

BrightStor[®] ARCserve[®] Backup

Capacity Based Licensing Guide

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Chapter 1: Introducing Capacity Based Licensing

The BrightStor ARCserve Backup Capacity Based Licensing feature provides you with an estimation of how much data you are backing up and identifies the assets that are being managed in your BrightStor ARCserve Backup environment.

The `cbreport` utility is a command line based application that facilitates this task by collecting, encrypting, and tabulating data about your environment from the BrightStor ARCserve Backup database.

You can run the `cbreport` utility in the following modes:

- Encryption mode--This mode manifests the collection of tamper-proof, encrypted data. Using the encrypted mode, the utility generates encrypted Extensible Markup Language (XML), comma-separated values (CSV), and Hypertext Markup Language (HTML) reports.
- Decryption mode--This mode lets you decrypt encrypted XML reports. Using the decryption mode, the utility generates CSV and HTML reports.

How Capacity Based Licensing Works

The following information describes how Capacity Based Licensing works:

- The `cbreport` utility is an application that you run from the command line on the primary BrightStor ARCserve Backup server.
- The `cbreport` utility collects data from the BrightStor ARCserve Backup database. From the collected data, the utility generates reports that let you view an estimation of how much data is being backed up in your environment and a description of the assets that are being managed.
- When you run the utility in encryption mode, the `cbreport` utility collects data from the BrightStor ARCserve Backup database. The BrightStor ARCserve Backup database can exist in your environment as a local, remote, or central database configuration.
- The `cbreport` utility tabulates the extracted data, encrypts the data, and converts the data to HTML, CSV, and encrypted XML formatted files. The `cbreport` utility then saves the reports to a directory that you specify.

Note: The HTML report lets you view the collected data without having to decrypt the XML. You can open the HTML file using any browser.

- The collected data is presented to you in tabular format. Each backup record is measured in kilobytes (KB).

Note: The total amount of data backed up during the report period is measured in terabytes (TB). This value is specified in the first table on the HTML report. For more information, see the section "Capacity Based Licensing Reports."

- If you do not want to display specific fields on the HTML report, for reasons of confidentiality and security, you can direct the cbreport utility to hide the values that you want to secure on the HTML report. For more information, see the section "cbreport Command - Usage."
- When you run the Capacity Based Licensing utility in the decryption mode, you can decrypt XML reports that were encrypted using the cbreport utility. This mode generates CSV and HTML formatted files. The HTML version lets you view the report after you decrypt the data.

Special Considerations for Using the Capacity Based Licensing Utility

Before extracting data from the BrightStor ARCserve Backup database using the Capacity Based Licensing (cbreport) utility, you should consider the following:

- If you are running the Capacity Based Licensing utility on a UNIX-based or Linux-based platform, you must install either Java Runtime Environment (JRE) version 1.4.2_09 or JRE version 1.4.2_10 before you execute the cbreport utility. The JRE installation files can be downloaded from the Sun web site.

After you install JRE, you must set the JAVA_HOME variable to the location where you installed JRE.

- If you are running the Advantage Ingres 2.6 database on the BrightStor ARCserve Backup server, you must execute the following script on the computer where the Advantage Ingres 2.6 database is installed:

```
install_ingres2.6_jdbc
```

You can find this script in the following directory:

```
$BAB_HOME/bin
```

Important! If you do not execute this script, the Capacity Based Licensing utility will be unable to generate reports.

- You must run the Capacity Based Licensing utility (cbreport) from the BrightStor ARCserve Backup server where the BrightStor ARCserve Backup database resides. However, if you are using a remote database configuration in which the BrightStor ARCserve Backup server is not installed on the same server as the remote database, you must run the cbreport utility under the following conditions:
 - Ensure that the remote database is a Microsoft SQL Server database that is properly configured for JDBC or ODBC access using the SetupSQL utility.
Note: For more information about the SetupSQL utility, see the Administrator Guide.
 - Run the cbreport utility from any BrightStor ARCserve Backup server that is configured to connect to a remote database.
- The Capacity Based Licensing utility collects data from the BrightStor ARCserve Backup database that was captured during the last 30 days. Therefore, the reports present backup volume details for the last 30 days.
- If the BrightStor ARCserve Backup database corrupted or failed for any reason during the 30 days prior to running the utility, the resulting reports could contain inaccurate data. To correct the problem, you must perform a full backup of your entire enterprise and then run the utility. At such time, the Capacity Based Licensing utility collects data from the last successful full backup of your enterprise.

Capacity Based Licensing Reports

The Capacity Based Licensing report contains two tables.

The first table contains a single record consisting of the following information extracted from the BrightStor ARCserve Backup database:

Site ID

The unique site ID representing your enterprise or organization.

Organization

The name of your enterprise or organization as represented in the product license.

Example: BrightStor ARCserve Backup

Date of Report

The date the report was generated.

Utility Version

The version of the cbreport utility that you used to create the report.

Total Managed Capacity

The total backup volume for all managed assets, measured in terabytes (TB).

The second table contains multiple records that consist of the following information extracted from the BrightStor ARCserve Backup database:

Backup Date

The date of the backup operation.

Managed Asset Name

The host name, disk array name, Microsoft SQL database name, or Exchange storage group.

Examples: Symmetrix, Open10.

Note: If a Managed Asset Name exceeds 50 characters, the name of the asset displayed on Capacity Based Licensing report will be truncated to 50 characters.

Managed Capacity in KB

The maximum value of a full backup using the managed asset. The maximum value is measured in KB.

Application Type

The type of application.

Examples: Microsoft SQL, Oracle.

Host Name

The name of the system hosting the managed asset.

Chapter 2: Using the Capacity Based Licensing Utility

The following sections describe how to use the `cbreport` command to create Capacity Based Licensing reports.

Capacity Based Licensing Utility Platform Specific File Names

The file names for the Capacity Based Licensing utility vary depending upon your BrightStor ARCserve Backup platform. The platform specific file names are as follows:

- **cbreport**--Windows platforms
- **cbreport.sh**--UNIX, Linux, and Mainframe Linux platforms

cbreport Command - Usage

The `cbreport` command for Capacity Based Licensing supports the following command line syntax.

Important! The usage described in this section applies to Windows-based platforms only. If you are running this utility on a UNIX, Linux, or Mainframe Linux platform, you must replace all instances of **cbreport** with **cbreport.sh**.

```
cbreport [-encrypt] <filename> [-hidedata true -hiddendata  
"BackupDate,AssetName,AppType,HostName"]  
[-help]  
[-version]  
[-decrypt]
```

Arguments

The cbreport command supports the following arguments:

cbreport [-encrypt]

Extracts and encrypts data from the BrightStor ARCserve Backup database, and presents it in tabular format. This option lets you view the encrypted data in an HTML report.

cbreport [-decrypt]

Reads the specified encrypted file, decrypts the data, and generates HTML and CSV files. This option lets you view the decrypted data in an HTML report.

<filename>

Encryption mode (-encrypt): Specifies the full file name for the extracted and encrypted data. This is a required argument. The file extension is not required. If you specify a file extension, it will be ignored.

Decryption mode (-decrypt): The name and location of the file that you want to decrypt. The target file must have been encrypted using the cbreport utility.

[-hidedata true -hiddendata "BackupDate,AssetName,AppType,HostName"]

Directs the utility to hide specific data (fields) on the HTML report. If you specify false as the value of this argument, the report will show all fields. The valid values for this option are BackupDate, AssetName, AppType, and HostName. When you use this option, you can specify one field, all fields, or any other combination of the field names listed above. If you specify an incorrect field name, an error message displays.

[-help]

Displays help for the cbreport utility, including the usage, argument values, and examples for the cbreport utility.

[-version]

Displays version information about the cbreport utility.

cbreport Examples

The following are examples of the syntax for running the cbreport utility:

Important! The examples provided in this section apply to Windows-based platforms only. If you are running this utility on a UNIX, Linux, or Mainframe Linux platform, you must replace all instances of **cbreport** with **cbreport.sh**.

- The following syntax extracts the data from the BrightStor ARCserve Backup database and generates an encrypted file labeled test, a CSV file labeled test.csv, and an HTML file labeled test.html in the directory c:\test\. All the fields are displayed on the HTML report. If you specify a file extension, it will be ignored.

```
cbreport c:\test\test.xml
cbreport -encrypt c:\test\test.xml
cbreport -encrypt c:\test\test.xml -hidedata false
```

Note: The sub-command -encrypt is optional.

- The following syntax extracts the data from the BrightStor ARCserve Backup database and generates an encrypted file labeled test, a CSV file labeled test.csv, and an HTML file labeled test.html in the directory c:\test\. If you specify a file extension, it will be ignored. The fields represented by AssetName and HostName will be hidden from the user. You must specify valid field names otherwise an error will occur.

```
cbreport c:\test\test.xml -hidedata true -hiddendata "AssetName,HostName"
cbreport -encrypt c:\test\test.xml -hidedata true -hiddendata
"HostName,AssetName"
```

Note: The sub-command -encrypt is optional.

- The following syntax can be used to decrypt an encrypted file that was generated using the encryption process. This syntax accepts the file name of the encrypted file although the encrypted file generated in the previous example did not contain a file extension. If the specified file does not exist, an error occurs. When you use the following syntax, the utility generates a CSV file labeled test.csv and an HTML labeled test.html.

```
cbreport -decrypt c:\decrypt\test
```

Note: The cbreport utility stores the decrypted files in the same directory as the encrypted source file. In this example, the encrypted file is in the directory c:\decrypt.

Create Capacity Based Licensing Reports

The following procedure describes how to generate reports that you can use for capacity based licensing.

To create capacity based licensing reports

1. Open the command line utility for your operating system and browse to your BrightStor ARCserve Backup installation directory.
2. Open the cbreport utility.

Note: On Windows platforms, open the application labeled **cbreport**. On UNIX, Linux, and Mainframe Linux platforms, open the application labeled **cbreport.sh**. For more information, see the section "Capacity Based Licensing Utility Platform Specific File Names" in this chapter.

Based upon your needs, specify the required options. For more information, see the section "cbreport Command - Usage" in this chapter.

Results:

- When you run the cbreport utility in the encryption mode, the process generates encrypted XML, CSV, and HTML versions of the report.
 - When you run the cbreport utility in the decryption mode, the process decrypts the specified encrypted XML file and generates CSV and HTML versions of the report. The cbreport utility stores the decrypted files in the same directory as the source encrypted file.
3. (Optional) To view the results, open a browser window and open the HTML report.

Appendix A: Error Messages

When you are using the Capacity Based Licensing utility, you may encounter the error messages described in this appendix.

The generated message is formatted with some or all of the following information:

- **Message** - Indicates the name of the error or informational message.
- **Module** - Indicates the system component or area that produced the message.
- **Reason** - Describes what is likely to have caused the message to be generated.
- **Action** - Suggests a resolution to the problem, if there is one, or indicates a list of steps you can perform to resolve the problem.

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

CORRUPTEDNATIVE

The product information returned by the native code is corrupted.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

This error can occur for several reasons. The most common reasons are as follows:

- The native library is returning erroneous values.
- The JNI functions called by the native code are synchronized with the Java class function names and so on.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

CSVGENERATED

Generated CSV report {0}.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

Internal information.

The CSV file denoted by {0} was successfully generated.

Action:

No action is required for this message.

DIRNOTFOUND

Directory not found: {0}.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The directory specified for the output file does not exist.

Action:

Provide a valid directory, file name, or both.

ENCRYPTEDGENERATED

Generated encrypted report {0}.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

Internal information.

The encrypted file denoted by {0} was successfully generated.

Action:

No action is required for this message.

ERRAESKEYGEN

Unable to generate AES key for decryption.

Module:

com.ca.bab.licensing.capacitybased.manager.EncryptionManager
com.ca.bab.licensing.capacitybased.manager.DecryptionManager

Reason:

An internal error has occurred. The key used to encrypt the data was not generated properly.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRCLOSE

Unable to close the database connection.

Module:

com.ca.bab.licensing.capacitybased.manager.CBSQLManager
com.ca.bab.licensing.capacitybased.manager.CBIngresManager
com.ca.bab.licensing.capacitybased.manager.CBRaimaManager

Reason:

The connection to the database could not be closed.

Action:

Check the database server. You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRCREATECSV

An error has been encountered while generating the CSV file.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

An error occurred while creating the comma-separated values output report.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRCREATEHTML

An error was encountered while generating the HTML file.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

An error occurred while applying the XSL style sheet to the HTML report.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRCREATEXML

An error was encountered while generating the XML file.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

An internal error has occurred. The XML file could not be created.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRDBDRIVER

Unable to load the database driver {0}.

Module:

com.ca.bab.licensing.capacitybased.manager.CBSQLManager
com.ca.bab.licensing.capacitybased.manager.CBIngresManager
com.ca.bab.licensing.capacitybased.manager.CBRaimaManager

Reason:

The database drivers are not installed properly.

Action:

To troubleshoot this problem, do one of the following:

- Verify that the JDBC jar files exist in the classpath. The jar files should exist in the following directory:

\$BAB_HOME/cbreport/lib

If they do not exist, you must add the JDBC jar files to the directory.

- For Microsoft SQL Server driver files, you must download the proper driver files from the Microsoft SQL Server web site.

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

ERRDBMGR

Unable to create the Database Manager class.

Module:

com.ca.bab.licensing.capacitybased.factory.CBDBManagerFactory

Reason:

An internal error has occurred. The database manager could not be created.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRDECDATA

Unable to decrypt the data.

Module:

com.ca.bab.licensing.capacitybased.manager.DecryptionManager

Reason:

An internal error has occurred. The utility was not able to decrypt the specified file.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRDECRYPTMGR

Unable to create the Decryption Manager class.

Module:

com.ca.bab.licensing.capacitybased.factory.CBDecryptionManagerFactory

Reason:

An internal error has occurred. The Decryption Manager class could not be created.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRENCDATA

Unable to encrypt the data.

Module:

com.ca.bab.licensing.capacitybased.manager.EncryptionManager

Reason:

An internal error has occurred. The cbreport utility was unable to encrypt the data.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRENCRYPTMGR

Unable to create the Encryption Manager class.

Module:

com.ca.bab.licensing.capacitybased.factory.CBEncryptionManagerFactory

Reason:

An internal error has occurred. The Encryption Manager class could not be created.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRGETDATA

Error getting the business data.

Module:

com.ca.bab.licensing.capacitybased.manager.CBWorkManager

Reason:

An internal error has occurred. The cbreport utility was not able to generate the data required for the encryption or decryption process.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRINTERNALCONFIGPROPS

Error while loading the internal configuration properties.

Module:

com.ca.bab.licensing.capacitybased.utils.Configuration

Reason:

An error occurred while loading the internal configuration properties. These properties specify the Manager classes used while running the utility.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRJCEADD

Error while adding the Crypto-J JCE Provider.

Module:

com.ca.bab.licensing.capacitybased.manager.EncryptionManager
com.ca.bab.licensing.capacitybased.manager.DecryptionManager

Reason:

The JCE provider could not be added. The jar file that is being used for encryption and decryption is not present in the classpath.

Action:

Add the jsafeJCEFIPS.jar file to the following directory:

\$BAB_HOME\cbreport \lib

.

ERRLICINFO

An error was encountered while obtaining the product license information.

Module:

com.ca.bab.licensing.capacitybased.jni.unix.LPAInfo
com.ca.bab.licensing.capacitybased.jni.windows.LPAInfo

Reason:

An error occurred while calling the CA licensing information from the product-specific native library.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

`$BAB_HOME\cbreport\log`

ERRNOCLASSDEF

The Java classpath is not defined.

Module:

java.lang.NoClassDefFoundError

Reason:

This is a Java runtime error that occurs when one of the following conditions exists:

- The classpath has been changed.
- The directory containing all jar files relating to Capacity Based Licensing (`BAB_HOME/cbreport/lib`) has been removed or renamed.

Action:

To remedy this error, ensure that the following directory exists and is in the classpath.

`BAB_HOME/cbreport/lib`

Note: This directory should always contain jar files.

If the problem persists, contact Customer Support at <http://ca.com/support> for online technical assistance and a complete list of locations, primary service hours, and telephone numbers.

ERRORMAKECONN

Unable to make the database connection.

Module:

com.ca.bab.licensing.capacitybased.manager.CBSQLManager
com.ca.bab.licensing.capacitybased.manager.CBIngresManager
com.ca.bab.licensing.capacitybased.manager.CBRaimaManager

Reason:

The connection to the database could not be established.

Action:

Check the database server. You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRPAINFO

An error was encountered while obtaining the product database account information.

Module:

com.ca.bab.licensing.capacitybased.jni.windows.LPAInfo

Reason:

An error occurred while calling the CA product-specific information from the product-specific native library (for example, the database configured for BrightStor ARCserve Backup for Windows). This error occurs on Windows-based platforms only.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRREADENCDATA

Unable to read the encrypted data.

Module:

com.ca.bab.licensing.capacitybased.manager.EncryptionManager

Reason:

The encrypted file passed by the client is corrupted and has been tampered with.

Action:

Provide the original file generated from the encryption utility.

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

ERRSTART

Error in starting the Raima JDBC service.

Module:

com.ca.bab.licensing.capacitybased.manager.CBRaimaManager

Reason:

The Raima database listener service could not be started.

Action:

To remedy this error, do the following:

- Verify that the rjdbc.exe application exists in the \$BAB_HOME directory.
- You can troubleshoot this error by analyzing the log message located in the following directory:
\$BAB_HOME\cbreport\log
- Ensure that the BrightStor ARCserve Backup database engine is running. To do this, start the Windows Task Manager, select the Processes tab and locate RDS.EXE. If you cannot locate RDS.EXE, the BrightStor ARCserve Backup database engine is not running. To start the BrightStor ARCserve Backup database engine, access the \$BAB_HOME directory and double-click rds.exe.

ERRSTOP

Error in stopping the Raima JDBC service.

Module:

com.ca.bab.licensing.capacitybased.manager.CBRaimaManager

Reason:

An error occurred while stopping the Raima JDBC listener service.

Action:

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

ERRWORKMGR

Unable to create the Work Manager class.

Module:

com.ca.bab.licensing.capacitybased.factory.CBWorkManagerFactory

Reason:

An internal error has occurred. The Work Manager class could not be created.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

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

ERRXMLTOSTRING

An error has been encountered while serializing the XML data into a string for encryption.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

An internal error has occurred. The application was unable to serialize the input XML document obtained by reading the file to be decrypted.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

EXPECTEDHV

Wrong Usage: Expect encrypt/decrypt/help/version.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

Incorrect command specified.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

EXPECTHIDDENDATAVALUE

Wrong Usage: Expect the field names to be hidden.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The value of the `-hiddendata` parameter is true but you did not specify a value.

Action:

See the usage for this utility by executing the `-help` option. For more information, see the section "cbreport Command - Usage."

EXPECTHIDEDATAVALUE

Wrong Usage: Expect the value of `-hidedata` parameter also.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The `-hidedata` parameter is specified but you did not specify a value.

Action:

See the usage for this utility by executing the `-help` option. For more information, see the section "cbreport Command - Usage."

EXPECTINPUTFILENAME

Wrong Usage: Expect the input file name.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The expected input file name was not specified.

Action:

See the usage for this utility by executing the `-help` option. For more information, see the section "cbreport Command - Usage."

EXPECTOUTPUTFILENAME

Wrong Usage: Expect the output file name.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The expected output file name was not specified.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

FAILEQUIVAL

The user is not authorized to run this utility.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The user is not authorized to run this utility.

Action:

Ensure that the user is authorized to run this utility. Verify that BrightStor ARCserve Backup services are running on this machine.

FILENOTFOUND

File not found: {0}.

Action:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The file name provided as an argument does not exist.

Action:

Provide a valid file name.

HIDDENATA

Wrong Usage: Expect -hiddendata.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The value of -hidedata parameter is true but you did not specify the -hiddendata parameter.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

HIDDENATAVALUE

Wrong field names to be hidden. Valid ones are {}.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The field names specified to be hidden are not valid.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

HIDEDATAFALSE

Wrong Usage: If -hidedata is false, the hidden fields are not required.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The value of the -hidedata parameter is false but you specified arguments.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

HIDEDATA

Wrong Usage: Expect -hidedata.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

Incorrect parameter name specified at the command line. The -hidedata argument is expected.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

HIDEDATAVALUE

Wrong Usage: hidedata_value can be true or false only.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The value of the -hidedata parameter given is not correct. It must be true or false.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

HTMLGENERATED

Generated HTML report {0}.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

Internal information.

The HTML file denoted by {0} was successfully generated.

Action:

No action is required for this message.

INTERNALERROR

The CBReport Utility encountered an internal error.

Module:

All com.ca.bab.licensing.capacitybased modules.

Reason:

This is a generic message used to denote errors such as null pointer, incorrect arguments, and so on.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

`$BAB_HOME\cbreport\log`

INVALIDFILENAME

The filename \"{0}\" is not valid.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The file name represented by \"{0}\" is not valid.

Action:

Use a file name that starts with an alphanumeric character. The file name must include alphanumeric characters, underscores, and hyphens.

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

LOADNATIVE

Unable to load the native library {0}.

Module:

com.ca.bab.licensing.capacitybased.jni.unix.LPAInfo
com.ca.bab.licensing.capacitybased.jni.windows.LPAInfo

Reason:

The utility was not able to load the native library used for obtaining product-specific information. For example, the type of database used in your BrightStor ARCserve Backup environment. The {0} is replaced with the native library name, which can be "cbtool" meaning "cbtool.dll" on Windows platforms, and "libcbtool.so" on UNIX platforms.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

You should also check that the library exists in the following directories:

- Windows: \$BAB_HOME
- UNIX: \$BAB_HOME>/lib

NOCMDSPECIFIED

Command-line arguments should not be empty

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The command line arguments are missing.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

NONFIPS

The encryption provider is not FIPS-40 compliant.

Module:

com.ca.bab.licensing.capacitybased.manager.EncryptionManager
com.ca.bab.licensing.capacitybased.manager.DecryptionManager

Reason:

The jar file that is being used for the encryption and decryption is not FIPS-40 compliant.

Action:

Add a FIPS compliant JsafeJCEFIPS.jar file to the following directory:

<BAB_HOME>\cbreport\lib

NORAIMADATA

Cannot get data from Raima.

Module:

com.ca.bab.licensing.capacitybased.

Reason:

The cbreport utility was unable to fetch data from the Raima database.

Action:

Check the database server. You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

NOTEXEC

Internal Error: {0}.

Module:

com.ca.bab.licensing.capacitybased.manager.CBSQLManager
com.ca.bab.licensing.capacitybased.manager.CBIngresManager
com.ca.bab.licensing.capacitybased.manager.CBRaimaManager

Reason:

An internal error has occurred.

Action:

Check the database server and try again. You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

RRAIMANOHOSTNAME

The remote Raima database hostname is null.

Module:

com.ca.bab.licensing.capacitybased.jni.windows.LPAInfo

Reason:

The cbreport utility detected that BrightStor ARCserve Backup is configured with a remote Raima database. However, an empty string was returned for the hostname of the host machine.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

RRAIMANOPASSWORD

The remote Raima database password is null.

Module:

com.ca.bab.licensing.capacitybased.jni.windows.LPAInfo

Reason:

The cbreport utility detected that BrightStor ARCserve Backup is configured with a remote Raima database. However, an empty string was returned for the password of the host machine.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

RRAIMANOUSername

The remote Raima database username is null.

Module:

com.ca.bab.licensing.capacitybased.jni.windows.LPAInfo

Reason:

The cbreport utility detected that BrightStor ARCserve Backup is configured with a remote Raima database. However, an empty string was returned for the username of the host machine.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log

TOOMANYARGUMENTS

Wrong Usage: Too many arguments.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

The number of arguments specified at the command line is more than the allowed number.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

UNSUPPORTED

The "{0}" is not supported in the version {1} of the CBReport utility.

Note: {0} represents the product name, and {1} represents the version number of the cbreport utility that you are using.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

A product other than BrightStor ARCserve Backup was entered into the properties file. For example, BrightStor® Storage Resource Manager (BSRM).

This message indicates that the product name listed is not supported by the version of the cbreport utility that you are using.

Action:

No action is required for this message.

UNSUPPORTEDOS

The operating system {0} is not supported in the current version of this utility.

Module:

Com.ca.bab.licensing.capacitybased.jni.BABInfo

Reason:

The cbreport utility is not supported on the current operating system. The current version of the cbreport utility is supported on Windows, Linux, and SunOS platforms.

Action:

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

WRONGNOOFARGUMENTS

Wrong Usage: Wrong number of Arguments.

Module:

com.ca.bab.licensing.capacitybased.utils.CBUtility

Reason:

An incorrect number of arguments were specified at the command line.

Action:

See the usage for this utility by executing the -help option. For more information, see the section "cbreport Command - Usage."

XMLPARSEERROR

The XML data does not match the Schema.

Module:

Com.ca.bab.licensing.capacitybased.manager.CBResourceManager

Reason:

An internal error has occurred. The XML document does not correspond with the XML schema.

Note: The cbreport utility uses an XML schema for validating the intermediate XML document generated as part of the software execution. The intermediate XML document is generated using the data extracted from the BrightStor ARCserve Backup database.

Action:

You can troubleshoot this error by analyzing the log message located in the following directory:

\$BAB_HOME\cbreport\log