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# Live Archive User Guide

For Microsoft Windows® 2000 Server or Windows Server 2003

Atempo 

[www.atempo.com](http://www.atempo.com)





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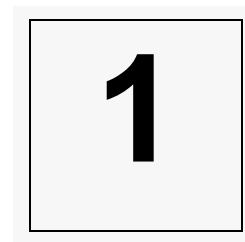
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## C H A P T E R 1



# Introduction to Live Archive

Atempo Live Archive is a client/server manager of long-term file storage for Atempo Live Backup. Using this system, you can off-load Live Backup's file storage needs to a secondary system while still having those files readily available when you need them. It copies files from Live Backup (the Archive Client) and saves them in the storage media set up on the computer where Live Archive is installed. Live Backup can then send requests to Live Archive whenever it needs to retrieve any file.

Live Archive is comprised of two components:

- **Live Archive Server** Copies and restores files to and from storage media.
- **Live Archive Console** A Microsoft Management Console snap-in that sets up the media to which the archive server copies files, lists archive tasks and status, displays the contents of the archive, and posts operator requests.

For Live Archive to communicate with Live Backup, you must set up a connection from Live Backup to Live Archive. This connection enables data transfer between Live Backup and Live Archive.

## How archiving works

As multiple versions of individual files accumulate in client databases on the Live Backup Server, you may want to off-load the oldest versions to a secondary storage device to free up room for more recent data storage. You can archive data to Live Archive, which stores your older user document files for safekeeping, while still keeping them available to the Live Backup Server for recovery if needed.

### Archive procedure

To begin the archiving procedure, you must configure Live Backup to archive files, and then create a schedule for the archiving task (this configuration is described later in this manual). Then when user document files stored in the Live Backup Server reach the maximum number of versions specified for retention, older versions of these files become eligible for archiving or deletion. This archive or deletion process begins according to the schedule you have set, or in response to an **Age Data Now** command in Live Backup.

During the archive process, the Live Backup Server moves the client files to be archived into a temporary database (buffer), during which time all client activity stops. After the files have been moved from the client database into the buffer, Live Backup establishes a connection with the corresponding archive server, and then moves the temporary database to the Live Archive Server, where it is stored permanently in a folder or on removable media. Once the temporary database is moved into Live Archive, the Live Archive sends a message back to the Live Backup Server that the data was successfully archived. As a result, the corresponding space is freed on the Live Backup Server, making room for more recent file versions.

### Request for recovery procedure

Usually when a user attempts to restore a previous version to his Live Backup Client, that file is readily available in the Live Backup Server, and therefore may be restored immediately, if a connection is available. However, a user may need to restore a file that has been off-loaded to Live Archive, in which case the file is not readily available.

To get the file, the Live Backup Server notifies Live Archive that a client has requested a file that has already been archived. Live Archive then copies the database containing the file back to the Live Backup Server, enabling it to restore the file. After an adequate amount of time to restore the file to the client has elapsed, the Live Backup Server deletes the archive database that contained the restored files.

---

**Tip** You can use the same Live Archive Server to service multiple Live Backup Servers. Install Live Archive, and then create a connection to the same Live Archive Server from each server in the Live Backup Console.

---

## What you need to do

To use Live Archive to store outdated versions of files originally saved in Live Backup, you will need to perform the following steps:

1. **Install Live Archive Server and Console:** see [“Installing Live Archive” on page 10](#).
2. **Configure Live Archive to store the files:** see [“Configuring the storage” on page 32](#).
3. **Make a connection from Live Backup to Live Archive:** see Chapter 10 of the *LiveBackup Administrator’s Companion* guide, or see the *LiveBackup Server Help*. [“Making a connection to Live Archive” on page 20](#).
4. **Configure data transfer between Live Backup and Live Archive by creating archive buffers:** see [“Configuring data transfer” on page 27](#).
5. **Configure Live Backup Clients to archive data:** see “Configuring data aging” in Chapter 10 of the *Live Backup Administrator’s Companion* guide or in the *LiveBackup Server Help*.
6. Launch the data aging process from Live Backup: see [page 41](#).

## Using this guide

This *Live Archive User Guide* consists of the following chapters, which include all of the information necessary to install, configure, and manage Live Archive, as well as connect it to the Live Backup Server. You will also learn how to age data from Live Backup.

**Chapter 1: Introduction to Live Archive** This chapter, which you are now reading, provides an overview of Live Archive and the Live Archive documentation.

**Chapter 2: Installing Live Archive** This chapter describes the requirements and steps for installing Live Archive.

**Chapter 3: Configuring storage** This chapter describes how to configure Live Archive to use folders or removable media to store data archived from Live Backup.

**Chapter 4: Connecting Live Backup to Live Archive** This chapter describes how to make a connection between Live Backup to Live Archive. You will learn how to make and manage connections from Live Backup to Live Archive, and configure data transfer through buffers.

**Chapter 5: Archiving data** This chapter describes the steps required to archive data from Live Backup to Live Archive.

**Chapter 6: Tracking archival tasks** This chapter describes how to view, launch, and abort archiving tasks that copy or retrieve files to and from Live Archive.

**Chapter 7: Managing archive contents** This chapter explains how to view an index of data that is stored by Live Archive and how to discard the oldest data to free storage space.

**Chapter 8: Responding to operator requests and alerts** This chapter describes how the Live Archive Administrator interacts with Live Archive to help it complete its archiving tasks. You will learn the definition of each operator request Live Archive submits and how to complete or refuse those requests. You will also learn about any archiving Alerts that appear in Live Backup.

**Chapter 9: Maintaining Live Archive databases** This chapter describes how to back up and restore your archived data, enabling you to further protect it.

**Chapter 10: Managing Live Archive remotely** This chapter describes how to install and set up Live Archive to be administered at a site remote from the Live Archive Server.

**Appendix A: Using Live Archive with RSM** This chapter includes tips and tricks on using Live Archive with Microsoft's Removable Storage Management system.

## Using the documentation

Use the Live Archive documentation in conjunction with the Live Backup documentation for a comprehensive description of crucial concepts behind Live Archive and Live Backup, as well as procedures for accomplishing specific tasks. You can use both the printed and online aids described below.

### Overview of the printed documentation

*Live Archive User Guide*: Provides reference and step-by-step information for installing, configuring, and administering Live Archive. Also describes how to connect Live Backup to Live Archive.

*Live Backup Installation and Setup Guide*: Provides an overview of Live Backup plus all the information you need to get Live Backup up and running in your enterprise.

*Live Backup Administrator's Companion*: Provides both reference and step-by-step information necessary to set up Live Backup Server, manage client computers, track statistics, generate reports, and respond to alerts.

*Live Backup Client User Guide*: Provides complete details on how Live Backup Client protects data and how to recover a file, folder, or an entire system.

### Documentation conventions

Throughout the printed documentation, the following conventions are used to help you understand the information presented.

---

<b>Convention</b>	<b>Used for</b>
UPPERCASE	File names
<b>Bold</b>	Menus, commands, dialog box options, and text that must be typed as shown
“in quotes”	References to other sections within the same printed guide
<i>Italic</i>	References to other sources of information and new terms in the text
Monospace	DOS commands
Click	Click the primary mouse button once
Right-click	Click the secondary mouse button once
Double-click	Click the primary mouse button twice quickly

---

## Using the online help

After installing Live Archive, online help is available using the HTML Help Viewer. Individual help is included for Live Archive and Live Backup. Context sensitive help is also available.

### To view the help for Live Archive:

- In the Live Archive Console, click the **Action** menu and choose **Help**, or click the **Help** button in the toolbar.

### To view help for Live Backup:

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**.
4. Right-click **Connections to Live Archive**, and then click **Help**, or click the **Help** button in any dialog box.



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## CHAPTER 2

# Installing Live Archive

A large, bold, black number '2' is centered within a white square box with a thin black border. The box is set against a light gray background.

To use Live Archive, you must install the Live Archive Server and Console.

In this chapter you will learn about

- Upgrading Live Archive
- Installing Live Archive
- Running Live Archive Console

# Upgrading Live Archive

You can upgrade Live Archive Server and Console from version 3.11 to 3.20 using the same procedure as for a standard installation. Live Archive Setup detects the presence of a previous version of Live Archive and initiates the upgrade process.

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**Important** If you upgrade from any version of Live Archive other than 3.11, you must either uninstall the previous version, and then perform a new installation of the current version, or upgrade sequentially, i.e. 2.52 to 2.60 . . . 3.11, before upgrading to 3.20.

---

# Installing Live Archive

## System requirements

Before you install Live Archive, make sure that your computer meets the minimum hardware and software requirements, and that you have sufficient user privileges, as detailed below.

### Live Archive Server hardware requirements

- Intel Pentium<sup>®</sup> Pro 200 or AMD Athlon processor or higher
- 128 MB RAM
- 2 MB free disk space for Live Archive Server
- Adequate free disk space for data storage (see Note below)
- Microsoft RSM compatible tape device or library (recommended)

If you use an RSM device for storage, allow for approximately 1 KB of hard disk space for each archive session run. For example, daily archiving for 300 clients results in approximately 100 MB annually. If you use folders for storage, then you must allocate enough disk space for the actual archive data. The amount of disk space required depends on your clients' activity and data aging configuration in Live Backup, but will be significantly greater than the amount of storage space required for RSM devices.

### Live Archive Server software requirements

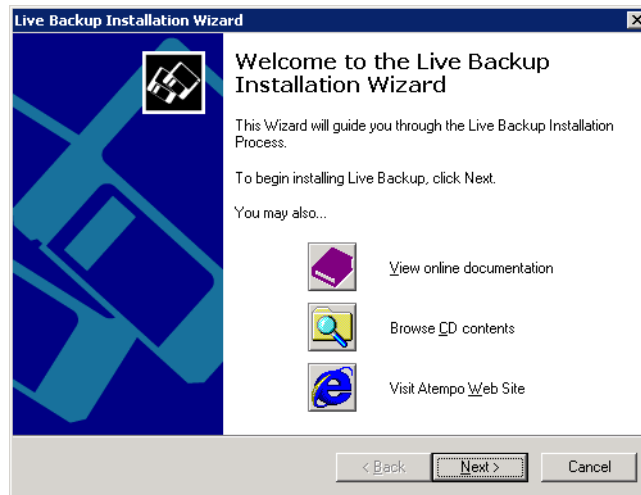
- Windows 2000 Server or Advanced Server, or Windows Server 2003 Standard or Enterprise Edition
- Internet Explorer 5.0 (or higher)
- MDAC 2.1 SP1 (or higher)
- Active Directory or NT Domain networking
- IE 5.0 and HTML Help update (for help viewing)

### Privileges

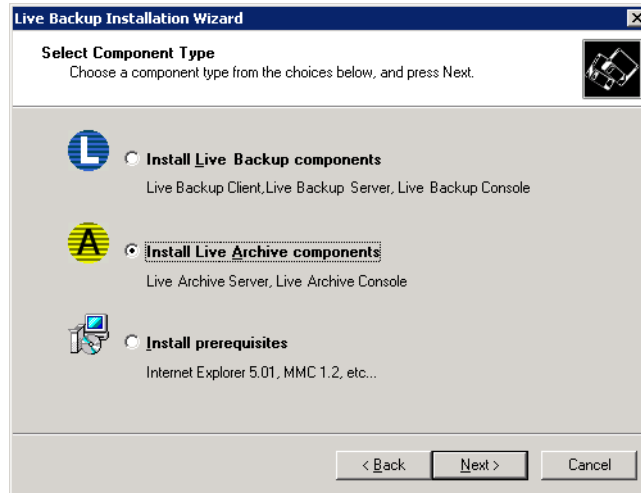
- To install Live Archive, you must have administrative privileges on the local computer and user membership in the Live Backup domain.

## Install Live Archive Server and Console

1. Login to the computer with local administrative privileges.
2. Insert the Live Backup CD-ROM Disc 1 into your CD-ROM drive.

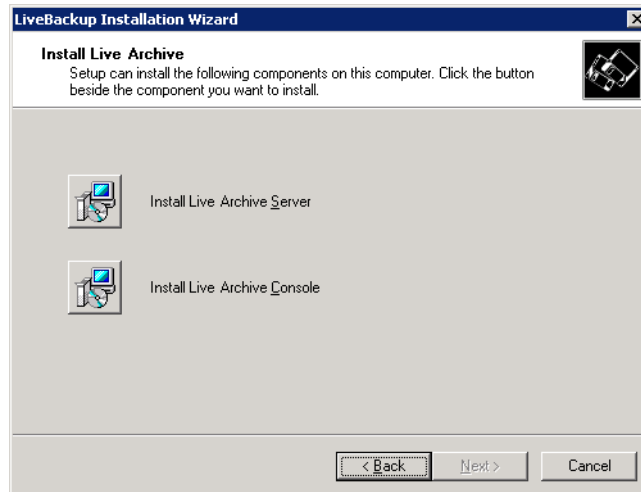


3. In the Welcome to the Live Backup Installation Wizard screen, click **Next**.



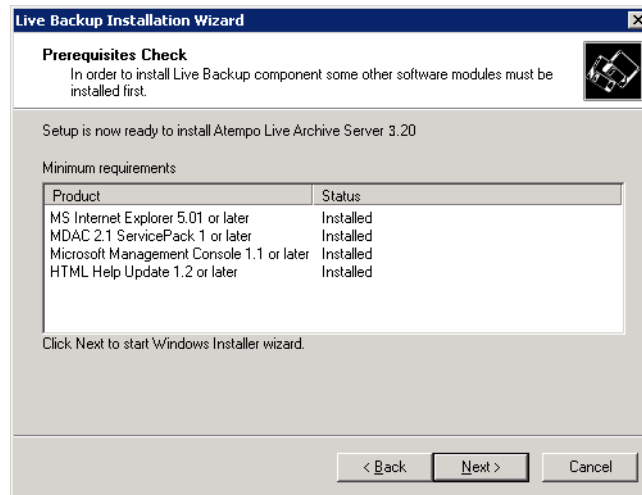
4. In the Select Component Type screen, click **Install Live Archive components**, and then click **Next**.

The Install Live Archive screen appears.



5. In the Install Live Archive screen, click **Install Live Archive Server**.

The Prerequisites screen appears.

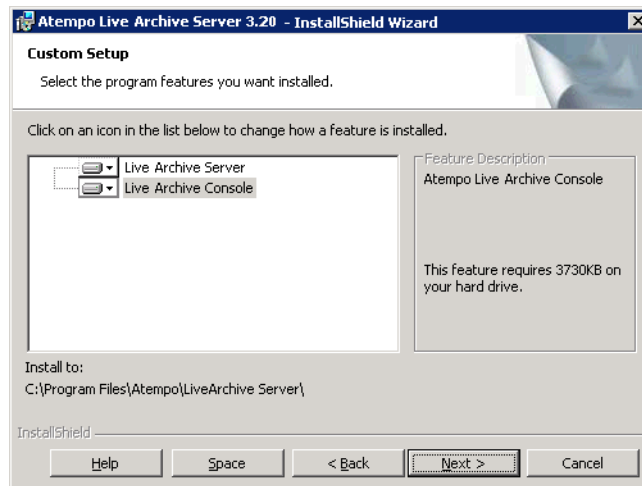


6. If all the prerequisite software has been installed, then you can begin the installation: Click **Next**. If not, then setup will prompt you to install the missing components before continuing with the Live Archive installation.

The Live Archive Server installation begins.

7. Read the Welcome screen, and then click **Next**.
8. In the License Agreement screen that appears, select **I accept the terms in the license agreement**, and then click **Next**.

The Custom Setup screen appears.



9. Select the Live Archive Server components that you want to install.

- Click the down arrow beside a component name, and choose how you want to install:
 

To install the selected component to the local hard drive, select **This feature will be installed on local hard drive**. If you are modifying the installation, and this feature was installed previously, then this selection does nothing. If you are repairing the installation, this selection reinstalls the feature.

If you don't want to install a particular feature, or if you want to uninstall an existing feature during a modify or repair, then select **This feature will not be available**.
- To change the folder location where any Live Archive component will be installed, click the component name, and then click **Change**. In the Change folder dialog box, select a new location, and then click **OK**.
- Click **Next**.

The Service Account Information screen appears.

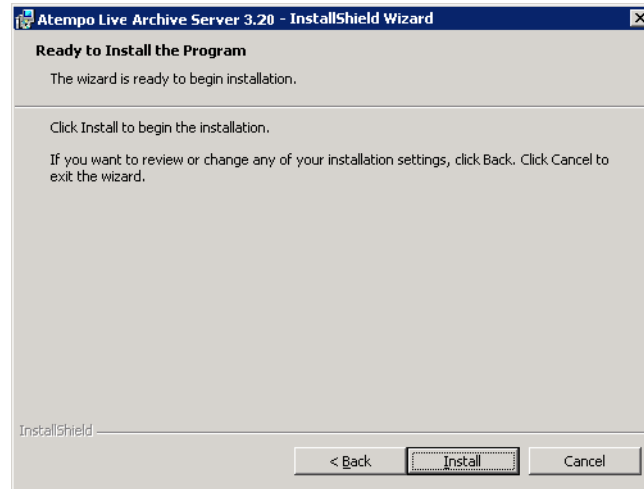
The screenshot shows a dialog box titled "Atempo Live Archive Server 3.20 - InstallShield Wizard" with the "Service Account Information" tab selected. The text inside reads: "Please enter user account information." Below this, it says: "Select domain user account; if not already a member, this account will be added to the Administrator's group on the local computer:". There is a text box containing "GRACERSERVER\amy" and a "Select..." button to its right. Below that are two text boxes labeled "Enter password:" and "Confirm password:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

10. In the Service Account Information screen, select the user account that will be used by Live Archive Server to access local and remote resources.

If you are installing Live Archive Server on the same computer as Live Backup Server, you may use any local account. If you are installing it on a different computer within the Live Backup domain or a trusted domain, you must select a domain user account. If you are installing outside of the Live Backup domain, then you can use a local account with administrator rights, as long as it has a mirror account on the Live Backup Server computer.

Click **Select**, and then choose an account from the Select User Account dialog box that appears. Click **OK**. Then type the **Password** to that user account, and **Confirm password** in the boxes provided. Click **Next**.

The Ready to Install the Program screen appears.



11. Click **Install**.
12. When the installation completes, click **Finish**.

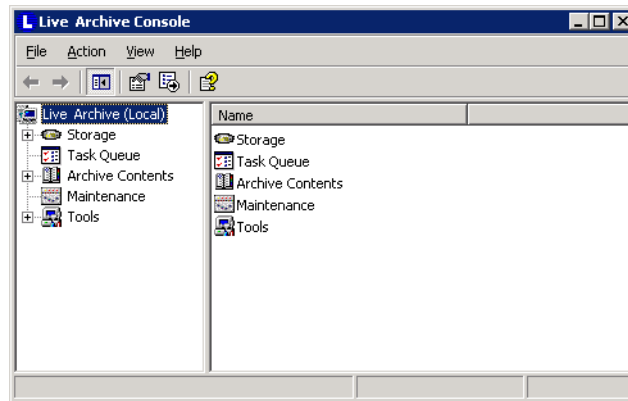
## Running Live Archive Console

You can run Live Archive Console from the Live Archive Server, or from any computer on which you have installed it. It may be useful for you to install the Live Archive Console onto the Live Backup Server computer (or any computer with the Live Backup Console), so you can manage all archiving functions from one computer.

### Run from the Live Archive Server

- On the Live Archive Server computer, click **Start** and point to **Programs**. Point to **Atempo Live Archive Console**, and then click **Live Archive Console**.

The Live Archive Console appears.



### Run from the Live Backup Server

To manage Live Archive from the Live Backup Server, you must first install the Live Archive Console on the Live Backup Server computer, or any computer where you have Live Backup Console installed.

To learn how to install the Live Archive Console only, see [“Install Live Archive Console” on page 70](#).

You can then access Live Archive in one of the following ways: by adding the Live Archive snap-in to the Live Backup Console, or by managing Live Archive from an existing connection in the Live Backup Console.

---

**To add the Live Archive Console snap-in to Live Backup Console:**

1. On the Live Backup Server computer, run Live Backup Console.
2. From the **Console** menu, select **Add/Remove Snap-in**.
3. In the Add/Remove Snap-in dialog box's **Standalone** tab, click **Add**.
4. In the **Available Standalone Snap-ins** list, click **Live Archive Console**, and then click **Add**. Click **Close**.
5. In the Add/Remove Snap-in dialog box, click **OK**.

**To manage Live Archive from an existing connection:**

---

**Note** You must set up a connection from Live Backup to Live Archive before you can continue with this procedure. See [“Making a connection to Live Archive” on page 20](#).

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1. On the Live Backup Server computer, run Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Connections to Live Archive**.
4. Right-click a connection to the Live Archive server and choose **Manage Live Archive Server**.
5. Live Archive Console appears in a separate MMC window. This console is already connected to the Live Archive Server named by the connection you chose.

## Run from a remote computer

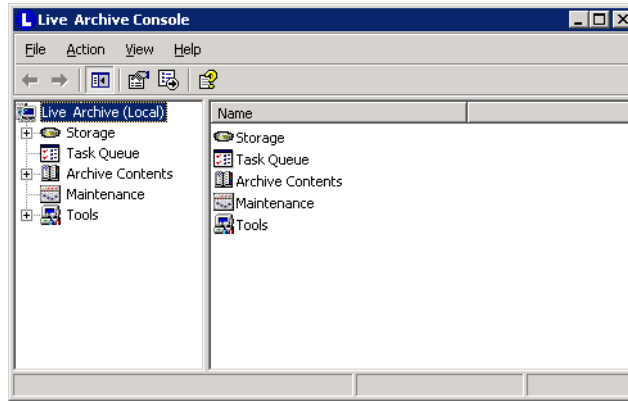
To manage Live Archive from a remote computer, you must install the Live Archive Console on that computer. Then you can manage Live Archive simply by running the Live Archive Console:

- Click **Start** and point to **Programs**. Point to **Atempo Live Archive Console**, and then click **Live Archive console**.

The Live Archive Console appears.

## Overview of the Live Archive Console

The Live Archive Console is a Microsoft Management Console (MMC) snap-in, and as such follows the conventions and standards of MMC. For more information on MMC, see Microsoft's documentation.



The console tree in the left frame of the Live Archive Console contains objects that enable you to manage Live Archive:

- **Storage:** Sets up the folders and removable media where the archived data will be stored. See [“Configuring storage” on page 31](#).
- **Task Queue:** Lists the archiving and restoration tasks yet to be completed. See [“Tracking archival tasks” on page 45](#).
- **Archive Contents:** Lists the data contained within the archive. See [“Managing archive contents” on page 51](#).
- **Operator Requests:** Lists actions, such as inserting media, that you must perform to complete an archiving task. See [“Responding to operator requests and alerts” on page 55](#).
- **Maintenance:** Enables you to back up and restore Live Archive databases. See [“Maintaining Live Archive databases” on page 63](#).
- **Tools:** Provides access to common management tools, including an Event Viewer that logs Live Archive activity. You can learn more about Tools from Windows documentation.

---

## CHAPTER 3

# Connecting Live Backup to Live Archive



# 4

To move data from Live Backup to Live Archive for long-term storage, you must provide a way for the two systems to communicate with each other. You can make the connection between the two systems and configure archiving. In this chapter, you will learn about

- Making a connection to Live Archive
- Working with connections
- Configuring data transfer
- Configuring Live Backup to archive files

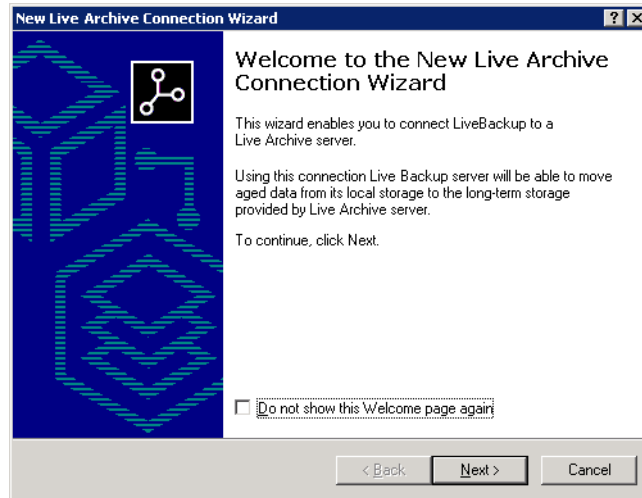
# Making a connection to Live Archive

You can link Live Backup to Live Archive through server connections. To establish and manage these connections, use the **Connections to Live Archive** object under **Data Aging** in the Live Backup Console.

## To make a connection to a Live Archive Server:

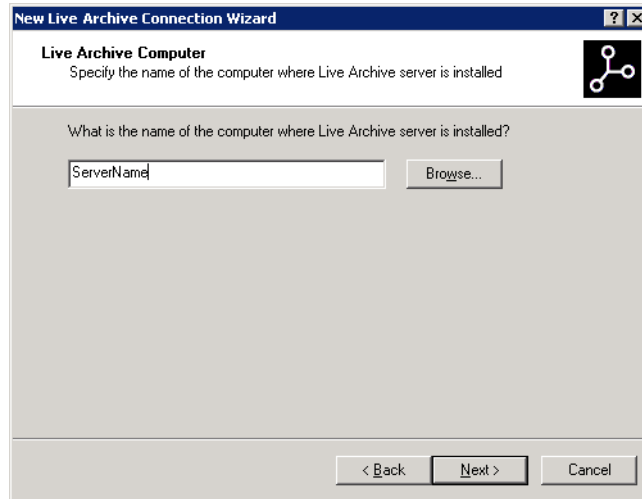
1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**.
4. Right-click **Connections to Live Archive** and click **New connection**.

The New Live Archive Connection wizard appears.



5. Read the Welcome page, and then click **Next**.

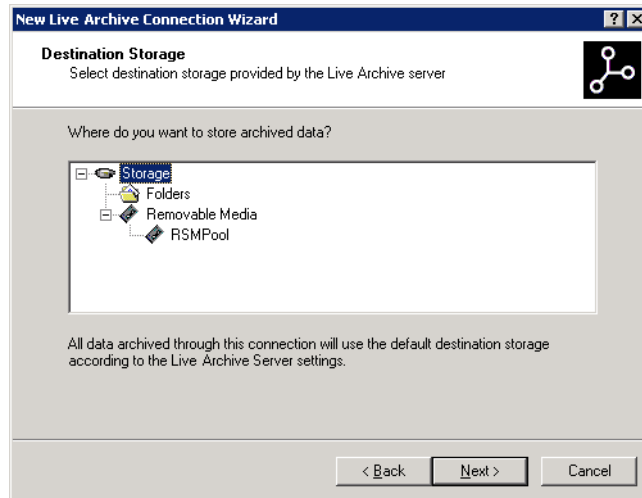
The Live Archive Computer page appears.



- In this page, you can establish a connection from Live Backup to the Live Archive Server. Type the computer name where Live Archive Server is installed, or click **Browse** and select it from the Browse for Computer dialog box.

Click **Next**.

The Destination Storage page appears.



- Select a storage type. The media listed are those configured for storage by the Live Archive Server you chose. In the **Where do you want to store the archived data?** list, click the media on which you want to store archived data from Live Backup, and then click **Next**.

The Timeout Values page appears.



8. Data transfer between Live Backup and Live Archive may be time-consuming. Select a timeout value for these operations. After the timeout value is reached, the archiving process is suspended, and Live Archive sends an alert to Live Backup.

In the **Archiving tasks will abort if they run longer than** box, select the timeout value for transmitting data from Live Backup to Live Archive Server. The data transmission will be aborted after the number of hours you select has elapsed.

In the **Retrieval tasks will abort if they take longer than** box, select the timeout value for transmitting data from Live Archive Server to Live Backup for recovery. The data transmission will be aborted after the number of hours you select has elapsed.

Click **Next**.

The Name and Description page appears.



The screenshot shows a window titled "New Live Archive Connection Wizard" with a standard Windows title bar (minimize, maximize, close buttons). The window content is divided into sections. At the top, it says "Name and Description" followed by the instruction "Enter the name and description for the new connection". To the right of this text is a small icon of a network or connection diagram. Below this, there are two input areas. The first is a text box with the label "Type a unique name for this connection:" and the text "Live Archive Connection Name" inside. The second is a larger text area with the label "Enter a description for the connection (optional):" and the text "Used to archive files from Corporate, Sales, and Marketing groups." inside. At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a dotted border.

9. You may now identify the connection you just created.

In the **Type a unique name for this connection** box, specify the name that refers to this connection in the connections list and in Live Backup alerts.

If you have any more comments to add, type them into the **Enter a description for the connection** box.

Click **Next**.

The New Live Archive Connection wizard Summary page appears.

10. Click **Finish**.

The connection to Live Archive is now established, and Live Backup may begin archiving files as configured from Client Properties and Data Aging in the Live Backup Console: see [“Configuring Live Backup to archive files” on page 29](#).

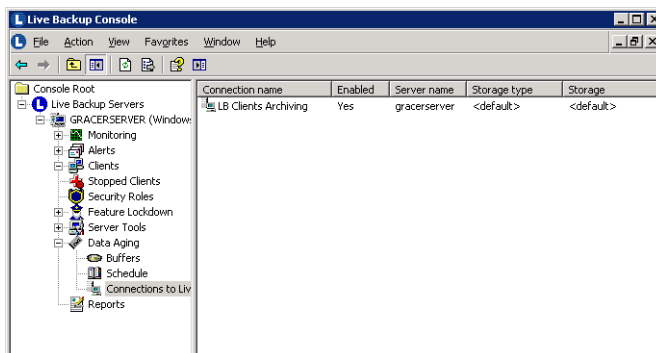
## Working with connections

Once a connection is made, you can work with it in the following manner:

- **Get properties on a Live Archive connection:** view information you configured when you made the connection.
- **Verify a connection:** make sure the connection is working properly.
- **Disable a Live Archive connection:** temporarily prevent the connection from being used.
- **Delete a Live Archive connection:** remove the connection, because the archive server or storage is no longer valid.

### Get properties on a Live Archive connection

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Connections to Live Archive**.

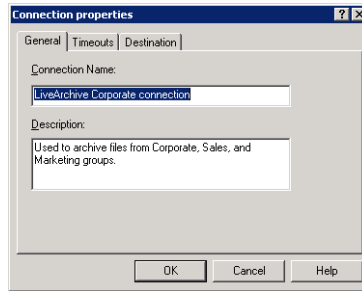


For each connection in this list, the following information appears:

- **Connection Name:** name you assigned to the connection in the Live Archive Connection wizard.
- **Enabled:** whether the connection is enabled for data transfer, *Yes* or *No*.
- **Server Name:** name of the Live Archive computer to which this connection points.
- **Storage Type:** type of storage that the Live Archive Server is using to store archived files, either *Folder* or *Removable*.
- **Storage:** name of the storage being used to store archived files.

- To get more information on a particular connection, right-click it and choose **Properties**.

A properties sheet appears containing the information above, plus data transfer timeout settings, destination, and any additional descriptions available for the connection.



- When you have finished reviewing properties, click **OK**.

## Verify a connection

- Run the Live Backup Console.
- Expand **Live Backup Servers**, and then expand *servername*.
- Expand **Data Aging**, and then click **Connections to Live Archive**.
- Right-click the connection you want to check, and then select **Verify**. One of the following messages may appear:
  - The connection is OK.
  - This connection is not valid. The archive server cannot accept requests.
  - This connection is not valid. The specified storage is disabled on the archive server.
  - This connection is not valid. The specified storage reports a hardware error.
  - This connection is not valid. The specified storage is out of disk space.
  - This connection is not valid. There's no storage of the specified type on the archive server.
  - This connection is not valid. There's no valid storage of the specified type on the archive server.
  - This connection is not valid. The specified storage is not present on the archive server.

- This connection is not valid. The archive server does not support storage of the specified type.
  - Failed to check connection parameters.
5. Click **OK**.

## Disable a Live Archive connection

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Connections to Live Archive**.  
A list of all connections appears.
4. Right-click the connection you no longer want to use and click **Disable**.  
A confirmation message appears.
5. Click **OK**.  
Live Backup stops using this connection to transfer files, but saves the connection's configuration.
6. When you want to enable the connection for data transfer again, right-click it and select **Enable**.

## Delete a Live Archive connection

---

**Warning** Removing a connection removes all connection settings. You will never again be able to use this connection to archive or retrieve files. All data archived using this connection will be inaccessible until another connection to that Live Archive Server is created. Make sure you also reconfigure any Live Backup Clients you have configured to use this connection for its archived files. See [“Configuring Live Backup to archive files” on page 29](#).

---

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Connections to Live Archive**. A list of all connections appears.
4. Right-click the connection you want to remove and click **Delete**.
5. In the confirmation message that appears, click **Yes**.

## Configuring data transfer

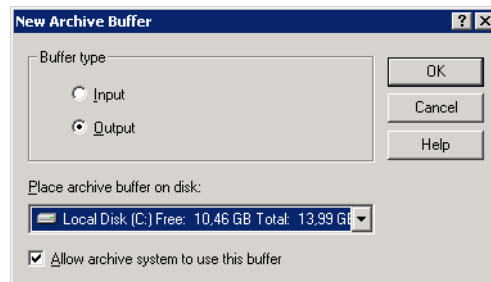
Once your connection from Live Backup to Live Archive is set up, you must configure how data will be transferred between the two systems. This data transfer is managed by archive buffers. To configure data transfer, you must add the buffers to manage input (data restored from Live Archive) and output data (data sent to Live Archive).

This section describes how to add and configure buffers.

### Add a buffer and configure data transfer to and from Live Archive

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**.
4. Right-click **Buffers**, and then point to **New**; click **Archive Buffer**.

The New Archive Buffer dialog box appears.



5. From the **Buffer type** area, choose how you want this buffer to be used:
  - **Input**: Use this buffer to restore data from the archive system for recovery.
  - **Output**: Use this buffer to transfer data to the archive system for long-term storage.

---

**Note** To store and restore files from Live Archive, you must set up *both* input and output buffers.

---

6. From the **Place archive buffer on disk** list, select the drive on which you want to store temporary files created during data transfer.
7. If you need to disable the selected buffer for data transfer, clear the **Allow archive system to use this buffer** check box.

8. Click **OK**.

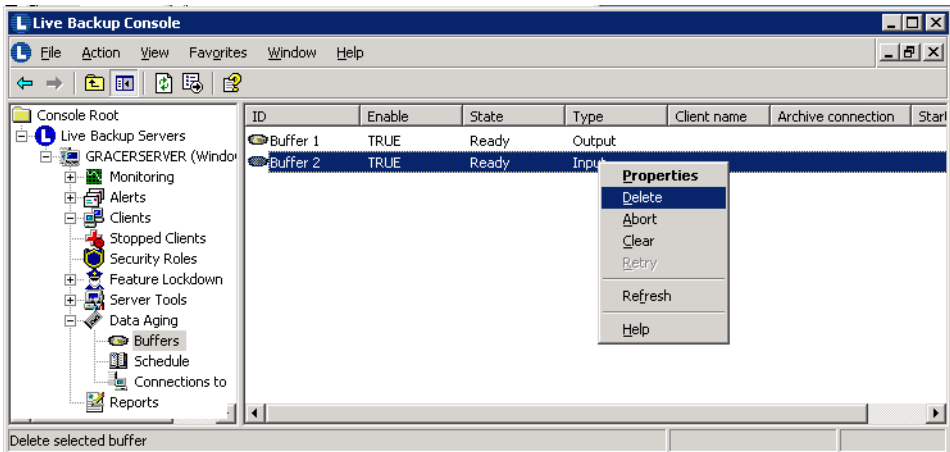
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**Tip** Multiple buffers enable different archiving tasks to run simultaneously; therefore, set up at least two input and two output buffers.

---

## Delete a buffer

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Buffers**.
4. Right-click the buffer you want to remove, and click **Delete**.



## Configuring Live Backup to archive files

The final steps in the process of configuring Live Backup to archive older versions of files to Live Archive are to configure the Live Backup clients to archive older data and to schedule times to archive files.

To configure individual Live Backup clients or groups to archive files, you must modify their Data Aging Properties to use one of the Live Archive connections you set up.

You can then schedule times to archive files from Schedule Data Aging in Live Backup, or you can launch an archive task immediately from the shortcut menu of any individual client.

These procedures are described in detail in the “Chapter 10: Managing storage space” in the *Live Backup Administrator’s Companion* as well as the Help for Live Backup Server. Please refer to either document for more information.



---

## C H A P T E R 4



# 3

# Configuring storage

You can store archived files in folders or on any removable media managed by the Removable Storage Management system (RSM).

To use a storage, you must configure Live Archive to use it. You can configure storages of multiple types, and then switch among those different types.

In this chapter, you will learn how to

- **Configuring the storage:** Allocate folders or removable media to Live Archive for storage. You will also learn how to edit, disable, and delete the storage you configured.
- **Checking status:** View the status of a storage.
- **Choosing a default storage type:** Determine which storage type Live Archive will use to archive files if none has been specified by Live Backup.

## Configuring the storage

You can store archived data in folders or on any removable media managed by the Removable Storage Management system (RSM).

- **Folders** Choose the Folder storage type if you have ample hard disk space available on the local computer or network. The advantage of using folders is that all archived data is always online for immediate recovery.
- **Removable Media** Choose the Removable Media storage type if you do not want to use your valuable free hard disk space for storage, and you have RSM compatible removable media available. Note, however, that if you use removable media, then archived data may not be accessible to Live Backup Clients unless the appropriate media is in the drive or library.

To use folders or removable storage for archiving, you must add and configure them in Live Archive. You can configure storages of multiple types, and then switch among them. This section describes how to configure folders and removable media to receive archived files.

- Configure folders
- Configure removable media

### Configure folders

To configure Live Archive to use folders for storage, you must allocate specific folders to the system for archiving. When you allocate a folder to Live Archive, the folder may be used only for archiving Live Backup's data. You may configure the location, name, and space quota for this folder. You can later edit these properties.

If you no longer want to use an allocated folder for archival, you can disable or delete it from Live Archive. Disable the folder if you no longer want to use it, but you want to keep it available for restoring files to Live Backup. Delete the folder from Live Archive if you will not be using it anymore. Note, however, that if you delete a folder from Live Archive, you will not be able to recover files that were archived to it.

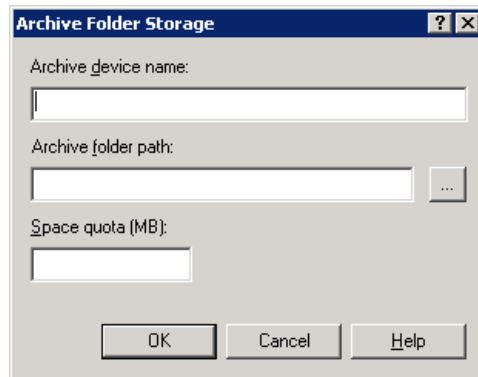
In this section, you will learn how to

- Allocate a folder to Live Archive
- Edit folder properties
- Disable an archive folder
- Delete a folder from Live Archive

## Allocate a folder to Live Archive

1. Expand **Live Archive**, and then expand **Storage**.
2. Right-click **Folders** and select **New Folder**.

The Archive Folder Storage dialog box appears.



3. In the **Archive device name** box, type the name you want to assign to this folder. This name can be any unique identifier up to 12 characters.
4. In the **Archive folder path** box, type the full path to the folder, or click the ellipses button . . . and select one from the Browse for Folder dialog box.
5. In the **Space quota** box, type the maximum number of megabytes of storage that this folder is allowed to consume for archived files.
6. Click **OK**.

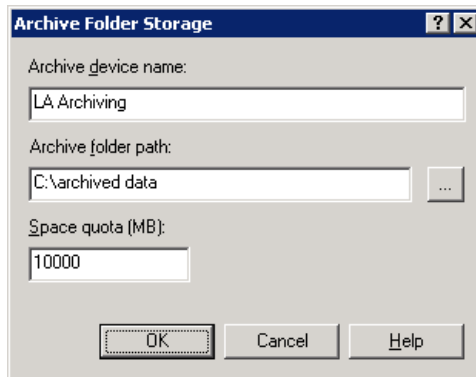
## Edit folder properties

1. Expand **Live Archive**, and then expand **Storage**.
2. Click **Folders**.

A list of all folders allocated to Live Archive appears in the details pane.

3. Right-click the folder, and then click **Edit**.

The Archive Folder Storage dialog box appears.



4. You can change any of the following properties of the folder:
  - **Archive device name:** a unique identifier of up to 12 characters.
  - **Archive folder path:** the full path to the folder you want to use to store archived files.
  - **Space quota:** the maximum number of megabytes of storage that this folder is allowed to consume for archived files.
5. When you have finished viewing and editing folder properties, click **OK**.

### Disable an archive folder

1. Expand **Live Archive**, and then expand **Storage**.
2. Click **Folders**.

A list of all folders allocated to Live Archive appears in the details pane.
3. Right-click the folder, and then click **Disable**.

The folder will no longer accept archived files.
4. To re-enable the folder, right-click it and choose **Enable**.

---

## Delete a folder from Live Archive

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**Warning** If you delete a folder containing archived files, you will lose access to those files from Live Archive. Live Archive will no longer be able to copy to or restore files from those folders unless you reallocate the folder to Live Archive.

---

1. Expand **Live Archive**, and then expand **Storage**.

2. Click **Folders**.

A list of all folders allocated to Live Archive appears in the details pane.

3. Right-click the folder, and then click **Delete**.

4. In the confirmation message box that appears, click **Yes**.

The folder remains on the file system; however, it will no longer be allocated to Live Archive, and therefore will no longer accept archived files.

## Configure removable media

Windows uses the Removable Storage Management (RSM) system to access removable media. You can configure Live Archive to use RSM media pools to store archived files on removable media. You should create media pools from the Live Archive Console, and then use Live Archive Console to enable and remove these pools.

For more information on media pools and Removable Storage Management, see your Windows documentation.

If you set up Live Archive to use RSM, make sure you review the information in [“Using Live Archive with RSM” on page 79](#).

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**Note** Although you can use the Windows Computer Management console to create and configure media pools, these pools cannot be used by Live Archive. Therefore, use Live Archive Console to configure media pools instead.

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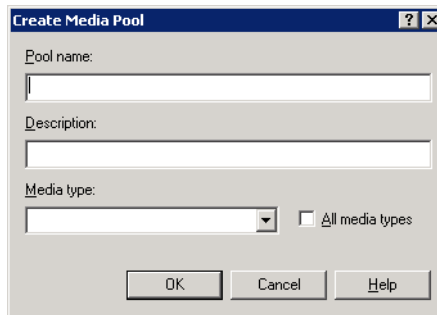
In this section, you will learn how to

- Add a media pool with Live Archive
- Disable a media pool
- Delete a media pool

## Add a media pool with Live Archive

1. Expand **Live Archive**, and then expand **Storage**.
2. Right-click **Removable Media** and select **New Media Pool**.

The Create Media Pool dialog box appears.



3. In the **Pool name** box, type the unique name by which you want to identify this media pool. Make sure you use only alphanumeric characters in this name.
4. In the **Description** box, type any additional information to associate with this media pool.
5. From the **Media type** list, click the type of removable media that you want to assign to this pool.

If you do not see the media you want to use in this list, select the **All media types** check box, and look again.

6. Click **OK**.

## Disable a media pool

1. Expand **Live Archive**, and then expand **Storage**.
2. Click **Removable Media**.

A list of all RSM media pools configured for the Live Archive Server appears.

3. Right-click the RSM Pool, and then click **Disable**.

The media defined by the selected RSM Pool will no longer accept archived files.

4. To re-enable the media pool, right-click it and choose **Enable**.

## Delete a media pool

1. Expand **Live Archive**, and then expand **Storage**.
2. Click **Removable Media**.

A list of all RSM media pools configured for the Live Archive Server appears.

3. Right-click the RSM Pool, and then click **Delete**.
4. In the confirmation message box that appears, click **Yes**.

Live Archive Server will no longer archive files to this media pool.

## Checking status

The status of a particular storage informs you of whether the media is currently in use, idle, or whether you need to take some action to make it available.

### To check storage type status:

1. Expand **Live Archive**, and then expand **Storage**.
2. Click **Folders** or **Removable Media**.

All Live Archive storage of the type you selected appears in the details pane with information regarding name, location, and status.

3. In the **Name** column, find the storage in which you are interested.
4. Check the **Status** column of the named storage for the following information:
  - **Ready:** Files may be stored here.
  - **Busy:** The folder is busy copying or retrieving files.
  - **Error:** There was an error during the last operation performed using this folder.
  - **Full:** The folder is full. Less than 5% of the total drive space or space quota remains.
  - **Not present:** Live Archive cannot find the appropriate drive/library on this computer because it is either not installed or switched off.
  - **Disabled:** The storage has been manually disabled.

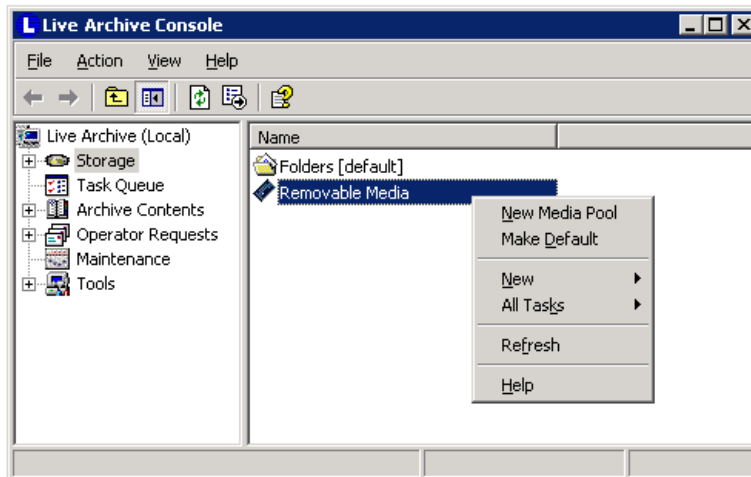
## Choosing a default storage type

When you configure Live Backup to use Live Archive to archive data, you will choose the storage type you want to use for each Live Backup Client. However, if a particular storage type is not specified, Live Archive will copy data to a default storage type.

### To choose the default storage type:

1. Expand **Live Archive**, and then expand **Storage**.
2. Right-click the type of storage—**Folders** or **Removable Media**—to which you want Live Archive to copy data, and then click **Make Default**.

The storage type will be marked as **[default]** in the Live Archive Console, and it will accept all archived data, unless you have configured Live Backup to use a different storage type.



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## CHAPTER 5

# Archiving data

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After you have installed Live Archive and configured storage and made connections between the two systems, you are ready to archive your data from Live Backup to Live Archive.

In this chapter, you will learn about

- Archiving checklist
- Launching data aging for an individual client
- Scheduling data aging for all clients
- Troubleshooting tips for archiving

## Archiving checklist

Before you begin archiving files from Live Backup to Live Archive, you should check the following:

- **Make sure Live Archive is installed:** see [Installing Live Archive on page 10](#).
- **Make sure that you have configured Live Archive storage.** See [Configuring the storage on page 32](#).
- **Make sure that you have set a default storage in Live Archive.** See [Choosing a default storage type on page 38](#).
- **Make sure that you have set up a connection.** See [Making a connection to Live Archive on page 20](#).
- **Verify that the connection is working properly.** See [To verify a connection on page 25](#).
- **Make sure that you have created at least one input buffer and one output buffer.** See [page 27](#).
- **Make sure that all buffers are clear.** See [Viewing tasks and status in Live Backup on page 46](#) and [Troubleshooting archive tasks on page 49](#).
- **Make sure that you have set up Live Backup to archive files using the settings you checked above.** See “Determining which versions are eligible for data aging” in Chapter 10 of the *Live Backup Administrator’s Companion* guide or the *Help for Live Backup Server*.
- **You can now begin data aging.** For details, see the following two sections, [Launching data aging for an individual client on page 41](#) and [Scheduling data aging for all clients on page 42](#).

---

**Important** Remember that only the versions older than the number you select in the Data Aging Properties page of each client will be archived. If the client has no more versions than the number specified in this Properties page, then the archiving process will terminate. In addition to this number of versions required, the total size of the data to be archived must be at least 10 MB, depending on compression. If it is less than 10 MB, archiving will terminate, and Live Backup will produce an insufficient data alert.

---

## Launching data aging for an individual client

Once you have configured Live Archive and Live Backup as detailed in the previous section, you can archive older versions of files saved in a client database on Live Backup. This process moves versions of files eligible for data aging from an individual client's database on the Live Backup Server into the specified storage on the Live Archive Server.

### To launch data aging now:

1. Run Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Click **Clients**.
4. If the client whose data you want to archive is a member of a group, double-click that group to display its client members.
5. Right-click the client and point to **All Tasks**. Click **Age Data Now**.
6. A message appears indicating that data aging is about to begin. Note that the data aging process could be lengthy, depending on the size of your database.  
Click **Yes** to continue.
7. In the confirmation message that appears, click **OK**.

Rather than waiting for the regularly scheduled archive task, the client's data that is eligible for data aging is either deleted or begins transfer to the archive server as soon as the Live Backup Server is available.

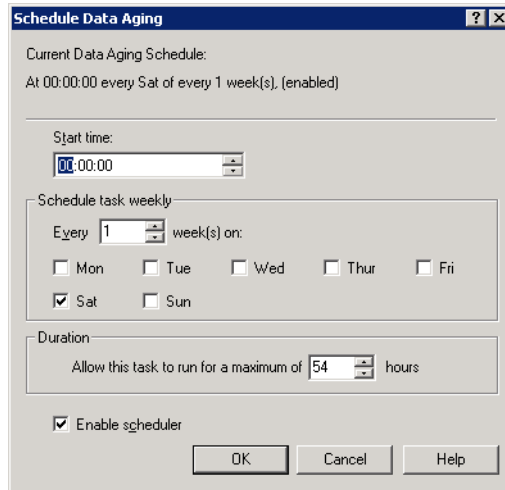
## Scheduling data aging for all clients

You can schedule times to perform the data aging task. At the scheduled times, Live Backup will automatically transfer files eligible for data aging from the Live Backup client databases to the Live Archive Server. Since you may want to transfer large quantities of data at one time, you should schedule this task for times when Live Backup Server is either idle or lightly loaded, such as on weekends or late at night.

### To schedule archive times:

1. Run Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Schedule**.
4. In the details pane, right-click **Schedule**, and then click **Configure**.

The Schedule Data Aging dialog box appears.



5. Make sure that the **Enable scheduler** check box is selected. It is selected by default.
6. In the **Start time** box, type or select the time of day at which you want to begin the scheduled data aging. By default, Live Backup launches data aging at 12:00 AM.
7. Choose how often you to launch the data aging process, which deletes or archives files, depending on your configuration.

By default, this task is scheduled every week on Saturday. To schedule it every other week, select **2** in the **Every x weeks** box; for every month, select **4** in this box, and so on.

8. Then select the check boxes beside the days of the week on which you want the task performed. To perform the task daily, select every check box.
9. Select the **Duration** of the data aging task. In the **Allow this task to run for a maximum of** box, choose the number of hours for which the data aging will proceed. By default, Live Backup runs data aging for 54 hours, from midnight on Friday until 6:00 AM Monday.

When the duration is reached, data aging will be suspended until the next scheduled time.

10. Click **OK**.

---

**Note** If Live Backup has not completed archiving all scheduled clients during the scheduled time, then it will complete the client database on which it is currently working. During the next scheduled archive task, Live Backup will begin with the client database where it left off the previous session.

---

---

**Note** To temporarily disable the scheduled task, clear the **Enable scheduler** check box. The scheduled task will be suspended until you reselect this check box and click **OK** again.

---

## Troubleshooting tips for archiving

You can check the progress of archiving tasks in the Task Queue in Live Archive and Buffers in Live Backup. To learn how, see [Tracking archival tasks on page 45](#).

Any problems that Live Backup or Live Archive may have during the archive process will be displayed in Live Archive's Operator Requests and Live Backup's Alerts. These messages are described in detail in [Responding to operator requests and alerts on page 55](#). If you encounter any problems with archiving, check these sections and respond as indicated.

You can also check for problems in the Windows System and Application Event Logs, which you can learn more about from the Windows documentation. Finally, you can check the SQL Server Log for further details: see the Microsoft SQL Server documentation.

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## CHAPTER 6

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# Tracking archival tasks

Every attempt to archive or retrieve files to or from Live Archive is listed as an archive task in the Task Queue. You can track these tasks from either the Live Backup Console or the Live Archive Console.

In this chapter, you will learn about

- Viewing tasks and status in Live Backup
- Viewing tasks in Live Archive
- Troubleshooting archive tasks

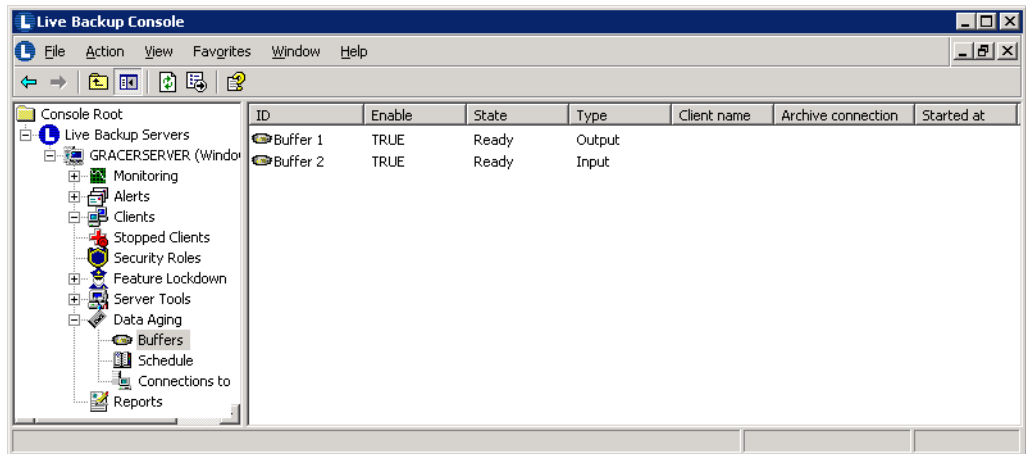
## Viewing tasks and status in Live Backup

Once Live Backup begins the archiving process, it creates a task. These tasks appear under Data Aging\Buffers in the Live Backup Console, where you can track their status.

### To view archiving tasks and status:

1. Run Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then click **Buffers**.

A list of buffers appears.



For each buffer, the following detailed task information appears.

- **ID:** The name of the buffer handling the task. Live Backup automatically assigns this ID when you add the buffer.
- **Enable:** Whether this buffer may be used for archiving tasks, either *True* or *False*.
- **State** The current status of the buffer, which may be one of the following:
  - Ready* Buffer is ready to send or receive data.
  - Preparing* The task is being processed by Live Backup Server.
  - Waiting* The task is waiting to be accepted by Live Archive.
  - Processing* The task is being processed by Live Archive.
  - Pending* The archiving task either failed or was terminated. You may retry sending data as described on page [page 49](#).

*Error* Either the archive became corrupt or there are system problems, such as the buffer cannot create or attach to the database. You must clear the buffer as described on [page 49](#).

*Aborting* The task is canceled as a result of selecting Abort from its Action menu.

*Locked* Live Backup Server is waiting for Live Backup Client to retrieve data from the archive.

*Busy* Waiting for input from either Live Backup Server or the archiving server.

- **Type:** How the buffer is used, either

*Input* Restores data from the archive system for recovery.

*Output* Transfers data to the archive system for long-term storage.

- **Client Name:** The name of the Live Backup Client that either has requested data for restoration, or has data to backup to the archive server.
- **Archive Connection:** The name of the connection being used for the archive transfer.
- **Started at:** The time at which the file transfer began.

---

**Tip** To refresh this screen, click the **Refresh** button in the toolbar.

---

## Viewing tasks in Live Archive

You can view which archiving tasks have been sent to Live Archive from the Task Queue in the Live Archive Console.

### To view tasks and their status:

1. Run Live Archive Console.
2. In the Live Archive Console, expand Live Archive, and then click Task Queue. A list of all tasks appears with the following details:
  - **Type:** The type of archive task to be performed, either *PUT*, during which files are copied to the archive server, or *GET*, during which files are retrieved from the archive server.
  - **State:** The current status of the task: *Queued*, *In Progress*, *Aborted*, *Completed* (but Live Backup not yet notified), or *Failed* (Live Backup not yet notified).
  - **Progress:** Percentage complete.
  - **Time Queued:** The date and time at which the task was logged.
  - **Client Name:** The system that activated the task, that is, Live Backup.
  - **Client Computer:** The name of the Live Backup Server computer.
  - **Storage:** The name of the archive storage (folder or media pool) where the files will be stored or from which they will be retrieved. This column is blank unless the status of the task is *In Progress*.
  - **Failure Reason:** An explanation or error code if the task has *Failed*.

# Troubleshooting archive tasks

If you encounter any problems with an archive task, you can retry sending the data. If this fails, you can either abort the task or clear the buffer handling the task.

You should retry if the archive data does not complete transfer within the timeout specified in the archive connection. If archiving does not complete within the timeout period, then Live Archive suspends archiving and sends an alert to Live Backup, and the buffer displays a pending status.

You should abort a task if you need to stop it for any reason. Note that aborting a task may take some time to complete.

You should clear a buffer when its **State** is *Error*. This state indicates a serious, unrecoverable error. When you clear a buffer, the buffer becomes disabled, its State changes to Ready, and the task is canceled. All information contained within the buffer is deleted.

## Retry sending data

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then expand **Buffers**.
4. Right-click the buffer in the *Pending* state, and then click **Retry**.

## Clear a buffer

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then expand **Buffers**.
4. Right-click the buffer handling the task you want to cancel, and then click **Clear**.
5. The archiving task is canceled and all associated data is deleted.

## Abort an archiving task

1. Run the Live Backup Console.
2. Expand **Live Backup Servers**, and then expand *servername*.
3. Expand **Data Aging**, and then expand **Buffers**.
4. Right-click the buffer handling the task you want to cancel, and then click **Abort**.

The buffer's State changes to *Aborting*, and within a few minutes, the archiving task is canceled.

---

**Important** After aborting an archive task, the corresponding buffer changes to the *Pending* state. See [“Viewing tasks and status in Live Backup” on page 46](#).

---

## CHAPTER 7

## 7

# Managing archive contents

You can review the data stored by Live Archive in the Archive Contents area of the Live Archive Console. In Live Archive, data is stored on a per-client, per-session basis. Every time Live Backup successfully archives data, an archive session is created. This archive session describes files (data) that have been copied to Live Archive from Live Backup. You can view a list of these sessions, and you can filter the view to show only those sessions in which you are interested.

With prolonged use of Live Archive, your archived data size will probably increase significantly. To free storage space, you may discard archive sessions and recycle your removable media. Once you discard all of the data located on a particular Live Archive media, the media is immediately recycled and may be used again for new archived data. Remember that when you do discard archived data, it will be gone forever, and your Live Backup Clients will no longer be able to restore it. Also note that Live Backup Clients will not be notified when data is discarded.

For more control over recycling your media, see *Windows Help for Removable Storage*.

In this chapter, you will learn about

- Viewing data stored by Live Archive
- Discarding older data

## Viewing data stored by Live Archive

Data is stored in Live Archive by sessions. Each session represents one client's data set from one archiving session launched by Live Backup. You can view a list of these sessions, and you can filter the view to show only those sessions in which you are interested.

### View data sessions

1. Run Live Archive Console.
2. Expand **Live Archive**, and then expand **Archive Contents**.

A list of all Live Archive Clients that have data archived in the selected Live Archive Server appears with the following information:

- **Live Archive Client:** The computer name of the Live Backup Server from which the files were copied: Live Backup Server *computername\_LB*.
  - **Filtered:** Whether the list of data sessions shown is complete (*No*), or filtered by some specified criteria (*Yes*).
3. Click the Live Archive Client (Live Backup Server) whose data sessions you want to view.

The following information appears about the data session of the selected computer

- **Storage:** The type of storage device on which the archive data session's files were saved—folder or media pool.
- **Time Completed:** The date and time when data was archived from Live Backup to Live Archive.
- **Data Size:** The total size of the data copied.
- **Comment:** Information about the archive session content.

---

**Tip** Live Archive will notify you of the particular media you need when Live Backup requests a file for recovery.

---

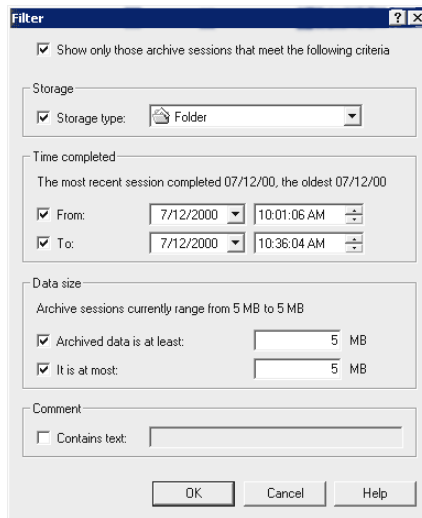
## Filter the archive contents

1. Expand **Live Archive**, and then expand **Archive Contents**.

A list of all Live Archive Contents that have data archived in the selected Live Archive Server appears.

2. Right-click the Live Archive Client whose data sessions you want to filter, and then click **Filter**.

The Filter dialog box appears.



3. To filter the display of archive sessions by selected criteria, select the **Show only those archive sessions that meet the following criteria** check box.
4. To filter the view by where the data is stored, select the **Storage type** check box, and then select the storage device by which you want to filter the view.
5. You can also filter the view by the date and time when the archive procedure completed.

To view only those archive sessions that completed after a certain date, select the **From** check box, and then specify the date and time in the boxes provided.

To view only those archive sessions that completed before a certain date, select the **To** check box, and then specify the date and time in the boxes provided.

To specify a range of dates, select both the **From** and **To** check boxes.

6. To filter the view by the size of the data stored in a particular archive session, select the **Archived data is at least** check box and type the minimum size in megabytes of the data you want to view. Then select the **It is at most** check box and type the size of the largest data sessions you want to view.

7. If you want to view only data sessions that contain a particular description, select the **Contains text** check box and type the text contained within the comment.
8. Click **OK**.

Live Archive displays only those sessions that meet the criteria you selected.

## Discarding older data

Live Archive is intended to store older versions of files protected by Live Backup. After time, your archived data size will probably increase significantly with data so old that it's of no use to you.

To free storage space, you may discard archive sessions and recycle your removable media. Once you discard the data in Live Archive, the media is immediately recycled and may be used again for new archived data. Remember that when you do discard archived data, it will be gone forever, and your Live Backup Clients will no longer be able to restore it. Also note that Live Backup Clients will not be notified when data is discarded.

### To discard data stored by Live Archive:

1. Expand **Live Archive**, and then expand **Archive Contents**.

A list of all Live Archive Clients that have data archived in the selected Live Archive Server appears.

2. Expand any Live Archive Client containing data you want to discard.
3. Right-click the data session you want to delete and select **Discard Session**.
4. In the confirmation dialog box that appears, click **Yes**.
5. In the message box that appears, click **OK**.

Data from this session will no longer be available for recovery and the corresponding storage space will be freed. Discarding can be a lengthy process; therefore, the session does not disappear immediately. When the session has been completely discarded, it will disappear from Archive Contents.

---

**Warning** The files that were saved in the session you discard from Live Archive will no longer be available to Live Backup Clients for recovery. Also note that Live Backup Clients will not be notified when data is discarded.

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## CHAPTER 8

# Responding to operator requests and alerts

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When you need to perform an operation to complete an archiving task, instructions appear under Operator Requests in the Live Archive Console. Incoming requests appear in the Submitted section of Operator Requests; completed requests appear in the Resolved section.

Sometimes, your response to those requests is indicated by Live Backup Alerts.

In this chapter, you will learn about

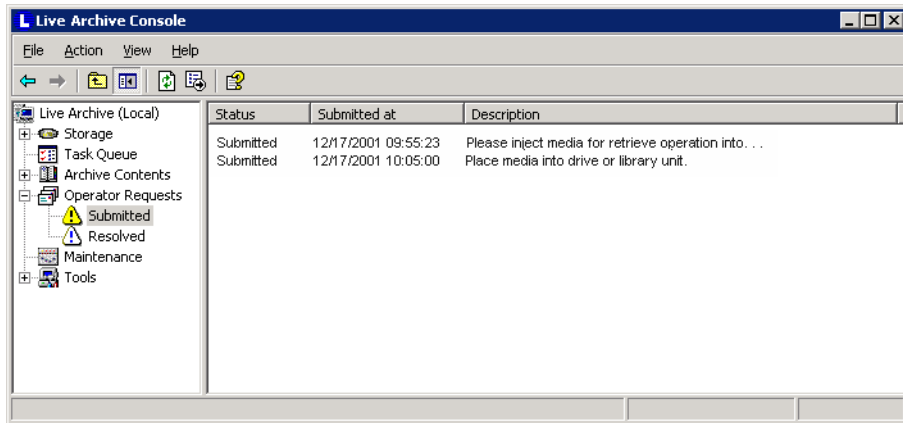
- Reviewing operator requests
- Responding to operator requests
- Definitions of Live Backup archiving alerts

# Reviewing operator requests

All incoming requests appear under **Operator Requests\Submitted** in the Live Archive Console. Review these requests periodically.

## To review incoming requests

1. Expand **Live Archive**, and then expand **Operator Requests**.
2. Click **Submitted**.



All incoming requests appear in the details pane with the following information:

- **Status:** The status of the request, *Submitted*, *Completed*, or *Refused*.
- **Submitted at:** Time at which the request was generated.
- **Description:** The request itself. See [“Definitions of requests” on page 58](#).

# Responding to operator requests

You may refuse or complete an incoming operator request. In this section, you will learn about:

- Completing or refusing requests
- Definitions of requests
- Deleting operator requests

## Completing or refusing requests

If you plan to satisfy the request, you must perform the action that Live Archive requested, and then mark it as complete.

If the task referenced by the request has been canceled, or you do not want to satisfy the request for any other reason, you can refuse it. Once you refuse a request, Live Archive cancels the task, if the request was required to complete it.

---

**Note** If you select **Complete**, but do not complete the task as instructed, then the request may reappear.

---

### To mark the request complete:

1. Expand **Live Archive**, and then expand **Operator Requests**.
2. Click **Submitted**. All requests appear. See [“Definitions of requests” on page 58](#).
3. Review the request, and then right-click the request and select **Complete**.  
The request moves to the **Resolved** list.

### To refuse a request:

1. Expand **Live Archive**, and then expand **Operator Requests**.
2. Click **Submitted**. All requests appear. See [“Definitions of requests” on page 58](#).
3. Right-click the request and select **Refuse**.  
The request moves to the **Resolved** list, and Live Archive sends an alert regarding the refusal to Live Backup.

## Definitions of requests

The following list details operator requests that may appear, and how you should respond to them. Before completing any request, familiarize yourself with the information in [“Using Live Archive with RSM” on page 79](#). Always make sure that you perform insertion and removal of media using Removable Storage Manager (see Microsoft’s documentation).

**Request:** Place media *media name* into drive or library unit.

**Response:** Live Archive is trying to copy or retrieve files, but there is no removable media (tape or disk) in the specified drive. Insert the media into the drive.

**Request:** Add media to the Free Media Pool or to media pool Live Archive\*<Pool Name>*.

**Response:** Prepare new media and add it to the specified pool using Removable Storage Manager.

**Request:** Add media to media pool Live Archive\*<Pool Name>*.

**Response:** Prepare new media and add it to the specified pool using Removable Storage Manager.

**Request:** All Live Archive data on the media *media name* is discarded. This media can now be reused.

**Response:** Live Archive has deleted all archived data from the named media as you requested. This action may be the result of several Discard requests. You need take no further action on this request. Simply select **Complete**.

**Request:** Media *media name* is completed and is now inaccessible for write operations.

**Response:** Live Archive will not attempt to write any new data to this media. To indicate this completed state, the RSM media icon will be marked with a red arrow. You need take no further action on this request. Simply mark it complete.

**Request:** The drive *device name* or currently inserted media is not supported by the Live Archive Server.

**Response:** The media in the drive does not support a feature required by the Live Archive Server. If your drive supports multiple types, then try a different type of media in the drive, or just use a different drive. Address this problem quickly, because if the problem is not resolved within the connection archive timeout, then the archiving task will fail.

## Deleting operator requests

Once a request has been addressed and moved to the Resolved list, you can delete it.

1. Expand **Live Archive**, and then expand **Operator Requests**. Click **Resolved**.
2. To delete a single request, right-click it and click **Delete**.  
To delete multiple requests, press **Ctrl** and click each request you want to delete, or press **Shift** and select a range. Right-click the last selected request and choose **Delete**.
3. In the confirmation dialog box that appears, click **Yes**.

## Definitions of Live Backup archiving alerts

Alerts inform you when you need to intervene on Live Backup to enable it to perform its job completely and efficiently. The Event Viewer within Live Backup Console informs you when operations need to be performed, and when those operations have been completed. The following alerts are generated in response to Live Archive's operator requests or other archiving tasks.

---

**See Also** For more information on reviewing and responding to alerts in Live Backup, see “Chapter 4: Gathering server information” and “Appendix B: Live Backup Alerts” in the *Live Backup Administrator's Companion* guide, or see the *Help for Live Backup Server*.

---

## Connection alerts

**Alert 104:** Archive connection *connection name*. Cannot connect to the archive server.

**Problem:** Live Backup cannot connect to the archive server.

**Solution:** Make sure that the specified computer is accessible from the Live Backup Server computer. Once you have established that it is available, then make sure a named connection has been added in the Live Backup Console: see . “[Making a connection to Live Archive](#)” on page 20. Finally, make sure that Live Archive is installed properly on the specified computer: see “[Installing Live Archive](#)” on page 10.

**Alert 109:** Archive connection *connection name*. Cannot connect to the archive server. Access denied.

**Problem:** Live Backup cannot connect to the archive server for data aging because the Live Backup user does not have sufficient privileges on the Live Archive Server.

**Solution:** To learn more about this issue, see the Knowledge Base article [P&S 435: Archiving fails with connection or access errors](#).

**Alert 100:** Archive connection *connection name*. The archive server is not configured properly.

**Problem:** There is a problem with the archive server configuration, such as there is no default media specified.

**Solution:** Run Live Archive Console and reconfigure the server: see “[Configuring storage](#)” on page 31.

**Alert 103:** Archive connection *connection name*. There’s not enough space on the archive server to copy data.

**Problem:** The archive server to which the connection points has run out of storage space.

**Solution:** Reconfigure the archive server by allocating more disk space to the selected folder (recommended) or by specifying another folder, and then disabling the overflowed folder.

**Alert 102:** Archive connection *connection name*. Archive server does not contain requested data.

**Problem:** The requested file was discarded.

**Solution:** Notify the user requesting the file that it does not exist on the archive server.

**Alert 105:** Archive connection *connection name*. Archive server is attempting to mount the required media. This process may require operator action.

**Problem:** To complete the archiving process, the archive server must locate and load the media required for the current operation. If the media cannot be loaded automatically, then the archive server’s operator must load it manually.

**Solution:** On the archive server computer, review Operator Requests\Submitted to determine what action, if any, must be taken to complete the archiving process.

**Alert 333:** Client *clientname*: Archive task skipped. The archive connection has been disabled in the connection properties.

**Problem:** The archiving task you launched by selecting Age Data Now from a client's shortcut menu has been skipped. None of the eligible data was archived.

**Solution:** Enable the corresponding archive connection, and then retry.

**Alert 101:** Archive connection *connection name*. Operator rejected a system request for media insertion.

**Problem:** Live Archive needs to access a file on a particular tape in order to complete a file recovery, but the request to insert the tape has been refused by the Live Archive Administrator.

**Solution:** Check with the Live Archive Administrator to determine why s/he has refused the request, and then retry the recovery operation when possible.

**Alert 108:** Failed to find the requested data using all available connections.

**Problem:** Live Backup is attempting to restore archived data; however, the data cannot be found using any of the existing archive connections. The connection through which the data was archived may have been deleted.

**Solution:** To fix this problem, recreate the connection, or enable an existing connection to the archive server that contains the requested data. See [“Making a connection to Live Archive” on page 20](#) and [“Working with connections” on page 24](#).

## Buffer alerts

**Alert 332:** Client *clientname*: Archive task skipped. There are no enabled output buffers.

**Problem:** The archiving task failed due to the absence of an available output buffer. None of the eligible data was archived.

**Solution:** Make sure there is at least one output buffer available. To learn how, see [“Viewing tasks and status in Live Backup” on page 46](#). If there's not one available, create one. See [“Configuring data transfer” on page 27](#).

**Alert 334:** Client *clientname*: Archive task failed. The output buffer # is set to Pending State.

**Problem:** Data has not been delivered to the archive server within the timeout period specified in the archive connection.

**Solution:** Retry sending the data. If resending the data does not work, then abort the buffer. See [“Troubleshooting archive tasks” on page 49](#).

**Alert 330:** Archive task failed to transfer data to the archive system due to internal error. All data was deleted on *date/time*.

**Problem:** Archive task failed due to an internal error in Live Backup.

**Solution:** Check the Event Log and/or the SQL Server Log for information on the internal error and how to fix it, and then try again.

**Alert 336:** There is not enough free disk space in *output folder* to archive the client *clientname* using the buffer #.

**Problem:** There is not enough free disk space on the specified drive to store the temporary files created during archiving.

**Solution:** Free some disk space on the specified drive, and then try again.

## Age Data Now alerts

**Alert 331:** Client *clientname*: Age Data Now task completed successfully on *date/time*. No data was archived because there was not enough data for archiving.

**Report:** If the size of the temporary database prepared for transfer is less than 10 MB, then data will not be removed from the main storage and will not be transferred to the archive server. This alert is generated only if data aging is directed to an archive server. Note that if data aging is configured to delete older versions, then data will be deleted regardless of integral size.

**Alert 326:** Client *clientname*: Age Data Now task to delete data completed successfully on *date/time*.

**Report:** The data aging task for the client that was configured to delete aged data has been completed.

**Alert 327:** Client *clientname*: Age Data Now task prepared data for transfer to the archive system on *date/time*.

**Report:** The archiving task has successfully transferred data from the client's database to a temporary database. It will now begin transfer to the archive system. All client activity is now resumed.

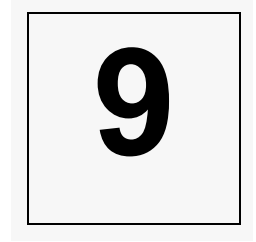
**Alert 329:** Client *clientname*: Age Data Now task successfully transferred data to the archive system on *date/time*.

**Report:** The archiving task is now complete. Eligible data was archived.

**Alert 328:** Client *clientname*: Age Data Now task failed. No data was processed on *date/time*.

**Report:** The archiving task did not complete successfully. No eligible data was archived. Investigate problems in the NT Event Log or the SQL Server Log.

## CHAPTER 9



# Maintaining Live Archive databases

From the Maintenance node of the Live Archive Console, you can back up the contents of the Live Archive Server to an RSM drive. Live Archive backs up settings as well as databases containing references to the archive data saved in both folders and RSM pools. You can later restore this data to the Live Archive Server, in the rare event of a system disaster. This backup and restore capability enables you to further protect and secure your company's valuable data.

Note that to use the backup and restore feature of Live Archive, you must set up removable media: see [“Configure removable media” on page 35](#).

In this chapter, you will learn about

- Backing up the archive server
- Restoring the archive server
- Canceling a database maintenance task

## Backing up the archive server

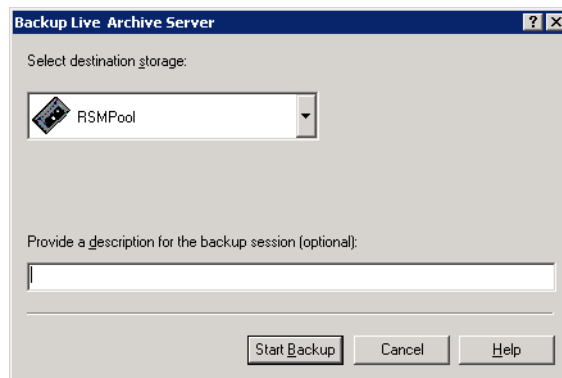
You can back up the archive server to any removable media set up in Live Archive. You can perform this backup either from the Live Archive Console or using a backup script that you create. This section describes both procedures for backing up the Live Archive Server.

### Back up the archive server from Live Archive Console

You run backup from the Maintenance node in Live Archive Console.

1. Run Live Archive Console.
2. Expand **Live Archive Server**.
3. Right-click **Maintenance**, and choose **Backup**.

The Backup Live Archive Server dialog box appears.



4. From the **Select destination storage** list, choose the removable media to which you want to back up the Live Archive Server.
5. [Optional] Type a brief description of the backup into the **Provide a description for the backup session** box.
6. Click **Start Backup**.

Check the status of the Backup in the details pane. Periodically update this screen by clicking the **Refresh** button in the toolbar. If the status is “Running” for a long period of time, check the Operator Requests for possible instructions. You may also investigate any errors in the Archive server log.

---

## Back up the archive server using a backup script

You may create a script to launch the backup process automatically. You can call this script from any scheduling utility, such as Windows Task Scheduler, to schedule archive server backups at regular intervals.

For the simplest approach, create a text script containing the following parameters:

```
Set ag = CreateObject("SASAg.Agent")

ag.BackupServer "archive server name|RSM_DEVICE|Live Archive
storage name", "comment"

Set ag = Nothing
```

Where parameters are defined as follows:

- **archive server name:** The name of the computer where Live Archive Server is installed. If local, you can leave this parameter blank.
- **RSM\_DEVICE:** The type of storage used for backup—Removable Media. This media must be configured in Live Archive Storage.
- **Live Archive storage name:** The name you assigned to the removable media pool in the Live Archive Console.
- **comment:** Any comment you want to add to the backup task. This parameter may be empty.

Save the script with a VBS extension. You can then run this script manually by launching the VBS file, or you can attach the file to a scheduling utility.

---

**Note** When you run the script, no messages appear, but you can check the backup status in the **Maintenance** node of the Live Archive Console.

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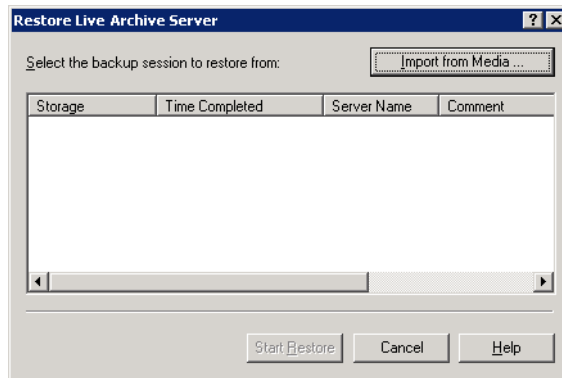
## Restoring the archive server

You may restore the archive server from any previous backup in the unlikely event of a system disaster. If you can't find the backup you want to restore, Live Archive will search for it and enable you to import it from its media location.

### To restore the archive server:

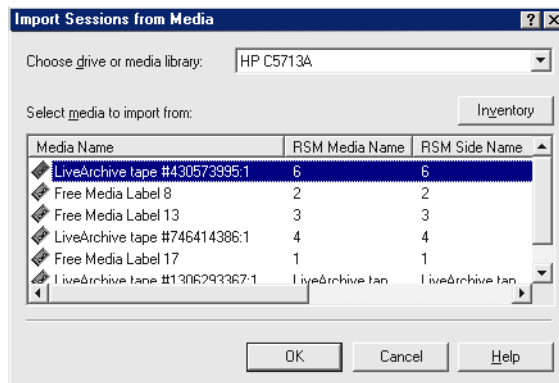
1. In the Live Archive Console, expand **Live Archive Server**.
2. Right-click **Maintenance**, and choose **Restore**.

The Restore Live Archive Server dialog box appears.



3. In the **Select the backup session to restore from** list, click the desired backup.
4. [Optional] If you don't see the desired backup session in the Select the backup session to restore from list, then click the **Import from media** button.

The Import Sessions from Media dialog box appears.



- a. From the **Choose drive or media library** list, select the name of the drive or library where a Live Archive backup may be located.  

All media currently available in the selected drive or library appears in the Select media to import from list. Media used by Live Archive is indicated by the text *Live Archive media #:* in the Media Name column.
  - b. If you don't see any media containing a Live Archive backup, you may refresh the list of media. Note before refreshing, that the process could be lengthy. To search for Live Archive media and update the media list, click the **Inventory** button. In the confirmation message that appears, click **Yes**.
  - c. In the **Select media to import from** list, click the media containing the Live Archive backup.
  - d. Click **OK**.
  - e. A message appears informing you that Live Archive will begin importing the selected media. To continue, click **OK**.
  - f. Once Live Archive has finished importing the media, the Restore Live Archive Server dialog box appears, containing the imported sessions.
  - g. Repeat step 3 of this procedure.
5. Click **Start Restore**.
  6. In the confirmation message that appears, click **Yes**.

Live Archive begins the restoration process.

You can check the status of the restoration in the details pane. Periodically update this screen by clicking the **Refresh** button in the toolbar. If the status is “Running” for a long period of time, check the Operator Requests for possible instructions. You may investigate any errors in the Archive server log.

## Canceling a database maintenance task

You may abort any backup or restoration task while it is Queued or Running.

### To cancel a task:

1. In the Live Archive Console, expand **Live Archive Server**.

2. Click **Maintenance**.

Current maintenance tasks appear in the details pane.

3. Right-click **Maintenance** and choose **Abort**.

When canceling a backup task, no backup session will be stored on media or registered in Live Archive database.

When canceling a restoration, Live Archive Server remains as it was before the restoration began.

---

## CHAPTER 10

# Managing Live Archive remotely

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You may administer Live Archive Server from any computer that is a member of the same Windows domain as the Live Archive Server or is a member of a trusted domain.

This remote administration capability enables you to troubleshoot problems from home or on the road.

In this chapter, you will learn about

- Installing the Live Archive Console
- Connecting to a Live Archive Server
- Getting server properties

# Installing the Live Archive Console

## Before you install

Before you install Live Archive Console, make sure that your computer meets the minimum hardware and software requirements, and that you have sufficient user privileges, as detailed below.

### Hardware requirements

- Intel Pentium® Pro 200 or AMD Athlon processor or higher
- 64 MB RAM
- 1 MB free disk space for Live Archive Console
- Adequate free disk space for any additional software requirements (see below)

### Live Archive Console software requirements

- Windows 2000 Professional, Windows 2000 Server, Windows 2000 Advanced Server, Windows XP Professional, Windows Vista 32- or 64-bit edition, Windows Server 2003 Standard or Enterprise Edition
- Internet Explorer 5.0 and HTML Help update (for help viewing)

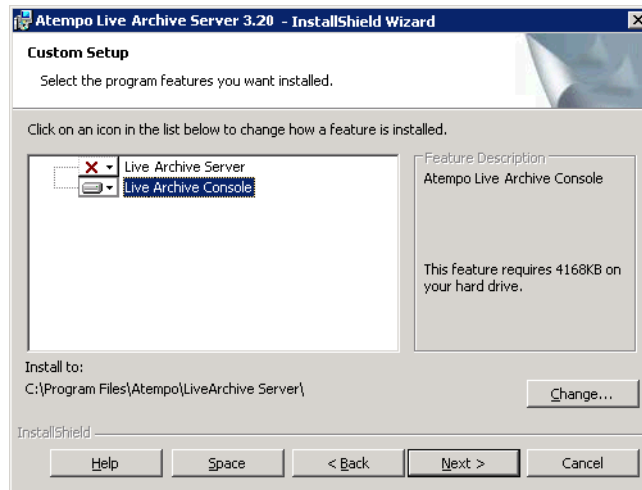
### Privileges

To install Live Archive Console, you must have administrative rights on the local computer. To connect the remote console to the Live Archive Server and administer the server, you must have administrative rights on the Live Archive Server computer.

## Install Live Archive Console

1. Login to the computer with local administrative privileges.
2. Insert the Live Backup CD-ROM Disc 1 into your CD-ROM drive.  
The Welcome screen appears.
3. Click **Next**.
4. In the Select Component Type screen, click **Install Live Archive components**, and then click **Next**.
5. In the Install Live Archive screen, click **Install Live Archive Console**.

6. In the Prerequisites Check screen, make sure all prerequisites are installed, and then click **Next**.
7. In the Ready to Install the Program screen, click **Next**.  
The Live Archive Console installation begins.
8. Read the Welcome screen and click **Next**.
9. In the License Agreement screen that appears, select I accept the terms in the license agreement, and then click **Next**.
10. The Select Component screen appears.



- Click the down arrow beside Live Archive Server, and make sure This feature will not be available is selected.  
Click the down arrow beside Live Archive Console, and select o install the selected component to the local hard drive, select **This feature will be installed on local hard drive**.
  - To change the folder location where Live Archive Console will be installed, click the component name, and then click **Change**. In the Change folder dialog box, select a new location, and then click **OK**.
  - Click **Next**.
11. In the Ready to the Install the Program screen, click **Install**.
  12. When the installation completes, click **Finish**.

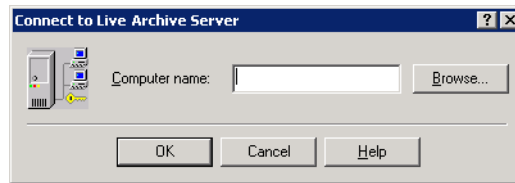
## Connecting to a Live Archive Server

Once you have installed Live Archive Console on any computer, you can run it and connect to the computer where Live Archive is installed, enabling you to manage all archiving operations of the Live Archive Server.

### To connect to a Live Archive Server:

1. Run the Live Archive Console: Click **Start**, point to **Programs**, point to **Atempo Live Archive Console**, and then click **Live Archive Console**.

The Connect to Live Archive Server dialog box appears.



2. In the **Computer name** box, type the name of the computer where Live Archive Server is installed, or click **Browse** and select it from the Browse for Computer dialog box.
3. Click **OK**.

The Live Archive Console from which you can administer the Live Archive Server you chose appears.

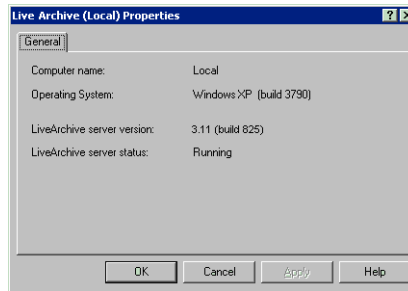
# Getting server properties

You can view properties on any Live Archive Server computer managed by the Live Archive Console.

## To get server properties:

1. Run Live Archive Console.
2. Right-click **Live Archive (servername)**, and then click **Properties**.

The Live Archive Server Properties sheet appears.



- **Computer name:** name of the computer where Live Archive Server is installed.
- **Operating system:** version of Windows.
- **Live Archive server version:** version number of Live Archive Server.
- **Live Archive server status:** one of the following:

*Running:* server is running and the Live Archive Console is connected to it.

*Not available or stopped:* Live Archive Console is not connected to the server because the server is not installed on the computer, or the server is stopped.

*Disconnected:* Live Archive Console is not connected to the server for any other reason.

3. Click **OK**.



## CHAPTER 11

## 11

# Program maintenance: Uninstall, Repair, and Modify

You can modify, remove, or repair any of the Live Archive components, including Live Archive Server and Live Archive Consoles.

- Modify components if you want to install the server or console.
- Repair components if Live Archive starts behaving unexpectedly and you want to reinstall the key modules, shortcuts, and registry settings, without losing Live Archive's configuration or any archived data.
- Remove a component if you no longer need to archive data. Note that if you remove the Live Archive Server, all of your archived data will be lost.

In this chapter, you will learn about

- Adding (modifying) Live Archive components
- Repairing Live Archive components
- Removing (Uninstalling) Live Archive components

## Adding (modifying) Live Archive components

1. Login to the computer with local administrative privileges.
2. Insert the Live Backup CD-ROM Disc 1 into your CD-ROM drive.
3. In the Welcome to the Live Backup Installation Wizard screen, click **Next**.
4. In the Select Component Type screen, click **Install Live Archive components**, and then click **Next**.

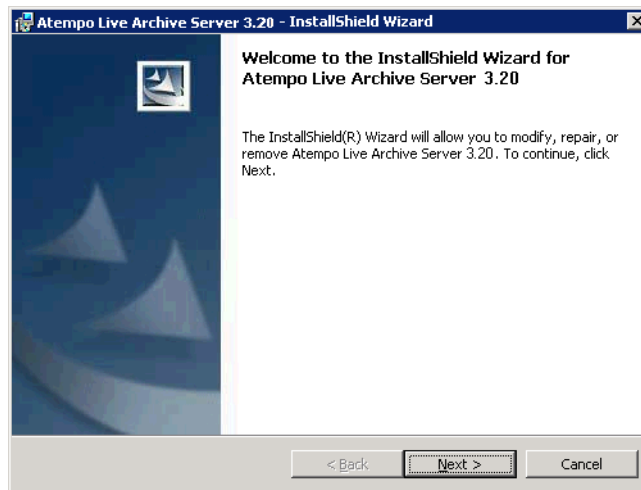
The Install Live Archive screen appears.

5. In the Install Live Archive screen, click **Install Live Archive Server**.

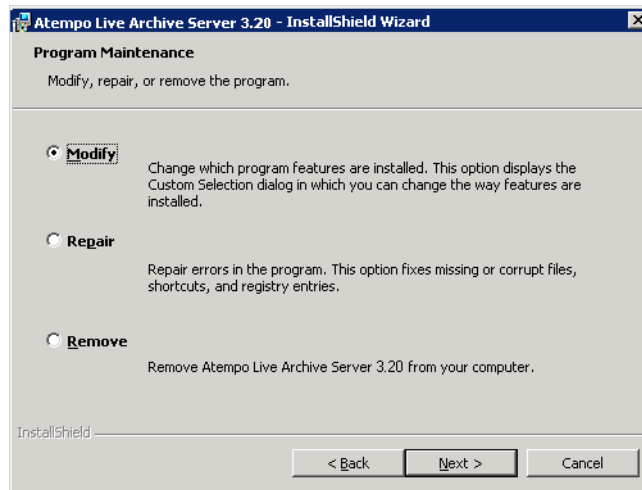
The Prerequisites screen appears.

6. Click **Next**.

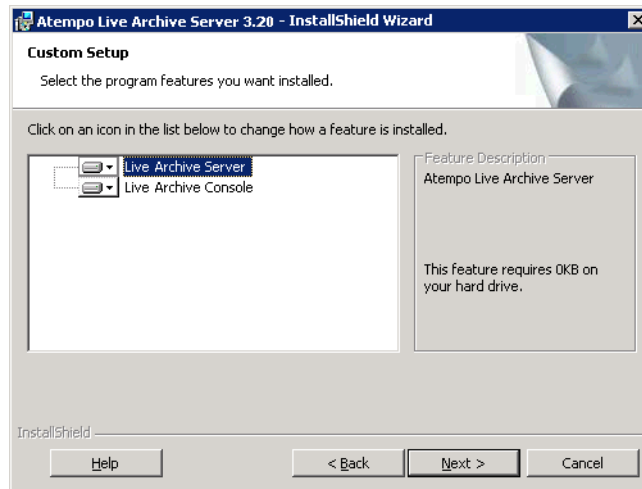
Program Maintenance begins.



7. Read the Welcome screen, and then click **Next**.



8. In the Program Maintenance screen, click the **Modify** option button, and then click **Next**.



9. In the Custom Setup screen, click the down arrow beside the component(s) that you want to add or modify, and select whether to install or remove.
10. Click **Next**.
11. In the Ready to Modify Program screen, click **Next**.  
Setup adds the components you selected.

## Repairing Live Archive components

1. Follow steps 1-6 of the procedure “Adding (modifying) Live Archive components” on page 76.
2. Read the Welcome screen, and then click **Next**.
3. In the Program Maintenance screen, click **Repair**, and then click **Next**.
4. In the Ready to Repair Program screen, click **Next**.

Live Archive Setup fixes missing or corrupt files, shortcuts, and registry settings.

## Removing (Uninstalling) Live Archive components

1. Follow steps 1-6 of the procedure “Adding (modifying) Live Archive components” on page 76.
2. Read the Welcome screen, and then click **Next**.
3. In the Program Maintenance screen, click **Remove**, and then click **Next**.
4. In the Ready to Repair Program screen, click **Next**.

Live Archive Setup removes the component(s) you selected.

---

**Note** You can also remove components using Windows Add/Remove Components utility. Click **Start**, and then point to **Settings**. Click **Control Panel**. In the Control Panel, double-click **Add/Remove Programs**. In the Add/Remove Programs dialog box, select the Live Archive component that you want to uninstall, and then click **Remove**.

---

## Using Live Archive with RSM

Before configuring Live Archive to use RSM, it is recommended that you familiarize yourself with this media management system.

You can refer to the following resources:

- **Help for Removable Storage** In Windows Server, open **Computer Management**. Expand **Storage**, and then right-click **Removable Storage** and click **Help**.

Or go to the Windows 2000 Server Documentation on the Microsoft Web site at <http://www.microsoft.com/windows2000/en/server/help>.

- **Windows 2000 Server Resource Kit** On the Microsoft Web site at <http://www.microsoft.com/windows2000/techinfo/reskit/en-us> expand **Windows 2000 Server Resource Kit**, and then expand **Server Operations Guide**. Review the information in “Storage, File Systems, and Printing,” paying close attention to the detail in “Data Storage and Management.”
- **Windows Server 2003 Resources** Go to <http://www.microsoft.com/technet/prodtechnol/windowsserver2003/default.asp>

Once you feel comfortable using RSM, you can configure Live Archive to use it. During usage, keep the following tips and tricks in mind:

- When working with devices (inject media, eject, prepare) always use the RSM manager. For example, if you must eject a tape device, run the RSM Manager, select the Eject command, and then manually eject the media from the drive.
- Do not modify the RSM pools created and used by Live Archive.
- Always dismount media after mounting it via the RSM Manager. If archiving fails, check if the required media is mounted, and if so, dismount it manually using the RSM Manager.

- You can reduce the amount of time you spend loading and unloading media, and therefore improve overall performance, by increasing the deferred dismounts timeout on your device. Run RSM manager, and expand the **Physical Locations** node. Expand **Drives**. Right-click the drive you are using, and select **Properties**. Increase the value for the option **Retain dismountable media for ... minutes**.
- Choose device libraries over standalone drives.
- Discarding all the archive sessions associated with a tape will permit RSM to automatically recycle that tape.

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