

# BrightStor<sup>®</sup> ARCserve<sup>®</sup> Backup for Windows

## Image Option Guide r11.5



Computer Associates\*

D01179-2E

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

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

Notwithstanding the foregoing, licensed users may print a reasonable number of copies of this documentation for their own internal use, provided that all CA copyright notices and legends are affixed to each reproduced copy. Only authorized employees, consultants, or agents of the user who are bound by the confidentiality provisions of the license for the software are permitted to have access to such copies.

This right to print copies is limited to the period during which the license for the product remains in full force and effect. Should the license terminate for any reason, it shall be the user's responsibility to return to CA the reproduced copies or to certify to CA that same have been destroyed.

To the extent permitted by applicable law, CA provides this documentation "as is" without warranty of any kind, including without limitation, any implied warranties of merchantability, fitness for a particular purpose or noninfringement. In no event will CA be liable to the end user or any third party for any loss or damage, direct or indirect, from the use of this documentation, including without limitation, lost profits, business interruption, goodwill, or lost data, even if CA is expressly advised of such loss or damage.

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

The manufacturer of this documentation is Computer Associates International, Inc.

Provided with "Restricted Rights" as set forth in 48 C.F.R. Section 12.212, 48 C.F.R. Sections 52.227-19(c)(1) and (2) or DFARS Section 252.227-7013(c)(1)(ii) or applicable successor provisions.

© 2005 Computer Associates International, Inc.

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

# Contents

---

<b>Chapter 1: Introducing the Option</b>	<b>5</b>
Benefits of Using the Option .....	5
How the Option Works .....	6
Snapshot Feature .....	7
<b>Chapter 2: Installing the Option</b>	<b>9</b>
Installation Prerequisites .....	9
Installation Procedure .....	9
How You Can Complete the Installation .....	10
Uninstall the Option.....	10
<b>Chapter 3: Using the Option</b>	<b>11</b>
General Considerations .....	11
Backup Methods .....	11
Define Backup Jobs Using the Image/Serverless Backup Wizard .....	12
Define Backup Jobs Using the Backup Manager .....	14
View Job Status .....	16
Restore Methods .....	18
Restore a Drive .....	19
Restore Individual Files .....	19
<b>Appendix A: Troubleshooting</b>	<b>21</b>
Troubleshooting Tips .....	21
<b>Index</b>	<b>23</b>



# Chapter 1: Introducing the Option

---

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

Among the options BrightStor ARCserve Backup offers is the BrightStor® ARCserve® Backup Image Option. This option enables high-speed backups by bypassing the file system, creating a snapshot image of the drive, and reading data blocks from the disk. The option treats the entire drive like a single large file. This method replaces the slower traditional method of traversing an entire file system file-by-file.

This guide provides the information you need to install, configure, and troubleshoot the BrightStor ARCserve Backup Image Option. This chapter provides information about features and functions, and system requirements of the BrightStor ARCserve Backup Image Option technology.

You must back up a complete drive but, you may either restore the complete drive or individual files.

## Benefits of Using the Option

The BrightStor ARCserve Backup Image Option offers the following benefits:

- Provides file scanning to optimize performance. The scanning process scans the drives and collects the necessary information from all of the files and uses this information to optimize backup and restore performance.
- Provides optimized image drive level backups and restores. When backing up and restoring at the drive level, the option bypasses the file system to optimize the process.
- Provides device independence. Writes to any device supported by BrightStor ARCserve Backup, including media devices, media libraries, and media RAID devices.
- Restores individual files as well as full drives. The option can restore data at the file level and at the drive level.
- Backs up both Windows NT File System (NTFS) and File Allocation Table (FAT) file systems, and NTFS with compressed and encrypted files, directories, and drives.
- Maintains all of the file information, such as file name, file size, date, and security.

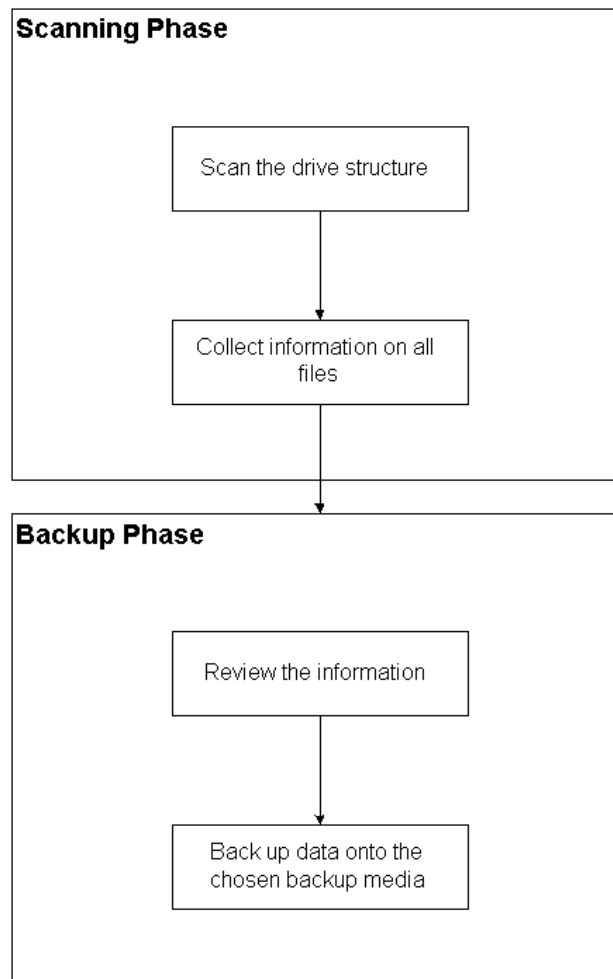
## How the Option Works

The BrightStor ARCserve Backup Image Option performs a backup in two phases.

1. **Scanning phase** - The BrightStor ARCserve Backup Image Option collects information about all of the files on a drive including file name, file size, date, time, attributes, clusters used by the file, file security attributes, and any other information required to back up the file during the backup phase.

File Scanning is always enabled for FAT/FAT32. File scanning for NTFS is only done when Enable File Level Restore is selected from the BrightStor ARCserve Backup Image Option display or wizard. The option still does a minimal scan of the drive to find the occupied drive spaces to back up.

2. **Backup phase** - The drive backup occurs in this phase. The BrightStor ARCserve Backup Image Option backup engine reviews the information from the scanning phase, and then streams the data as fast as possible on to the backup media.



## Snapshot Feature

The BrightStor ARCserve Backup Image Option allows you to run a backup operation by taking a snapshot of the drive at a specific point in time. To the backup operation, the drive appears to be frozen at a particular time, whereas to other applications, it appears normal. This permits other applications to continue sending read and write requests to the drive. The Snapshot feature is automatically installed with the option.

The Snapshot feature has the following benefits:

- At the start of the backup process, the option does not attempt to lock the drive about to be backed up.
- If applications write to the drive while a backup is in progress, the integrity of the backup data is maintained at all times. The backup continues and is successful even when files are being written to during the backup process.





# Chapter 2: Installing the Option

---

This chapter describes how to install and uninstall the BrightStor ARCserve Backup Image Option. It assumes you are familiar with the characteristics and requirements of the specified Windows operating systems in general, and with administrator responsibilities on those operating systems in particular.

## Installation Prerequisites

To install and use the BrightStor ARCserve Backup Image Option on your machine, you must meet the requirements specified in the readme file. You can view the readme file from the Main Menu that opens when you run the installation.

Before installing the BrightStor ARCserve Backup Image Option, verify that BrightStor ARCserve Backup is installed and working properly.

**Important!** *You must install the option and BrightStor ARCserve Backup on the same machine.*

Before starting the installation of the BrightStor ARCserve Backup Image Option, you must have Administrator privileges or the proper authority to install software on the machine where you will be installing the product.

**Note:** Contact your administrator to obtain the proper rights if you do not have them.

## Installation Procedure

The BrightStor ARCserve Backup Image Option follows the standard installation procedure for the system components, agents, and options of BrightStor ARCserve Backup. For the detailed steps in this procedure, see the *Getting Started*.

After you complete the installation procedure, be sure to restart your computer when prompted to enable the Hot Backup Manager (Snapshot feature).

## How You Can Complete the Installation

You must complete two post-installation tasks before using the BrightStor ARCserve Backup Image Option:

- Verify that the driver for the BrightStor ARCserve Backup Image Option loaded successfully by checking the registry key for the presence of the driver. An example of a registry key location is:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\hbmnt
```

- After rebooting, check the Windows Event Viewer to ensure that the driver HBMNT5.SYS loaded successfully. The driver is installed in the following location:

```
[System Root]\System32\drivers\hbmnt5.sys
```

## Uninstall the Option

To uninstall the BrightStor ARCserve Backup Image Option, use the following steps:

1. From the Control Panel, click Add/Remove Programs icon.
2. Select CA BrightStor ARCserve Backup Image Option.
3. Click the Remove button. The Add or Remove Programs dialog opens asking whether you want to remove CA BrightStor ARCserve Backup Image Option.

# Chapter 3: Using the Option

---

This chapter describes the use of the BrightStor ARCserve Backup Image Option. It explains how to use the Image Backup Wizard to simplify the setup of your backups, how to use the Backup Manager to configure your backups, and how to restore data.

## General Considerations

To run successful backups and restores consider the following:

- Keep some empty space on the drive where the option is installed. Since the option creates temporary files to enhance performance and logs, it needs space in this drive. Ideally, 15-20 MB free space should be sufficient.
- To accommodate the Snapshot feature, the option creates a temporary storage file on a local drive that has the greatest amount of free space available. In addition to the 15-20 MB free space suggested above, you must have at least 20 MB free for the Snapshot feature.
- While restoring the active system drive, you must have at least 50 MB available on the drive. This amount of space is needed to store additional temporary files and registry files when you back up and restore.

## Backup Methods

There are two ways to back up data with the BrightStor ARCserve Backup Image Option. You can use either the Image/Serverless Backup Wizard or the Backup Manager. Both procedures are described below.

### Notes:

- You can only back up an image on a machine where BrightStor ARCserve Backup and the option are both installed.
- You can back up a partition to a file system device. The file system device cannot be on the same partition, or an open file error will occur.

During backup, the backup application instructs the Snapshot feature to freeze the drive. The drive is then synchronized, which means that it waits for a period when nothing is being written to the drive. If this write inactivity period cannot be found, the synchronization times out after a specified time period and the freeze request fails. The inactivity period is the number of seconds of inactivity on the drive before the drive is deemed safe to freeze.

You can set the registry values for SyncTimeout, InactivityPeriod, and PreviewFilename in the following:

```
Software\ComputerAssociates\BrightStor ARCserve Backup\Base\TapeEngine\Image
```

The SyncTimeout is 80 seconds by default. The Inactivity Period is 3 seconds by default.

If the registry contains a PreviewFilename key and value, the path name identifies the location of the preview file. If the file name is not specified, the path name identifies the volume that contains the most free space and is on a drive that is not being backed up. (If there is only one drive, the path name identifies the only drive). If the PreviewFilename specifies one or more subdirectories, the subdirectories will automatically be created.

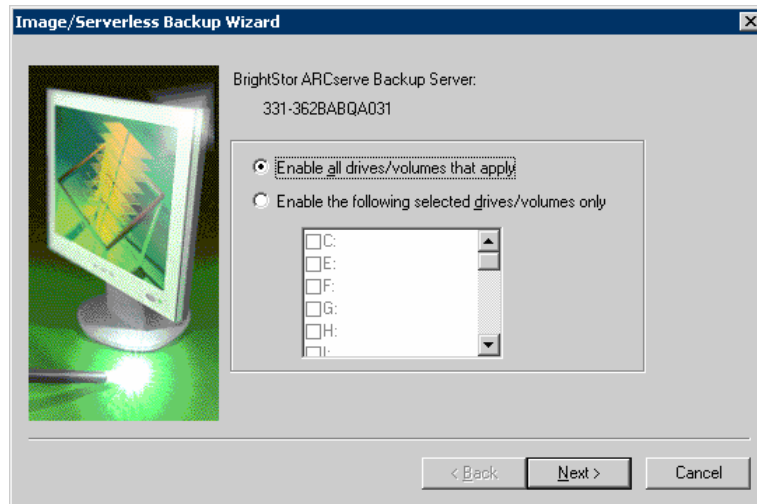
**Note:** There is no attempt to validate the directory. If, during the backup, the directory cannot be accessed or created (usually due to an invalid volume), the backup fails.

The global backup option, **Encryption**, is **not** supported at this time.

## Define Backup Jobs Using the Image/Serverless Backup Wizard

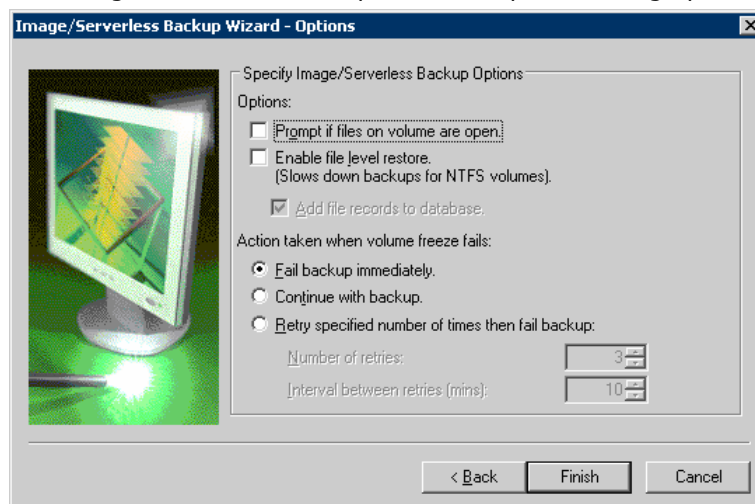
The Image/Serverless Backup Wizard is used to simplify your backups and is activated when you install the BrightStor ARCserve Backup Image Option.

1. Run the Image/Serverless Backup Wizard from the Backup Manager. The Image/Serverless Backup Wizard dialog opens.



2. You can check the following options in the Image/Serverless Backup Wizard dialog and then click Next.
  - **Enable all drives/volumes that apply** - Select this option to enable all the drives or volumes.
  - **Enable the following selected drives/volumes only** - Select this option to enable image and serverless backups on the selected drives or volumes.

The Image/Serverless Backup Wizard - Options dialog opens.



3. Select or deselect the following options:
  - **Prompt if files on volume are opened**—When this option is selected, if an open file is found, you are prompted to cancel or continue with the backup job.
  - **Enable file level restore** — When this option is selected, you may restore individual files on a volume.
4. Click one of the following options to indicate how the option handles a failed volume freeze:
  - **Fail backup immediately** — The option stops the backup process.
  - **Continue with backup** — The option continues the backup process.
  - **Retry specified number of times then fail backup** — The option attempts to continue the backup for a preset number of times.
    - Number of retries** — Select the number of times that the option attempts to complete the backup.
    - Interval between retries (mins)** — Select the number of minutes that the option waits after a failed backup attempt.
5. Click Finish.

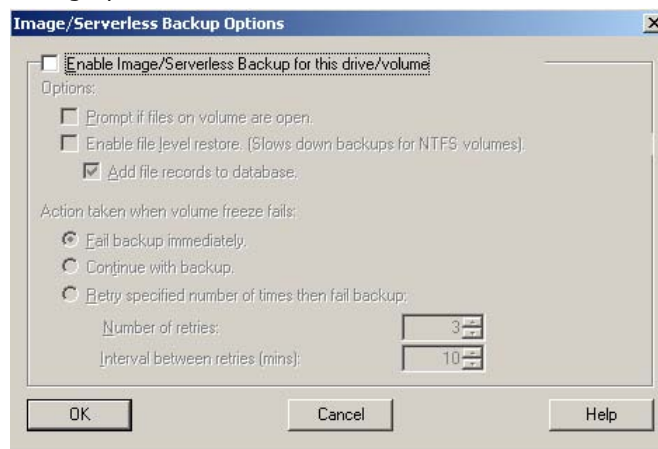
## Define Backup Jobs Using the Backup Manager

This method of backup uses the Backup Manager to configure and set up your backup jobs.

1. Open the Backup Manager and select the Source tab. All sources available for backup are listed to the left.

**Note:** To successfully complete a backup using the Backup Manager, you must select an entire drive on the machine that you are backing up. Using the Backup Manager, you can configure your backup jobs by selecting Use Image Option when you right-click a drive in the Source tab of the Backup Manager window. The Destination tab allows you to specify the destination media where you want to store your backup data.

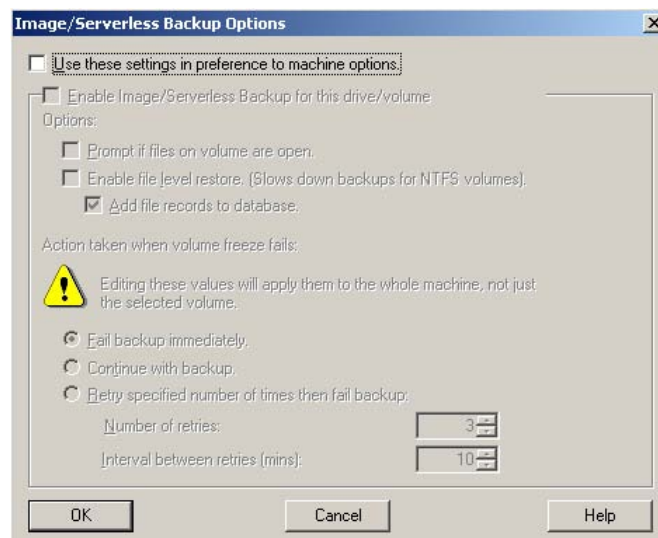
2. Right-click on a **computer** node listed in the Source tab of the Backup Manager and select Use Image/Serverless Backup Option. The following dialog opens:



3. Choose **Enable Image/Serverless Backup for this drive/volume** and select the options you require for the backup.

**Note:** This dialog allows you to set values for the entire computer.

4. Right-click on a **disk** node listed in the Source tab of the Backup Manager and select Use Image/Serverless Backup Option. The following dialog opens:



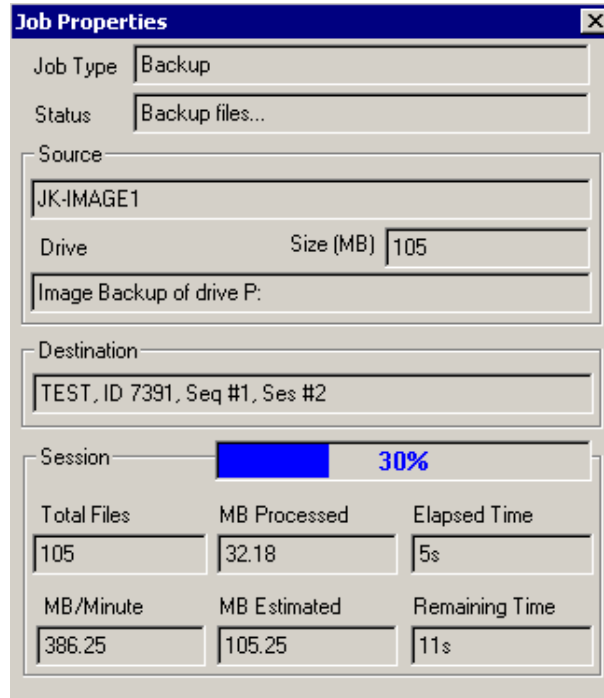
5. Select **Use these settings in preference to machine options** and select the options you require for the backup. This dialog allows you to set values for a particular disk drive or volume.

For more information on backing up using the Backup Manager, see the online help.

## View Job Status

To check the status of your submitted image backup job from the Job Status window, follow these steps:

1. On the Job Queue tab, select the job.
2. Right-click and choose Properties from the pop-up menu.
3. The Job Properties dialog appears:



The Job Properties dialog displays current job attributes and the job complete percentage. The screen also displays the following:

- **Job Type**—Displays the type of job that is running, such as backup or restore.
- **Status**—Displays the current job status.
- **Source**—Displays the backup source machine name, the size of the backup and restore, and the drive that is currently being backed up or restored.
- **Destination**—Displays the complete destination path for the backup or restore.



- **Session**—Displays the complete percentage along with the following job attributes:
  - **Total Files**—Displays the total number of files in the backup or restore.
  - **MB/Minute**—Displays the current transfer rate used to transfer files during a backup or restore.
  - **MB Processed**—Displays the number of megabytes processed at this time.
  - **MB Estimated**—Displays the estimated number of megabytes in the current backup or restore.
  - **Elapsed Time**—Displays the number of minutes and seconds that have elapsed from the backup or restore start time.
  - **Remaining Time**—Displays the number of estimated minutes and seconds remaining to complete the backup or restore.

## Restore Methods

You can use the following methods to restore data backed up by the BrightStor ARCserve Backup Image Option:

- **Restore by Image**—Restores the entire drive in one pass. To be successful, the Image Restore must be completed from beginning to end. Canceling leaves the drive in an inconsistent stage, and therefore inaccessible.
  - The Restore by Image method supports only full volume restores. Using the Restore by Image method from the Restore Manager, the agent overwrites the target volume, so you must be sure that the target drive selected is the one you want to restore.

**Important!** *Using the Restore by Image option completely overwrites your drive. Be sure this is what you want to do.*
  - In the Restore by Image method, selecting multiple sources is only permitted when using the Restore to Original Location option.
  - The Restore by Image method supports cluster sizes up to 16 KB for NTFS partitions, and requires multiple drives or partitions for proper functionality. This option does not support single partitions.
  - The Restore by Image method always overwrites existing files during restore operations, regardless of the restore options selected.
  - The Restore by Image sessions cannot be restored to network drives. They require the same or greater local hard disk drive.
  - During a Restore by Image session, the drive cannot have any open files. The option attempts to lock the drive before the restore process begins, and, if any files are open, the drive cannot be locked and the restore job fails.
- **Restore by Session**—Restores individual files and directories. Canceling a job that is in progress can leave many incomplete restored files on the drive.

The following global restore options are **not** supported at this time:

- **Destination**—Directory Structure and File Conflict Resolution
- **Operation**—Restore Registry Files and Event Logs
- **Virus**—Enable Virus Scanning, Skip, Rename, and Delete

The BrightStor ARCserve Backup Image Option does not support the Restore by Backup Media method at this time.

## Restore a Drive

BrightStor ARCserve Backup restores the entire drive backed up by the BrightStor ARCserve Backup Image Option. To restore a drive, follow this procedure:

1. Open the Restore Manager.
2. Select the Restore by Image option in the drop-down menu below the Source tab.
3. Select the source containing the backup made by the BrightStor ARCserve Backup Image Option in the Source tab.
4. Select the destination drive in the Destination tab.
5. Click Start to submit the job

## Restore Individual Files

BrightStor ARCserve Backup restores individual files backed up by the BrightStor ARCserve Backup Image Option. To restore a single file:

1. Open the Restore Manager.
2. Select the Restore by Session option or the Restore by Tree Option in the drop-down menu below the Source tab.
3. Select the source containing the backup made by the BrightStor ARCserve Backup Image Option in the Source tab.
4. Select the destination drive in the Destination tab.
5. Click Start to submit the job.



# Appendix A: Troubleshooting

---

This appendix provides troubleshooting information to help you resolve issues that you may encounter.

To provide information about any problems and supply descriptions about recent or ongoing operations, check on the status of a job by clicking on the Activity Log tab in the Job Status Manager. It has time-stamped events and descriptions of any errors. Error incidents have the prefix E with a number following it. For example, you may see an error incident number E11018.

## Troubleshooting Tips

**Problem**—The drive cannot be frozen during a backup.

**Possible reasons and solutions**—If there is an activity on the drive, the BrightStor ARCserve Backup Image Option may not be able to freeze the drive. The following occurs if the drive cannot be frozen during the backup:

- If the drive does not freeze, and Continue with Backup has been selected for the freeze fail action, the option tries to lock the drive for exclusive access.
- If the drive cannot be locked and you change any data, the backup data may be inconsistent and unusable.

The drive cannot be locked if:

- Windows Explorer has this drive expanded. Make sure the drive is not expanded.
- A DOS box with the drive letter is open. Close the DOS box associated with the drive letter.
- Any application opens a file on the drive. Make sure you close all applications that may open a file on the drive that you are backing up.

**Problem**—The backup process is very slow.

**Possible reasons and solutions**—The most common reasons and solutions why a backup process may be slow are:

- **Slow processor**—Older machines have slow processors and may not be able to handle the volume of data processed during the backup and restore process. This is normal if you have an older machine with a slow processor. If your machine is up-to-date, check your hardware performance and reboot your machine.
- **Poor processor performance**—Check your hardware performance and reboot your machine.
- **Open applications**—You may have applications running that use excessive processing power. Close all of your applications before you begin the backup and restore process.

# Index

---

## B

- Backing up data
  - using Image Backup Wizard • 12
  - using the Backup Manager • 14
- Backup Manager
  - Destination tab • 14
  - Source tab • 14
- Benefits from using the option • 5
- BrightStor ARCserve Backup Image Option
  - about • 5

## D

- Device independence • 5
- Directory Structure • 18
- Drive-level backups and restores • 5

## E

- Encryption • 12

## F

- File Conflict Resolution • 18
- File systems backed up • 5

## G

- Global backup options not supported • 11
- Global restore options not supported • 18

## I

- Image/Serverless Backup Wizard • 12
  - enabling drives • 12
  - handling failed volume freezes • 12
  - options screen • 12
- Image/Severless Backup Wizard options • 12
- Inactivity Period • 11
- Installing the option
  - prerequisites • 10

## J

- Job Properties dialog • 16
- Job properties, displaying • 16
- Job status • 16

## O

- Optimized file scanning • 5

## R

- Registry values • 11
- Resotre Registry Files and Event Logs • 18
- Restore by file • 18
- Restore by image • 18
- Restoring
  - drive • 19
  - individual files • 19
- Restoring by backup media • 18
- Running backups and restores • 11

## S

- Snapshot feature • 7
- Source tab
  - computer node • 14
  - disk node • 14
- Synchronizing drives • 11
- SyncTimeout • 11

## T

- Troubleshooting • 21

## U

- Uninstalling the option • 10

## V

- Virus scanning
  - delete • 18
  - enable • 18
  - rename • 18
  - skip • 18

## W

- Write inactivity period • 11