

ATEMPO INC.

Live Backup 3.33

Database File Removal

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Permanent File Removal from Live Backup

Using scripts to remove a file from a client and its account database in Live Backup

This document describes how to use Live Backup VBS scripts to delete a file from a Client Account database on the Live Backup Server.

You may need to run this script if a file is accidentally copied to a Live Backup Client computer that is not authorized to view the file. If this happens, then deleting the file from the Live Backup Client computer is not a sufficient means of security, since the file has been replicated to the Live Backup Server and may be recovered from there.

The Scripts

To complete the file deletion process, two scripts are required: one for the Live Backup Server and the other for the Live Backup Client. Live Backup provides the following two scripts to remove a file completely from a workstation:

- PurgeFile.vbs
- ClearCache.vbs

PurgeFile.vbs

PurgeFile.vbs is the server-side script. It is compatible with Live Backup Server Client 3.20, 3.21, 3.30, 3.31, 3.32 and 3.33. Running this script on the Live Backup Server will

- a. Stop IIS on the Live Backup Server computer.
- b. Delete all versions of the file from the Live Backup client's database.
- c. Prompt you to run ClearCache.vbs on the client computer.
- d. Restart IIS on the Live Backup Server computer.

ClearCache.vbs

ClearCache.vbs is the client-side script. It is compatible with Live Backup Client 3.20, 3.21, 3.30, 3.31, 3.32 and 3.33. Running this script on the Live Backup Client Computer will:

- a. Clear the Live Backup cache.
- b. Launch the Restore Local Database utility (restoreDB.exe).

The PurgeFile.vbs script will prompt you to run this script at the appropriate time.

Using the Scripts

The following procedure describes how to use the provided scripts to delete a file from both the Live Backup Client computer and the client account's database on the Live Backup Server.

Before running the scripts, note the following:

- While running the scripts, both replication and recovery will be suspended.
- You cannot run the scripts while Data Aging is in progress. If it is, the script will detect this condition and display a warning.
- When you run the client script ClearCache.vbs, Live Backup will delete all versions that have not yet been replicated to the server.
- You must have the numeric ID of the Live Backup Client account to run the scripts. You can find this ID in the Live Backup Console, under the Clients node.
- The client script ClearCache.vbs can be executed in silent mode. In this mode, the script doesn't show any information/error messages; therefore, if it encounters an error, it ends with non-zero error level. To use the script in silent mode you should launch it with /s option as follows:

ClearCache.vbs /s

- If you plan to run the script on Windows Server 2003, 64-bit, then you must apply the following Windows hotfix first:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=000364db-5e8b-44a8-b9be-ca44d18b059b&displaylang=en>

To run the scripts and delete a file:

1. Log on to the Live Backup Server as a member of the Local Administrators group.
2. On the Live Backup Server, copy the following files into any local folder:
 - PurgeFile.vbs
 - PurgeFile_LBsystem.sql
 - PurgeFile_LBClient.sql
3. Run PurgeFile.vbs. IIS will be stopped.
4. When prompted, type the numeric ID of the Live Backup Client account, and then press Enter.
5. Type the full path and file name of the file you want to delete, and then press Enter. Live Backup deletes the file from the database. This process may take some time to complete.
6. If you must delete another file, click Yes in the message that appears, and then repeat steps 4 and 5. If you have no other files to delete, click No, and then continue with the next step.

WARNING

At this time, you will be prompted to perform specific actions on the Live Backup Client computer. Do so when prompted, but do NOT select OK on the server until instructed in this procedure.

7. When prompted by the server script, log on to the Live Backup Client computer with local Administrator's rights, and then delete the file(s) specified in step 5.
8. On the Live Backup Client computer, stop the Live Backup Client service, WENGINE: Go to the Control Panel, open Administrative Tools, and then open Services. Right-click Live Backup Client Service, and then click Stop. Verify that this service has been stopped.

9. Run the ClearCache.vbs script.

If your Live Backup client computer is 64 bit , execute the script explicitly from the command prompt as follows:

```
<Command prompt>C:\Windows\SysWOW64\wscript.exe  
<path of the script>\ClearCache.vbs
```

All data in the Live Backup cache folder will be deleted.

10. From the Services window, restart Live Backup Client service, WENGINE. The Live Backup Client icon changes to a yellow. To return it to its active state, open Live Backup Control Center and click Clear.
11. Repeat steps 7 to 10 on each client computer from whose client account you have deleted files on the Live Backup Server. (Client account specified in step 4.)
12. On the Live Backup Server computer, select OK.

The script restarts IIS and full Live Backup functionality resumes. Results of the script are posted in the PurgeFile.log file located in the same folder as the script.

IMPORTANT

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- Steps 7 to 10 on the Live Backup Client computer are required. However, the server-side script cannot verify that these manual steps were performed successfully. If you skip one of these steps, or an error occurs, then the entire process may fail.
 - If you cancel the script while in progress, then IIS will remain stopped. You must manually restart it.
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