

# Chapter 13

## SPS - BRIGHTSTOR ARCSERVE ADMINISTRATOR’S GUIDE

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## 13-1 BRIGHTSTOR ARCSERVE BACKUP FOR WINDOWS

If you have any questions about your tape backups or the BrightStor ARCserve Backup software, please call the Gunter Contracting Systems/HIBB Help Desk at DSN 596-3134/3245 Comm 334-416-3134/3245 and ask to speak to the System Engineers. Your tape backups help insure the integrity of your data so it is critical that they function properly.

## 13-2 MANAGING MEDIA

### 13-2.1 Erasing Media

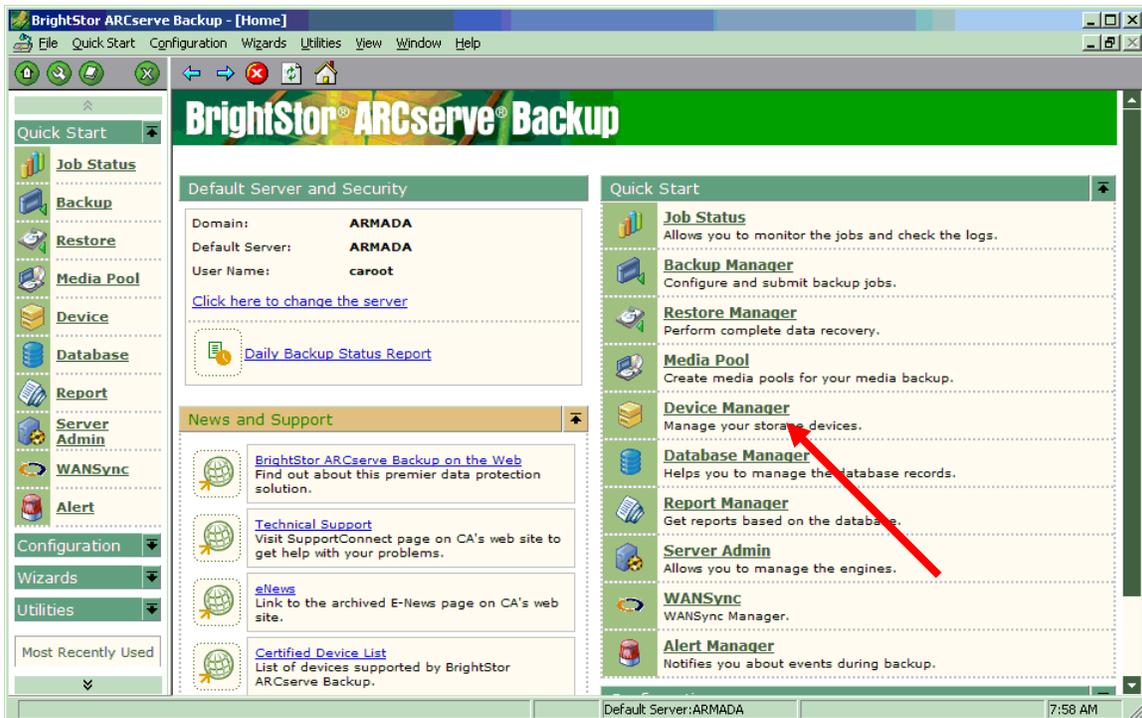
Use this option to erase all data from media. ARCserve also erases all references to the contents of this media from the database. There are three options from which you can choose: **Quick Erase**, **Quick Erase Plus**; and **Long Erase**.

**Quick Erase** – Runs faster than the other options, because it only overwrites the current media label. The data is still on the media, but can’t be accessed through normal means without the media label. This is the usual option you will use if you plan to re-use the media, but you don’t want to wait for one of the longer options to run.

**Quick Erase Plus** – Like Quick Erase, this option erases the current media label. However, it also erases the serial number from the media. It only runs a few seconds longer than the Quick Erase option.

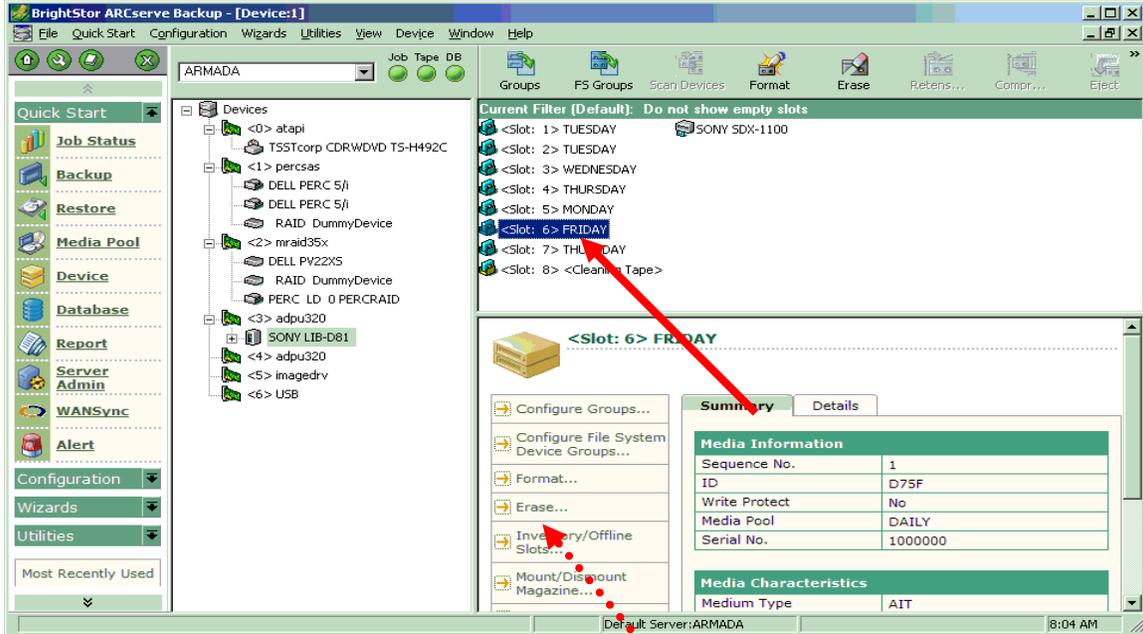
**Long Erase** – Completely removes all data from the media. It takes much longer than the other options, but the media is considered blank, as if it were just formatted. If you want to make sure that the data on the media is gone completely for security reasons, use this method.

1. Log on as the local administrator.
2. Open BrightStor Manager by clicking **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.



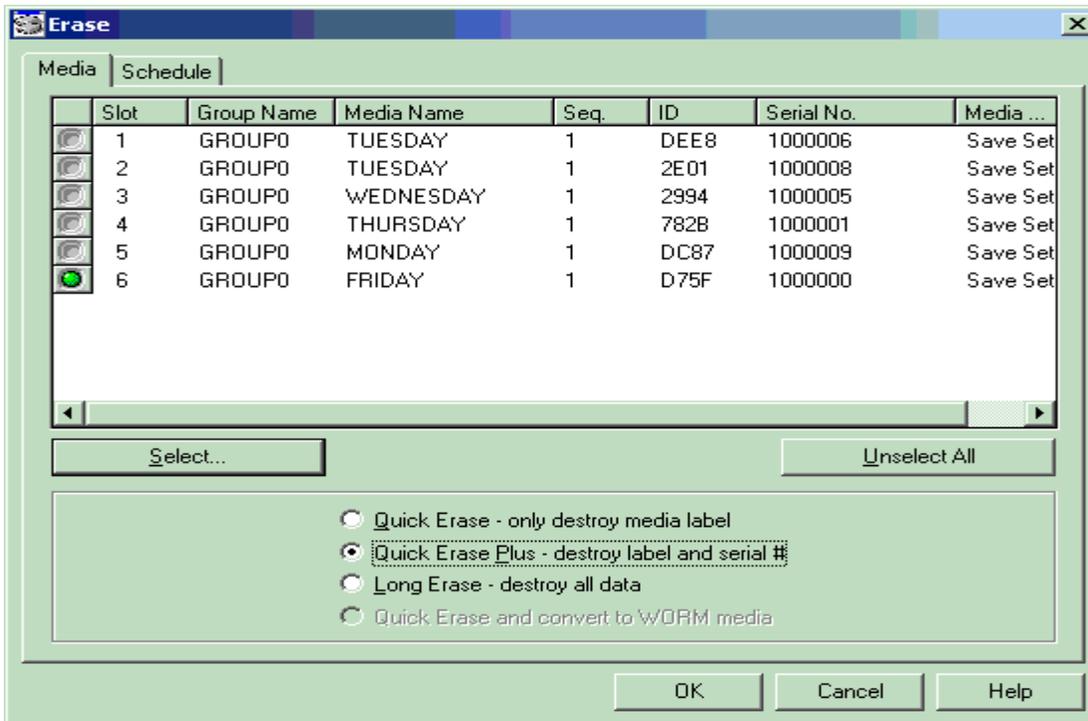
3. Select the **Device Manager** link from the BrightStor ARCserve Homepage.

4. Navigate to your tape drive or autoloader.

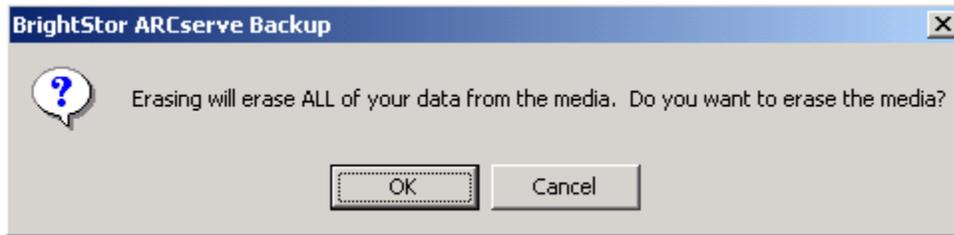


5. Select the tape to be erased from the top right pane.

6. Right-click the tape name and choose **Erase** from the quick menu, or select **Erase** from the bottom right pane.



7. Select the Erase method you want to use. Select multiple tapes by holding down the **Ctrl** key, or select all tapes by clicking **Select**, then **Select All Slots**, then **OK**.
8. Click **OK**.



9. System will warn you that erasing will erase **ALL** of your data from the media. Click **OK**.

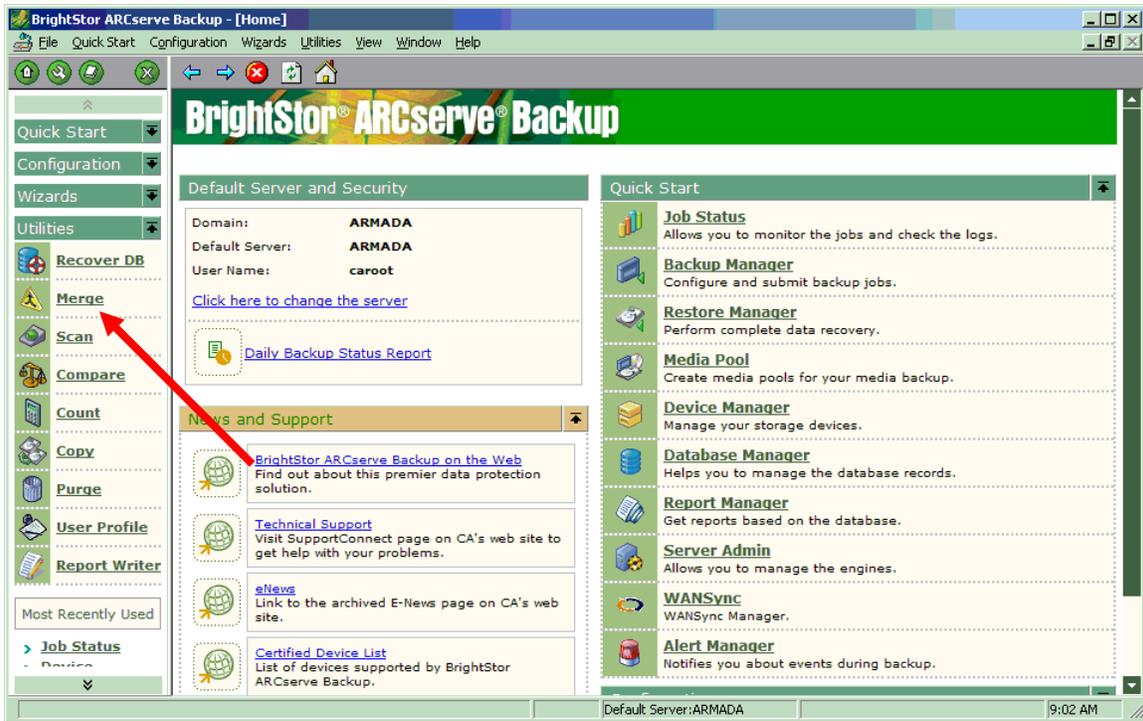


10. When the system prompts you that the erase is complete, click **OK**.
11. The new tape names will be **Blank Media**

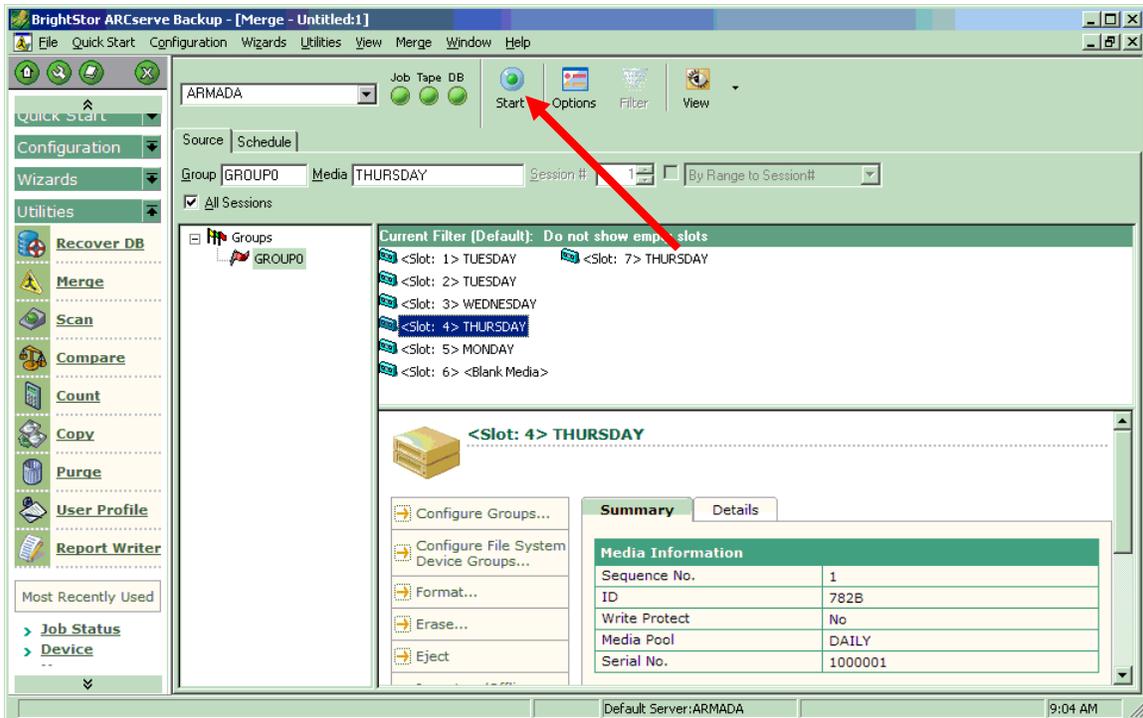
### 13-2.2 Merging Media

The Merge Media utility allows you to merge information from BrightStor ARCserve Backup media into the BrightStor database. This utility is especially useful if the database has become corrupted and BrightStor must be reloaded. Merging your media into the database will allow ARCserve to track sessions for restore purposes.

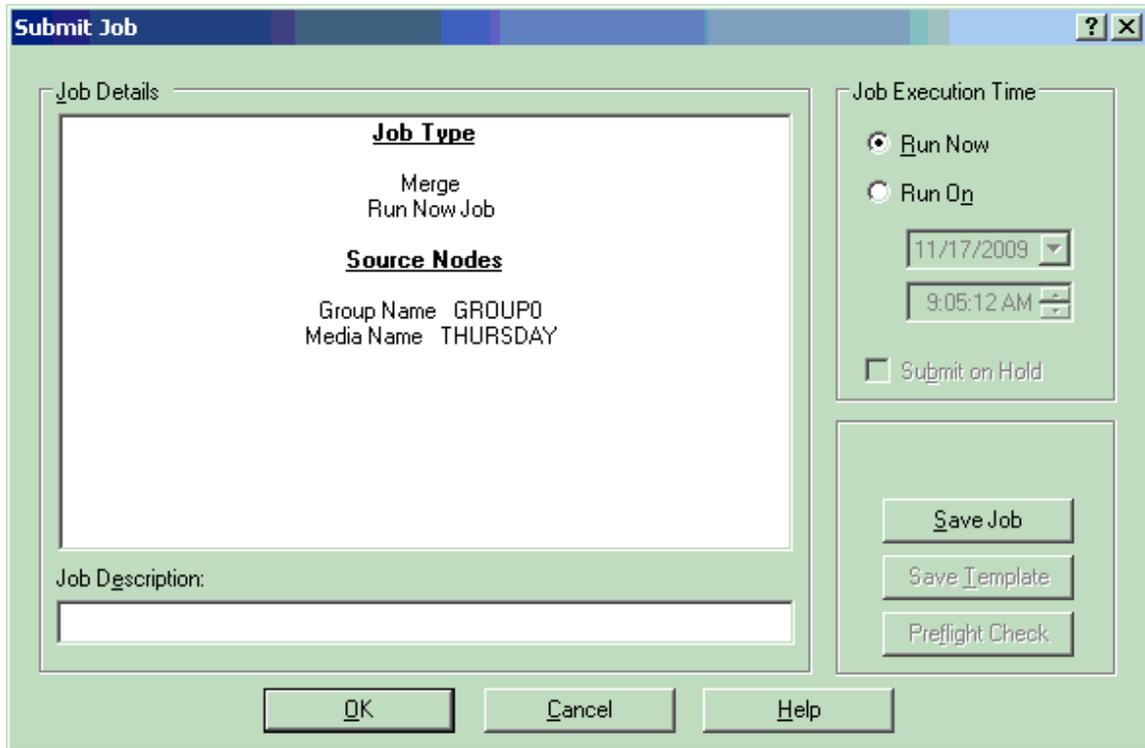
1. Log on as the local administrator. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.



2. From the **Utilities** menu on the BrightStor ARCserve Homepage, select **Merge**.



3. Select the media you want to merge into the database from the top right pane and click the **Start** icon.

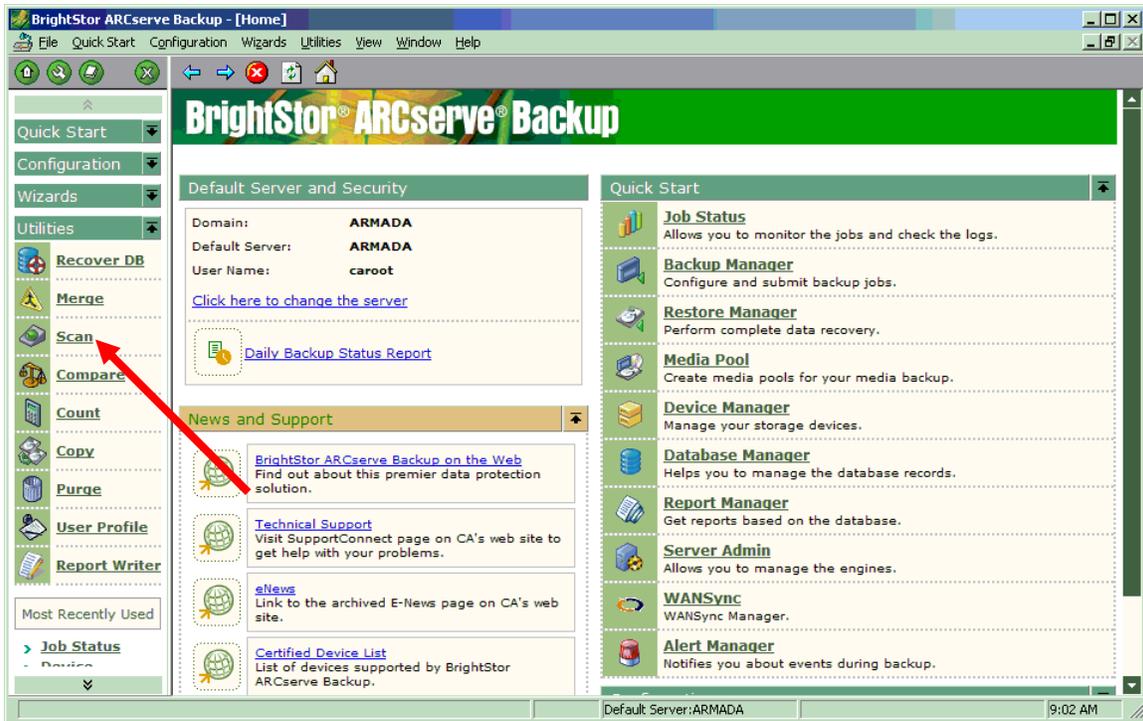


4. On the **Submit Job** screen, leave the **Run Now** button selected to start the job immediately. To schedule the job to run later, select the **Run On** button and enter the date and time for execution.

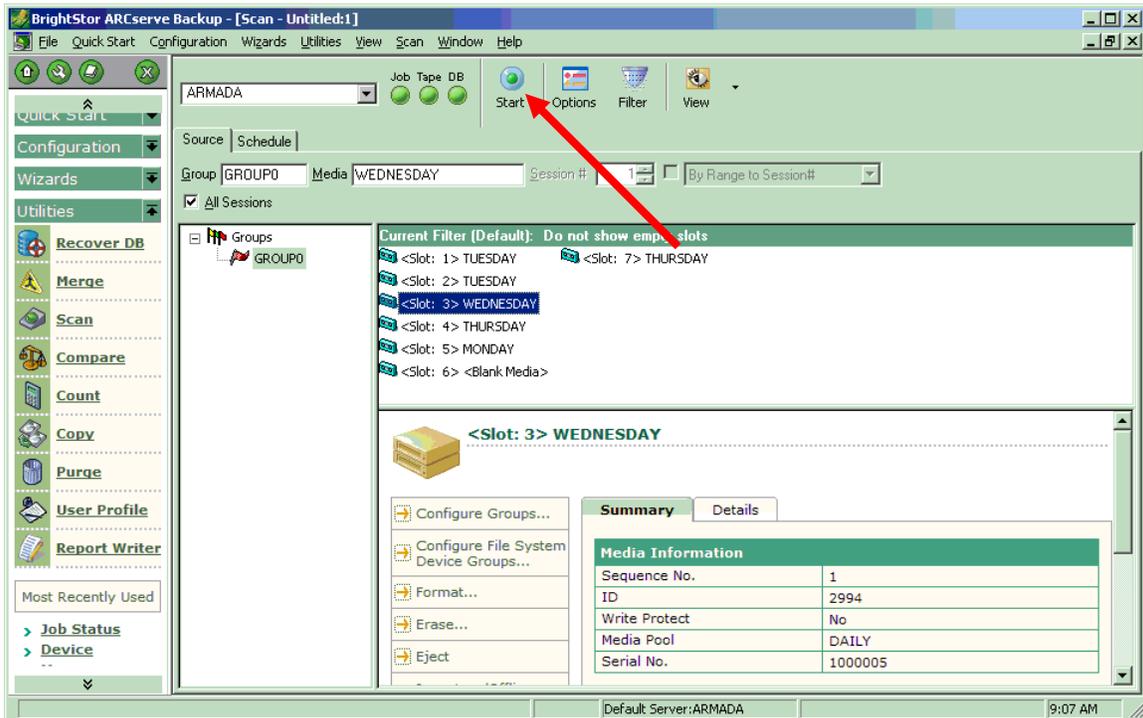
### 13-2.3 Scanning Media

Scanning allows you to scan media information on your backup sessions. This utility can be used to verify both your media and the information on it are readable by BrightStor ARCserve.

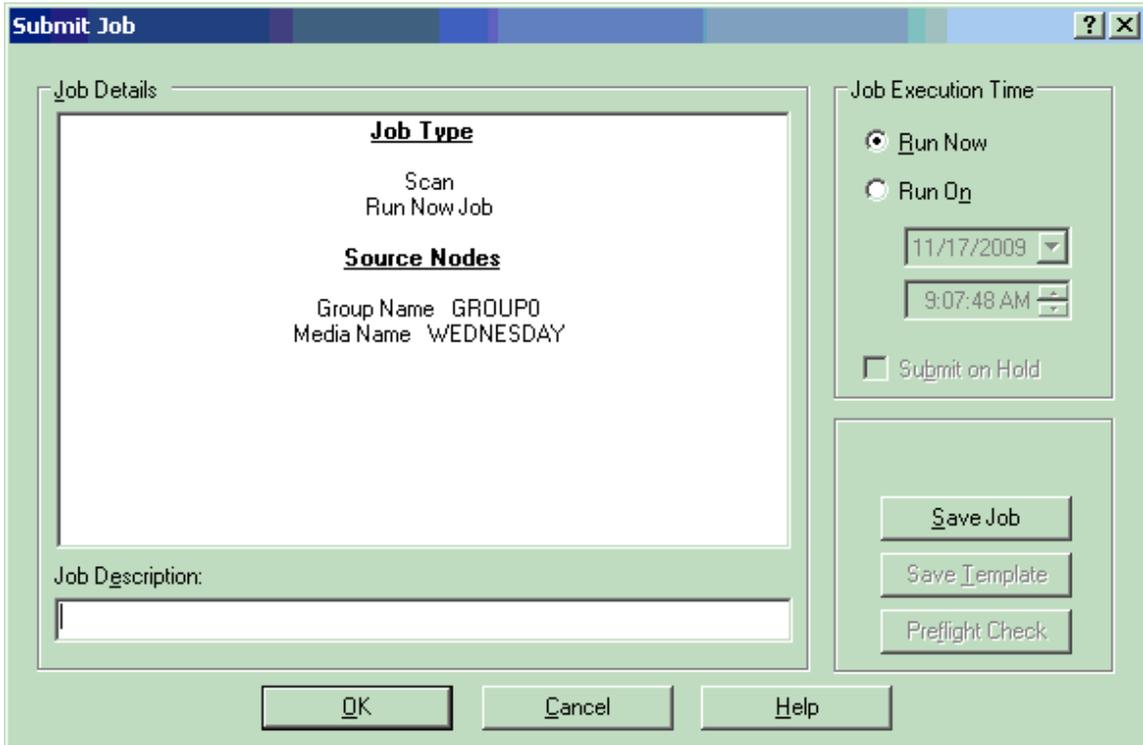
1. Log on as the local administrator. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.



2. From the **Utility** menu on the BrightStor ARCserve Homepage, select **Scan**.



3. Select the media you want to scan from the top right pane and click the **Start** icon.



4. On the **Submit Job** screen leave the **Run Now** button selected to start the job immediately. To schedule the job to run later, select the **Run On** button and enter the date and time for execution.

### 13-2.4 Using Media Pool Manager

A media pool is a collection of media managed as a unit. Each media pool is assigned a name, and the media are organized according to serial numbers. The media pools are divided into two sets, the **Save Set** and the **Scratch Set**.

The set of media containing important data that cannot be overwritten is called the **Save Set**. If you try to format or erase media in a **Save Set**, you will receive a warning.

Once the media has passed certain criteria in a **Media Pool** (minimum number of media in save set and retention period), they are moved to the **Scratch Set**. Each time a media in the **Scratch Set** is used, it moves from the **Scratch Set** to the **Save Set**.

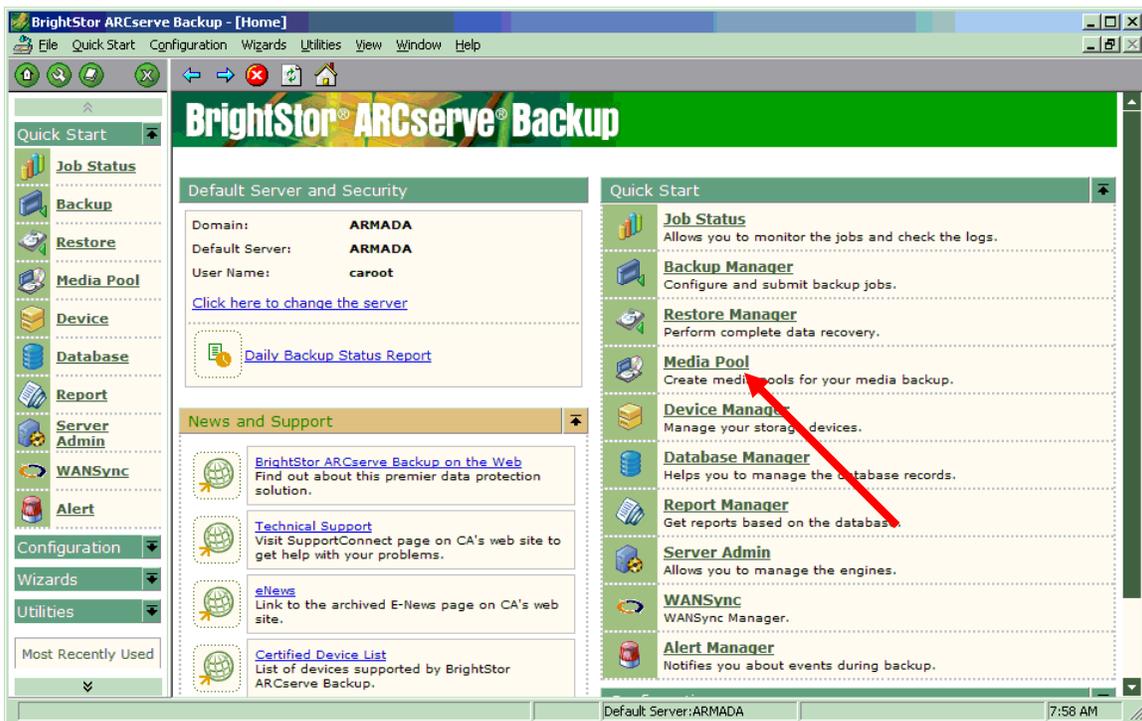
The retention period is the number of days in which a media has not been used before it is moved into the **Scratch Set**. For example, if you specify a retention period of 14 days, and the media has not been used for 14 days, it will be moved to the **Scratch Set**.

The minimum number of media contained within a **Save Set** can be defined. 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. For example if you have a retention time set for two days, and a backup is run on Friday, the tape will automatically move to the **Scratch Set** on Monday. If a backup starts on Monday it will overwrite this tape, but if for some reason the backup fails, you will no longer have a backup available. If you have the minimum number of media set to one, the tape from Friday will not be overwritten because BrightStor must keep at least one tape in the **Save Set** before it can overwrite the media.

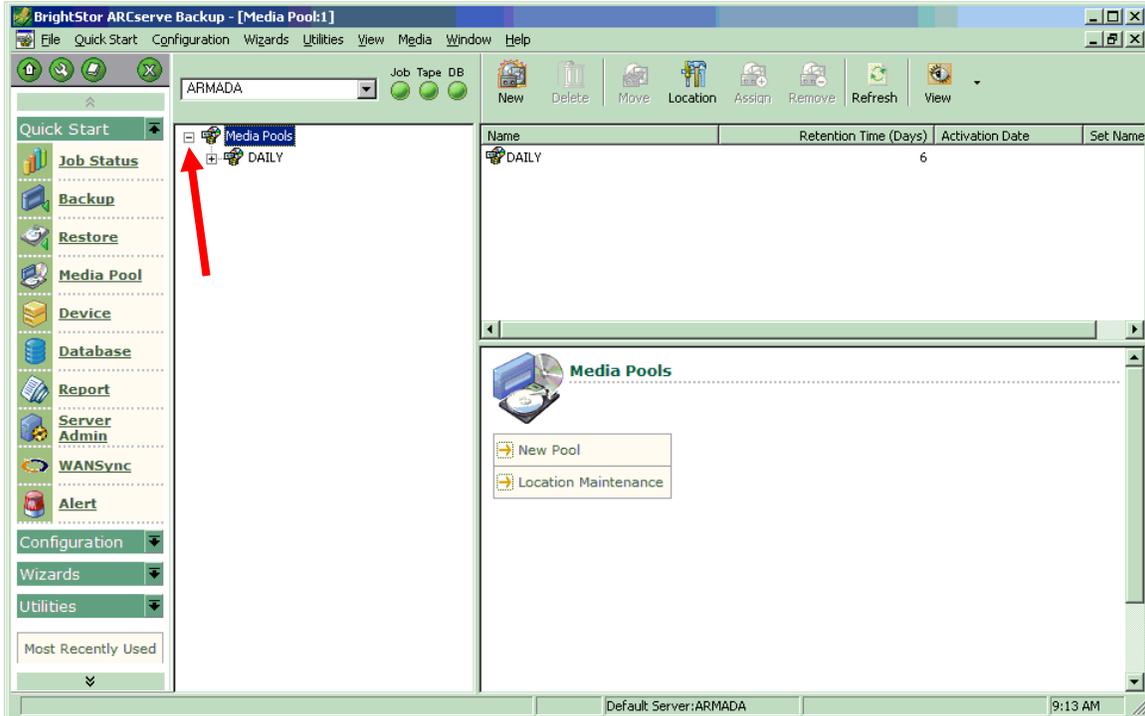
Contracting Systems has developed a rotation scheme for the media pool used on the database server (**DAILY**). It uses a six business day tape rotation. This rotation, along with the two additional slots not being used, should help make sure backups complete successfully, even on extended holiday weekends.

### 13-2.5 Modifying Media Pool Settings

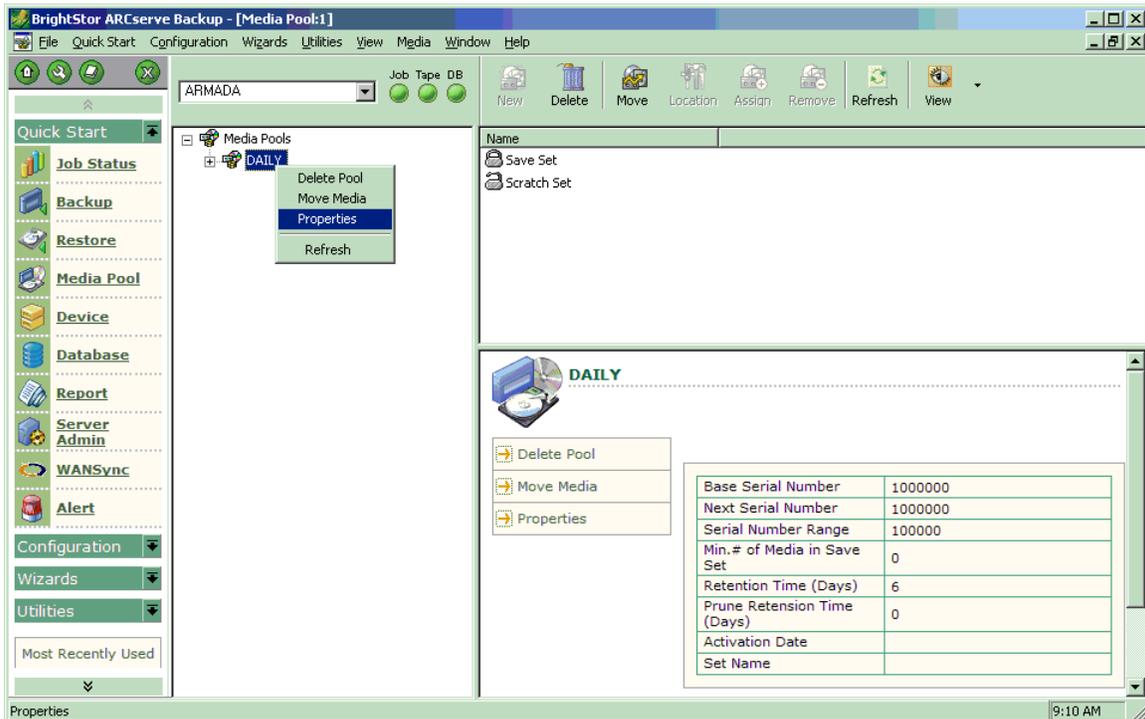
1. Log on as the local administrator. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.
2. From the BrightStor ARCserve Homepage, select **Media Pool**.



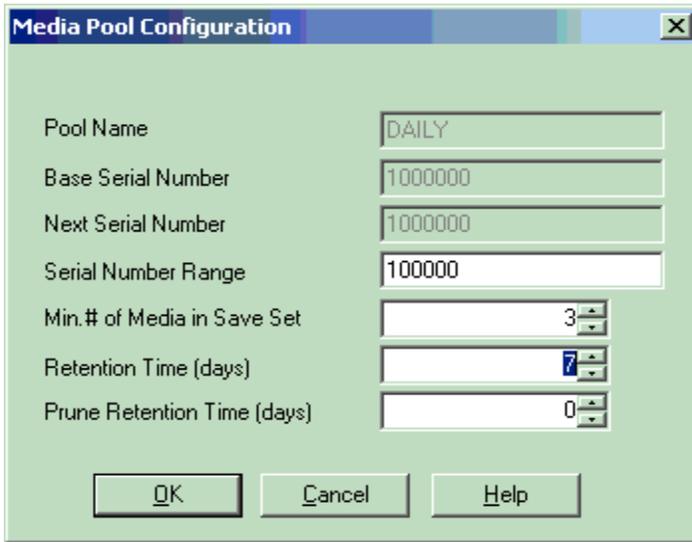
3. Click the + **sign** to the left of **Media Pools** to expand the installed Media Pools.
4. Select the **Media Pool** you want to manage.



5. Right-click the Media Pool and select **Properties**.

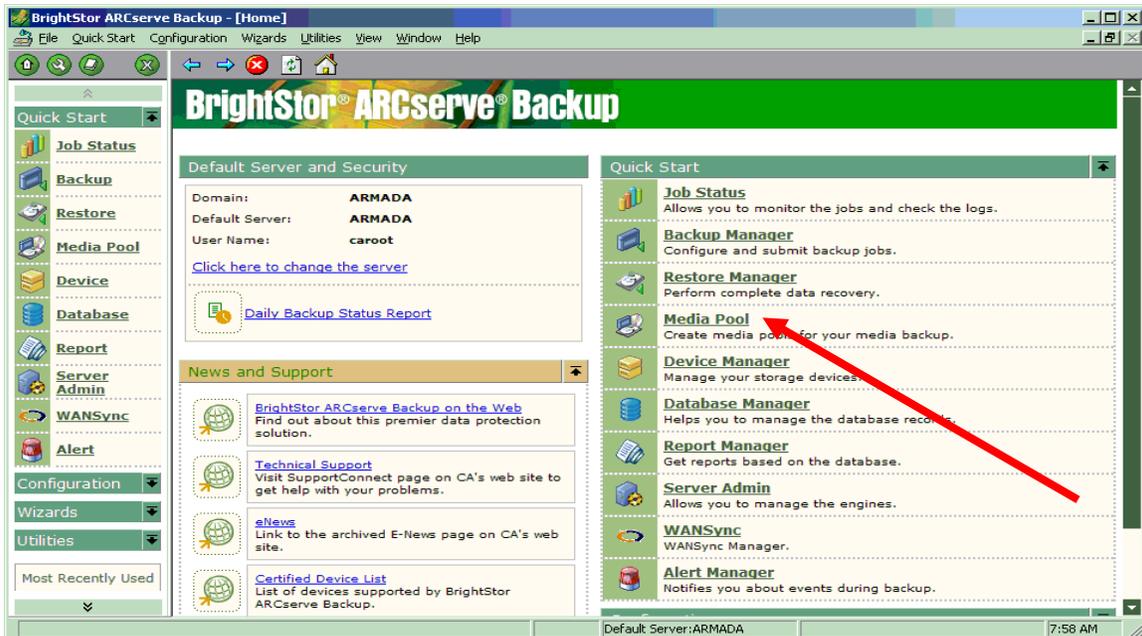


6. Make appropriate modifications, and click **OK**.

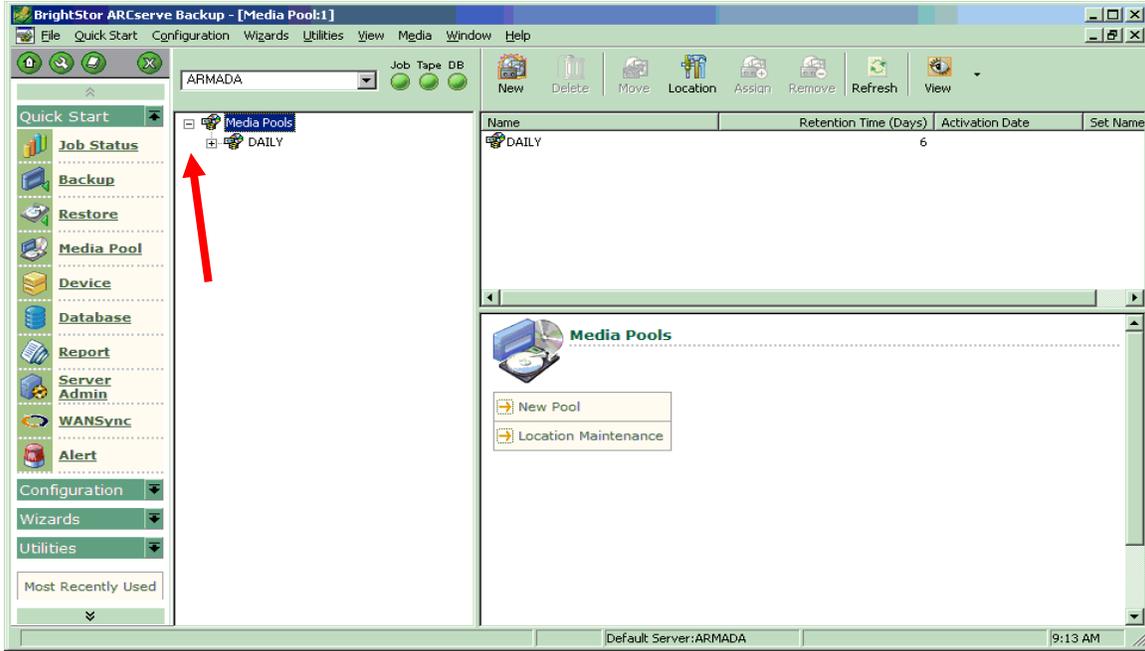


### 13-2.6 Moving Media within a Media Pool

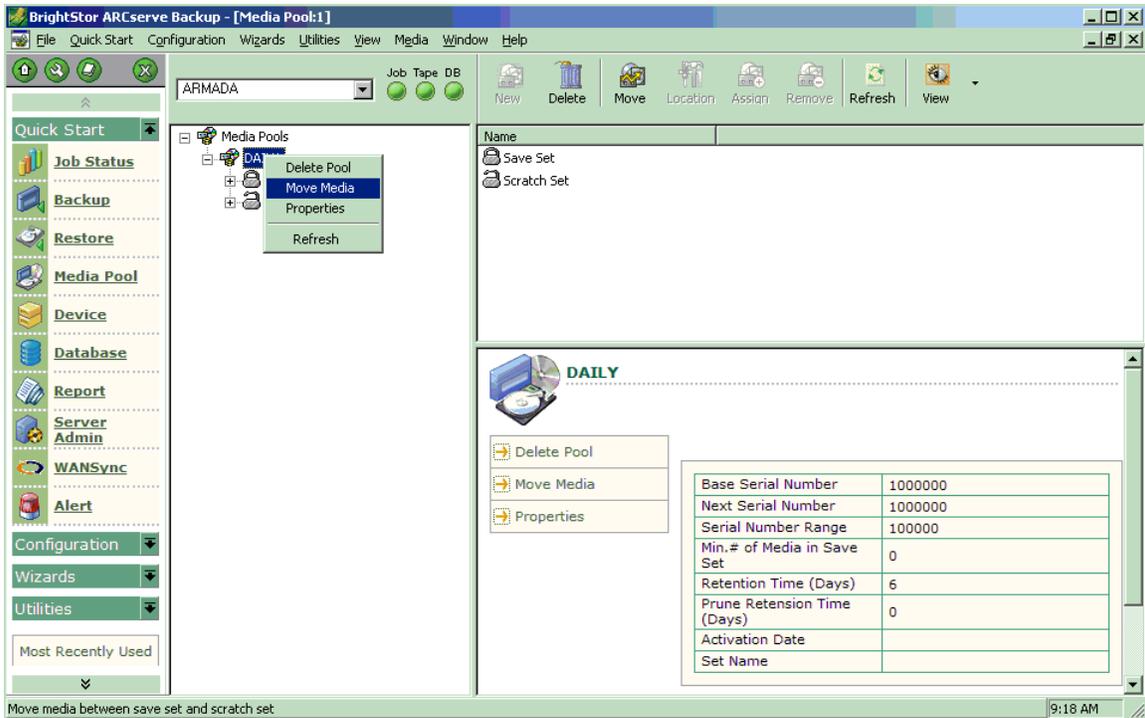
1. Log on as the local administrator. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.
2. From the BrightStor ARCserve Homepage, select **Media Pool**.



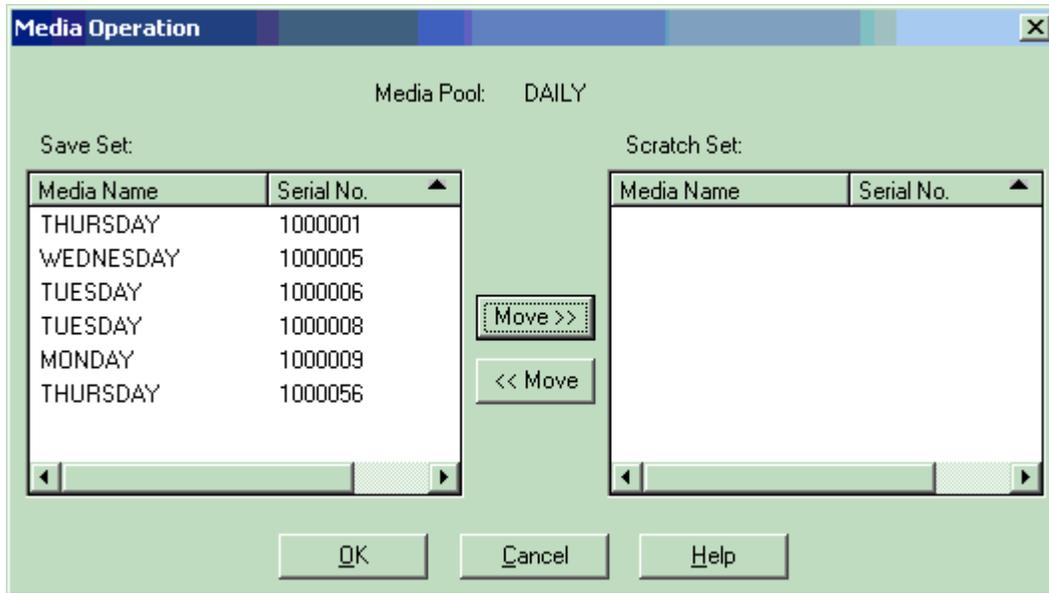
3. Click the + **sign** to the left of **Media Pool** to expand the installed Media Pools.
4. Select the Media Pool you want to manage.



5. Right-click and select **Move Media**.



6. Select the media you want to move from the **Save Set** to the **Scratch Set** or vice versa, and then click **Move**.



## 13-3 BACKING UP DATA

Contracting Systems has two standards used for backing up servers at the site. One standard uses the automated capability of the Sony StorStation tape drive with a rotation scheme. The other backup uses a standard five-day custom scheme.

Contracting Systems currently recommends doing full backups each night to a single tape. This ensures there should not be any more than one day’s worth of lost data in the event a system crashes prior to a backup. Separate backups should be accomplished on both the Database Server and Adapter/ASF Server.

### 13-3.1 Backing up the Database Server

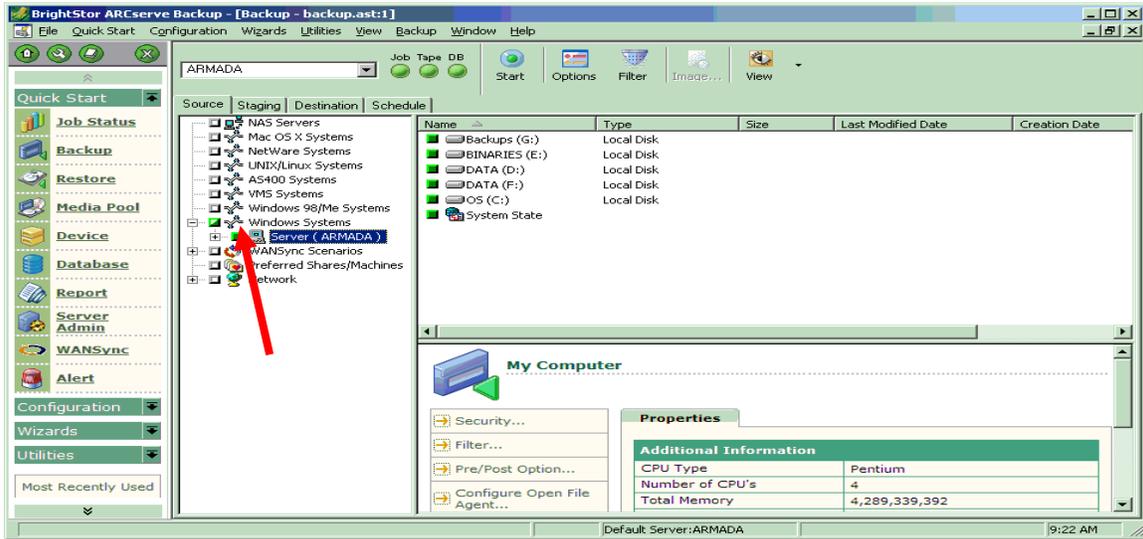
Contracting Systems has created a backup template that has all options pre-set for both the Database Server and the Adapter/ASF Server. The Backup Manager is provided to allow you to perform more customized backups using filters, options, and scheduling.

### 13-3.2 Using Contracting Systems Database Server Backup Template

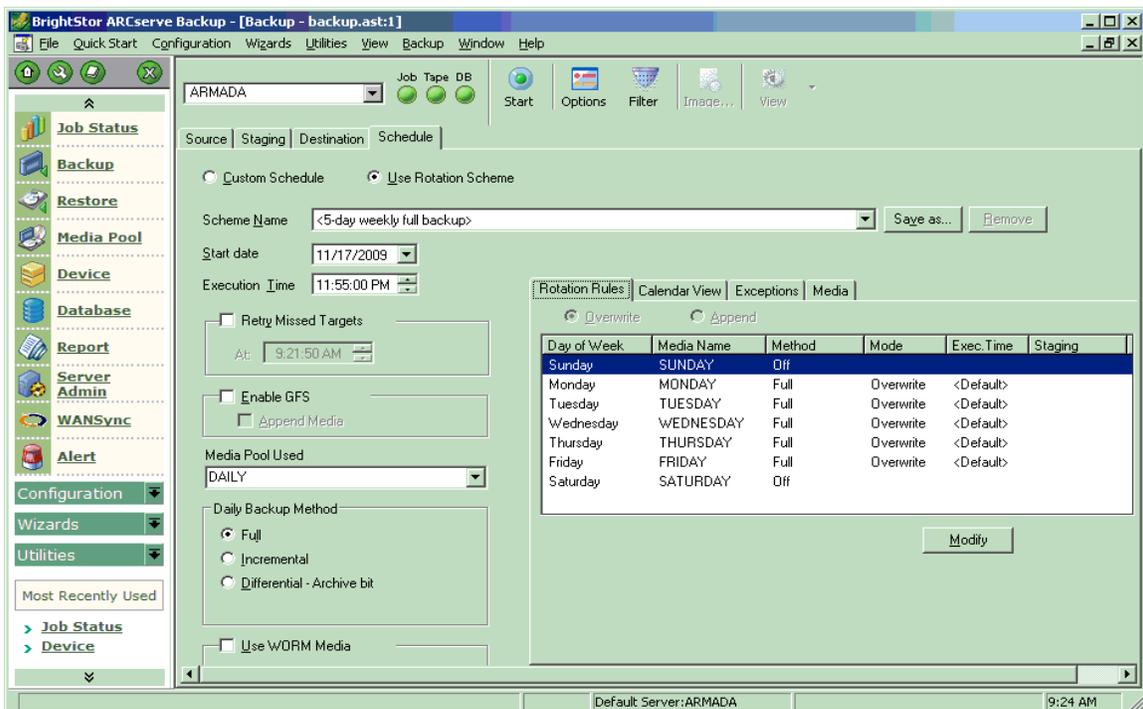
Prior to accomplishing this section, the site will need to download the BrightStor ARCserve Backup Database Server backup template from the Contracting Systems website.

1. Log on as the local administrator.
2. Open BrightStor ARCserve Backup Manager by clicking **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.
3. Click **File** on the menu bar.
4. Click **Open from Template**. Navigate to where you downloaded the **Backup.ast** file, and double-click it to open.

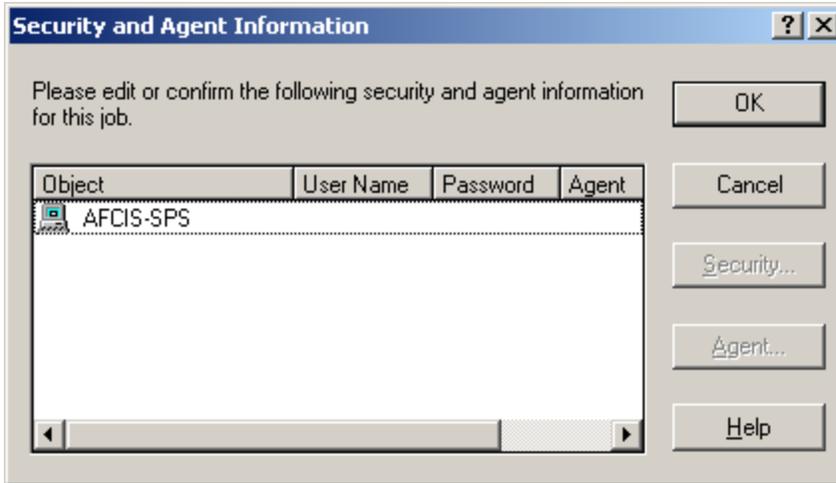
5. Click within the green outlined box next to **Server (Your Server Name)**. The box should fill in solid green.



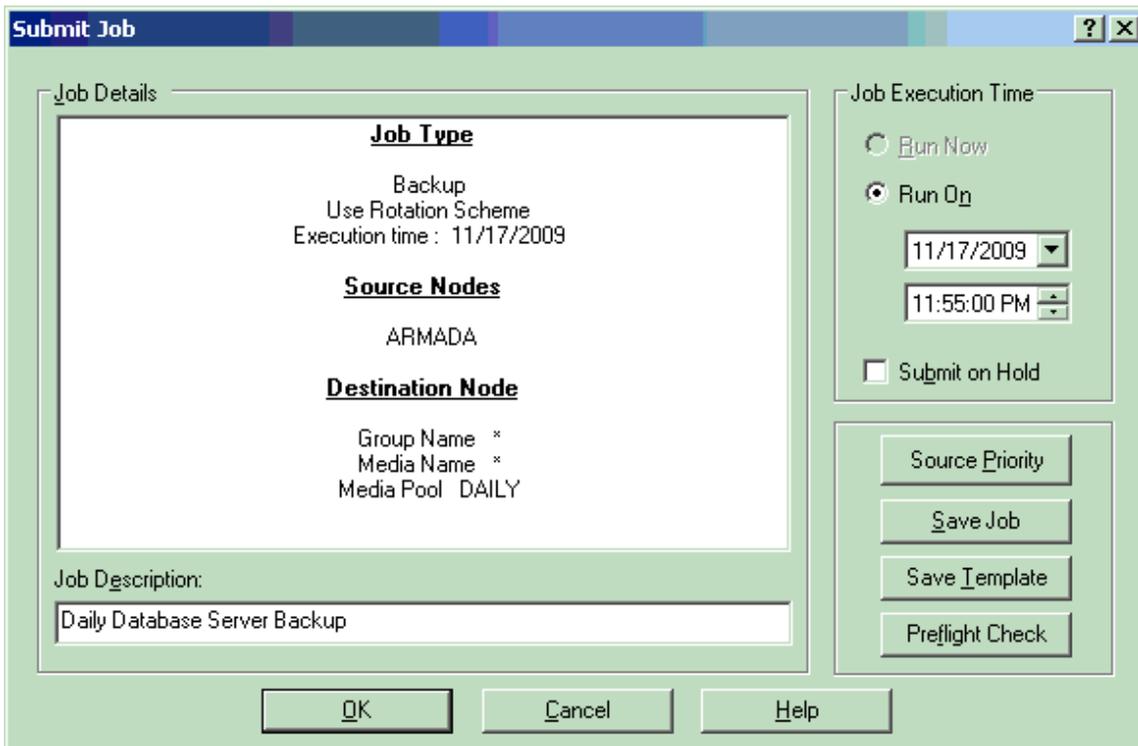
6. Click on the **Schedule** tab.
7. Input the execution time for the next backup. Contracting Systems recommends 11:55:00 pm. This gives ample time for dumps to complete, but keeps your site on a Monday-Friday backup rotation.
8. Click the **Start** icon.



- a. On the **Security and Agent Information** window, click **OK**.



- b. On the **Submit Job** window, click **OK**.

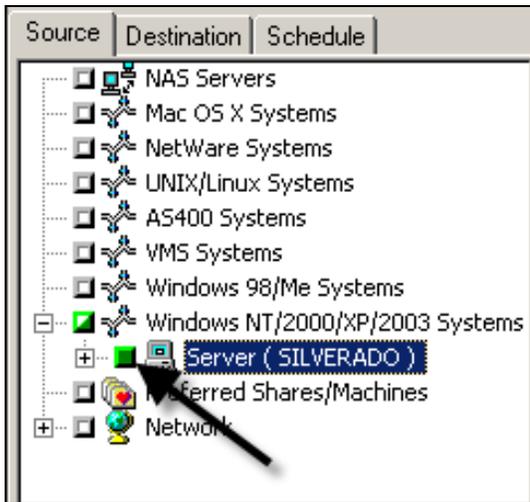


### 13-3.3 Using Contracting Systems Adapter/ASF Backup Template

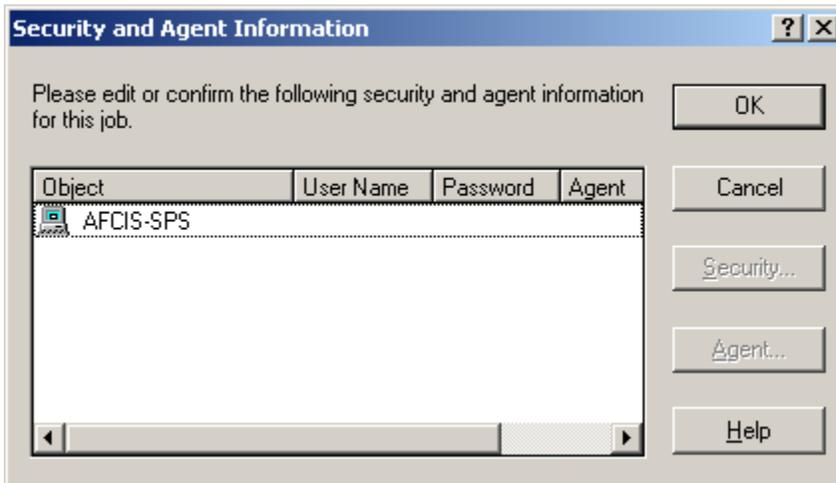
Prior to accomplishing this section, the site will need to download the BrightStor ARCserve Backup Database Server backup template from the Contracting Systems website.

1. Log on as the local administrator.
2. Open BrightStor ARCserve Backup Manager by clicking **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.

3. Click **File** on the menu bar.
4. Click **Open From Template**. Navigate to where you downloaded the **Backup.ast** file, and double-click it to open.

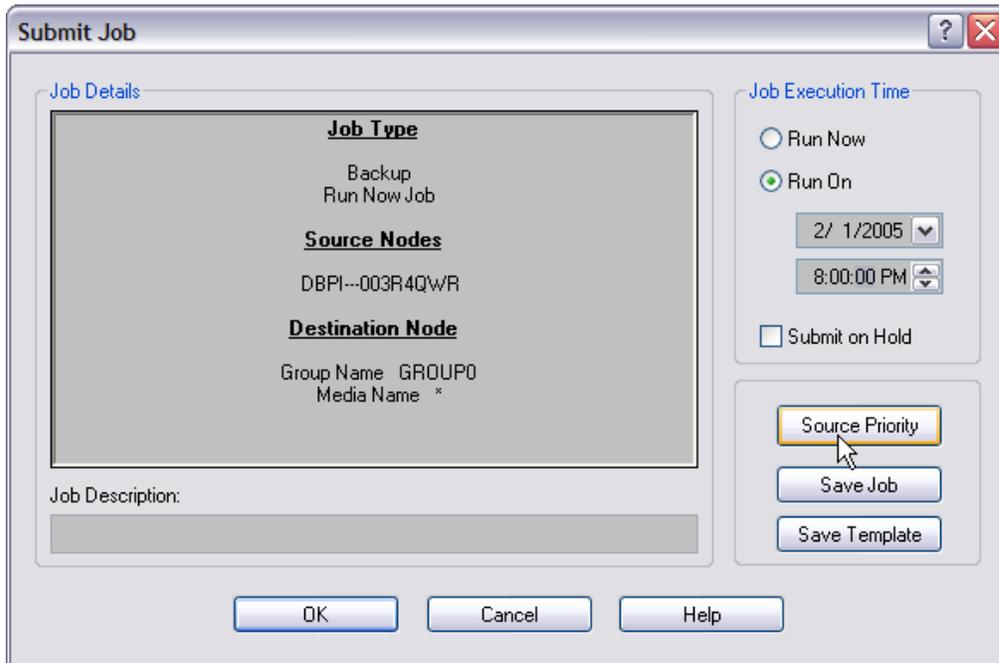


5. Click within the green outlined box next to **Server (Your Server Name)**. The box should fill in solid green.
6. Click the **Start** icon.



- a. On the **Security and Agent Information** window, click **OK**.

- b. On the **Submit Job** window, enter the time you want the backup to start each night (Contracting Systems recommends 11:55 PM). Click **OK**.



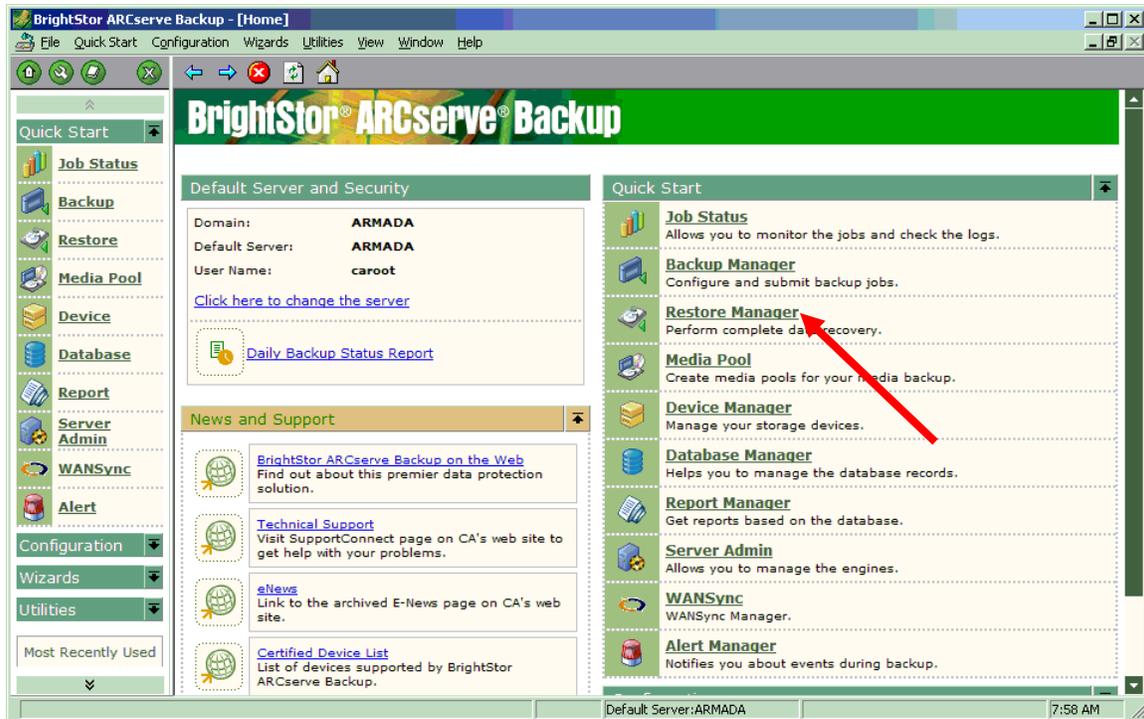
## 13-4 RESTORING DATA

BrightStor ARCserve Backup allows you to restore the server in two ways. You can use the wizard to quickly step you through the restore process. This process uses default settings for certain options. You can use the manual option to customize the restore process for your site.

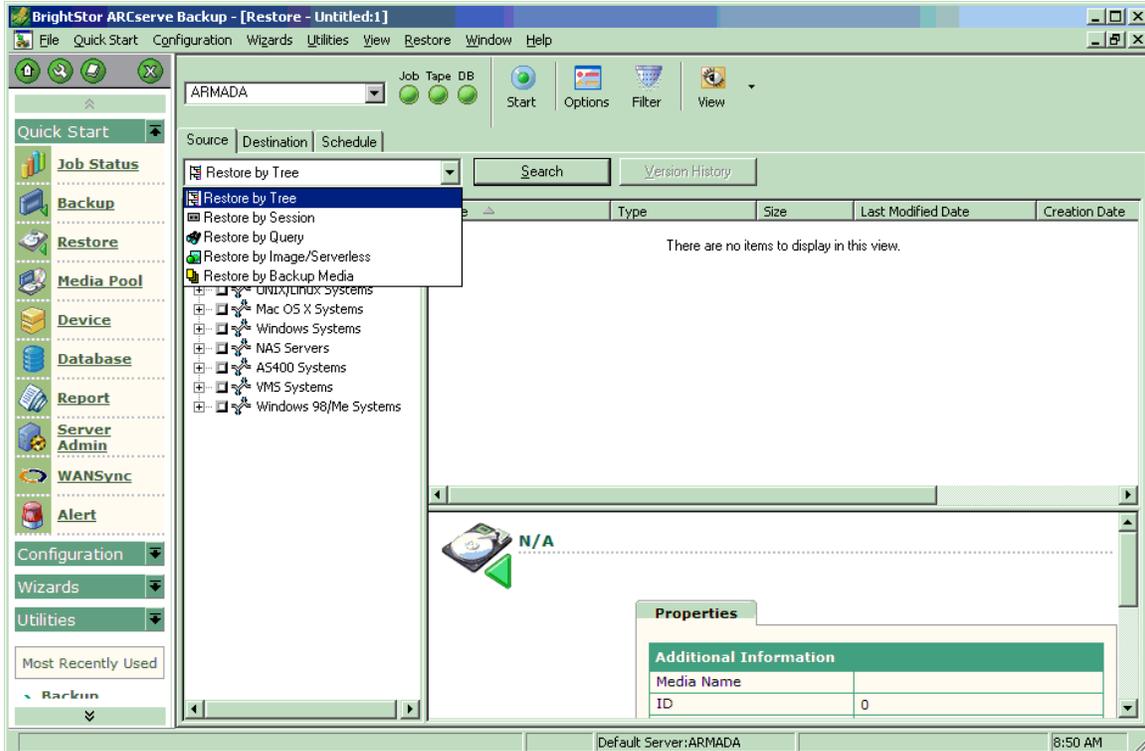
### 13-4.1 Restoring data using the Restore Manager

ARCserve backup allows you to restore data to most machines attached to your network. Each restore job requires a source and destination. The files selected as your source must originate from an ARCserve Backup media, and the destination must be a hard drive. The restore manager screen contains three tabs to customize your restore job: Source, Destination, Schedule.

1. Log on as the local administrator. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.
2. Select **Restore Manager** from the BrightStor ARCserve Homepage.

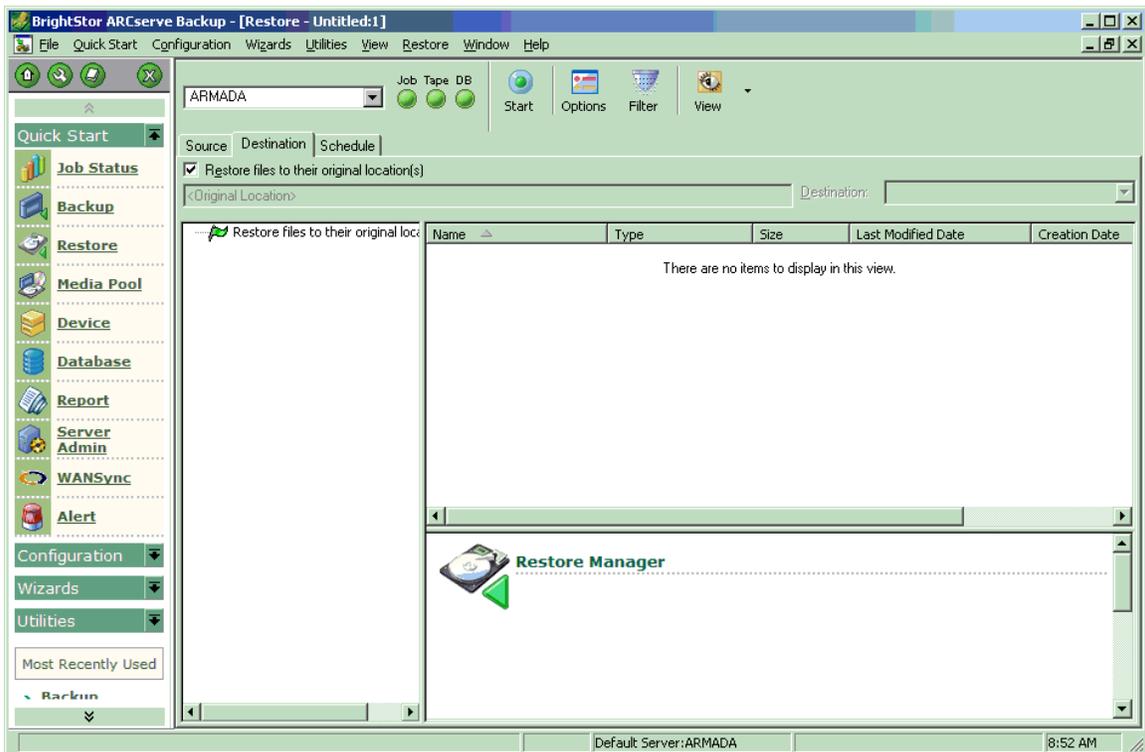


3. On the **Source** tab, select the method you wish to use for selecting your source data (data you want to restore.) Depending on which method you select for the restore, the display will be different.
  - a. **Restore by Tree** – Restores a specific directory or drive from a display of files and directories that were backed up with ARCserve. Use this method when you don’t know which media contains the data you need, but you know which machine it came from. **Note: This is the default option you will normally use.**
  - b. **Restore by Session** – Allow you to select the session, and 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.
  - c. **Restore by Query** – Restores files based on the search pattern given to locate the name 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 media it was backed up on.
  - d. **Restore by Backup Media** – Restores 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 BrightStor ARCserve backup or if the database does not recognize it.
  - e. **Note: Image/Serverless is only for use with the BrightStor ARCserve Backup Image Option.**

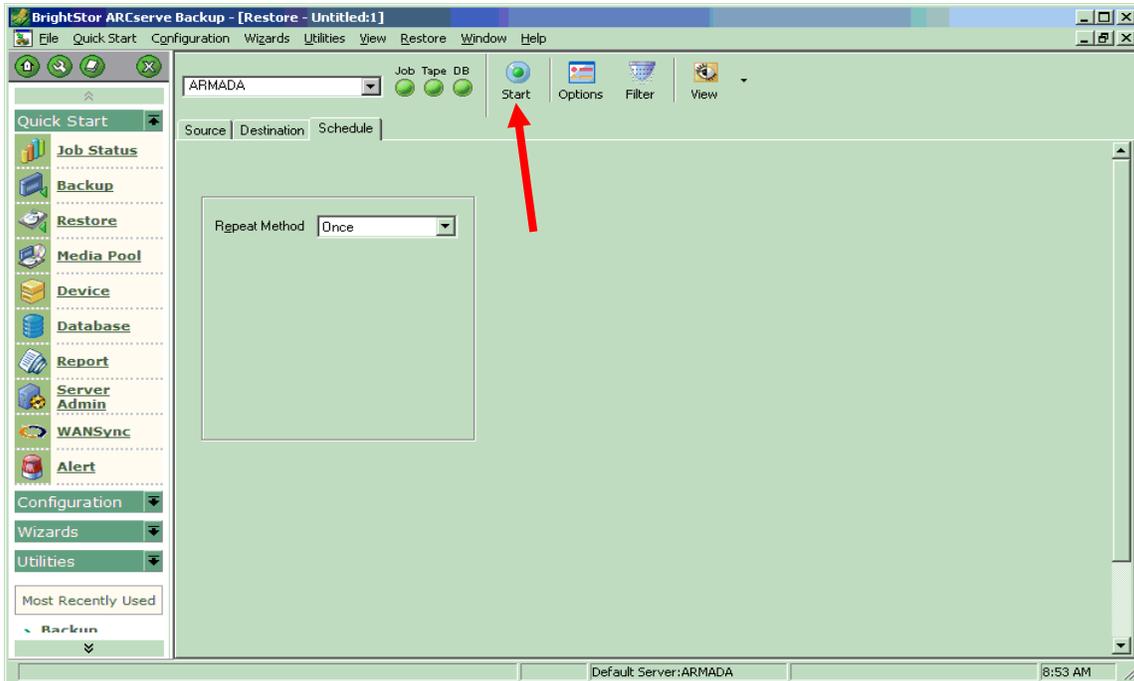


4. Select the **Destination** tab.

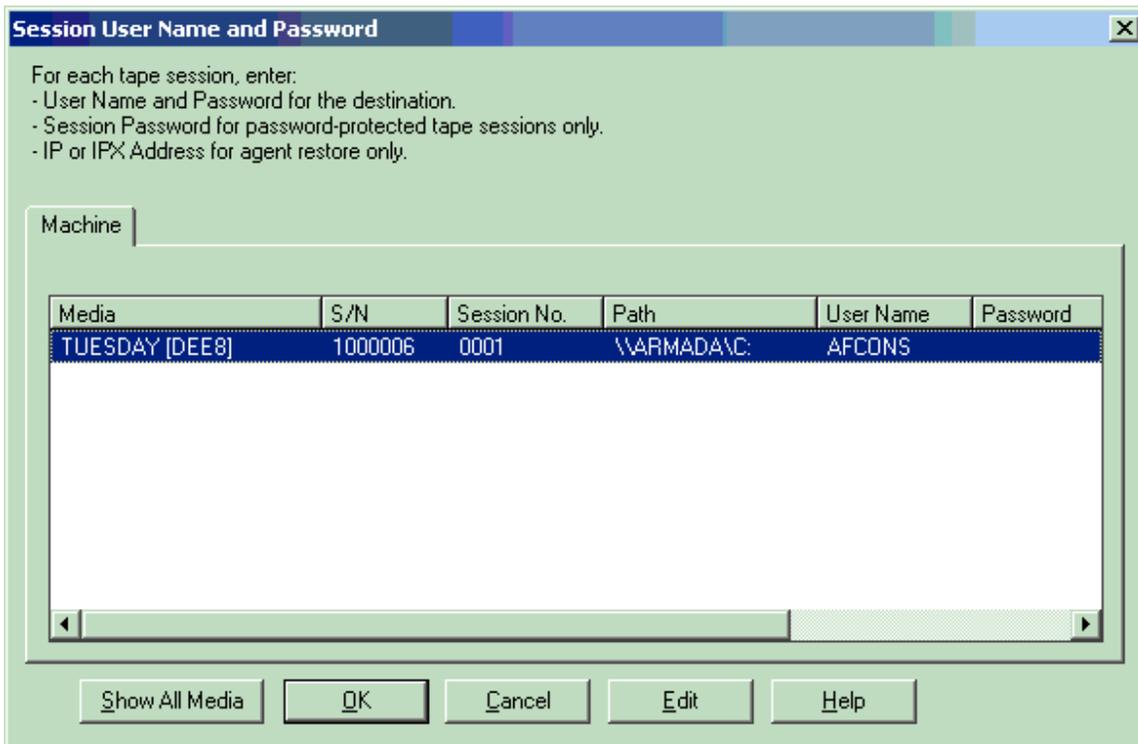
Leave the **Restore files to their original location(s)** box checked.



5. Select the **Schedule** tab (leave the default repeat method set to **Once**) and click the **Start** icon.



6. Click **OK** on the **Session User Name and Password** box.



7. Click **OK** to run job now or click **Run On** and input a future date and time to run the job.

**Submit Job**

**Job Details**

**Job Type**

Restore  
Run Now Job

**Destination Node**

Restore files to their original location(s)

Job Description:

**Job Execution Time**

Run Now  
 Run On

11/18/2009  
9:00:06 AM

Submit on Hold

Save Job  
Save Template  
Preflight Check

OK Cancel Help

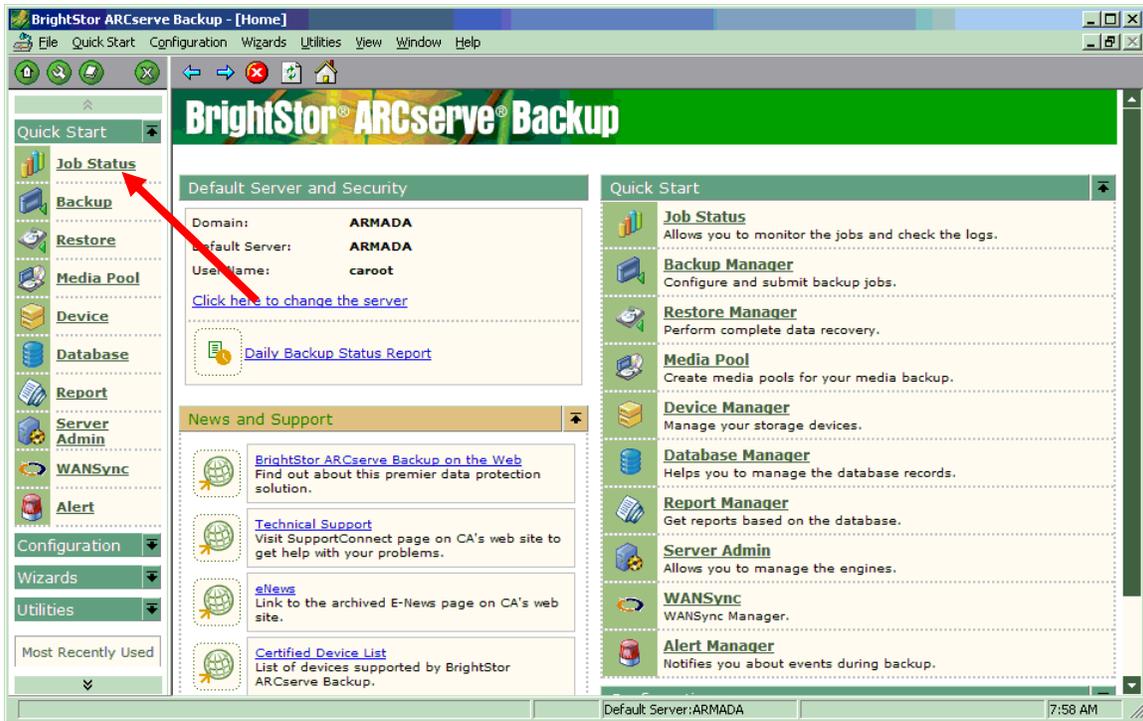
## 13-5 MANAGING ACTIVITY LOGS

The Activity Log provides an audit trail of all backup activity, including every job that is run. You should review this log daily to see if any errors have occurred. You can also use it to find out a session number in case you need restore a specific session.

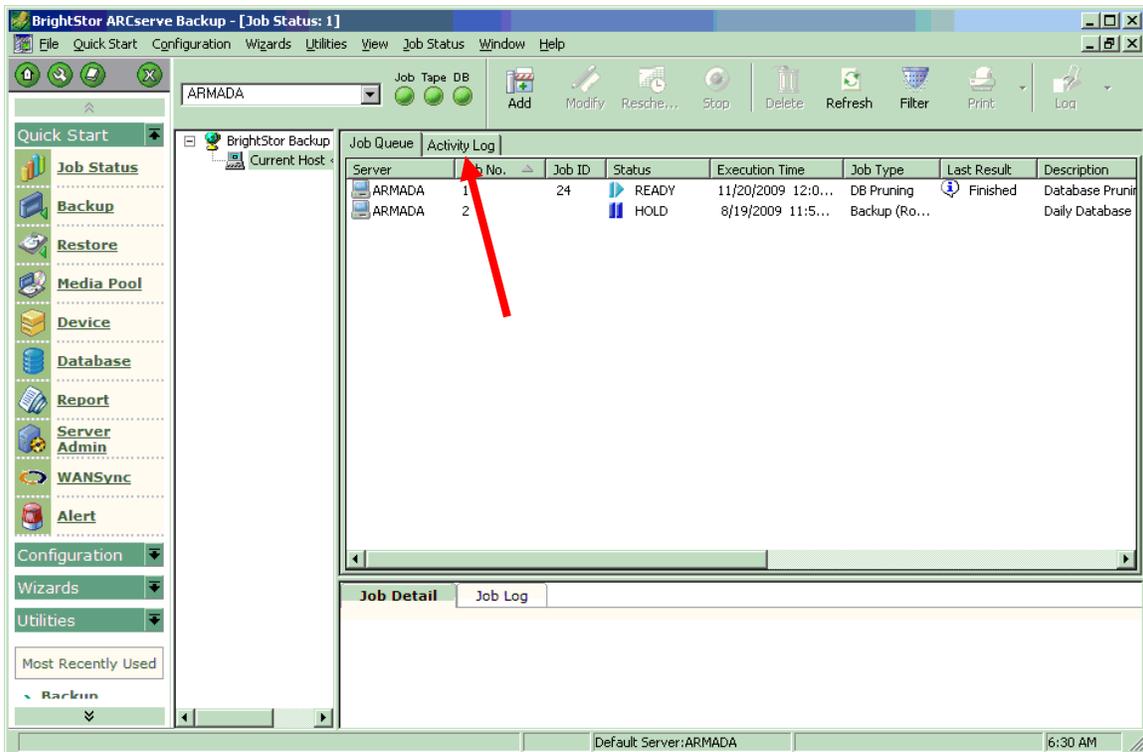
### 13-5.1 Accessing & Reading the Activity Log

The Activity log is located on the upper right corner of the Job Status Manager

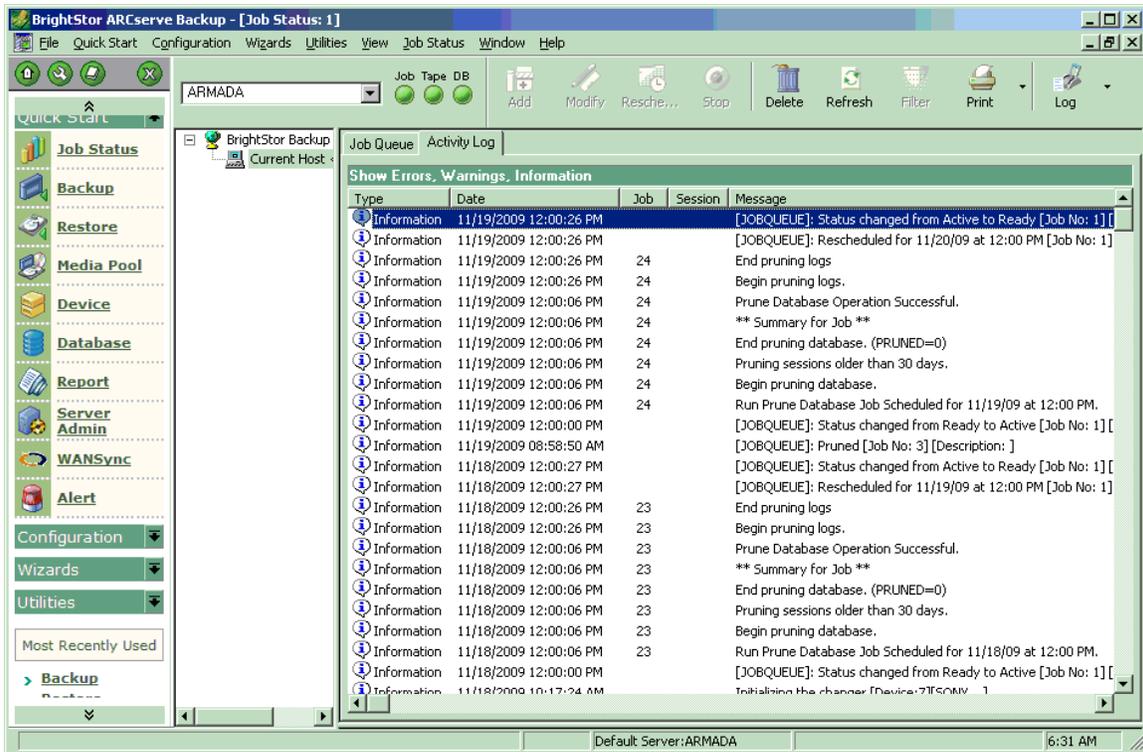
1. Log on as the local administrator.
2. Open BrightStor Manager. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.
3. Select **Job Status** from the **Quick Start** menu on the BrightStor ARCserve Backup Home Page.



4. Select **Activity Log** from the Job Status Manager.



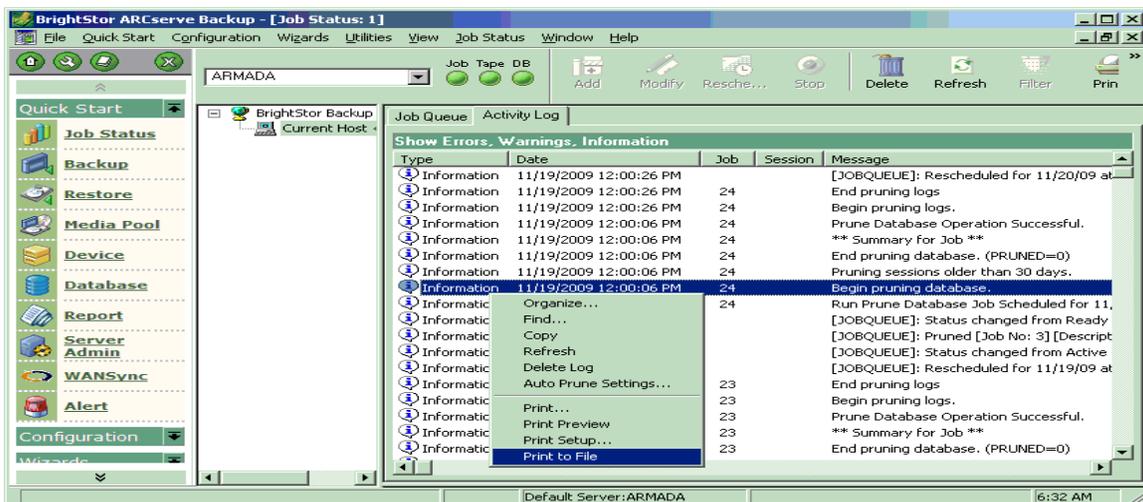
5. The most current information is located at the top of the log.



### 13-5.2 Saving the Activity Log to a text file

BrightStor maintains a text copy of the activity log. It also gives you the option to save a copy to a text file.

1. Access the Activity log. (See [13-6.1--Accessing & Reading the Activity Log](#))
2. Right-click within the activity log.
3. Select **Print to File** from the shortcut menu.



4. Enter the location where you want to place the file, and a name for the file. **Note: Contracting Systems recommends naming the file *basename.txt* (where *basename* is the actual name of your base). This file can be modified by deleting information out of it, to make it small enough to e-mail.**

### 13-5.3 Common Activity log information

The following are log entry examples of common information you will see in the Activity log and what you should be looking for when checking your log on a regular basis.

### 13-5.4 Example 1: Database Pruning Job

This job should run at least once each day. Typically the job will be initiated automatically at noon. This job removes all data older than 30 days from the BrightStor database. This job does not impact your users, Sybase, or the ARCserve backup. It can run at the same time as any of these jobs.

```
06/09/2004 12:00:24 PM 3      Reschedule Prune Database Job for 6/10/04 at
12:00 AM.
06/09/2004 12:00:24 PM 3      End pruning logs
06/09/2004 12:00:24 PM 3      Begin pruning logs.
06/09/2004 12:00:04 PM 3      Prune Database Operation Successful.
06/09/2004 12:00:04 PM 3      ** Summary for Job **
06/09/2004 12:00:04 PM 3      End pruning database. (PRUNED=0)
06/09/2004 12:00:04 PM 3      Pruning sessions older than 30 days.
06/09/2004 12:00:04 PM 3      Begin pruning database.
06/09/2004 12:00:04 PM 3      Run Prune Database Job Scheduled for 6/09/04 at
12:00 AM
```

### 13-5.5 Example 2: No scratch media available

Example of a failed backup due to no available scratch media. Scratch media are tapes that the system can overwrite and use for future backups. This problem is most often caused by changing out the tapes in the tape cartridge w/o stopping and restarting the tape engine. Stopping and restarting the tape engine forces BrightStor to re-inventory all the tapes in the changer. The system will only use media which are either in the scratch set or blank.

```
07/23/2004 07:05:12 PM 125    Reschedule Backup Job for 7/26/04 at 7:00 PM.
07/23/2004 07:05:11.1 PM 125    Backup Operation Failed.
07/23/2004 07:05:11.1 PM 125    DBPI---003R4QWR
07/23/2004 07:05:11.1 PM 125    Missed Nodes/Volumes:
07/23/2004 07:05:11.1 PM 125    Total Files backed up..... 0
07/23/2004 07:05:11.1 PM 125    Total Directories backed up..... 0
07/23/2004 07:05:11.1 PM 125    -- Failed and Canceled status..... 0
07/23/2004 07:05:11.1 PM 125    -- Complete and Incomplete status..... 0
07/23/2004 07:05:11.1 PM 125    Total Volumes to be backed up..... 0
```

```
07/23/2004 07:05:11.1 PM 125 -- Failed and Canceled status..... 1
07/23/2004 07:05:11.1 PM 125 -- Complete and Incomplete status..... 0
07/23/2004 07:05:11.1 PM 125 Total Nodes to be backed up..... 1
07/23/2004 07:05:11.1 PM 125 Serial No [Seq 0]..... N/A
07/23/2004 07:05:11.1 PM 125 Total number of sessions..... 0
07/23/2004 07:05:11.1 PM 125 Media ID..... 0000
07/23/2004 07:05:11.1 PM 125 Media Name..... N/A
07/23/2004 07:05:11.1 PM 125 Media Pool..... PI_WLY
07/23/2004 07:05:11.1 PM 125 Device Group..... GROUP0
07/23/2004 07:05:11.1 PM 125 *** Backup Summary for Job ID 125 ***
07/23/2004 07:05:11.1 PM 125 Backup Method: Full (Clear Archive Bit).
07/23/2004 07:05:11.1 PM 125 Unable to find any media that can be used in this
job.
07/23/2004 07:00:38 PM 125 Job will be cancelled in 5 minute(s).
07/23/2004 07:00:08 PM 125 2. <BLANK>
07/23/2004 07:00:08 PM 125 1. W-GFS-FRI-12/19/03 [S/N:1200003,SEQ:2]
PI_WLY
07/23/2004 07:00:08 PM 125 Please mount one of the following media in device
group GROUP0:
07/23/2004 07:00:08 PM 125 Media in device group GROUP0 is not in the
scratch set of pool PI_WLY.
07/23/2004 07:00:08 PM 125 Description: Daily Server Backup.
07/23/2004 07:00:08 PM 125 Start Backup Operation. (QUEUE=1, JOB=2)
07/23/2004 07:00:07 PM 125 Run Backup Job Scheduled for 7/23/04 at 7:00
PM
```

### 13-5.6 Example 3: Properly executed backup

The backup begins and formats a tape for use in the backup. BrightStor backs up the first five sessions (one per drive C, D, E, F, G). Next the System State (registry information) is backed up to a separate session. Next disaster recovery information is backed up to tape, and finally the BrightStor database is put on the tape. A total of eight sessions are backed up to tape on the database server. Only five sessions will be backed up on the Adapter/ASF server. The log will tell you what tapes are available for the next backup, and finally let you know that the backup was successful.

```
07/26/2004 07:14:20 PM 134 Reschedule Backup Job for 7/27/04 at 7:00 PM.
07/26/2004 07:14:00 PM 134 Backup Operation Successful.
07/26/2004 07:14:00 PM 134 Total MB processed..... 10771.80
07/26/2004 07:14:00 PM 134 Total Files backed up..... 2580
07/26/2004 07:14:00 PM 134 Total Directories backed up..... 3186
07/26/2004 07:14:00 PM 134 -- Failed and Canceled status..... 0
07/26/2004 07:14:00 PM 134 -- Complete and Incomplete status..... 6
07/26/2004 07:14:00 PM 134 Total Volumes to be backed up..... 6
07/26/2004 07:14:00 PM 134 -- Failed and Canceled status..... 0
07/26/2004 07:14:00 PM 134 -- Complete and Incomplete status..... 1
07/26/2004 07:14:00 PM 134 Total Nodes to be backed up..... 1
```

```

07/26/2004 07:14:00 PM 134 Serial No [Seq 1]..... 1000003
07/26/2004 07:14:00 PM 134 Total number of sessions..... 8
07/26/2004 07:14:00 PM 134 Media ID..... A6B7
07/26/2004 07:14:00 PM 134 Media Name..... A-PI-MON- 7/26/04
07/26/2004 07:14:00 PM 134 Media Pool..... PI_DLY
07/26/2004 07:14:00 PM 134 Device Group..... GROUP0
07/26/2004 07:14:00 PM 134 *** Backup Summary for Job ID 134 ***
07/26/2004 07:13:13 PM 134 8 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:8] is
merged.(files=680)
07/26/2004 07:13:13 PM 134 7 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:7] is
merged.(files=23)
07/26/2004 07:13:13 PM 134 6 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:6] is
merged.(files=1795)
07/26/2004 07:13:04 PM 134 5 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:5] is
merged.(files=9)
07/26/2004 07:13:04 PM 134 4 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:4] is
merged.(files=0)
07/26/2004 07:13:04 PM 134 3 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:3] is
merged.(files=1)
07/26/2004 07:13:04 PM 134 2 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:2] is
merged.(files=0)
07/26/2004 07:13:03 PM 134 1 [CAT] A-PI-MON- 7/26/04 [ID:A6B7,SESSION:1] is
merged.(files=72)
07/26/2004 07:12:29 PM 134 3. <BLANK>
07/26/2004 07:12:29 PM 134 2. I-PI-THU- 7/08/04 [S/N:1400008,SEQ:1] PI_DLY
07/26/2004 07:12:29 PM 134 1. A-PI-MON- 7/26/04 [S/N:1000003,SEQ:1] PI_DLY
07/26/2004 07:12:29 PM 134 The following media can be used in device group GROUP0
for next job on date 7/27/04:
07/26/2004 07:12:27 PM 134 Average Throughput: 437.50 MB/min
07/26/2004 07:12:27 PM 134 Elapsed Time: 42s
07/26/2004 07:12:27 PM 134 306.25 MB Written to Media.
07/26/2004 07:12:27 PM 134 1 Directories 680 File(s) (303.87 MB) Backed Up to
Media.
07/26/2004 07:12:27 PM 134 1 Session(s).
07/26/2004 07:12:27 PM 134 ** Summary for DBPI---003R4QWR **
07/26/2004 07:12:27 PM 134 8 BrightStor ARCserve Backup Database Backed Up
07/26/2004 07:12:27 PM 134 8 Average Throughput: 437.50 MB/min
07/26/2004 07:12:27 PM 134 8 Elapsed Time: 42s
07/26/2004 07:12:27 PM 134 8 306.25 MB Written to Media.
07/26/2004 07:12:27 PM 134 8 1 Directories 680 File(s) (303.87 MB) Backed Up to
Media.
07/26/2004 07:12:26 PM 134 8 Catalog File Backed Up
07/26/2004 07:11.1:42 PM 134 8 Backup Session 8 on Media A-PI-MON- 7/26/04 Serial #
1000003
07/26/2004 07:11.1:42 PM 134 8 Source Directory: C:\Program Files\CA\BrightStor
ARCserve Backup\DATABASE

```

```

07/26/2004 07:11.1:41 PM 134 Backup BrightStor ARCserve Backup Database...
07/26/2004 07:11.1:38 PM 134 Average Throughput: 11.1.25 MB/min
07/26/2004 07:11.1:38 PM 134 Elapsed Time: 5s
07/26/2004 07:11.1:38 PM 134 960 KB Written to Media.
07/26/2004 07:11.1:38 PM 134 1 Directories 23 File(s) (821 KB) Backed Up to Media.
07/26/2004 07:11.1:38 PM 134 1 Session(s).
07/26/2004 07:11.1:38 PM 134 ** Summary for DBPI---003R4QWR **
07/26/2004 07:11.1:38 PM 134 7 Average Throughput: 11.1.25 MB/min
07/26/2004 07:11.1:38 PM 134 7 Elapsed Time: 5s
07/26/2004 07:11.1:38 PM 134 7 960 KB Written to Media.
07/26/2004 07:11.1:38 PM 134 7 1 Directories 23 File(s) (821 KB) Backed Up to Media.
07/26/2004 07:11.1:38 PM 134 7 Catalog File Backed Up
07/26/2004 07:11.1:31 PM 134 7 Backup Session 7 on Media A-PI-MON- 7/26/04 Serial #
1000003
07/26/2004 07:11.1:31 PM 134 7 Source Directory: C:\Program Files\CA\BrightStor
ARCserve Backup\DR\DBPI---003R4QWR
07/26/2004 07:11.1:29 PM 134 Backup DR files for node DBPI---003R4QWR.
07/26/2004 07:11.1:29 PM 134 Average Throughput: 1,333.62 MB/min
07/26/2004 07:11.1:29 PM 134 Elapsed Time: 8m 15s
07/26/2004 07:11.1:29 PM 134 11.1,002.43 MB Written to Media.
07/26/2004 07:11.1:29 PM 134 3,184 Directories 1,877 File(s) (10,214.66 MB) Backed
Up to Media.
07/26/2004 07:11.1:29 PM 134 6 Session(s).
07/26/2004 07:11.1:29 PM 134 ** Summary for DBPI---003R4QWR **
07/26/2004 07:11.1:25 PM 134 6 Average Throughput: 494.87 MB/min
07/26/2004 07:11.1:25 PM 134 6 Elapsed Time: 30s
07/26/2004 07:11.1:25 PM 134 6 247.43 MB Written to Media.
07/26/2004 07:11.1:25 PM 13 6 526 Directories 1,795 File(s) (240.13 MB) Backed Up to
Media.
07/26/2004 07:11.1:25 PM 134 6 Registry Files Backed Up
07/26/2004 07:10:53 PM 134 6 Backup Session 6 on Media A-PI-MON- 7/26/04 Serial #
1000003
07/26/2004 07:10:53 PM 134 6 Source Directory: System State
07/26/2004 07:10:53 PM 134 Estimating Backup : Registry
07/26/2004 07:10:53 PM 134 Estimating Backup : COM+ Class Registration Database
07/26/2004 07:10:49 PM 134 Estimating Backup : Boot and System Protected Files
07/26/2004 07:10:49 PM 134 5 Average Throughput: 1,501.45 MB/min
07/26/2004 07:10:49 PM 134 5 Elapsed Time: 7m 9s
07/26/2004 07:10:49 PM 134 5 10,735.43 MB Written to Media.
07/26/2004 07:10:49 PM 134 5 46 Directories 9 File(s) (9,963.05 MB) Backed Up to
Media.
07/26/2004 07:10:48 PM 134 5 Catalog File Backed Up
07/26/2004 07:03:37 PM 134 5 Backed up volume disk quota.
07/26/2004 07:03:37 PM 134 5 Backup Session 5 on Media A-PI-MON- 7/26/04 Serial #
1000003
07/26/2004 07:03:37 PM 134 5 Source Directory: G:
    
```

07/26/2004 07:03:36 PM 134	4	Average Throughput: 768 KB/min
07/26/2004 07:03:36 PM 134	4	Elapsed Time: 5s
07/26/2004 07:03:36 PM 134	4	64 KB Written to Media.
07/26/2004 07:03:36 PM 134	4	6 Directories 0 File(s) (1 KB) Backed Up to Media.
07/26/2004 07:03:36 PM 134	4	Catalog File Backed Up
07/26/2004 07:03:30 PM 134	4	Backed up volume disk quota.
07/26/2004 07:03:30 PM 134	4	Backup Session 4 on Media A-PI-MON- 7/26/04 Serial # 1000003
07/26/2004 07:03:30 PM 134	4	Source Directory: F:
07/26/2004 07:03:29 PM 134	3	Average Throughput: 91.25 MB/min
07/26/2004 07:03:29 PM 134	3	Elapsed Time: 6s
07/26/2004 07:03:29 PM 134	3	9.12 MB Written to Media.
07/26/2004 07:03:29 PM 134	3	340 Directories 1 File(s) (8.06 MB) Backed Up to Media.
07/26/2004 07:03:29 PM 134	3	Catalog File Backed Up
07/26/2004 07:03:22 PM 134	3	Backed up volume disk quota.
07/26/2004 07:03:21 PM 134	3	Backup Session 3 on Media A-PI-MON- 7/26/04 Serial # 1000003
07/26/2004 07:03:21 PM 134	3	Source Directory: E:
07/26/2004 07:03:20 PM 134	2	Average Throughput: 19.82 MB/min
07/26/2004 07:03:20 PM 134	2	Elapsed Time: 7s
07/26/2004 07:03:20 PM 134	2	2.31 MB Written to Media.
07/26/2004 07:03:20 PM 134	2	757 Directories 0 File(s) (56 KB) Backed Up to Media.
07/26/2004 07:03:19 PM 134	2	Catalog File Backed Up
07/26/2004 07:03:11.1 PM 134	2	Backed up volume disk quota.
07/26/2004 07:03:11.1 PM 134	2	Backup Session 2 on Media A-PI-MON- 7/26/04 Serial # 1000003
07/26/2004 07:03:11.1 PM 134	2	Source Directory: D:
07/26/2004 07:03:07 PM 134	1	Average Throughput: 26.87 MB/min
07/26/2004 07:03:07 PM 134	1	Elapsed Time: 18s
07/26/2004 07:03:07 PM 134	1	8.06 MB Written to Media.
07/26/2004 07:03:07 PM 134	1	1,509 Directories 72 File(s) (3.34 MB) Backed Up to Media.
07/26/2004 07:03:07 PM 134	1	Catalog File Backed Up
07/26/2004 07:02:58 PM 134	1	Skip Registry Hive C:\WINNT\system32\config\system. (use System State)
07/26/2004 07:02:57 PM 134	1	Skip Registry Hive C:\WINNT\system32\config\software. (use System State)
07/26/2004 07:02:56 PM 134	1	Skip Registry Hive C:\WINNT\system32\config\SAM. (use System State)
07/26/2004 07:02:47 PM 134	1	Skip Registry Hive C:\Documents and Settings\Administrator\NTUSER.DAT. (use System State)
07/26/2004 07:02:45 PM 134	1	Backed up volume disk quota.
07/26/2004 07:02:45 PM 134	1	Backup Session 1 on Media A-PI-MON- 7/26/04 Serial # 1000003
07/26/2004 07:02:45 PM 134	1	Source Directory: C:
07/26/2004 07:02:36 PM 134		Backup 5 Drive(s) on My Computer

07/26/2004 07:02:36 PM 134	Backup Method: Incremental.
07/26/2004 07:02:19 PM 134	Format <BLANK> as A-PI-MON- 7/26/04 (serial # 1000003).
07/26/2004 07:02:19 PM	Format Successful!
07/26/2004 07:02:07 PM	Tape Engine finished formatting media.(new name: A-PI-MON- 7/26/04, old name: )
07/26/2004 07:00:08 PM 134	Description: Daily Server Backup.
07/26/2004 07:00:08 PM 134	Start Backup Operation. (QUEUE=1, JOB=2)
07/26/2004 07:00:08 PM 134	Run Backup Job Scheduled for 7/26/04 at 7:00 PM

## 13-6 FREQUENTLY ASKED QUESTIONS

**Question:** Why am I getting SCSI Port errors in my Activity log?

**Answer:** This usually means the server is having problems communicating with the tape drive. If the server was recently shut down ensure it has an external tape device, and that device is booted up prior starting the server. Ensure all cables are securely fastened. Try shutting down the tape unit, removing the power cable, reattaching the power cable, and then restarting the tape unit.

**Question:** Why do my tapes show as **dismounted**?

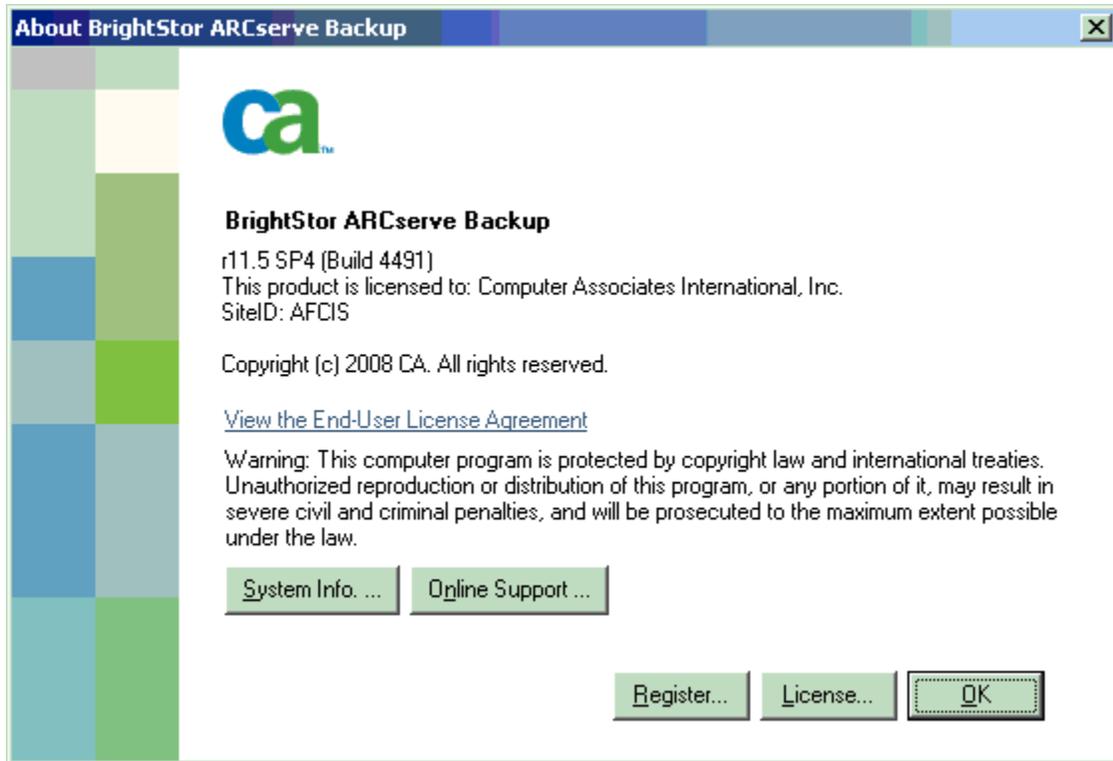
**Answer:** Ensure the operating system is properly recognizing your tape device. If the operating system is having a problem seeing the device, BrightStor will not be able to communicate with the tape driver either. To resolve this issue, if the server has an external tape device, reboot the device and then reboot the server. If the server has an internal tape drive just reboot the server.

**Question:** Why won't the job engine start?

**Answer:** This usually means ARCserve has not been properly licensed. To resolve this issue, install a full-product license key for your components.

**Question:** How do I check the version of my BrightStor ARCserve software?

1. Log in as the local administrator. Click **Start > Programs > CA > BrightStor > ARCserve Backup > Manager**.
2. Click **Help** on the menu bar.
3. Click **About BrightStor ARCserve Backup**.



This is current as of the SR10 deployment. The versions may be updated in the future with vulnerability patches.

**Question:** How do I restart the BrightStor ARCserve services?

**Answer:** To stop the BrightStor services run the following job: **C:\Program Files\CA\BrightStor ARCserve Backup\Cstop.bat**. To start BrightStor services, run **C:\Program Files\CA\BrightStor ARCserve Backup\Cstart.bat**.

**Question:** Why am I being prompted for a **caroot** password?

**Answer:** BrightStor provides an additional level of security. This additional level of security prevents unauthorized updates to BrightStor. Any time a user logs on, with an account other than the account BrightStor was installed under and tries to access BrightStor, they will be challenged for a password.

**Default Server Information**

Choose the server that will become the default BrightStor ARCserve Backup server.

Server Name: SERVER NAME

Select the type of server

**Windows**  
Enter the BrightStor ARCserve Backup user name.

**NetWare**  
Enter the full NDS context.

**UNIX/Linux**  
Enter the BrightStor ARCserve Backup user name.

Security information

User Name: caroot

Password: xxxxxxxx

For Windows, Linux and UNIX you have to specify the internal BrightStor ARCserve Backup user not the system user.

Remember the security information

OK Cancel

If the user enters the correct password, they will be granted full access to BrightStor. If not, they will receive an error and be forced to retry. By entering the correct password and checking the Remember the security information checkbox, future access attempts by this user will not be challenged.