    Job Log data • 643  
    Tape Log data • 643  
Lotus Notes • 698

## **M**

magazines, mounting and dismounting • 378  
Maintenance Tasks • 365  
Makeup Jobs Created When the Media is Full • 801  
Manage a Different CA ARCserve Backup Server • 841  
Manage Agent Logs • 685  
Manage Agents • 680  
Manage ARCserve Servers Using the Server Configuration Wizard • 520  
Manage CA ARCserve Backup Cluster Servers in a MSCS Cluster • 752  
Manage CA ARCserve Backup Cluster Servers in NEC CLUSTERPRO/ExpressCluster • 760  
Manage CA ARCserve Backup Component Licenses • 480  
Manage Customized Groups • 146  
Manage Domain Users and Groups Using the ca\_auth Command Line Utility • 498  
Manage User Profiles Using the User Profile Utility • 514  
Manager Console  
    opening • 89  
Managing Agents Using Central Agent Admin • 679  
Managing Devices and Media • 343  
managing domain servers • 498  
Managing Firewalls • 576  
managing jobs  
    Job Detail tab • 328, 643  
    Job Log data • 643  
    Job Log tab • 328  
    job queue • 318  
    job templates • 339  
Managing the Database and Reporting • 579

- 
- Manual Check In and Retire • 439
  - media
    - cleaning • 382
    - consolidation during migration • 408
    - expiration Date • 374
    - media maximization • 406
    - online and offline removable drives • 385
  - Media Assure • 404
  - Media Assure & Scan Utility • 33
  - media assure, about • 404
  - Media Management • 791
  - Media Management Administrator (MM Admin) • 424
  - Media Management Administrator Terms • 425
  - Media Management and Tape Service • 424
  - Media Maximization • 406
  - Media Maximization in GFS Rotation Jobs • 417
  - Media Maximization Methods • 418
  - Media Movement • 389
  - Media Pool Manager • 25, 343, 421
  - Media Pool Operations Permission Detail • 86
  - Media Pool Specification • 307
  - media pools • 412
    - GFS media pools • 416
    - media pools, with deduplication devices • 731
  - Media Pools • 792
  - Media Problems • 818
  - Media Tab • 307
  - member server • 508
  - Merge Jobs with Deduplication • 731
  - Merge Utility • 30
  - Merge Utility - Database Global Options • 32
  - Merge Utility Options • 31
  - Message Testing • 702
  - Microsoft Exchange • 699
  - Microsoft SQL Agent Configuration utility • 585
  - Microsoft SQL Server
    - ARCserve database, backup options • 594
    - database consistency check • 636
    - installation considerations • 632
    - ODBC configuration • 635
    - SQL connections • 635
  - Microsoft SQL Server 2008 Express Edition
    - ARCserve database, backup options • 592
  - Microsoft SQL Server Backup Options • 155
  - Microsoft SQL Server Database Considerations • 632
  - Microsoft Windows EBS Administration Console • 838
  - Microsoft Windows EBS Overview • 835
  - Microsoft Windows EBS Tasks You Can Execute Using the Administration Console • 844
  - migration consolidation • 408
  - mirrored disk • 742
  - Mirrored Disks • 742
  - Miscellaneous Problems • 821
  - MM Admin
    - find media in vault object • 431, 439
    - overview • 25, 343, 424, 425
    - reports object • 429
    - rotation object • 428
    - schedule object • 427
    - special tape volume movement, permanent retention • 438, 439
    - special tape volume movement, temporary check in • 438
    - status object • 431
    - vault criteria descriptor object • 427
  - MM Admin Interface • 425
  - MM Admin Toolbar • 426
  - MM Admin Window • 427
  - MMO Operations Permission Detail • 87
  - Modify a Staging Rotation Scheme • 225
  - Modify Agents • 680
  - modify CA ARCserve Backup user properties • 95
  - Modify CA ARCserve Backup User Properties • 95
  - Modify Pending Data Migration Jobs • 315
  - Modify Rotations • 440
  - Modify the CA ARCserve Backup System Account • 477
  - Modify the IP Address or Host Name of Agents and Nodes • 335
  - Modify Vault Criteria Descriptors • 437
  - Modify Vaults • 434
  - modify Windows user properties • 95
  - Modify Windows User Properties • 95
  - Modify, Create, and Submit a Custom Database Protection Job • 589
  - Mount and Dismount Magazines • 378
  - mounting and dismounting media • 373
  - Move a Member Server to a Different CA ARCserve Backup Domain • 533
  - move a member server to a different domain • 533
-

---

Move the CA ARCserve Backup Catalog Database to a Different Location • 628  
Move the CA ARCserve Backup Database to a Different System or Instance • 639  
moving media • 389  
MSCS Cluster Application Protection • 748  
MSCS Cluster Self-Protection • 747  
MSCS clusters  
    change cluster domain • 753  
    change database • 752  
    delete cluster resources • 751  
    demote primary server • 752  
    failover support • 743  
    promote member server • 752  
    rebuild cluster resources • 750  
    stop HA service monitoring • 748  
MSCS Protection • 746  
multiple jobs, managing • 317  
Multiplexing Job Options • 186  
Multistreaming Support for Local Backup Jobs • 105

## N

Naming Convention of Physical Disks and Volumes • 776  
navigation bar • 23  
NEC Cluster Server Self-Protection • 756  
NEC CLUSTERPRO/ExpressCluster Application Protection • 756  
NEC CLUSTERPRO/ExpressCluster Protection • 755  
NEC clusters  
    change cluster domain • 758  
    change database • 760  
    demote member server • 760  
    disable cluster scripts • 762  
    enable cluster scripts • 765  
    failover support • 743  
    promote member server • 760  
    stop cluster groups • 761  
    stop HA service monitoring • 757  
network interface cards, configuring multiple • 484  
Node Level Details for a Selected Job • 60  
node tier • 478  
Nodes View • 665

## O

Obtain Virus Signature Updates Using the Command Prompt • 454  
Obtain Virus Signature Updates Using the Job Scheduler Wizard • 453  
Offline and Online Removable Drives • 385  
Online and Offline Drives • 370  
online and offline libraries • 373, 385  
Open the Agent Restore Options Dialog • 610  
Open the Manager or Manager Console • 89  
Operating System Compatibility • 785  
Optimize Restore feature • 202  
options  
    Compare Utility options • 33  
    Count Utility options • 34  
    Discovery Configuration options • 564, 566  
    filtering options • 310  
    local backup options • 132, 149  
    Media Assure & Scan Utility options • 33  
    options, deduplication device group • 362  
    Purge Utility options • 35  
    staging options • 208, 210, 222, 225, 226, 227  
Options • 608  
Options on the Backup Manager Destination Tab • 147  
Options on the Backup Manager Start Tab • 137  
Other Operations Permission Detail • 87  
Other Options • 176  
Overlapping Media Rules • 421  
Overview of Protecting Hyper-V VMs Using the Hyper-V VSS Writer • 859  
Overview of Raw Backup and Restore • 773

## P

Pager Message Options • 701  
password changes, global • 39  
password management • 77  
Pause Data Migration • 226  
Perform Global Deduplication • 727  
Perform Raw Backup of a Physical Disk or Volume • 777  
Permanent Retention • 439  
pfc command • 126  
Platforms Supporting JIS2004 Unicode Characters • 852  
Ports Option • 695  
preferred shares, add computers • 118  
Preflight Check Utility • 126

---

Preflight Checks for Your Backups • 126  
Prerequisite Components for Hyper-V VSS  
Writer Protection • 860  
Prerequisites for Backing Up to Removable  
Drives • 395  
Prevent Job Failures • 769  
Print an Audit Log • 100  
promote a member server to a primary server •  
526  
    promote a member server to a primary  
    server • 526  
    promote a member server to a primary  
    server (MSCS clusters) • 752  
    promote a member server to a primary  
    server (NEC clusters) • 760  
Promote a Member Server to a Primary Server •  
526  
Protect Deduplication Devices with CA ARCserve  
Replication • 364  
Protecting Data Using CA ARCserve Backup • 43  
Protecting Hyper-V Systems Using the Hyper-V  
VSS Writer • 859  
Protecting Your Cluster with CA ARCserve  
Backup • 744  
Purge Utility • 35

## Q

Quick Search • 75  
Quick Search Accessibility • 76  
Quick Start menu • 23  
quorum disk • 743  
Quorum Disks • 743

## R

RAID Device Configuration Option • 348  
RAID Group Configuration • 348  
RAID Level Configuration • 348  
raw backup  
    raw backup, definition • 773  
    raw backup, enabling • 777  
    raw backup, licensing • 773  
    raw backup, naming convention • 776  
    raw backup, performing backup • 777  
    raw backup, restoring, alternate location •  
    779  
    raw backup, restoring, another device • 780  
    raw backup, restoring, original location • 779  
Raw Backup and Restore of Physical Disks and  
Volumes • 773  
Raw Backup Restore • 778  
Rebuild Cluster Resources Manually • 750  
rebuild media • 365, 370  
Rebuild Media • 370  
Reconfigure Node Tier Assignments • 478  
Recover Deduplicated Data • 728  
Recover the CA ARCserve Backup Database  
Using ARCserve Database Recovery Wizard •  
604  
Recover the CA ARCserve Backup Database  
Using the ca\_recoverdb Command • 607  
Re-create the CA ARCserve Backup Database  
Protection Job • 600  
Re-create the CA ARCserve Backup Database  
Pruning Job • 323  
Refresh Data Manually • 845  
Re-initialize the CA ARCserve Backup Database  
• 601  
Release Licenses from Servers • 483  
Remote Database Considerations • 634  
removable drive support • 398  
Removable Drive Support • 398  
removable media support • 395, 396  
Remove a User from a Role • 97  
Remove Cleaning Slots Based on Slot Number •  
384  
Remove Disk-Based Devices • 356  
Remove Disk-Based Devices from Groups • 360  
Remove Slots from a Library Group • 393  
Rename a Library Group • 394  
Rename Disk-Based Device Groups • 361  
renaming backup servers  
    member server • 508  
    primary server • 503  
    stand-alone server • 513  
Repair Microsoft Exchange Server 2010  
Mailboxes After Recovering the Active  
Directory • 549  
Repair the ARCserve Database Connection on a  
Member Server • 537  
Repair the ARCserve Database Connection on a  
Primary Server • 536  
Repair the CA ARCserve Backup Configuration •  
535  
replacing devices • 387  
Report Categories • 647  
Report Generation for Multiple CA ARCserve  
Backup Servers • 657  
Report Manager • 25, 644, 646

- 
- custom reports • 646
  - report categories • 647
  - schedule a custom report, Report Manager • 654
  - standard reports • 646
  - Report Manager Reports • 646
  - Report Operations Permission Details • 85
  - Report Writer Utility • 35
    - creating custom reports • 655
  - Reports and Logs • 792
  - Reports Object • 429
  - Reset Microsoft Exchange Server User Passwords After Recovering the Active Directory • 549
  - Reset the Status of Vault Processing • 431
  - Resource Group • 740
  - Restore a Remote Agent on a System without the Disaster Recovery Option • 276
  - Restore Active Directory Objects • 543
  - Restore by Sessions on Deduplication Devices • 728
  - Restore CA ARCserve Backup Member Servers without the Using the Disaster Recovery Option • 278
  - Restore Data by Query on UNIX and Linux Platforms • 260
  - Restore Data that was Backed Up Using Staging • 275
  - Restore Data to Its Original Location • 863
  - Restore Deduplicated Data • 728
  - Restore Deduplication Device Files • 728
  - Restore Deduplication Devices Using CA ARCserve Replication/VSS Snapshots • 729
  - Restore Job Fails on Citrix Server • 815
  - Restore Job Schedules • 263
  - Restore Manager • 25, 251
    - global restore options • 265
  - Restore Manager Alert Options • 272
  - Restore Manager Backup Media Options • 265
  - Restore Manager Destination Options • 266
  - Restore Manager Job Log Options • 271
  - Restore Manager Location Options • 263
  - Restore Manager Markers • 261
  - Restore Manager Operation Options • 268
  - Restore Manager Pre/Post Options • 270
  - Restore Manager Virus Options • 271
  - Restore the CA ARCserve Backup Database (Different Domain) • 620
  - Restore the CA ARCserve Backup Job Queue • 517
  - Restore to an Alternate Location as a File • 779
  - Restore to Another Physical Disk or Volume • 780
  - Restore to the Original Location • 779
  - restoring data
    - destination options • 263
    - duplicate backup sessions • 258
    - Smart Restore • 202, 258
    - source options • 252
    - staged backups • 275
    - version history • 258
  - Restoring Data • 251
  - Restoring Data Scenarios • 275
  - Restricted Users Cannot Access the Activity Log and the Audit Log • 809
  - Retention Tapes • 368
  - retensioning media • 365, 368
  - roles
    - about • 81
    - add • 96
    - remove • 97
  - Roles and Permissions • 81
  - rotation • 438
    - creating a rotation • 423
    - deleting a rotation • 440
    - modifying a rotation • 440
  - Rotation Object • 428
  - Rotation Rules Tab • 305
  - Rotation Schemes • 301
  - rotations • 295, 301, 313
  - RSS Feeds • 25
  - run as Administrator • 264
- ## S
- Sample TNG Alert Scenarios • 697
  - SAN
    - backup plans • 784
    - benefits • 784
    - control job run time • 792
    - create shared device groups • 789
    - data backup and restoration • 790
    - device management • 791
    - environment • 782
    - how the option works • 782
    - installation • 787
    - installation prerequisites • 785
    - licensing • 781
-

- 
- media management • 791
  - operating system compatibility • 785
  - reports and logs • 792
  - server management • 784
  - terminology • 784
  - troubleshooting • 793
  - using the option • 788
  - virtual libraries • 793
  - SAN Option Installation • 787
  - save sets • 414
  - Save Sets and Scratch Sets • 414
  - Scan Devices • 371
  - Scan Jobs with Deduplication • 731
  - scanning devices • 365, 371
  - Schedule a Custom Report Using the Job Scheduler Wizard • 655
  - Schedule a Custom Report Using the Report Manager • 654
  - schedule a custom report, Job Scheduler wizard • 655
  - Schedule Custom Jobs • 312
  - Schedule Device Management Jobs • 373
  - Schedule Object • 427
  - Scheduled Backup Jobs Fail After Changing the Login Credentials for Agent Computers • 817
  - scheduling jobs • 295, 301, 312, 313
    - backup jobs • 148
    - restore jobs • 263
  - scratch sets • 414
  - Secure Key Manager integration • 401
  - Send Job Logs Via Email • 699
  - Serial Numbers • 415
  - serial numbers and bar codes • 415
  - Server Admin • 25
  - Server Configuration Wizard
    - about • 520
    - change the ARCserve database application • 637, 642
    - change the domain administrator password • 533
    - demote a primary server • 529
    - how to start • 525
    - move a member server • 533
    - move the ARCserve database to a different system or instance • 639
    - promote a member server • 526
    - tasks • 522
  - Server Management in a SAN • 784
  - Service Operations Permission Detail • 85
  - service state icons • 445
  - Service State Icons • 445
  - Session Level Details for a Selected Group • 71
  - Session Level Details of a Selected Host • 66
  - Session Level Details of a Selected Node • 61
  - Set Activity Log Queries • 326
  - Set Up Alerts • 693
  - Set Up GFS Rotation Schemes • 304
  - Shared Devices Appear as Unavailable or Offline • 795
  - shared disk • 741
  - Shared Disks • 741
  - Shared IBM Devices Appear as Unavailable or Offline • 796
  - Skip or Include Database Files in Backups • 183
  - Slot Detail and Status Information • 440
  - Smart Restore • 258
  - SMTP Notification • 701
  - SnapLock • 202
  - SNMP alerts • 701
  - SNMP Notification • 701
  - Sort Job Data • 846
  - Sort Order • 580
  - Source Group View • 68
  - Special Tape Volume Movement • 438
  - Specify a CA ARCserve Backup Database Application • 636
  - Specify Alert Options for Disk and Tape Staging Backups • 217
  - Specify Circular Logging Settings • 469
  - Specify Copy and Purge Policies for Disk Staging Backups • 211
  - Specify Local Backup Options • 132
  - Specify Microsoft SQL Server 2008 Express Backup Options for the CA ARCserve Backup Database • 592
  - Specify Microsoft SQL Server Backup Options for the CA ARCserve Backup Database • 594
  - Specify Migration Policies for Tape Staging Backups • 233
  - Specify Miscellaneous Options for Disk Staging Backups • 215
  - Specify Miscellaneous Options for Tape Staging Backups • 235
  - Specify Multiplexing Options • 186
  - Specify Multistreaming Options • 189
  - Specify ODBC Communication for Remote Database Configurations • 635
-

- 
- Specify Postscripts Options for Disk and Tape Staging Backups • 220
  - Specify Run as Administrator on Windows Server 2008 Systems • 264
  - Specify Staging Groups Settings • 210
  - Specify Tape Engine Log Options • 464
  - SRM PKI Alert is Enabled by Default • 828
  - Staging
    - alerting options • 217
    - architecture • 199, 230
    - configuration tasks • 207, 233
    - disabling staging • 226, 227
    - Disk Staging, deduplication • 716
    - features • 202
    - FSD configuration • 208
    - modify a schedule • 225
    - multistreaming, Disk Staging Option • 202, 205
    - overview • 201
    - pause migration • 202, 226
    - postscripts • 220
    - reports • 202
    - restoring data, staging backup • 275
    - rotation scheme, modifying • 225
    - SnapLock • 202
    - staging group configuration • 210
    - submit a disk staging backup job • 222
    - submit a tape staging backup job • 236
    - tape staging license requirements • 236
  - Staging Location Tab • 205
  - Standard Reports • 646
  - Start Agent Deployment from the Central Agent Admin • 681
  - Start CA ARCserve D2D • 127
  - Start CA ARCserve Replication • 129
  - Start or Stop Agent Services • 681
  - Start the CA ARCserve Backup Database Protection Job • 598
  - Start the Server Configuration Wizard • 525
  - static backups • 195
  - Static Job Packaging • 299
  - Statistics Reports • 651
  - Status Object • 431
  - Stop and Start All CA ARCserve Backup Services Using Batch Files • 446
  - Stop and Start CA ARCserve Backup Services Using the Server Admin • 449
  - Stop and Start Individual Services Using the Command Line • 448
  - Stop HA Service Monitoring by MSCS • 748
  - Stop HA Service Monitoring by NEC CLUSTERPRO/ExpressCluster • 757
  - Stop NEC Cluster Groups • 761
  - Stopping and Starting CA ARCserve Backup Services • 445
  - stopping and starting services • 446, 448
  - Storage Area Network (SAN) • 782
  - Storage Area Network (SAN) Configuration • 788
  - Submit a Backup Job • 134
  - Submit a Tape Staging Backup Job Using a Rotation Scheme • 240
  - Submit Job Options Permission Details • 82
  - Submit Static Backup Jobs • 195
  - Supported Functions • 774
  - Supported Functions Matrix • 709
  - Suspend Users Using the User Profile Utility • 516
  - Syntax • 608
  - system account • 37, 38, 477, 498, 499
  - System Account • 37
  - system state restore options • 273
  - System State Restore Options • 273
- ## T
- Tape and Device Operations Permission Details • 83
  - Tape Engine
    - changing the system account • 477
    - configuration • 462, 465
    - location, log file • 467
    - manage the size of the log file, Circular Logging • 468, 469
    - message log options • 462
    - pruning, tape log file • 469
  - Tape Engine Configuration • 462
  - Tape Engine General Options • 465
  - Tape Engine Message Log Options • 462
  - Tape Errors Occur When Backing Up or Restoring Data • 818
  - Tape Library Configuration • 343
  - Tape Log • 643
  - Tape Log data • 643
  - Tape Log tab • 327, 643
  - Tape Log Tab • 327
  - tape movement, scheduling MM Admin
    - deleting a schedule • 435
  - tape staging
-

---

- alerting options • 217
- architecture • 230
- migration policies • 233
- miscellaneous policies • 235
- overview • 232, 233
- postscripts • 220
- submit a backup job • 236
- tape usage optimization • 406
- Tape Volume Retention Policies • 438
- tapecopy command • 228, 258, 303
- Tasks Supported by Multiplexing • 108
- Tasks Supported by Multistreaming • 104
- Tasks You Can Perform Using Disk Staging • 204
- Tasks You Can Perform Using JIS2004 Unicode Characters with CA ARCserve Backup • 852
- Tasks You Can Perform Using the Job Status Manager • 314
- Tasks You Can Perform Using the Server Configuration Wizard • 522
- Temporary Check In • 438
- Terminology • 784
- The SAN Environment • 782
- tier • 478
- Trouble Tickets • 702
- Troubleshooting • 799
- Troubleshooting CA ARCserve Backup Cluster Support • 768
- Troubleshooting Microsoft Windows EBS Implementations • 847
- Troubleshooting SAN Configurations • 793
- Types of Errors Reported • 581
- Types of Filters • 310
- Types of Rotation Schemes • 119

## U

- Unable to Log In After Changing the caroot Password • 799
- Unable to Log In to CA ARCserve Backup After Changing the Computer Name • 801
- Unicenter TNG option • 696
- Uninstall CA ARCserve Backup for Microsoft Windows EBS • 837
- Uninstall the Storage Area Network Option • 788
- Universal Serial Bus (USB) Storage Devices • 394
- Unrecognized Vaults Appear in the Media Management Administrator • 826
- Update Multiple Jobs • 317
- USB storage devices • 365, 371, 394

- User Profile Utility • 35
  - adding or deleting a user • 514, 515
  - assigning a user to a group • 516
  - changing a user password • 515
- user profiles
  - administrator profile • 36
  - equivalence • 37, 38
- Using CA ARCserve Backup for Microsoft Windows Essential Business Server • 833
- Using CA ARCserve Backup in a Cluster-aware Environment • 735
- Using CA ARCserve Backup in a Storage Area Network • 781
- Using Deduplication • 705
- Using JIS2004 Unicode Characters with CA ARCserve Backup • 851
- Using Microsoft SQL Server as the CA ARCserve Backup Database • 632
- Using Multiplexing with Microsoft Exchange Backup Jobs • 188
- Using the Alert Manager • 691
- Using the Audit Log • 98
- Using the SAN Option • 788
- utilities • 23, 30
  - Compare Utility • 33
  - Count Utility • 34
  - Diagnostic Utility • 658
  - Media Assure & Scan Utility • 33
  - Preflight Check Utility • 126
  - Purge Utility • 35
  - Report Writer Utility • 35
  - User Profile Utility • 35, 514

## V

- vault criteria descriptor (VCD) • 436
  - creating a VCD • 436
  - deleting a VCD • 436
  - modifying a VCD • 436
  - vault criteria descriptor object • 427
- Vault Criteria Descriptor Object • 428
- Vault Management • 433
- vaults • 433
  - creating a vault • 434
  - deleting a vault • 435
  - modifying a vault • 434
- Verify Multiplexing Data Integrity • 188
- Version History • 258
- View an Audit Log Record • 99
- View Backup Status by Node • 675

---

- View Compression Results after Deduplication • 720
- View Devices and SANs in the Environment • 677
- View Job Details Using the Activity Log • 324
- View Job History • 74
- View Reports Using the Diagnostic Report Manager • 661
- View the Audit Log • 99
- View the Backup Status for Virtual Machines • 676
- virtual libraries, configuration • 349, 388
- Virtual Library Configuration Option • 349
- Virtual Machine View • 667
- Virtual Name and Virtual IP Address • 740
- VMware • 41

## W

- When You Should Rebuild the SQL Indexes • 581
- wildcards • 307
- Windows Event Log Notification • 699
- Windows System Options • 153
- Windows user authentication • 88
- Windows-powered NAS • 340, 341
- Windows-Powered NAS and Storage Server 2003 Device Configuration • 340
- wizards • 23
  - Diagnostic Wizard • 658
  - Job Scheduler Wizard • 337
  - Server Configuration Wizard • 520
- WORM media • 398