BrightStor® ARCserve® Backup for Laptops & Desktops

Getting Started

11.0

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Introduction

As more and more critical data is being kept on remote and mobile computer systems rather than on centrally managed servers, your organization's most critical asset—its data—is more vulnerable than ever before. Laptops can be lost, stolen, damaged, or victimized by viruses, and data can be accidentally deleted or corrupted.

In response, Computer Associates has produced BrightStor® ARCserve® Backup for Laptops & Desktops (formerly BrightStor® Mobile Backup), a backup management solution that extends the reach of traditional storage management to include mobile computers that are often disconnected from the network. BrightStor ARCserve Backup for Laptops & Desktops reduces your business risk, giving you a fast, automatic, and transparent solution for backing up and restoring data on remote and mobile computers.

BrightStor ARCserve Backup for Laptops & Desktops allows you, the administrator, to regain control of this distributed data resource and provide more effective and efficient data protection. BrightStor ARCserve Backup for Laptops & Desktops is designed to meet the data protection needs of both mobile-computing users and IT organizations.

This guide introduces BrightStor ARCserve Backup for Laptops & Desktops to you and describes its features, installation, configuration, and uses. This guide is provided in hardcopy format and in Adobe Portable Document Format (PDF) on the documentation CD.

Data Protection for Mobile Systems

BrightStor ARCserve Backup for Laptops & Desktops is a policy-based solution that provides continuous, intelligent backup of data for both remote desktop computers and laptops. With BrightStor ARCserve Backup for Laptops & Desktops, you can efficiently control the automatic backup of large numbers of remote computers, minimizing network traffic and storage space requirements on your backup server.

Identifying mission-critical files and transmitting only incremental file changes optimizes BrightStor ARCserve Backup for Laptops & Desktops for the intermittent network connections used by mobile-computing users. In the event of a lost, stolen, or damaged laptop, BrightStor ARCserve Backup for Laptops & Desktops restores not only the user's data files onto a new laptop, but also desktop icons and Internet favorites. This ability also makes computer migration faster and easier.

Remote computers with BrightStor ARCserve Backup for Laptops & Desktops clients do not need to be connected to the BrightStor ARCserve Backup for Laptops & Desktops server—or even to the network—to initiate a backup. If a user requests a backup while disconnected from the BrightStor ARCserve Backup for Laptops & Desktops server, the BrightStor ARCserve Backup for Laptops & Desktops client creates the backup copy, holds it, and conveniently transmits it to the BrightStor ARCserve Backup for Laptops & Desktops server when the next connection is made. The BrightStor ARCserve Backup for Laptops & Desktops server then processes the data when the data is received. The user can disconnect any time after the data is transmitted, minimizing user connection time to the BrightStor ARCserve Backup for Laptops & Desktops server.

Users can also perform simple point-and-click data recovery and retrieval without needing administrator assistance.

Benefits

BrightStor ARCserve Backup for Laptops & Desktops extends the reach of traditional storage management to:

- Minimize connection time to the BrightStor ARCserve Backup for Laptops & Desktops server. After an initial full backup of a mobile computer's files, subsequent backups include only files that have changed since the previous backup.

- Eliminate user intervention by using backup policies to determine the frequency and priority of backups. Of course, you, as the administrator, can override or change these policies at any time.

- Include mobile computers that are often disconnected from the network in data backups. You can regain control of distributed data resources that may not be connected to the network when system-wide data backups occur.

- Provide remote computer users with a backup history of each file and the ability to restore all the backed up versions of each file.

Distinctive Features

BrightStor ARCserve Backup for Laptops & Desktops provides a number of key features that improve performance, increase data availability, make administration easier, and ensure data protection. These features include:

- **Automated Backup Process**—Use the Client Scheduler to schedule backups that take place automatically. You can schedule backups to run at regular intervals (including once an hour, once a day, once a week, and once a month) or when specific events take place, such as when a machine starts or when a user logs in to a Windows-based LAN. Because backup operations occur automatically, backup of critical corporate data is ensured.

For maximum flexibility and convenience, the Scheduling feature allows either you or the user to schedule these automated backups.

■ **Seamless Backup**—The File Change Recorder detects new, changed, or deleted files, eliminating the need to perform disk scanning for every backup. This increases backup speed and minimizes resource consumption.

■ **Auto Client Installer**—Installing the BrightStor ARCserve Backup for Laptops & Desktops client on remote computers is simple for both you and your users. The Auto Client Installer allows you to configure and individualize the BrightStor ARCserve Backup for Laptops & Desktops client for each user. Then, you can choose from one of several deployment methods to distribute the software automatically to those users. You can provide the installation program on a share directory, use the Auto Client Installer's Direct Install feature to install the software on users' machines, or send the installation information through email.

■ **Centralized Management**—BrightStor ARCserve Backup for Laptops & Desktops allows you to administer multiple BrightStor ARCserve Backup for Laptops & Desktops servers from a single Server Explorer window, whether the servers are local or remote to the Server Explorer application.

■ **Relocation of Users**—As time passes, your data and your backup needs grow. To overcome problems associated with this growth, BrightStor ARCserve Backup for Laptops & Desktops provides several different ways for you to relocate users to drives with more space. You can even transfer users from one BrightStor ARCserve Backup for Laptops & Desktops server to another without involving your users. From their perspective, the process is completely transparent.

- **Byte- or Block-level Change Detection**—Rather than transmitting entire files, BrightStor ARCserve Backup for Laptops & Desktops detects, records, and transmits only the changed bytes for each file defined in a backup set (a list of business-critical files and folders to back up), minimizing network connection time, which is an important issue for mobile computing users. Alternately, you can choose block-level change detection, which dramatically reduces the amount of time required to process large files and minimizes local storage.

- **Disconnected Backup Process**—BrightStor ARCserve Backup for Laptops & Desktops can initiate a backup operation process without a network connection. File changes are processed according to the user's backup set and stored until the next time the user's computer connects to the BrightStor ARCserve Backup for Laptops & Desktops server.

- **Open File Agent technology**— Open File Agent technology allows the backup process to include files that are currently open and in use, providing a continuous, nondisruptive backup process. There is no need to stop working on important documents to back them up.

  Note: This feature is not available on Windows 98 or Windows ME systems.

- **Point-in-Time File Restorations or Local Restorations**—BrightStor ARCserve Backup for Laptops & Desktops allows users to restore files by date. File restorations can be performed locally, without connecting to the BrightStor ARCserve Backup for Laptops & Desktops server. This allows for easy restoration of files.

- **Asset Discovery and Tracking**—BrightStor ARCserve Backup for Laptops & Desktops automatically discovers hardware and software, including any modifications to an existing configuration. This information can be collected and sent to the BrightStor ARCserve Backup for Laptops & Desktops server each time a backup occurs, improving the IT help desk's ability to support remote and mobile users.

■ **Security**—BrightStor ARCserve Backup for Laptops & Desktops protects data from unauthorized users by using data encryption whenever data is transmitted between the BrightStor ARCserve Backup for Laptops & Desktops client and the BrightStor ARCserve Backup for Laptops & Desktops server. In addition, access to data-sensitive features of BrightStor ARCserve Backup for Laptops & Desktops is password protected, ensuring secure data transmission and protection against unauthorized access.

■ **Checkpoint Restart**—If a remote computer disconnects from the BrightStor ARCserve Backup for Laptops & Desktops server during a backup and later reconnects, BrightStor ARCserve Backup for Laptops & Desktops continues transmitting the file that was being backed up at the time of the disconnection from the cutoff point, rather than re-sending an entire file, minimizing the user's network connection time.

■ **Deleted File Retention**—BrightStor ARCserve Backup for Laptops & Desktops provides a number of deleted file options to ensure that users adhere to corporate, file-retention standards and policies. You can choose to keep deleted files for a period of time, keep them indefinitely, or remove them permanently. You (or users with permission) can also set the number of backups that must occur before a file is permanently removed.

■ **Data Protection**—Using BrightStor® ARCserve® Backup, you can protect your BrightStor ARCserve Backup for Laptops & Desktops server data. BrightStor ARCserve Backup for Laptops & Desktops server data is constantly backed up while remote computers with BrightStor ARCserve Backup for Laptops & Desktops clients are connected to the BrightStor ARCserve Backup for Laptops & Desktops server.

■ **Data Growth Management**—Data growth management facilitates the administration of data on the BrightStor ARCserve Backup for Laptops & Desktops server. This feature allows you to maintain adequate free space on the BrightStor ARCserve Backup for Laptops & Desktops server by setting up a schedule to back up and move selected data to a BrightStor ARCserve Backup server. The data remains accessible and can be retrieved using normal BrightStor ARCserve Backup restore procedures.

Components

BrightStor ARCserve Backup for Laptops & Desktops consists of three components: the BrightStor ARCserve Backup for Laptops & Desktops client, the BrightStor ARCserve Backup for Laptops & Desktops server, and the Server Explorer.

■ BrightStor ARCserve Backup for Laptops & Desktops clients perform manual or scheduled backups. The BrightStor ARCserve Backup for Laptops & Desktops clients connect to the BrightStor ARCserve Backup for Laptops & Desktops server using a variety of connection methods.

■ The BrightStor ARCserve Backup for Laptops & Desktops server establishes, organizes, and controls all BrightStor ARCserve Backup for Laptops & Desktops client user accounts and processes all data received from individual databases and archives. You can also restore user files and generate various reports to monitor the BrightStor ARCserve Backup for Laptops & Desktops environment.

■ From the Server Explorer, you can modify, back up, and restore user files. In addition, you can manage and automate user access and configurations.

The BrightStor ARCserve Backup for Laptops & Desktops Client

Remote computers with BrightStor ARCserve Backup for Laptops & Desktops clients can log in to the BrightStor ARCserve Backup for Laptops & Desktops server in several ways:

- **Network Connection** — A standard network connection enables users to use TCP/IP when connecting to the BrightStor ARCserve Backup for Laptops & Desktops server over the network.

- **Internet Connection** — If users connect to the Internet regularly, they should use TCP/IP while attached to the Internet. This method enables users to select the BrightStor ARCserve Backup for Laptops & Desktops server TCP/IP address and transmit backups as if the remote computer were physically attached to the BrightStor ARCserve Backup for Laptops & Desktops server network.

- **Dial-Up Networking Connection** — When using dial-up networking connections, users can connect to the BrightStor ARCserve Backup for Laptops & Desktops server as if they were attached to the network.

These various connectivity options provide flexibility and convenience for users working from a variety of locations.

BrightStor ARCserve Backup for Laptops & Desktops also offers an Auto TCP/IP feature, designed to automate the backup process by monitoring your dial-up connections. Using it, you can synchronize BrightStor ARCserve Backup for Laptops & Desktops with other business tasks that use TCP/IP connections. Users can simultaneously log in to your company's intranet or email server or access the Internet, while sending backups and data transmissions to the BrightStor ARCserve Backup for Laptops & Desktops server.

The BrightStor ARCserve Backup for Laptops & Desktops Server

The BrightStor ARCserve Backup for Laptops & Desktops server provides you with:

- Centralized control of remote and mobile data

- Reduced time and cost of system backup

- Auto Discovery of both hardware and software system assets

- Immediate access for data recovery and reconstruction

- Data management by region, department, or users

- Ability to use multiple connections, such as Internet, intranet, dial-up modem, wireless, and network connections

- Simplified installation and deployment (using the Auto Client Installer)

- Easy distribution of backup sets and user configurations

The BrightStor ARCserve Backup for Laptops & Desktops server runs as a Windows service, which allows the BrightStor ARCserve Backup for Laptops & Desktops server to run without requiring you to log in and start the program on the Windows server. If the Windows server restarts for any reason, the BrightStor ARCserve Backup for Laptops & Desktops server starts automatically.

BrightStor ARCserve Backup for Laptops & Desktops allows you to administer multiple BrightStor ARCserve Backup for Laptops & Desktops servers from a single Server Explorer window.

The Server Explorer

The Server Explorer component allows you to administer the BrightStor ARCserve Backup for Laptops & Desktops server. The Server Explorer provides you with:

- Built-in tutorial

- Built-in reports

- Ability to create and manage users and organizations

- Ability to create, edit, and assign user configurations and schedules

- Ability to create new backup sets, modify existing backup sets, allocate backup sets to a particular user or user configuration, and delete backup sets

- Ability to monitor and set global options governing the operation of BrightStor ARCserve Backup for Laptops & Desktops server

- Ability to generate reports helping you to monitor the backup process

CA Technology Services: Enabling Solutions Through Experience

When it comes to getting on the information fast track, CA Technology Services can recommend and install a full suite of Computer Associates solutions to keep your business moving. Our associates offer the proprietary know-how on custom-fitting your enterprise for solutions ranging from life-cycle management and data warehousing to next-level business intelligence. Our experts can provide you with the technology and knowledge tools to fully collect, exploit, and leverage your data resources and applications.

CA Education

Computer Associates Global Education Services (CA Education) offerings include instructor-led and computer-based training, product certification programs, third-party education programs, distance learning, and software simulation. These services help to expand the knowledge base so you are better able to use our products efficiently—contributing to your greater success. CA Education has been developed to assist today's technologists in everything from understanding product capabilities to implementation and quality performance.

Because the community of education seekers is varied, so too are our methods of instruction. CA Education is committed to providing a variety of alternatives to traditional instructor-led training, including distance learning, as well as Unicenter® simulation.

For training that must be extended to a wider audience—for a fraction of the cost and without the logistical hassle of sending everybody to a class—CA Education offers excellent distance learning options.

For More Information

After reading this guide, refer to the numerous resources available to you for additional information. Your BrightStor ARCserve Backup for Laptops & Desktops CD contains useful instructional documents that showcase your software and provide detailed explanations about the product's comprehensive, feature-rich components. You can locate technical support, additional procedural information, or answers to questions you may have through the Computer Associates web site, www.ca.com. A tutorial, which is built into the BrightStor ARCserve Backup for Laptops & Desktops software, provides you with the basic steps you need to perform principal tasks.

Installation

This chapter explains how to install the BrightStor ARCserve Backup for Laptops & Desktops server, the Server Explorer, and the BrightStor ARCserve Backup for Laptops & Desktops client.

Installation of the BrightStor ARCserve Backup for Laptops & Desktops server and Server Explorer is usually started from the installation CD. Depending on your environment, the BrightStor ARCserve Backup for Laptops & Desktops client component can be installed in several different ways. To choose the most appropriate installation method for your environment, see Installing the BrightStor ARCserve Backup for Laptops & Desktops Client in this chapter.

Installing the BrightStor ARCserve Backup for Laptops & Desktops Server

Installing the BrightStor ARCserve Backup for Laptops & Desktops server is simplified by using the intuitive Setup Wizard. The Setup Wizard provides three installation options.

Note: When you install the BrightStor ARCserve Backup for Laptops & Desktops server, you must use an account with system administrator privileges.

To initiate the BrightStor ARCserve Backup for Laptops & Desktops server installation, perform the following procedure:

1. Insert the product installation CD into the CD-ROM drive.

2. Select Install BrightStor ARCserve Backup for Laptops & Desktops after the Setup Wizard opens.

3. Select Install Server and Server Explorer after the BrightStor ARCserve Backup for Laptops & Desktops Server Installation dialog appears. The Setup Wizard automatically installs the BrightStor ARCserve Backup for Laptops & Desktops server and Server Explorer.

Note: License verification is required. License verification can be entered during installation or via the About Box of the Server Explorer after installation. Enter the appropriate information in the License Verification dialog. Click Help for additional information.

Upgrading the BrightStor ARCserve Backup for Laptops & Desktops Server

To upgrade the BrightStor ARCserve Backup for Laptops & Desktops server from a previous release, follow the steps described in Installing the BrightStor ARCserve Backup for Laptops & Desktops Server. During the upgrading process, an additional dialog that contains information about the previous version of the BrightStor ARCserve Backup for Laptops & Desktops server appears.

Uninstalling the BrightStor ARCserve Backup for Laptops & Desktops Server

To uninstall the BrightStor ARCserve Backup for Laptops & Desktops server, perform the following procedure:

1. Click Start on the taskbar, and then choose Settings, Control Panel, Add/Remove Programs.

2. Highlight the BrightStor ARCserve Backup for Laptops & Desktops server in the program list, and click Remove.

   Note: This removes the program and all data associated with it. BrightStor ARCserve Backup for Laptops & Desktops clients are not uninstalled when the BrightStor ARCserve Backup for Laptops & Desktops server is uninstalled, but no longer have the ability to connect to the BrightStor ARCserve Backup for Laptops & Desktops server.

Changing the System Account

If you perform a typical installation of the BrightStor ARCserve Backup for Laptops & Desktops server, the Setup Wizard configures the BrightStor ARCserve Backup for Laptops & Desktops server to log on to the local system account, rather than to a user account.

The BrightStor ARCserve Backup for Laptops & Desktops server may need additional rights to install the client software via the Auto Client Installer. The user account that BrightStor ARCserve Backup for Laptops & Desktops server uses to log on to the system must have access to the email client if you use the Auto Client Installer to deploy the BrightStor ARCserve Backup for Laptops & Desktops client software to your users via email (MAPI).

If you use the Auto Client Installer's Direct Install option, you must have system administrator privileges on the target remote computer, because BrightStor ARCserve Backup for Laptops & Desktops logs on to the remote machine as the user.

To change the user account that the BrightStor ARCserve Backup for Laptops & Desktops server uses to log on, perform the following procedure:

1. From the Control Panel, select Administrative Tools, Services.

2. In the right pane, select CA BrightStor ARCserve Backup for Laptops & Desktops Server from the list, right-click it, and then select Properties.

3. Select the Log On tab, as shown in the following example.
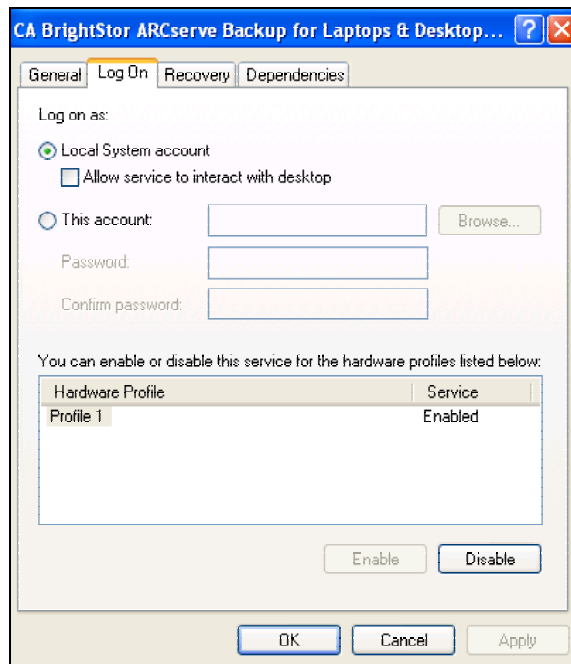
To change the account the BrightStor ARCserve Backup for Laptops & Desktops server uses to log on, select the appropriate option.

4. Click OK.

Installing the Server Explorer

The Server Explorer is the component that allows you to administer the BrightStor ARCserve Backup for Laptops & Desktops server. It is installed as part of a typical installation of the BrightStor ARCserve Backup for Laptops & Desktops server. You can also install the Server Explorer separately.

Note: Installing the Server Explorer is simplified by using the intuitive Setup Wizard.

To initiate the Server Explorer installation, perform the following procedure:

1. Insert the product installation CD into the CD-ROM drive.

2. Select Install BrightStor ARCserve Backup for Laptops & Desktops after the Setup Wizard opens.

3. Select Install BrightStor ARCserve Backup for Laptops & Desktops Server Explorer after the BrightStor ARCserve Backup for Laptops & Desktops Server Installation dialog appears. The Setup Wizard automatically installs the Server Explorer.

    Note: License verification is required. Enter the appropriate information in the License Verification dialog. Click Help for additional information.

Upgrading the Server Explorer

To upgrade the Server Explorer from a previous release, follow the steps in Installing the Server Explorer earlier in this chapter. An additional dialog containing information about the previous version of the Server Explorer appears after Step 1.

Uninstalling the Server Explorer

To uninstall the Server Explorer, perform the following procedure:

1. Click Start on the taskbar, and then choose Settings, Control Panel, Add/Remove Programs.

2. Highlight Server Explorer from the program list, and then click Remove.

   Note: This removes the program and all data associated with it. BrightStor ARCserve Backup for Laptops & Desktops clients and the BrightStor ARCserve Backup for Laptops & Desktops server are not uninstalled when the Server Explorer is uninstalled.

Installing the BrightStor ARCserve Backup for Laptops & Desktops Client

After you have determined the structure of your network, the next step is to install the BrightStor ARCserve Backup for Laptops & Desktops client. You should take into consideration your hardware and software environments, as well as the technical knowledge base of the users. BrightStor ARCserve Backup for Laptops & Desktops provides several installation methods, each one customized for a specific audience.

Note: You must have access to an account with system administrator privileges to install the BrightStor ARCserve Backup for Laptops & Desktops client.

Using the Auto Client Installer

The Auto Client Installer facilitates a first-time installation of the BrightStor ARCserve Backup for Laptops & Desktops client on remote computers. It operates within the centrally administered BrightStor ARCserve Backup for Laptops & Desktops server, allowing you to preconfigure and install or upgrade the BrightStor ARCserve Backup for Laptops & Desktops client for any number of users without having to install the software on each individual remote computer. Additionally, as you update the Auto Client Installer's list of users, BrightStor ARCserve Backup for Laptops & Desktops keeps track of the users that need installation packages sent to them.

The Auto Client Installer allows you to specify how you want the BrightStor ARCserve Backup for Laptops & Desktops client software to be configured on each user's remote computer, including:

- The configuration to assign to the user

- The organization in which to place the user

- The installation paths for the BrightStor ARCserve Backup for Laptops & Desktops client software, the users' databases on their remote computers and on the BrightStor ARCserve Backup for Laptops & Desktops server

There are also several ways to create and distribute the Auto Client Installer's customized installation packages. You can create:

- Microsoft Windows Installer-based installation packages that are stored on the BrightStor ARCserve Backup for Laptops & Desktops server

- Self-extracting installation packages that are stored on the BrightStor ARCserve Backup for Laptops & Desktops server

- Installation packages that are installed directly onto your users' systems, with no intervention required (the Direct Install feature)

- Self-extracting installation packages that are sent through email

- Self-extracting installation packages that users access through a link sent to them in an email

Note: There are two user versions of the BrightStor ARCserve Backup for Laptops & Desktops client: standard and expert. You can only deploy the standard user version of the BrightStor ARCserve Backup for Laptops & Desktops client using the Auto Client Installer. For information on remotely installing the expert user version of the BrightStor ARCserve Backup for Laptops & Desktops client, see Installation with Unicenter Software Delivery, later in this chapter.

The following sections describe the methods BrightStor ARCserve Backup for Laptops & Desktops offers to distribute the BrightStor ARCserve Backup for Laptops & Desktops client to your users.

Storing Installation Packages on the BrightStor ARCserve Backup for Laptops & Desktops Server

You can use BrightStor ARCserve Backup for Laptops & Desktops to create customized installation packages for each user and store these installation packages in a location on the BrightStor ARCserve Backup for Laptops & Desktops server that you specify. Using this option, you can also decide whether you want to create self-extracting installation packages or use the Microsoft Windows Installer-based installation packages.

If you create self-extracting packages, BrightStor ARCserve Backup for Laptops & Desktops creates a customized, stand-alone setup file for each user.

If you use the Microsoft Windows Installer-based packages, the BrightStor ARCserve Backup for Laptops & Desktops client software installation is divided into two parts: a generic piece for all users, and user-specific add-ons that are used to customize the installation for specific users. When a user runs the setup program, the user-specific part of the installation is merged with the generic part, and the BrightStor ARCserve Backup for Laptops & Desktops client software is installed.

Since the generic part can be used for all your users, you can save a considerable amount of space on your disk by creating Microsoft Windows Installer-based installation packages. You may want to consider creating Microsoft Windows Installer-based installation packages if you do not have a lot of free space on the BrightStor ARCserve Backup for Laptops & Desktops server or if you are distributing the BrightStor ARCserve Backup for Laptops & Desktops client software to a large number of users.

To store the installation packages in a location on the BrightStor ARCserve Backup for Laptops & Desktops server, perform the following procedure:
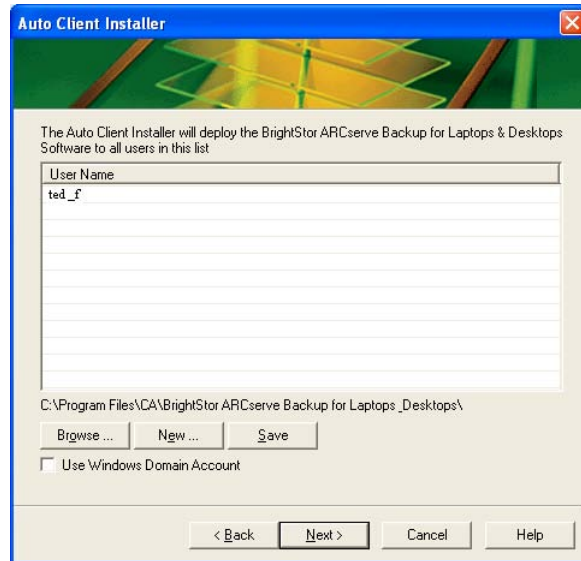
1. Right-click your BrightStor ARCserve Backup for Laptops & Desktops server in the left pane of the Server Explorer. Select Auto Client Installer from the pop-up menu, as shown in the following example. In this example, the BrightStor ARCserve Backup for Laptops & Desktops server is named Server.
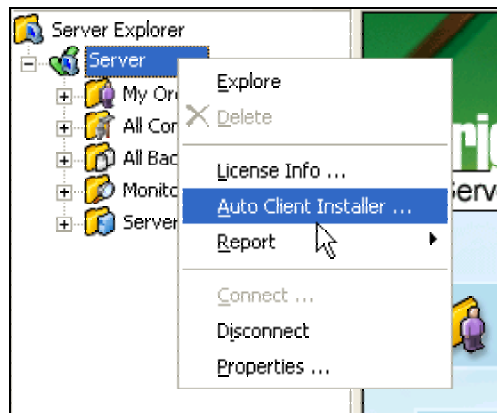
2. Select the Store at Server option after the Auto Client Installer dialog opens.

3. Click Next.

4. Enter the following information to complete the dialog:

    ■ Specify a name for each user. Enter the name in the User Name field.

    ■ Select the Use Windows Domain Account check box to use the user's Windows logon information for security when performing a restore. This option eliminates the need for a second password.

        Note: If you select this option, you cannot clear the user's password from the Server Explorer.
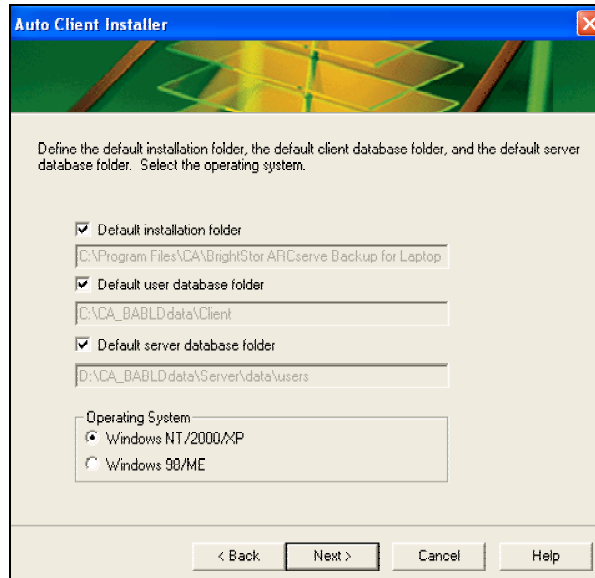
    In the following example, ted_f is the user name.

5. Click Save to save the information, and then click Next.

6. Enter the following information to complete the dialog:

- **Default installation folder**—The location in which the client will reside on each client computer. By default, the installation folder is C:\Program Files\CA\BrightStor ARCserve Backup for Laptops & Desktops\Client. To specify a different location, clear the Default Installation Folder check box and enter the new path in the text box.

- **Default client database folder**—Enter the target location for the user-specific database. The database will be installed to this location on the client computer. By default, the database is installed to C:\CA_BABLDdata\Client. To specify a different location, clear the Default Database Folder check box and enter the new path in the text box.

- **Default server database folder**—Enter the target location for the user-specific database. The database will be installed to this location on the server. By default, the database is installed to C:\CA_BABLDDATA\SERVER\DATA\users. To specify a different location, clear the Default server Database Folder check box and enter the new path in the text box.

- Select the operating system your users are running.

A completed dialog is shown next.

7. Click Next.

8. Enter the following information to complete the dialog:

    ■   Select a configuration and an organization to assign the users to.

    ■   Select one or more of the following check boxes:

        –   **Protect all users**—Select this check box to protect all users. This option prevents your users from modifying and removing files from backup sets that you, the administrator, have added.

        –   **Enable Open File backup**—Select this check box to enable the Open File Agent technology. This option is available for systems running Windows NT, Windows 2000, and Windows XP. Enabling the Open File Agent technology allows BrightStor ARCserve Backup for Laptops & Desktops to back up files that are open when the backup is performed.

        –   **No password for local restore**—Select this check box to allow users to restore to the local system without providing a password.

A completed dialog is shown next.
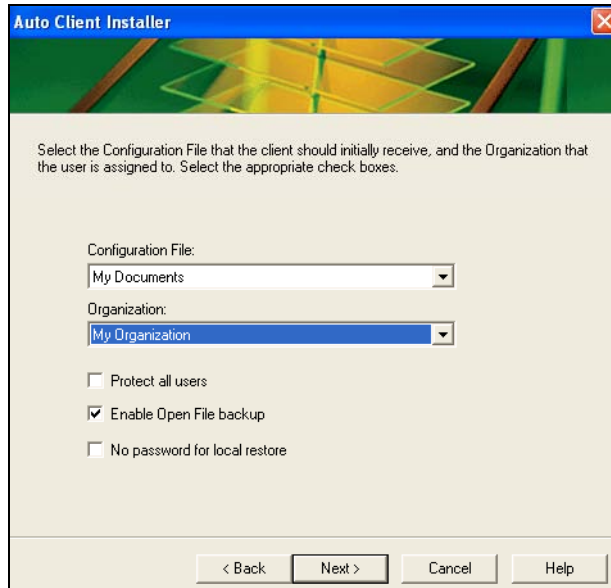
9.   Click Next.

10. Enter the following information to complete the dialog:

■   Specify the location where the installation packages are to be stored on the BrightStor ARCserve Backup for Laptops & Desktops server. Either manually enter the path or click Browse to navigate to a specific folder.

■   Select the Store as self-extracting file check box to create stand-alone, self-extracting executables for each BrightStor ARCserve Backup for Laptops & Desktops client. Clear the check box if you want to create Microsoft Windows Installer-based installation packages.

A completed dialog is shown next.
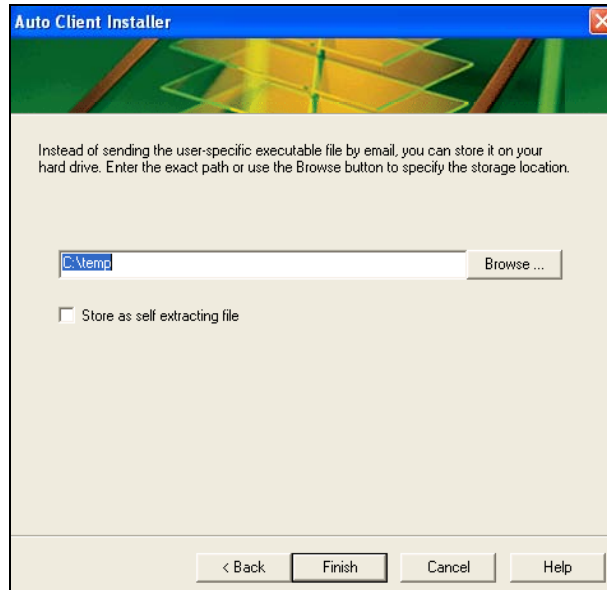
11. Click Finish. BrightStor ARCserve Backup for Laptops & Desktops begins creating the installation packages and displays the progress of storing them on the BrightStor ARCserve Backup for Laptops & Desktops server.

12. Click Done when the creation of the BrightStor ARCserve Backup for Laptops & Desktops client software installation packages is complete. The installation packages are stored on the BrightStor ARCserve Backup for Laptops & Desktops server, waiting to be picked up and installed on the users' remote computers.

Sending Installation Packages Through Email

When you send the BrightStor ARCserve Backup for Laptops & Desktops client software installation packages to your users through email, BrightStor ARCserve Backup for Laptops & Desktops creates customized, self-extracting installation packages for each user. Each user in the Auto Client Installer (ACI) file receives an email with the BrightStor ARCserve Backup for Laptops & Desktops client setup program attached.

To send the user-specific BrightStor ARCserve Backup for Laptops & Desktops client software installation packages to your users as attachment to emails, perform the following procedure:

1. Right-click your BrightStor ARCserve Backup for Laptops & Desktops server in the left pane of the Server Explorer. Select Auto Client Installer from the pop-up menu, as shown in the following example. In this example, the BrightStor ARCserve Backup for Laptops & Desktops server is named Server.
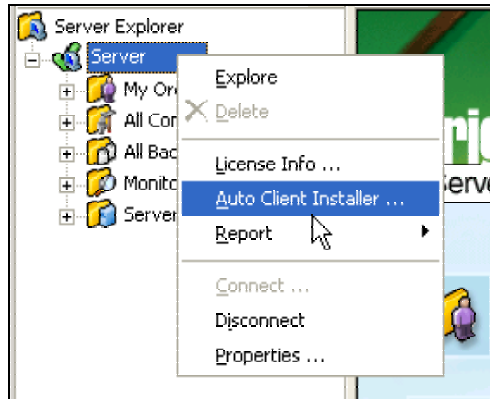
2. Select the Send via Email option after the Auto Client Installer dialog opens.

3. Click Next.

4. Enter the following information to complete the dialog:

   ■ Specify a name for the user. Enter the name in the User Name field. If you do not specify a name, the part of the email address before the @ symbol is used as the user's name on the BrightStor ARCserve Backup for Laptops & Desktops server.

   ■ Enter the email address for each user.

■ Select the Use Windows Domain Account check box to use the user's Windows logon information for security when performing a restore. This option eliminates the need for a second password.

Note: If you select this option, you cannot clear the user's password from the Server Explorer.

In the following example, ted_f is the user name.

5. Click Save to save the information, and then click Next.

6. Enter the following information to complete the dialog:

■ **Default installation folder**—The location in which the client will reside on each client computer. By default, the installation folder is C:\Program Files\CA\BrightStor ARCserve Backup for Laptops & Desktops\Client. To specify a different location, clear the Default Installation Folder check box and enter the new path in the text box.

■ **Default client database folder**—Enter the target location for the user-specific database. The database will be installed to this location on the client computer. By default, the database is installed to C:\CA_BABLDdata\Client. To specify a different location, clear the Default Database Folder check box and enter the new path in the text box.

■ **Default server database folder**—Enter the target location for the user-specific database. The database will be installed to this location on the server. By default, the database is installed to C:\CA_BABLDDATA\SERVER\DATA\users. To specify a different location, clear the Default server Database Folder check box and enter the new path in the text box.

■ Select the operating system your users are running.

A completed dialog is shown next.

7. Click Next.

8. Enter the following information to complete the dialog:

- Select a configuration file and an organization to which to assign to the users.

- Select one or more of the following check boxes:

  - **Protect all users**—Select this check box to protect all users in the list. This option prevents your BrightStor ARCserve Backup for Laptops & Desktops users from changing the configuration, for example modifying and removing files from backup sets that you, the administrator, have added.

  - **Enable Open File backup**—Select this check box to enable the Open File Agent technology. This option is available for systems running Windows NT, Windows 2000, and Windows XP. Enabling the Open File Agent technology allows BrightStor ARCserve Backup for Laptops & Desktops to back up files that are open at the time the backup is performed.

  - **No password for local restore**—Select this check box to allow users to restore to the local system, without providing a password.

A completed dialog is shown next.
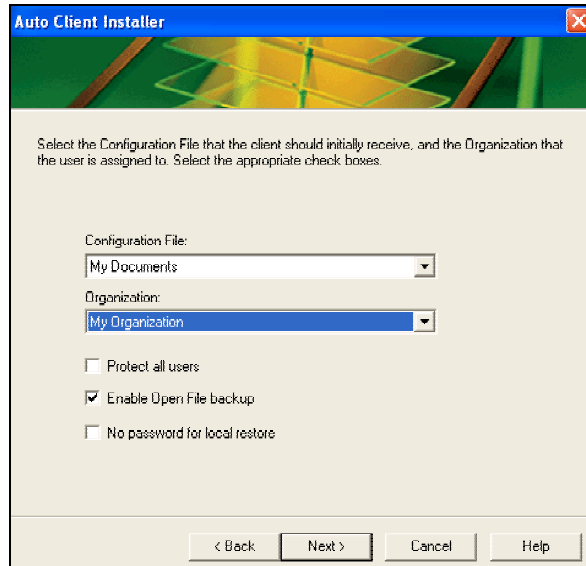
9. Click Next.

10. Enter the following information to complete the dialog:

   ■ Specify which email interface the BrightStor ARCserve Backup for Laptops & Desktops server should use. Select either MAPI, the default, or SMTP. If you select SMTP, you must also specify the name of the email server and the server's port number. If you select MAPI, make sure that the BrightStor ARCserve Backup for Laptops & Desktops server has the appropriate rights (see Changing the System Account).

   ■ Specify how the installation packages are to be delivered. Select either Attached File to deliver the installation packages as an email attachment, or select Link to insert a link to the installation packages in the email message.

If you select Link, enter the path in the Universal Naming Convention (UNC) Name field to where the installation packages are stored. The UNC is a way to identify a shared folder. The UNC format is \\servername\sharename\path, where the path can be zero or more folders or subfolders. For example:

`\\BABLDServer\Install\users`

Note: The BrightStor ARCserve Backup for Laptops & Desktops must have sufficient rights to write the BrightStor ARCserve Backup for Laptops & Desktops client installation packages to this shared folder.

This option creates a separate folder for each user on the BrightStor ARCserve Backup for Laptops & Desktops server under the directory you specified here.

A completed dialog is shown next.
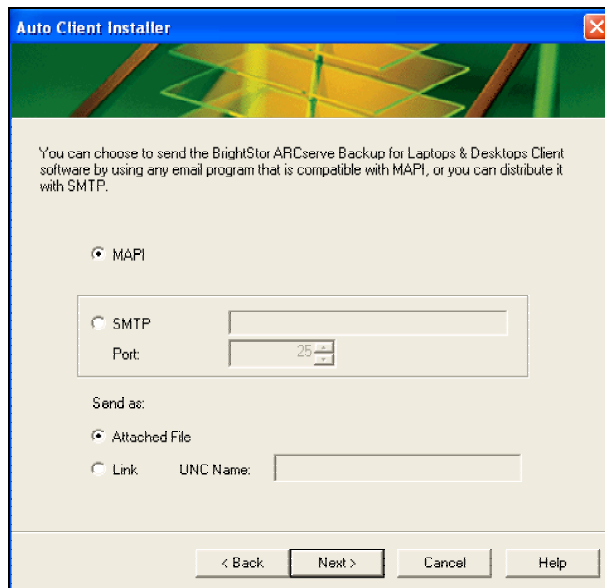
11. Click Next.

12. Enter the following information to complete the following dialog:
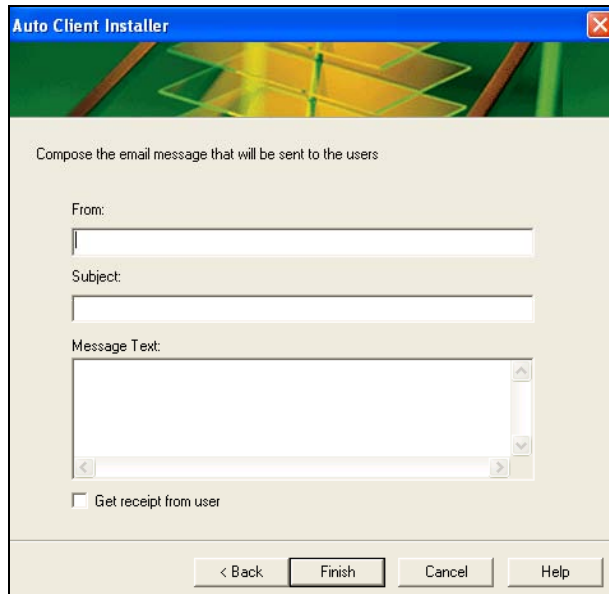
   ■ In the From text box, enter the email address of the sender of the email containing the packages. Enter a subject for the email in the Subject text box. Enter an appropriate message in the Message Text text box.

   ■ Select the Get Receipt from user check box if you want a receive receipt when the users open the email with the installation package attached.

13. Click Finish. BrightStor ARCserve Backup for Laptops & Desktops begins creating the BrightStor ARCserve Backup for Laptops & Desktops client software installation packages and displays the progress of creating them.

14. Click Done when the creation of the BrightStor ARCserve Backup for Laptops & Desktops client software installation packages is complete. The users are sent an email with either the installation packages attached or a link to where the user can get them.

   The installation packages are sent to the users in email attachments.

Sending Install Packages with Direct Install

When you choose to distribute the BrightStor ARCserve Backup for Laptops & Desktops client software to your users by using Direct Install, BrightStor ARCserve Backup for Laptops & Desktops uses Desktop Management Deployment (DMDeploy) technology to forcibly install the BrightStor ARCserve Backup for Laptops & Desktops client software on users' remote computers. The installation is silent and does not require any data input by the user. Using this method gives you complete control of the installation of the BrightStor ARCserve Backup for Laptops & Desktops client software on users' remote computers.

You must specify certain additional parameters for each user when you use this method of distribution. The additional parameters are:

- The name of the remote computer on the network

- The user name used to log on to the network (optional)

Note: If you select the Use Windows Domain Account check box, the parameters include User Name and Machine Name. If you clear the Use Windows Domain Account check box, the parameters include User Name, Machine Name, and Windows Login.

The BrightStor ARCserve Backup for Laptops & Desktops server runs as a Microsoft Windows service. To be authorized to install the BrightStor ARCserve Backup for Laptops & Desktops client software using the Direct Install method, the BrightStor ARCserve Backup for Laptops & Desktops server service must log on to an account that belong to the local group of administrators on the target computer. This target computer should have an account on the local server's domain.

To perform a silent installation using Direct Install, perform the following procedure:
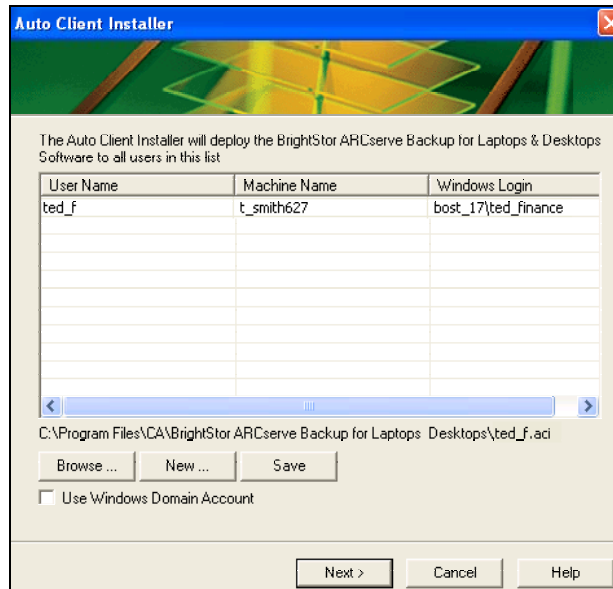
1. Right-click your BrightStor ARCserve Backup for Laptops & Desktops server in the left pane of the Server Explorer. Select Auto Client Installer from the pop-up menu, as shown in the following example. In this example, the BrightStor ARCserve Backup for Laptops & Desktops server is named Server.
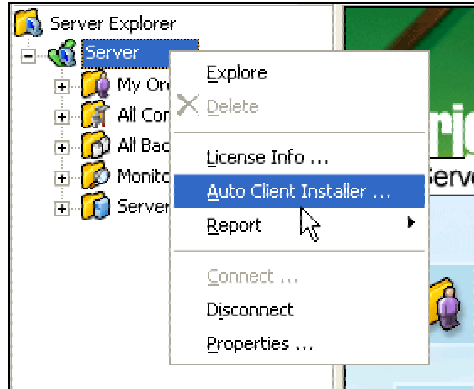
2. Select the Direct Install option after the Auto Client Installer dialog opens.

3. Click Next.

4. Enter the following information to complete the dialog:

    ■   Specify a name for the user. Enter the name in the User Name field.

    ■   Enter the name or IP address of the user's remote computer in the Machine Name field.

    ■   Enter the full Windows login (including domain) in the Windows Login field.

    ■   Select the Use Windows Domain Account check box to use the user's Windows logon information for security when performing a restore. This option eliminates the need for a second password.

Note: If you select this option, you cannot clear the user's password from the BrightStor ARCserve Backup for Laptops & Desktops Administrator dialog. Also, if you select this option, the user name must be in the domain account in order for Direct Install to run successfully.

A completed dialog is shown next.

5. Click Save to save the information, and then click Next.

6. Enter the following information to complete the dialog:

■ **Default installation folder**—The location in which the client will reside on each client computer. By default, the installation folder is C:\Program Files\CA\BrightStor ARCserve Backup for Laptops & Desktops\Client. To specify a different location, clear the Default Installation Folder check box and enter the new path in the text box.

■ **Default client database folder** — Enter the target location for the user-specific database. The database will be installed to this location on the client computer. By default, the database is installed to C:\CA_BABLDdata\Client. To specify a different location, clear the Default Database Folder check box and enter the new path in the text box.

■ **Default server database folder** — Enter the target location for the user-specific database. The database will be installed to this location on the server. By default, the database is installed to C:\CA_BABLDDATA\SERVER\DATA\users. To specify a different location, clear the Default server Database Folder check box and enter the new path in the text box.

A completed dialog is shown next.
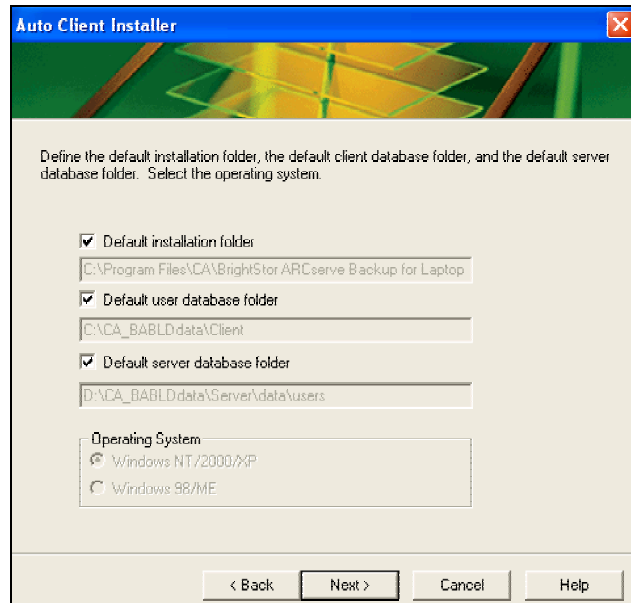
7. Click Next.

8. Enter the following information to complete the dialog:

■ Select a configuration file and an organization to which to assign to the users.

■ Select one or more of the following check boxes:

– **Protect all users**—Select this check box to protect all users in the list. This option prevents your BrightStor ARCserve Backup for Laptops & Desktops users from modifying and removing files from backup sets that you, the administrator, have added.

– **Enable Open File backup**—Select this check box to enable the Open File Agent technology. This option is available for systems running Windows NT, Windows 2000, and Windows XP. Enabling the Open File Agent technology allows BrightStor ARCserve Backup for Laptops & Desktops to back up files that are open at the time the backup is performed.

– **No password for local restore**—Select this check box to allow users to restore to the local system, without providing a password.

A completed dialog is shown next.
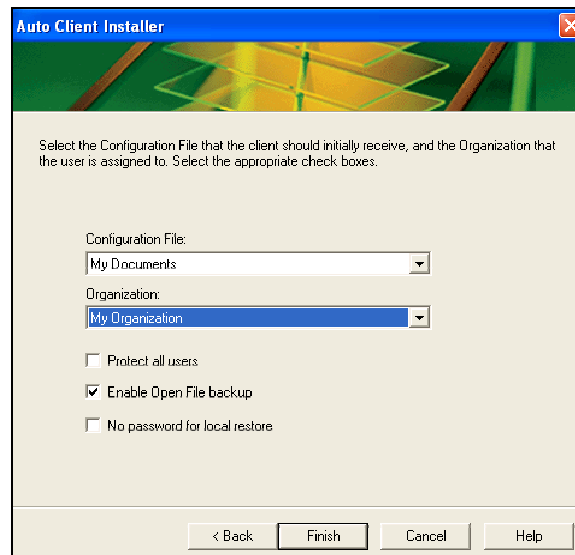
9. Click Finish. BrightStor ARCserve Backup for Laptops & Desktops begins creating the client software installation packages and displays the progress of preparing these installation packages to be silently deployed to each user.

10. Click Done when the creation of the client software installation packages is complete. The BrightStor ARCserve Backup for Laptops & Desktops server pushes the BrightStor ARCserve Backup for Laptops & Desktops client software to all of the users' systems listed.

11. Confirm that BrightStor ARCserve Backup for Laptops & Desktops server was able to connect to each of the remote computers by clicking the users in the left pane of the Server Explorer. When you select a user, the user properties are displayed in the right pane. The Deployment State property contains the status of that user's installation.

Image Installation Customization

To simplify the installation for the user, you can copy the BrightStor ARCserve Backup for Laptops & Desktops client software files that are on the installation CD to a server. You can then modify the initialization files (.ini files) needed for user-specific installations.

The user then installs the BrightStor ARCserve Backup for Laptops & Desktops client software by running the command described in silent_install.html from the server, and selecting Start, Programs, Computer Associates, BrightStor, ARCserve Backup for Laptops & Desktops, to start the BrightStor ARCserve Backup for Laptops & Desktops client software.

The different types of .ini files used to assign settings to the users are:

■ **protocol.ini file**—Shows the connection type the BrightStor ARCserve Backup for Laptops & Desktops client uses to connect to the BrightStor ARCserve Backup for Laptops & Desktops server. The default Connection Type is TCP/IP.

■ **tcpip.ini file**—Shows the settings of the BrightStor ARCserve Backup for Laptops & Desktops client's TCP/IP connection to the BrightStor ARCserve Backup for Laptops & Desktops server. You can modify this file according to the corresponding values for the BrightStor ARCserve Backup for Laptops & Desktops client's TCP/IP connection to the server.

■ **user.ini file**—Lets you predefine the user settings. The user.ini file shows user-specific information for the initial login to the BrightStor ARCserve Backup for Laptops & Desktops server.

Note: Sample .ini files are located in the \BABLD\Client\Config directory. Look at these files for more information on the settings that you can adjust.

Local Installation from the CD-ROM

You can send the BrightStor ARCserve Backup for Laptops & Desktops installation CD to the users, provide them with the required configuration data, and then advise them to check their system requirements before installing the BrightStor ARCserve Backup for Laptops & Desktops client software.

For users to initiate the BrightStor ARCserve Backup for Laptops & Desktops client installation from the CD-ROM, they must perform the following procedure:

1. Insert the product installation CD into the CD-ROM drive.

2. Select Install BrightStor ARCserve Backup for Laptops & Desktops after the Setup Wizard opens.

3. Select Install BrightStor ARCserve Backup for Laptops & Desktops client after the BrightStor ARCserve Backup for Laptops & Desktops Installation window opens. The Setup Wizard automatically installs the BrightStor ARCserve Backup for Laptops & Desktops client.

Installation with Unicenter Software Delivery

If Unicenter® Software Delivery is installed on your system, it is the most efficient way of packaging, distributing, and installing BrightStor ARCserve Backup for Laptops & Desktops.

The following sections explain the directory structure of the Unicenter Software Delivery package information, as well as how to modify the initialization (.ini) files for customized, user-specific installations.

Directory Structure

Unicenter Software Delivery package information is located in the BABLD folder on the installation CD. The following table contains information about where the installation packages for different system components are located.

Component	Location
Server Explorer	Subfolder AdminGUI
BrightStor ARCserve Backup for Laptops & Desktops server	Subfolder Server
BrightStor ARCserve Backup for Laptops & Desktops client (for Windows 98 and Windows ME)	Subfolder Client9x
BrightStor ARCserve Backup for Laptops & Desktops client (for Windows XP, Windows 2000, and Windows NT)	Subfolder Client

Note: You can easily import these packages to the Unicenter Software Delivery Software library using the drag-and-drop method.

User-Specific Customization

With Unicenter Software Delivery, you can modify the initialization (.ini) files for customized, user-specific installations. Modifying the .ini files is called a configured installation. After you customize the .ini files, simply drag the Package directory into the Unicenter Software Delivery software library (All Software node). For more information on modifying the .ini files, see Image Installation Customization earlier in this chapter. Finally, drag the adapted operating system-specific directory and drop it on those systems the BrightStor ARCserve Backup for Laptops & Desktops client software is to be installed on.

Note: You can also specify configuration data in the install.ips script.

When running the Unicenter Software Delivery installation, you can decide to use either a configured or an unconfigured installation.

■   If you use an unconfigured installation (the .ini files are not modified), the users must enter the settings manually.

■   If you use a configured installation (the .ini files are modified), you can set the BrightStor ARCserve Backup for Laptops & Desktops server name by inserting it in the tcpip.ini file or by modifying the install.ips file. You, as the administrator, can set the user name individually by enabling this feature in the install.ips file.

Note: You can also specify BrightStor ARCserve Backup for Laptops & Desktops configuration data in the install.ips script.

Silent Installation

A silent installation is a software installation requiring no user intervention. For instructions on performing a silent installation, see silent_install.html.

Creating Backup Configurations for Users

This chapter discusses how to create user configurations, create backup sets, and assign backup sets to user configurations.

A user configuration combines a number of parameters (backup sets, backup options, restore options, asset tracking options, and scheduling options) that are assigned to a user. To define a user configuration, you must follow these steps:

1. Create a backup set.

2. Create the user configuration.

3. Assign a backup set to the user configuration.

After you have defined a user configuration, you can save the settings and use them as the default configurations for new users. This allows you to define a user configuration just once, but use it many times. After the user configuration is defined and saved, it can then be distributed to all of the BrightStor ARCserve Backup for Laptops & Desktops servers and assigned to specific users.

Creating, Modifying, and Deleting Backup Sets

Different types of users also have different abilities when it comes to working with backup sets.

■ Expert users, by default, can create, modify, and delete backup sets.

■ Standard users, by default, can only extend the backup sets that you define for them. By clicking Start on the taskbar and selecting the Configure Backup option, standard users can add files to a backup set or delete the files they have added. Standard users cannot remove or modify included and excluded files and directories that you, the administrator, have added.

Backup sets are, typically, groups of files with something in common. Using backup sets makes it easy to back up data in an organized manner. BrightStor ARCserve Backup for Laptops & Desktops provides several predefined backup sets you can immediately assign to your users. In addition, you can create, modify, and delete your own backup sets, as well as customize them for different users.

Predefined Backup Sets

The predefined backup sets that BrightStor ARCserve Backup for Laptops & Desktops provides can serve as examples for backup sets you may define for your users or organizations. They can also be used as actual backup sets you distribute to users.

BrightStor ARCserve Backup for Laptops & Desktops provides the following predefined backup sets:

- **All Office Documents** — All DOC, XLS, and PPT files on the user's drive

- **All Outlook Files** — All PST and PAB files on the local drive

- **Internet Explorer Favorites** — All items in the Internet Favorites folder

- **Local Users Backup Set** — A template that the standard user receives automatically. You, the administrator, can select files to be backed up and prevent the backup of specific files and folders

- **My Documents** — All files located in the My Documents folder, except TMP files. TMP files are excluded by policy from this backup set

- **Pocket PC Backups (ActiveSync)** — All files backed up from a handheld device to the user's laptop or desktop computer using Microsoft ActiveSync

- **Pocket PC Files (ActiveSync)** — All STG files on the local drive

These backup sets are automatically placed on the BrightStor ARCserve Backup for Laptops & Desktops server when you install the BrightStor ARCserve Backup for Laptops & Desktops server software. If there is an existing backup set on the BrightStor ARCserve Backup for Laptops & Desktops server that has the same name as a predefined backup set, the predefined backup set is not saved to the BrightStor ARCserve Backup for Laptops & Desktops server.

Creating a New Backup Set

The following sections describe how to include and exclude specific files from new backup sets.

Including Files

To include specific files or directories in a new backup set, perform the following procedure:

1. Right-click All Backup Sets in the Tree View, and select New Backup Set. The All Backup Sets - New Backup Set dialog appears, as shown in the following example.
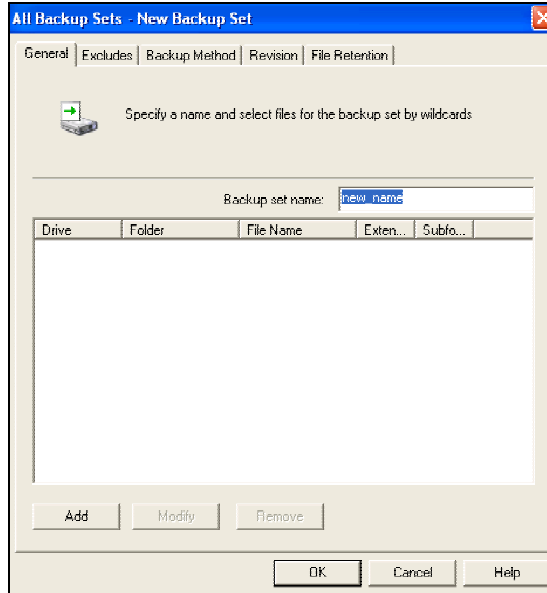
2. Specify the folders and files you want to add to the backup set by clicking Add on the General tab. The Modify files dialog appears, as shown in the following example.
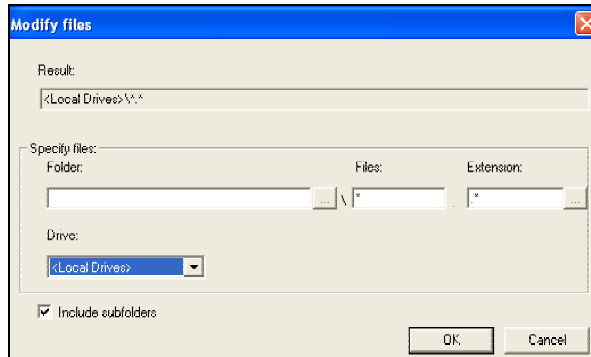
3. Enter a file designation to identify the files that you want to include in this backup set. A file designation is comprised of a drive, a folder, a file name, and a file extension.

4. Click the Extension browse button [...] to open the Browse for Folder dialog. The Browse for Folder dialog contains a list of all drives available to search within, as shown in the following example.
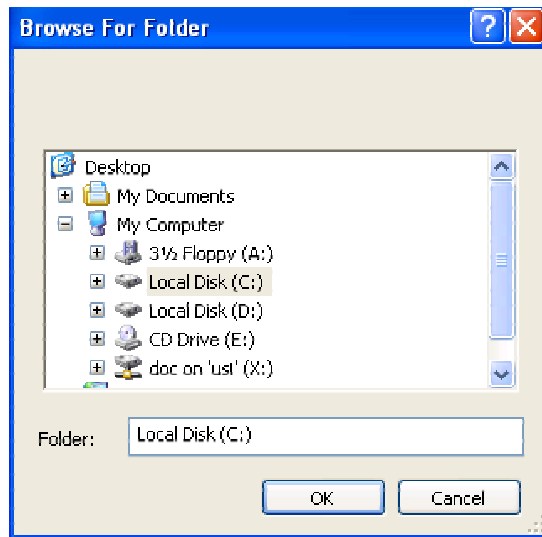
5. Click OK after you have finished specifying all of the files that you want to include in the backup set. The Modify files dialog reappears, displaying the list of files and directories you have added.

6. Click OK to add the files and directories to the list of included files and directories. The All Backup Sets - New Backup Set dialog reappears, displaying the list of files you have added to the new backup set.

   Note: To remove a file designation from the list in the new backup set, select the file and click Remove.

Excluding Files

The Excludes dialog is used to exclude files or directories of a particular type from a specific backup set. This allows you, the administrator, to predefine the files and directories that cannot be included in a specific backup set. By default, the Recycle Bin and the Internet Temporary Files directory and all its subfolders are excluded from all backup sets.

To exclude specific files or directories from a new backup set, perform the following procedure:

1. Right-click All Backup Sets in the Tree View, and select New Backup Set. The All Backup Sets - New Backup Set dialog appears.

2. Select the Excludes tab, as shown in the following example.
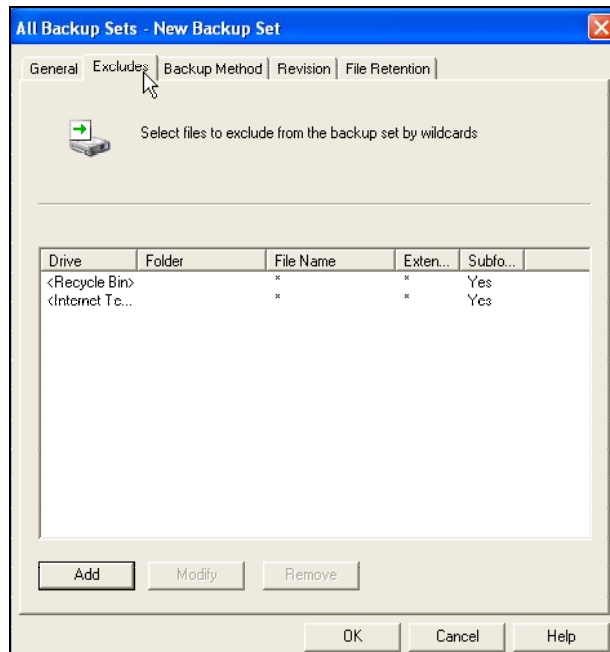
3. Click Add to open the Modify files dialog. This dialog allows you to specify the files and directories you want excluded from the backup set, as shown in the following example.
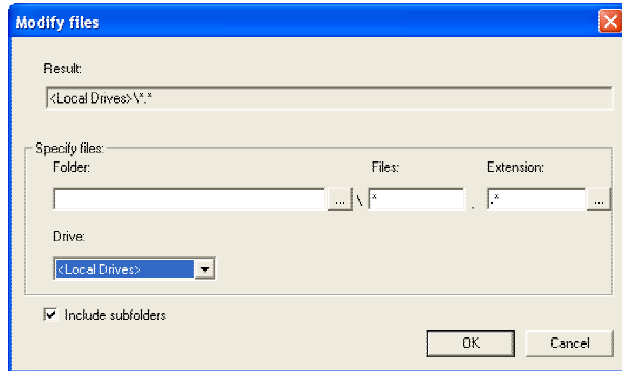
4. Enter the file designations for the files and directories that you want to exclude. The file designation is comprised of a drive, a folder, a file name, and a file extension.

5. Click OK to add these files and directories to the list of exclude files.

Modifying Existing Backup Sets

BrightStor ARCserve Backup for Laptops & Desktops provides three ways to modify existing backup sets. You can:

■ Add new files and directories to a backup set.

■ Prevent new files and directories from being included in existing backup sets.

■ Exclude files and directories that are currently included in a backup set.

To modify existing backup sets, start with the following general procedure:

1. Right-click the existing backup set that you want to modify in the All Backup Sets folder in the left pane, and then select Properties from the pop-up menu. The following example shows the selection of the command.
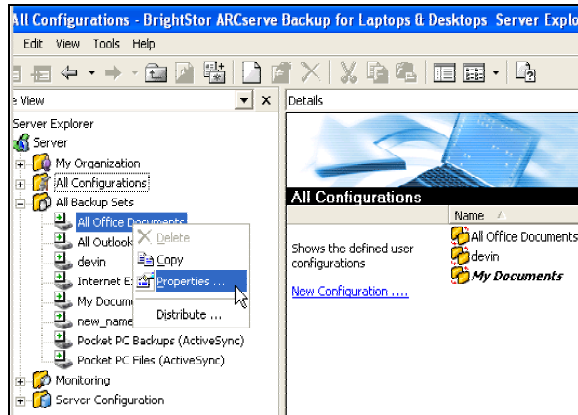
2. Select the General tab after the Properties dialog appears. The General tab lists the files and directories that have been included in the existing backup set, as shown in the following example.
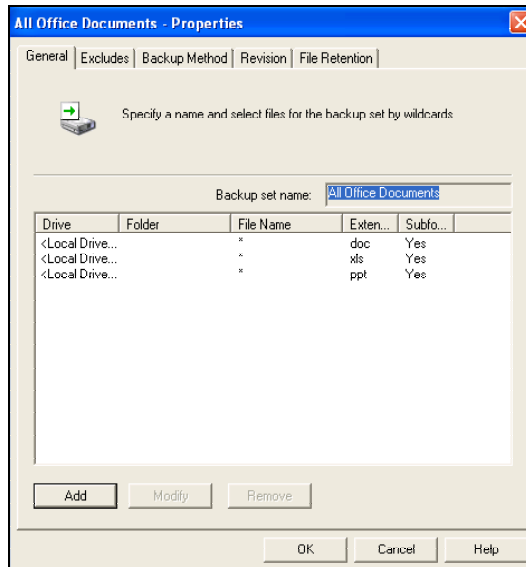
At this point, you can either add files to or exclude files from the backup set. For the detailed procedure on adding files, see Including Files. For the detailed procedure on excluding files, see Excluding Files later in this chapter.

Including Files

When adding files to an existing backup set, you can either add new files or add files that were previously excluded. This section explains how to add both types of files. To add new files and directories to an existing backup set, perform the following procedure:

1. From the General tab on the Properties dialog, click Add. The Modify files dialog appears, as shown in the following example.
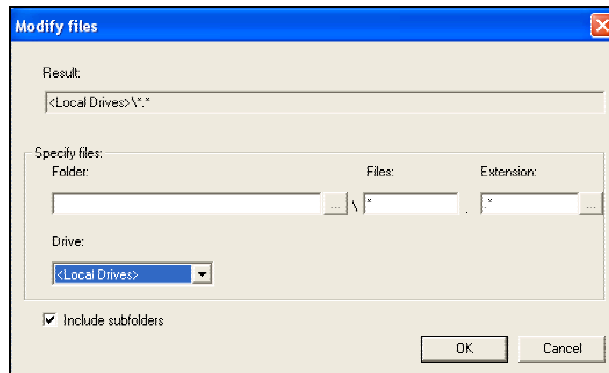
2. Enter the file designations for the files you are including.

3. Click OK to add the files and directories to the backup set. The Properties dialog for the backup set reappears, listing the files that you have added to the backup set.

Note: To remove a file designation from the list in the new backup set, select the file and click Remove.

Excluding Files

When specifying files to exclude from an existing backup set, you can either specify new files to exclude or exclude files that are currently included in the backup set. This section explains how to exclude both types of files.

Excluding New Files

To exclude new files and directories from an existing backup set, perform the following procedure:

1. Select the Excludes tab on the Properties dialog, as shown in the following example.
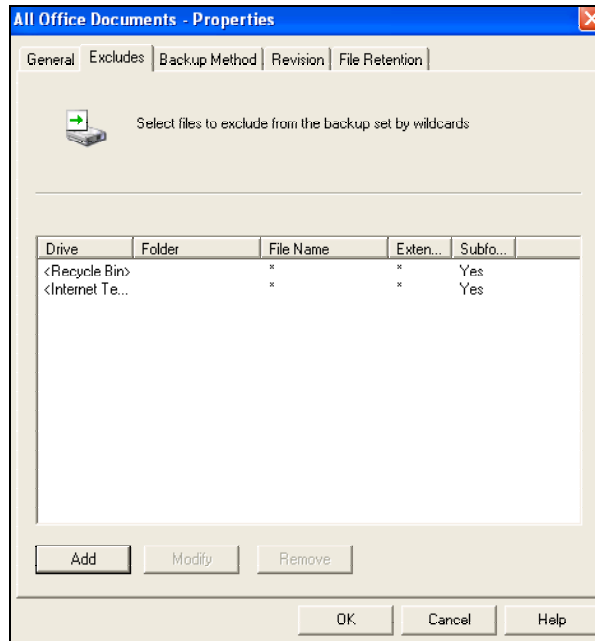
2. Click Add to open the Modify files dialog. This dialog allows you to specify the files and directories that you want excluded from the backup set, as shown in the following example.
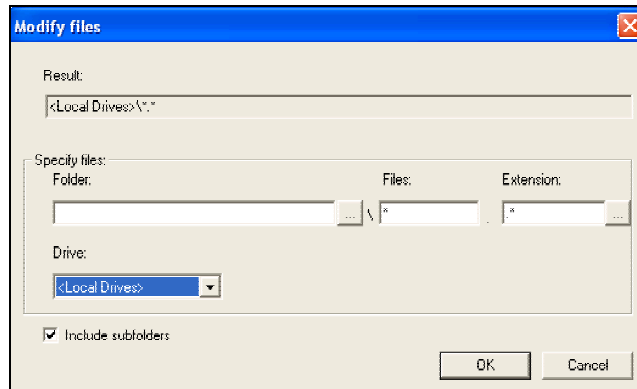
3. Enter the file designations for the new files and directories that you want excluded from the backup set.

4. Click OK to add these files and directories to the Excludes list. The Properties dialog appears, displaying the list of excluded files and directories.

   As shown in the following example, files you have excluded from the backup set display a red X, while files that are not excluded display a green arrow.
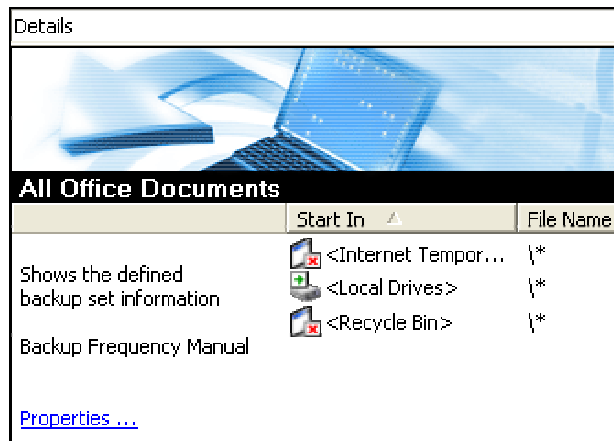
Excluding Currently Included Files

To exclude a file or directory that is currently included in a backup set, you must put the file or directory in the Excludes list. Putting a file or directory in the Excludes list prevents the standard user or protected expert user from adding the file to the backup set.

Note: For more information on protecting users, see Protecting User Configurations later in this chapter.

To exclude previously included files, perform the following procedure:

1. Select the Excludes tab on the Properties dialog. This tab lists the files and directories that are currently excluded from the existing backup set, as shown in the following example.
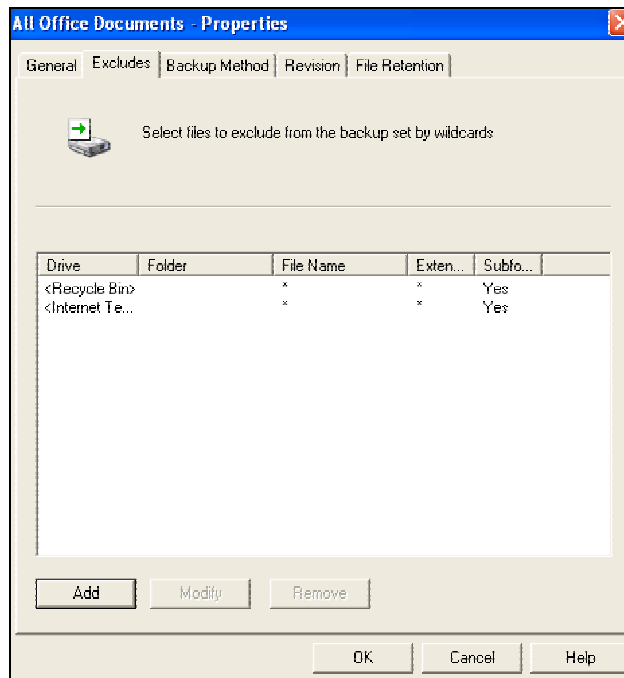
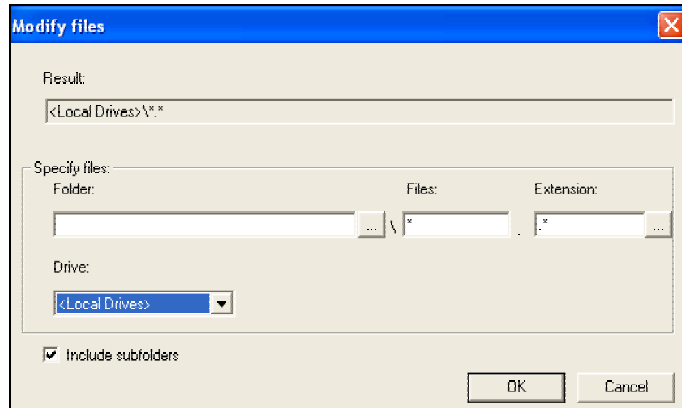2. Click Add to open the Modify files dialog. This dialog allows you to exclude files and directories that were originally included in the existing backup set, as shown in the following example.

3. Enter the file designations for the files or directories that you now want to exclude. The file designation is comprised of a drive, a folder, a file name, and a file extension.

4. Click OK to add the files and directories to the Excludes list.

5. Select the General tab.

6. Select the files and directories that you added in Step 3 and click Remove.

7. Click OK.

Deleting Backup Sets

Before deleting a backup set that has been assigned to a user configuration, you must remove the backup set from all the user configurations to which it has been assigned. For instructions on removing a backup set that has been assigned to a user configuration, see Removing an Assigned Backup Set later in this chapter.

To delete a backup set so that it cannot be assigned to a user configuration in the future, perform the following procedure:

1. Expand the All Backup Sets folder in the Tree View.

2. Right-click the backup set that you want to delete, and then select Delete from the pop-up menu.

    Note: Backup sets cannot be deleted if they are currently assigned to a user configuration.

3. Click Yes on the Confirm Delete dialog.

Creating User Configurations

To create a new user configuration, perform the following procedure:

1. Right-click All Configurations in the left pane of the Tree View, and then select New Configuration from the pop-up menu. The User Configuration dialog appears, as shown in the following example.
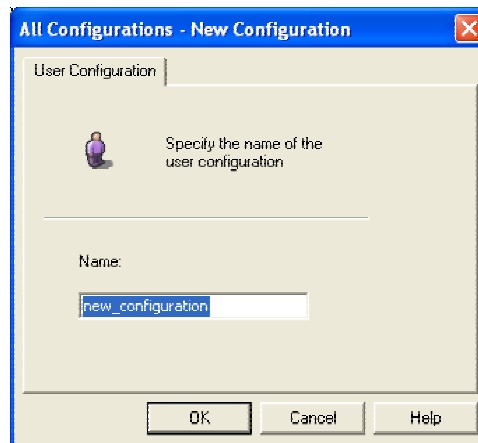
2. Enter the name of the new user configuration in the Name field, and then click OK. The new configuration appears in the left pane of the All Configurations folder.

Now you are ready to assign backup sets to this user configuration.

Assigning Backup Sets to User Configurations

After you have created a user configuration, you must assign at least one backup set to it. An assigned backup set is required so that the users assigned to the user configuration can back up their data. The following sections describe how to assign predefined backup sets and backup sets that you create to user configurations.

Assigning a Backup Set to a User Configuration

To assign a backup set to a user configuration, perform the following procedure:

1. Expand the folder for the user configuration by clicking the plus sign.

2. Highlight Backup Sets in the left pane, right-click, and select Add/Remove Backup Set from the pop-up menu. The Backup Sets - Add/Remove Backup Sets dialog appears, as shown in the following example.
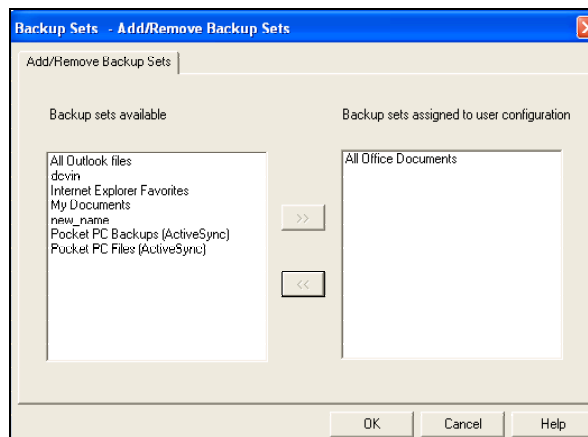
3. A list of available backup sets appears in the left pane. Select the backup set that you want, and then click the right-arrow button. The backup set moves to the right pane and is assigned to this user configuration.

4. Repeat Steps 1 through 3 for all the backup sets that you are assigning to this user configuration. When you are finished, click OK. The backup sets are added to the user configuration.

Note: You can also assign backup sets to user configurations by right-clicking the backup set and choosing copy, and then right-clicking the user configuration you want to add it to and selecting paste. The next time these users log in to the BrightStor ARCserve Backup for Laptops & Desktops server, the new backup sets are transferred to their computers.

Removing an Assigned Backup Set

You must be an administrator to remove assigned backup sets from a user configuration.

To remove an assigned backup set from a user configuration, perform the following procedure:

1. Expand the folder for the user configuration by clicking the plus sign.

2. Highlight Backup Sets in the left pane, right-click, and select Add/Remove Backup Set from the pop-up menu. The Backup Sets - Add/Remove Backup Sets dialog appears, as shown in the following example.
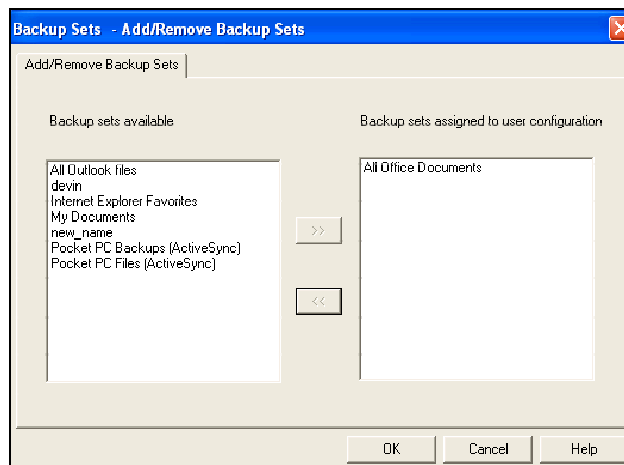
3. Select the backup set that you want to remove from the list of assigned backup sets in the right pane, and click the left-arrow button. The backup set moves to the Backup Sets available list in the left pane.

4. Repeat Steps 1 through 3 for all the backup sets that you want to remove from this user configuration. When you are finished, click OK. The backup sets are removed from the user configuration.

Distributing Configurations to Remote Servers

To distribute a configuration to other BrightStor ARCserve Backup for Laptops & Desktops servers, perform the following procedure:

1. Right-click the user configuration that you want to distribute, and then select Distribute from the pop-up menu.

2. Select the BrightStor ARCserve Backup for Laptops & Desktops server that you want to send the selected user configuration to by highlighting it in the Select Servers dialog.

> **Tip:** To select multiple BrightStor ARCserve Backup for Laptops & Desktops servers, hold down the Shift and Ctrl keys as you make your selections.

3. Click OK. The Server Explorer connects to all the selected BrightStor ARCserve Backup for Laptops & Desktops servers indicated and distributes the user configuration according to the options specified. When the process is complete, click Done.

Protecting User Configurations
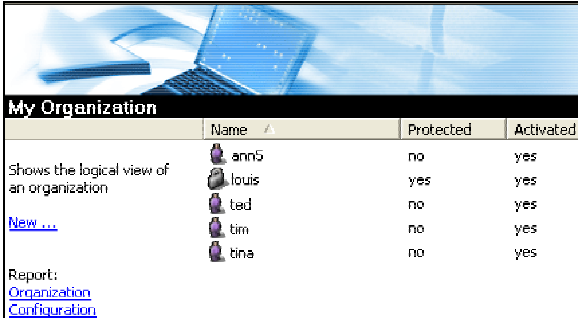
You can override the default expert and standard user rights and prevent backup sets from being created, modified, and deleted by protecting the user configurations.

To prevent users from creating, modifying, and deleting backup sets, perform the following procedure:

1. Expand My Organization.

2. Right-click the user in the left pane, and then click Protect, as shown in the following example.
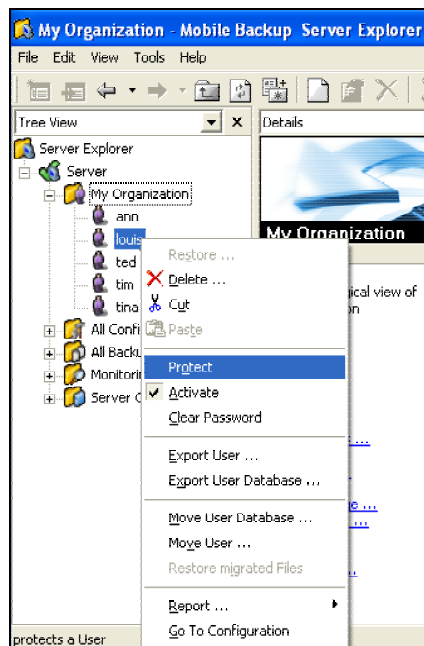
A lock icon appears next to the protected user. The following example shows a protected user.

> **Tip:** To protect all users in a specific organization, right-click the organization in the left pane, and click Protect all.

Selecting Protect turns protection on and off. To restore a user's ability to create, modify, and delete backup sets, right-click the user in the left pane and select Protect. The checkmark is removed, and the lock icon changes to a user icon.

Backing Up Data

BrightStor ARCserve Backup for Laptops & Desktops automates the backup process using the Scheduler. The Scheduler lets you set the frequency of automatic backups.

Note: When the Scheduler is enabled, the Scheduler icon appears on the user's system taskbar.

By assigning a schedule to a backup set, you configure BrightStor ARCserve Backup for Laptops & Desktops to run backups without human intervention. However, if users do not want to wait for a scheduled backup before sending data to the BrightStor ARCserve Backup for Laptops & Desktops server, they can perform manual backups.

Note: Users must be logged in to Windows for the Scheduler to start. If they are not logged in to Windows, scheduled backups will not run. However, the next time they log in to Windows and the Scheduler starts, it checks for and runs any missed backups.

Setting Schedules for User Configurations

To set a schedule, you must configure the types of notifications users will receive during the backup process, configure the backup frequency, and configure the startup options for the backup. This schedule is then assigned to a user configuration.

Each user configuration can have its own schedule. The system monitors the BrightStor ARCserve Backup for Laptops & Desktops client system clock and automatically performs the backups according to the schedule set in the user configuration. The backup frequency for a user configuration can be set on an hourly, daily, weekly, or monthly basis.

Important! *Changing the schedule of the user configuration affects the schedule of each backup set in the user configuration.*

To set a schedule for a user configuration, perform the following procedure:

1. Expand All Configurations in the left pane of the Server Explorer, expand a user configuration, and then select Schedules. Schedule frequencies appear in the right pane, as shown in the following example.
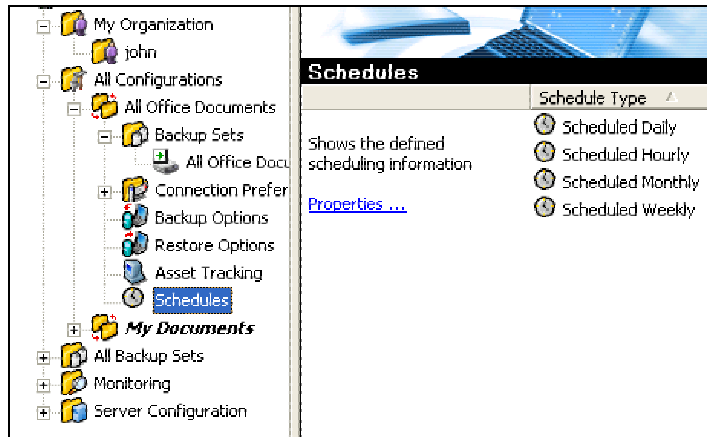
2. Click the Properties link in the right pane to display the schedule properties. The Schedules - Properties dialog opens.

3. Review the general schedule properties, located on the General tab, and adjust them if necessary. A sample General tab is shown next.
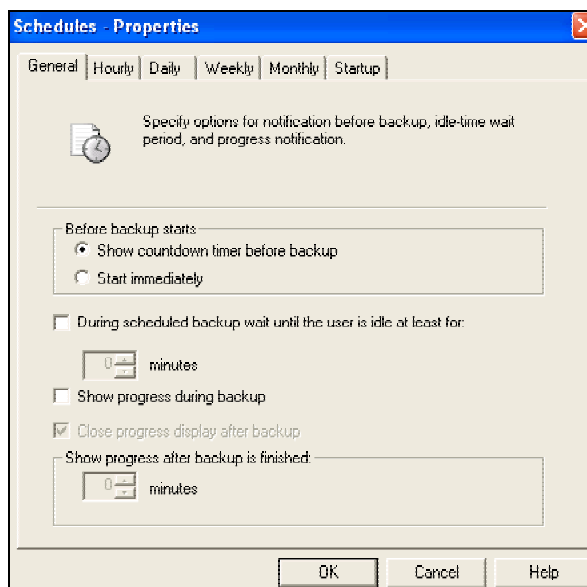
Options on the General tab let you specify the types of notifications users will receive during the backup process. Options include:

■ **Show countdown timer before backup**—If this option is selected, the user receives a notification that displays the time remaining before the backup process begins. The countdown timer lets users choose to begin the backup immediately, postpone it, or cancel it.

■ **Start immediately**—If this option is selected, the backup process starts without notifying the user; a countdown timer is not displayed.

■ **During scheduled backup, wait until the user is idle for at least *n* minutes**—If this option is selected, backups occur only when the remote computer is idle for a designated period of time. If the remote computer is used during the backup, the backup stops and does not resume until the remote computer is idle again.

- **Show progress during backup**—If this option is selected, a dialog displaying a progress indicator opens during the backup. If this check box is not selected, the process runs unattended.

- **Close progress display after backup**—If this option is selected, the progress dialog automatically closes when the backup is complete. If this check box is not selected, the progress dialog remains on the user's screen and all other backups are on hold until the dialog is closed.

- **Show progress after backup is finished *n* minutes**—Indicates the amount of time to keep the backup progress dialog open when a backup is complete. After the time specified has expired, the progress dialog is automatically closed. You must specify a value for minutes if you have selected the option Close progress display after backup.

4. Review the tabs for the individual schedules and adjust the values if necessary. The following example shows the Daily tab, which contains values for the daily schedule.
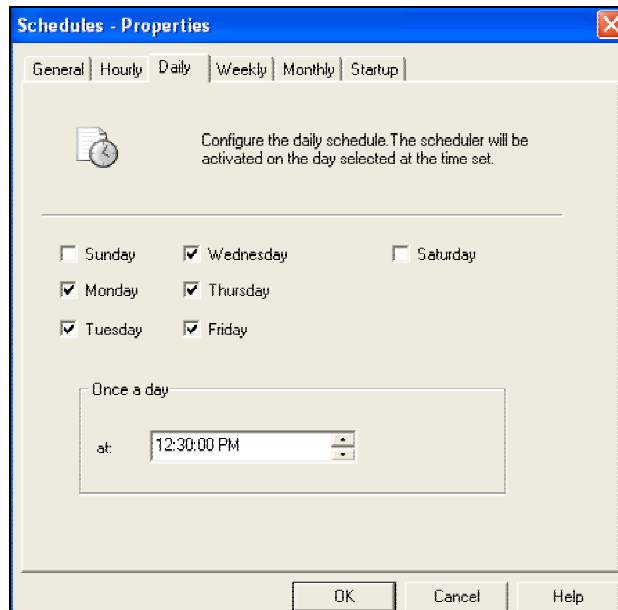
Options on the Daily tab allow you to specify the settings for an automatic, daily backup. You can specify both the day and time for backups to occur. Files are then backed up on the day and hour specified. Options include:

■   **Check boxes for each day of the week**—Select the appropriate check boxes to identify the days of the week on which you want to automatically back up the user's data.

■   **Once a day at**—Enter the time that you want the backup to begin.

Similar options appear on the Hourly, Weekly, and Monthly tabs.

5. Select the Startup tab, and then review and adjust the values if necessary. The following example shows the Startup tab, which allows you to control the startup options.
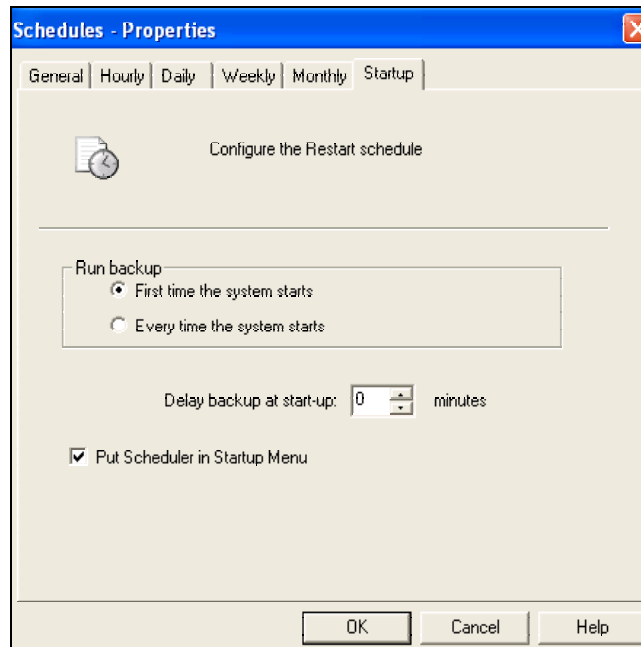
Startup options include:

- **Run Backup, First time the system starts** — Select this option to run the backup when the system starts (once per day). The backup will run at midnight if the remote computer is turned on.

- **Run Backup, Every time the system starts** — Select this option to run the backup every time the remote computer starts.

- **Delay backup at start-up** — Enter the number of minutes that you want to wait before the backup begins. This option allows the remote computer time to get other startup processes completed before the backup begins.

- **Put Scheduler in Startup Menu** — Select this check box if you want to place the Scheduler in the startup group, so that it begins every time that the remote computer starts. If this option is not selected, the Scheduler is removed from the startup group.

6. Click OK to save your changes.

Note: For detailed information about each tab in the Schedules - Properties dialog, see the *BrightStor ARCserve Backup for Laptops & Desktops Administrator and Expert User Guide*.

Assigning Schedules to Backup Sets

After you have defined a schedule for a particular user configuration, you can also assign a schedule to a backup set in the user configuration.

To assign a schedule to a backup set in a user configuration, perform the following procedure:

1. Expand the All Configurations folder in the right pane.

2. Expand All Office Documents, and then expand Backup Sets.

3. Right-click the backup set you are assigning the schedule to, select All Office Documents, and then select Set Schedule. A list of backup set frequencies appears, as shown in the following example.
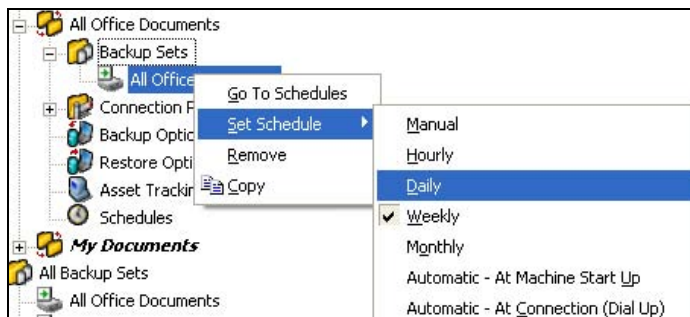
4. Select a backup set frequency.

After selecting a backup frequency, you can review the settings for that frequency by right-clicking the backup set and selecting Go To Schedules. For more information about backup schedules, see the *BrightStor ARCserve Backup for Laptops & Desktops Administrator and Expert User Guide*.

Postponing Scheduled Backups

When you configure scheduling for backups, you can choose to show a countdown timer to the user before the actual backup occurs. The countdown timer allows the users to choose whether to begin the backup immediately, postpone the backup, or cancel the backup process. When you select the option to show the timer, a notification appears, displaying the time remaining before the backup session begins.

If you select the option to show the timer, a backup dialog appears five minutes before a scheduled backup is to take place, giving users the chance to postpone the backup, as shown in the following example.
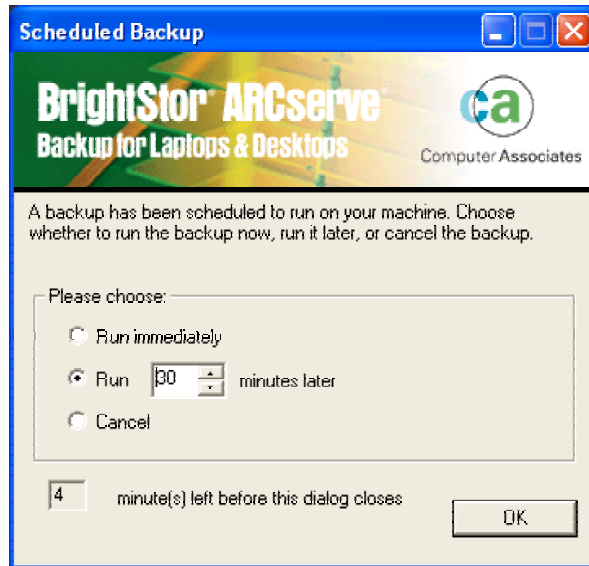
Note: Users can postpone a backup only once. The backup starts at the end of the postponed period.

Performing Immediate Backups

To run a backup immediately, users click Start from the taskbar and choose Backup Now. If a connection to the BrightStor ARCserve Backup for Laptops & Desktops server cannot be made, the backup data is stored locally until the remote computer can connect to the server.

Restoring Backed Up Files

Typically, expert and standard users perform most restore operations. Unless absolutely necessary, you, the administrator, do not usually perform restore operations. When you must perform a restore, BrightStor ARCserve Backup for Laptops & Desktops makes it easy to restore backed up files or directories that were accidentally deleted or corrupted on a user's remote computer.

Restoring a file is as simple as selecting the backup set containing the file and indicating the location to which to restore the file. You, the administrator, can also set global restore options to specify a default location into which to place the restored files.

Note: Restore operations are protected by user-defined passwords.

This chapter discusses how to restore files to a user's remote computer using the Restore from the Server Explorer only.

Note: The dialogs and procedures are essentially the same for expert users, except that expert users can only restore files to their own computers. Expert users can restore their files to their original location or to a new location.

Selecting Data to Restore

To initiate a restore of user files and folders using the Server Explorer, perform the following procedure:

1. In the left pane of the Server Explorer, expand the My Organization folder and select a user. In the right pane, click Restore. The following example shows the user name John selected.
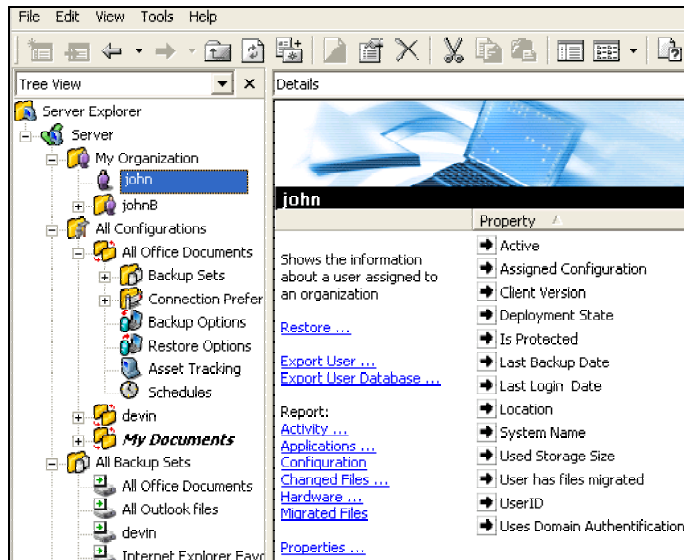
2. Enter the user password when prompted, and then click Next to open the Restore: Select Backup Set dialog, as shown in the following example.
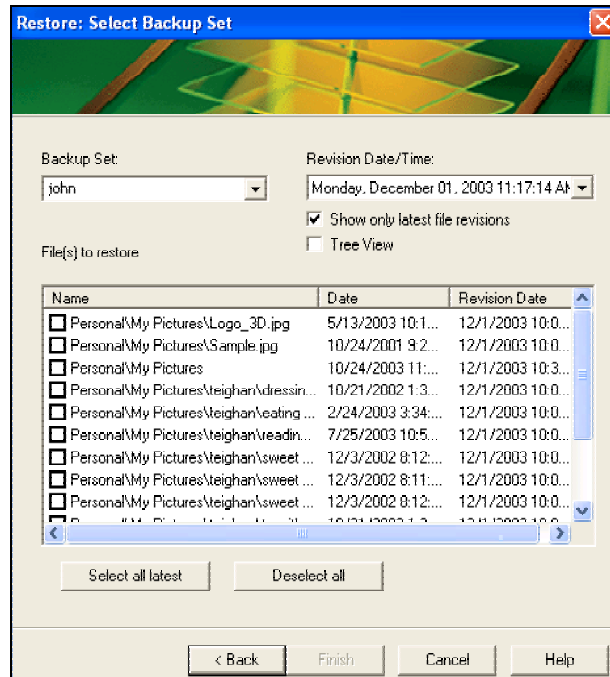
The user's password is required. If you do not know the user's password, you can remove the password by clearing it. To remove a password, right-click the user password that you want to clear, and then select Clear Password. The next time the user logs in, the user is notified that the password was cleared and is prompted to select a new one.

Important! If the user is a Windows domain user, you cannot clear the user's password.

3. From the Backup Set drop-down list, select the backup set containing the files that you want to restore.

4. From the Revision Date/Time drop-down list, select the version of the backup set that you want to restore. By default, the most recent version is automatically selected.

> **Tip**: You can filter this list by selecting the option Show only latest file revisions.

5. The files for the selected backup set revision are displayed in the File(s) to restore list. To view the files in a tree structure, select the Tree View option, as shown in the following example.
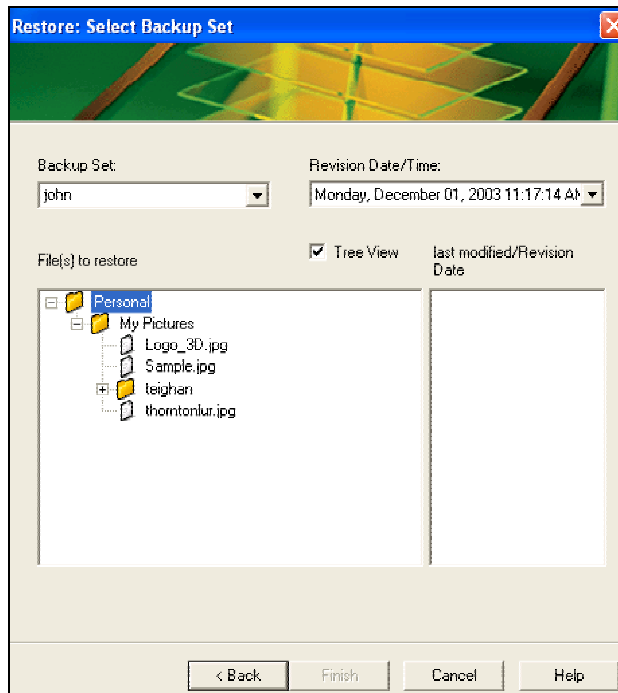
> **Tip**: To return to the file list, clear the Tree View option.

6. Indicate the files that you want to restore by selecting the appropriate check boxes. If you do not want to restore a particular file, clear its check box.

   If you are viewing the files in a tree structure, a green checkmark next to the file indicates that the file has been selected for the restore operation. To clear the checkmark, just select the file again.

7. When you have selected the files that you want to restore, click Next to open the Restore: Select Target dialog.

   The Restore: Select Target dialog allows you to choose the location to which to restore files. Files can be restored to another location, or to their original location (the same location from which they were backed up) as shown in the following example.
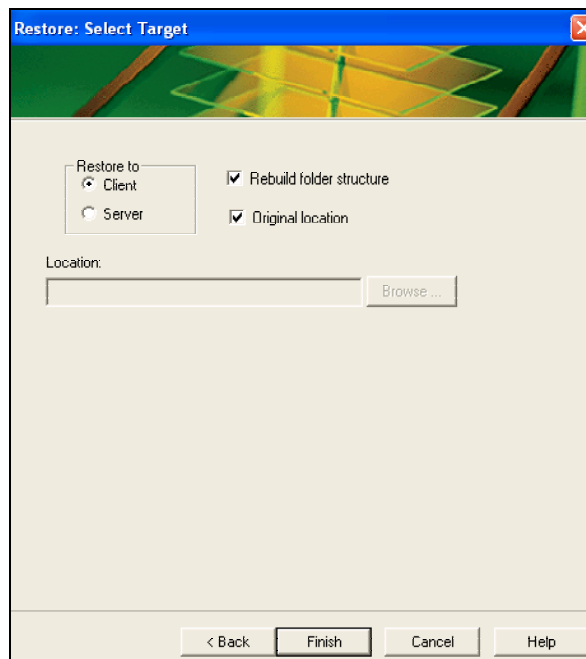
8. Select the machine to which you want to restore the files by selecting the appropriate Restore to option. You can restore the files to the remote computer on which the BrightStor ARCserve Backup for Laptops & Desktops client is running or to the BrightStor ARCserve Backup for Laptops & Desktops server.

   Note: If you choose to restore the files to a BrightStor ARCserve Backup for Laptops & Desktops client, the BrightStor ARCserve Backup for Laptops & Desktops server builds a package containing the restored files and prepares it for transmission. The next time the user logs in to the BrightStor ARCserve Backup for Laptops & Desktops server, the BrightStor ARCserve Backup for Laptops & Desktops server sends the package and restores the files.

9. Select the location where the files are to be restored:

   ■ To retain the original folder structure of the files when they are restored, select the Rebuild Folder Structure option.

   ■ To restore the files to their original location, select the Original Location option.

   ■ If you choose not to restore the files to their original location, you must supply a new location in the Location field. You can use the default location, enter a new location, or use the Browse button to navigate to the folder that you want. If you specified a default location, it appears automatically in the location field.

10. Click Finish to begin restoring the files.

For more information about the restore process, including how to overwrite existing files, see the *BrightStor ARCserve Backup for Laptops & Desktops Administrator and Expert User Guide*.

Chapter 6

Data Protection and Data Growth Management

How can you protect the data backed up to the BrightStor ARCserve Backup for Laptops & Desktops server? What can you do about the growing volume of information stored on the server?

Integration with BrightStor® ARCserve® Backup provides a higher level of protection and a way to manage the volume of data stored by BrightStor ARCserve Backup for Laptops & Desktops. To enable integration and data growth management, you must have the following components of BrightStor ARCserve Backup installed:

■ To enable integration, BrightStor® ARCserve® Backup Client Agent for Windows must be installed on the computer running the BrightStor ARCserve Backup for Laptops & Desktops server.

■ To enable data growth management, either the manager or server components of BrightStor ARCserve Backup must be installed on the computer running the BrightStor ARCserve Backup for Laptops & Desktops server.

Data Protection

With BrightStor ARCserve Backup, your server data can be backed up to external media. The BrightStor ARCserve Backup administrator performs a backup of the BrightStor ARCserve Backup for Laptops & Desktops server. If the BrightStor ARCserve Backup for Laptops & Desktops server experiences a crash and needs to be reinstalled, the data can be restored from BrightStor ARCserve Backup when the new BrightStor ARCserve Backup for Laptops & Desktops server has been installed.

You can configure a data protection job using the BrightStor ARCserve Backup console. If the BrightStor ARCserve Backup Client Agent for Windows is installed on the BrightStor ARCserve Backup for Laptops & Desktops server, the server appears in the BrightStor ARCserve Backup console.

BrightStor ARCserve Backup for Laptops & Desktops server data is restored using the BrightStor ARCserve Backup Restore Manager. The BrightStor ARCserve Backup for Laptops & Desktops job is easy to locate in the Restore by Session list. All backed up server data is restored to the freshly installed BrightStor ARCserve Backup for Laptops & Desktops server.

For more information about data protection, see the *BrightStor ARCserve Backup Administrator Guide*.

Data Growth Management

The volume of data stored on the BrightStor ARCserve Backup for Laptops & Desktops server can become very large over time. Migrating excess backup data to tape frees hard drive space on your server and provides a way to archive old data without tying up critical resources.

Through integration with BrightStor ARCserve Backup, files stored on the BrightStor ARCserve Backup for Laptops & Desktops server that have not been modified for a specified period of time and files that exceed a specified size can be backed up to tape and then deleted from the server. Any files that have been removed and stored on the BrightStor ARCserve Backup server are automatically restored when they are requested.

Note: This process is transparent to the user. The user can still see the backed up files while performing a restore.

Defining Data Growth Options

By defining data growth options, you specify the criteria that determine the files to be migrated, when the files are to be migrated, where they are to be migrated, and the user name and password appropriate for the sending and receiving servers.

To define data growth options, perform the following procedure:

1. From the Tree View of the Server Explorer, expand your BrightStor ARCserve Backup for Laptops & Desktops server.

2. Expand the Server Configuration folder.

3. Right-click Data Growth Options, and select Properties, as shown in the following example.
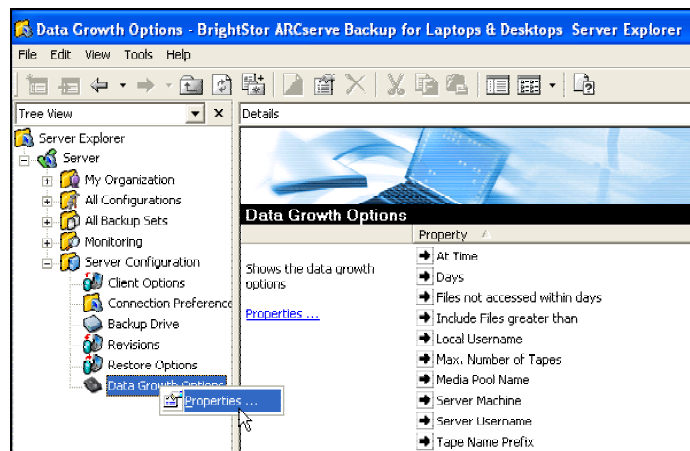
4. Select the Data Growth Options tab.

   The Data Growth Options - Properties dialog appears, as shown in the following example.
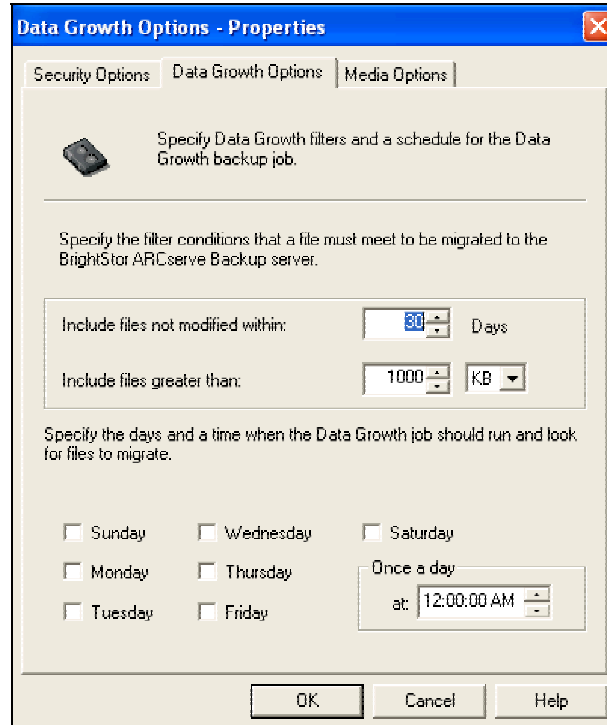
5. Define the filter for migrating files to BrightStor ARCserve Backup. The filter is based on the length of time since a file was changed and the size of the file. Files that meet both thresholds are selected for migration. To define the filter, you must:

   ■ Indicate the number of days that a file must remain unchanged before being migrated to the BrightStor ARCserve Backup server.

   ■ Indicate the size that a file must reach to be migrated to the BrightStor ARCserve Backup server.

6. Define a schedule for migrating files to BrightStor ARCserve Backup. The schedule you indicate specifies the day and time for running the backup job.

7. Select the Media Options tab. A sample tab is shown next.

8. Specify the BrightStor ARCserve Backup Media Pool name. The Media Pool name is the same one that has been configured in BrightStor ARCserve Backup specifically for BrightStor ARCserve Backup for Laptops & Desktops data growth.

9. Specify the tape name prefix.

10. Specify the maximum number of tapes for the job.

11. Select the Security Options tab. A sample tab is shown next.
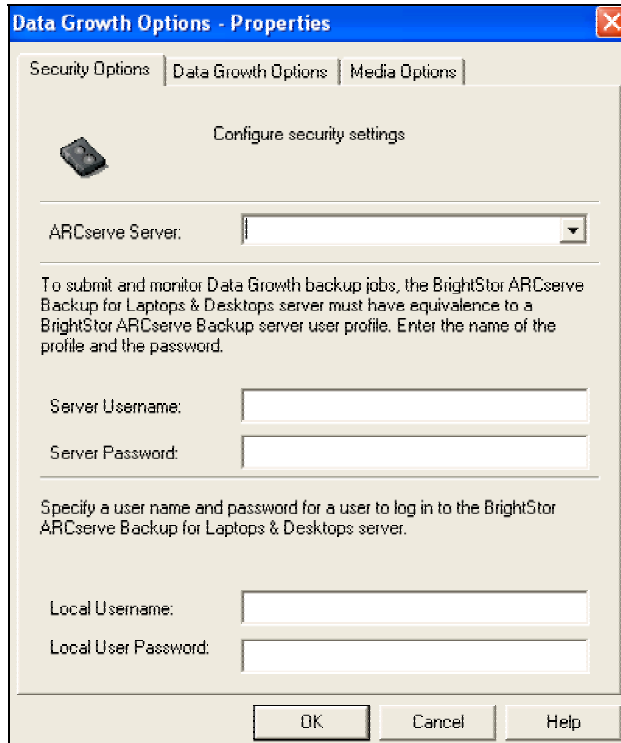
12. Define the name or IP address of the BrightStor ARCserve Backup server, and the caroot-equivalent user name and password for the server.

13. Define a user name and password for the BrightStor ARCserve Backup for Laptops & Desktops server if you want this server to restore the files that were migrated to BrightStor ARCserve Backup.

After you have defined your data growth options the data growth backup job takes place automatically at the specified times. All files meeting the criteria are migrated to the specified BrightStor ARCserve Backup media.

Restoring Data

Data migrated through data growth management can be restored in the same way as any other data backed up through BrightStor ARCserve Backup for Laptops & Desktops. When a restore request is received, the data is automatically located in the designated Data Growth Media Pool and restored to the BrightStor ARCserve Backup for Laptops & Desktops server's storage area. The files from this server are then restored to the user's remote computer specified in the restore request.

Monitoring the Data Growth Process

To monitor activities related to data growth management, you can:

- Access the Message log

- View reports on files that have been migrated

- View reports on currently running restore jobs

Media Management

During the data growth process, BrightStor ARCserve Backup for Laptops & Desktops database files are written to the tapes managed by the BrightStor ARCserve Backup server. Over time, some of these files will become obsolete, meaning that parts of the data stored on a tape are no longer needed and can be reused. For more information about media management, see the *BrightStor ARCserve Backup Administrator Guide*.

Frequently Asked Questions

This appendix answers frequently asked questions about BrightStor ARCserve Backup for Laptops & Desktops. To help you find the information that you need, this appendix is divided into the following sections:

- General

- Installation and Setup

- Connectivity

- Backup

- Restore

- Scheduling

- Security

- Server Management Reporting

General Questions

Question:

The BrightStor ARCserve Backup for Laptops & Desktops server's hard disk is getting full. Can I migrate some user data to another drive?

Answer:

Yes. In Tree View, right-click the user whose data should be moved, choose Move User Database, and specify a new location for the data.

Question:

Can BrightStor ARCserve Backup for Laptops & Desktops help a user migrate to a new operating system?

Answer:

Yes. With BrightStor ARCserve Backup for Laptops & Desktops, you can perform a faster migration process, since all the user's mission-critical files are already on the BrightStor ARCserve Backup for Laptops & Desktops server.

Question:

Can I transfer a user from one server to another?

Answer:

Yes. In Tree View, right-click the user, and choose Move User.

Question:

Can a BrightStor ARCserve Backup for Laptops & Desktops client's user delete stored data on the BrightStor ARCserve Backup for Laptops & Desktops server?

Answer:

No.

Question:

Can I create one user configuration and have all users inherit it?

Answer:

Yes. Create a user configuration, and specify its settings and backup sets. Right-click this configuration, and choose Set As Default. When new users connect to the BrightStor ARCserve Backup for Laptops & Desktops server, they receive this default user configuration.

Question:

Can I prevent users from modifying the default user configuration?

Answer:

Yes. Right-click the user, and then choose Protect.

Question:

Can I send my critical, warning, and informational messages by email from the BrightStor ARCserve Backup for Laptops & Desktops server?

Answer:

Yes. From the Tree View, select Monitoring, Message Log, Configure.

Question:

How does BrightStor ARCserve Backup for Laptops & Desktops handle very large files and remote computers with limited storage capacity?

Answer:

Changed Block Detection mode (activated by selecting the Minimize Local Storage option for your backup set) has been designed for remote computers with minimal storage capacity. Only 0.8 percent of the target file size is needed. For very large files, instead of smaller bytes, larger blocks of data are scanned for changes, reducing the time needed to compute the incremental files.

Question:

What network protocol does BrightStor ARCserve Backup for Laptops & Desktops use?

Answer:

BrightStor ARCserve Backup for Laptops & Desktops uses TCP/IP.

Question:

Can I determine the hardware configuration on a remote computer?

Answer:

Yes. BrightStor ARCserve Backup for Laptops & Desktops can be configured to collect hardware configurations automatically. This reduces the time it takes a traditional help desk to support remote users.

Installation and Setup Questions

Question:

Must I install the Server Explorer with the BrightStor ARCserve Backup for Laptops & Desktops server on one system?

Answer:

No. These features are separate. The Server Explorer can be installed on any system.

Question:

What happens to my stored data and settings when I upgrade the BrightStor ARCserve Backup for Laptops & Desktops client?

Answer:

When you upgrade from BrightStor Mobile Backup client version 3.5 or version 4.0, all your data and settings will still be available.

Question:

What happens to my data if I uninstall the BrightStor ARCserve Backup for Laptops & Desktops client?

Answer:

The program and user configuration files and all backed up data is deleted. Any data previously transferred to the BrightStor ARCserve Backup for Laptops & Desktops server remains on the server. If the BrightStor ARCserve Backup for Laptops & Desktops client is reinstalled, you can choose the restore from server option to retrieve your data.

Question:

What happens to my data if I uninstall the BrightStor ARCserve Backup for Laptops & Desktops server?

Answer:

All data and user configurations are deleted.

Connectivity Questions

Question:

What happens to my data if the connection between the BrightStor ARCserve Backup for Laptops & Desktops server and the BrightStor ARCserve Backup for Laptops & Desktops client breaks down during a transfer?

Answer:

Nothing. The Checkpoint Restart feature ensures that the data transfer resumes when a new connection is established.

Question:

What is the Auto TCP/IP feature?

Answer:

When configured, the Auto TCP/IP feature allows the BrightStor ARCserve Backup for Laptops & Desktops server to automatically detect when a user connects with the network.

Backup Questions

Question:

Can users initiate manual backups?

Answer:

Yes. Users can initiate manual backups at any time. However, BrightStor ARCserve Backup for Laptops & Desktops is designed to initiate the backup process automatically based on a predetermined, recurring schedule.

Question:

Should users back up everything on their hard drives?

Answer:

No. BrightStor ARCserve Backup for Laptops & Desktops is geared towards protecting critical data files and storing the changes to those files. Users should not include the operating system and standard applications in a backup set, but they should include mission-critical files, desktop icons, and Internet Favorites.

Question:

I am concerned about the amount of data users have to back up, especially when they are connected at low bandwidth modem speeds. Does BrightStor ARCserve Backup for Laptops & Desktops function efficiently within these environments?

Answer:

Yes. BrightStor ARCserve Backup for Laptops & Desktops is optimized to work on low bandwidth communication lines. Rather than transmitting entire files, only byte-level or block-level incremental file changes are backed up. The backup data is then compressed and transmitted to the BrightStor ARCserve Backup for Laptops & Desktops server. After the BrightStor ARCserve Backup for Laptops & Desktops server receives the data, the connection is terminated; the next time a connection is established, an acknowledgement of the backup completion is sent.

Question:

Do users need to exit all documents during a backup cycle?

Answer:

No. The Open File Agent technology lets users continue to work on documents during the backup cycle.

Question:

Does the users' backup data go directly to a tape library?

Answer:

No. BrightStor ARCserve Backup for Laptops & Desktops performs disk-to-disk backups. The backup data on the BrightStor ARCserve Backup for Laptops & Desktops server can then be backed up to a tape library, if needed.

Question:

What happens when a backup cycle is abruptly ended?

Answer:

BrightStor ARCserve Backup for Laptops & Desktops uses a feature called Checkpoint Restart, which allows BrightStor ARCserve Backup for Laptops & Desktops to continue the backup process where it left off, even if a backup is interrupted before it is completed.

Question:

Does a user need to be connected to the BrightStor ARCserve Backup for Laptops & Desktops server to perform a backup?

Answer:

No. The user does not need to be connected to the BrightStor ARCserve Backup for Laptops & Desktops server to initiate a backup. BrightStor ARCserve Backup for Laptops & Desktops uses a two-phase process to back up a user's files. First, the process determines the files to be backed up. Then, if there is a network connection, the backup data is transmitted to the BrightStor ARCserve Backup for Laptops & Desktops server. If a network connection is not available, the backup data is held and is automatically transmitted the next time a connection to the network is established.

Question:

What does the term Minimize Transfer Time mean?

Answer:

Minimize Transfer Time means the BrightStor ARCserve Backup for Laptops & Desktops client is configured to save network bandwidth. When using this backup method, the amount of data transferred to the BrightStor ARCserve Backup for Laptops & Desktops server is minimized using the byte-level algorithm. When you specify Minimize Transfer Time, BrightStor ARCserve Backup for Laptops & Desktops retains the most recent version of all backed up files on the client system to allow connectionless restores without any transfer time.

Question:

What does byte-level algorithm mean?

Answer:

Byte-level algorithm is the method used by the BrightStor ARCserve Backup for Laptops & Desktops client if the data has changed. The backup runs using the Minimize Transfer Time backup method. BrightStor ARCserve Backup for Laptops & Desktops detects, records, and transmits only the bytes of a file that have been changed.

Question:

What is the advantage of byte-level change detection?

Answer:

Byte-level change detection dramatically reduces the amount of data transmitted through modems or across any TCP/IP network to the backup server. It enables the BrightStor ARCserve Backup for Laptops & Desktops server to store more backup data, since the server stores only the most up-to-date version of the file and the deltas (byte-level changes) between the most current version and previous versions. Users have access to the complete file and previous versions, without the need for an entire copy of the file for each revision. The client-side local footprint retains copies of the most recent versions of the files, allowing users to restore previous versions of files without connecting to the server.

Question:

What does block-level algorithm mean?

Answer:

BrightStor ARCserve Backup for Laptops & Desktops client uses the block-level algorithm when backing up files using the Minimize Local Storage backup method. BrightStor ARCserve Backup for Laptops & Desktops client detects, records, and transmits only those blocks (512 bytes in size) of files that have changed, rather than backing up the entire file again.

Question:

Can users back up files on their desktop and in their Internet Favorites?

Answer:

Yes.

Question:

Do users have to shut down all applications that use files to be backed up?

Answer:

Not in every case. If they use Microsoft Windows NT 4.0, Windows 2000, or Windows XP and have installed the Open File Agent technology, they do not need to close the files before they are backed up. If they do not have the Open File Agent technology installed, they receive a prompt that BrightStor ARCserve Backup for Laptops & Desktops cannot back up this file because it is locked by another application. They can close the file at that time to ensure that it is backed up.

Note: If the BrightStor ARCserve Backup for Laptops & Desktops client is installed from the CD-ROM, the Open File Agent technology is installed by default.

Question:

What types of data can users back up?

Answer:

Users can back up any file, including documents, spreadsheets, graphics files, presentations, and movie clips.

Question:

Can users back up email mailboxes and Lotus Dominos files?

Answer:

Yes.

Restore Questions

Question:

Do users need to connect to the server to get data that they recently captured?

Answer:

This depends on how many revisions of files users are storing locally. If they select a revision that is stored locally, they do not need to connect to BrightStor ARCserve Backup for Laptops & Desktops server. If they select a revision that is not stored locally, they must connect to the BrightStor ARCserve Backup for Laptops & Desktops server to access it.

Question:

Do users have to restore data to its original location?

Answer:

No. They can select an alternate location to restore data to.

Question:

Can users restore another user's data to their machine?

Answer:

No. The BrightStor ARCserve Backup for Laptops & Desktops client is set up to access and restore machine-specific information. It restores only the original user's data to that user's computer.

Question:

Can a user retrieve data if the user's hard drive crashes or if the user moves to a new machine?

Answer:

Yes. The setup option Reinstall User from Server performs this operation at setup time.

Question:

Can I initiate a restore of BrightStor ARCserve Backup for Laptops & Desktops client data from the server?

Answer:

Yes, but you must supply the correct user password.

Question:

Can I restore the operating system?

Answer:

BrightStor ARCserve Backup for Laptops & Desktops is designed to back up critical data only. Applications and operating systems should be reinstalled from their original disks. BrightStor ARCserve Backup for Laptops & Desktops does not provide the ability to restore all the software from an unformatted disk to the last backup state.

Scheduling Questions

Question:

Can I assign different schedules to each of my backup sets?

Answer:

Yes. For each backup set you define, you can schedule backup operations, as follows:

- Hourly
- Daily
- Weekly
- Monthly
- Automatically when the machine starts
- Automatically when a network connection is established
- Manually, by clicking Capture Now

Question:

Does the Scheduler run missed backups at a later time?

Answer:

Yes.

Security Questions

Question:

Are users' data secure from unauthorized access?

Answer:

Yes. BrightStor ARCserve Backup for Laptops & Desktops encrypts all data transmitted between the BrightStor ARCserve Backup for Laptops & Desktops client and the BrightStor ARCserve Backup for Laptops & Desktops server. Additionally, users create passwords for their accounts, securing access to data-sensitive functions of the BrightStor ARCserve Backup for Laptops & Desktops client. These two levels of security ensure data is completely protected from unauthorized access.

Question:

What type of security does BrightStor ARCserve Backup for Laptops & Desktops provide?

Answer:

BrightStor ARCserve Backup for Laptops & Desktops provides password protection for retrieving user data, and 56-bit encryption of data transferred between the BrightStor ARCserve Backup for Laptops & Desktops client and the BrightStor ARCserve Backup for Laptops & Desktops server. User data is encrypted on the BrightStor ARCserve Backup for Laptops & Desktops server. However, this data is not encrypted on the BrightStor ARCserve Backup for Laptops & Desktops client.

Question:

How secure is a user's data during transmission to the BrightStor ARCserve Backup for Laptops & Desktops server?

Answer:

User data is very secure. BrightStor ARCserve Backup for Laptops & Desktops uses a proprietary database, and the data is encrypted. In addition, unless the file is new to the backup set, BrightStor ARCserve Backup for Laptops & Desktops only transmits the changed portions of files to the BrightStor ARCserve Backup for Laptops & Desktops server, providing a further level of protection.

Question:

Can I send data to a BrightStor ARCserve Backup for Laptops & Desktops server behind a firewall from the Internet?

Answer:

Yes. You can open a port on your firewall to let BrightStor ARCserve Backup for Laptops & Desktops TCP traffic through that port. This is equivalent to opening a port to allow SMTP (email) traffic through. BrightStor ARCserve Backup for Laptops & Desktops uses a proprietary packet (bundled inside a TCP packet) during data transmission.

Question:

Is user data safe from hackers when sending it across the Internet?

Answer:

Yes. BrightStor ARCserve Backup for Laptops & Desktops automatically encrypts data before transmission to the BrightStor ARCserve Backup for Laptops & Desktops server. Since the packets typically only contain the changes to files, the changed data alone makes no sense without the rest of the file. These elements make the data useless to hackers, and, thus, very safe.

Server Management Reporting Questions

Question:

Can I create reports about specific users?

Answer:

Yes, you can create reports about specific users, organizational units, entire servers, or multiple servers.

Question:

What does Asset Tracking do?

Answer:

Asset Tracking provides you with an overview of a user's hardware and software configurations. This information is needed when you create and view reports.

Question:

Why do I need asset management?

Answer:

BrightStor ARCserve Backup for Laptops & Desktops not only detects, records, and stores data file changes, but also takes an inventory of the software, hardware, and data configuration for each computer running the BrightStor ARCserve Backup for Laptops & Desktops client. It then sends this data to the BrightStor ARCserve Backup for Laptops & Desktops server for reporting. This information, available in a wide variety of reports, can help to shorten help desk calls and improves your ability to track and manage corporate assets by region, department, users, or other criteria.