

BrightStor[®] ARCserve[®] Backup for Laptops & Desktops

Server Administrator and Expert User Guide

11.0



Computer Associates[®]

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Introduction

BrightStor® ARCserve® Backup for Laptops & Desktops is a high-performance data protection solution for remote and mobile Windows-based computers. It significantly reduces business risk by automatically performing backups, and increases efficiency by sending only incremental file changes to the server. BrightStor ARCserve Backup for Laptops & Desktops enables centralized management for all of your client and server computers by providing:

- Centralized control of data on remote and mobile computers
- Reduced time and cost involved in backing up a computer
- Auto Discovery of hardware and software assets
- Immediate access for data recovery and reconstruction
- Data management by region, department, and user
- Ability to use multiple connections, such as internet, intranet, dial-up modem, wireless, and network connections

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 (for example, once an hour, once a day, once a week, or once a month), or when specific events take place, such as when a computer starts or when a user logs in to a Windows-based LAN. Because backup operations are run 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 program as an attachment 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-level 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, non-disruptive 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.
- **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.
- **Intuitive User Interface**—BrightStor ARCserve Backup for Laptops & Desktops provides an easy-to-use interface and advanced wizards that simplify the configuration of backup and restore tasks. The user interface is specially adapted to the needs of both the expert user with IT knowledge and extensive product experience and the standard user with limited IT knowledge and little or no product experience.

About This Guide

This guide provides detailed information about BrightStor ARCserve Backup for Laptops & Desktops and describes how to configure and manage your environment. Most of the functions described in this guide are typically performed by an administrator.

BrightStor ARCserve Backup for Laptops & Desktops supports an expert user capable of performing most administrative functions, with the following exceptions:

- Installations
- Reporting functions
- Data growth and migration functions available through integration with BrightStor® ARCserve® Backup and BrightStor® Enterprise Backup
- User configurations

This guide is intended to serve the needs of both the administrator and expert user. It is part of a comprehensive documentation set designed to provide detailed explanations about the product's comprehensive, feature-rich components. Other resources include the product's extensive online help facility and built-in tutorial. Collectively, these resources should provide all the information that you need to successfully use the product.

Adding the Server

Each time the Server Explorer is started, it checks to see if there is a BrightStor ARCserve Backup for Laptops & Desktops server running on the local computer. If a server is present, the Server Explorer is configured to automatically log in to the server, and prompt you for the user name and password of an account with administrator privileges on the local computer.

The Server Explorer is capable of controlling multiple, remotely located BrightStor ARCserve Backup for Laptops & Desktops servers. To add remote servers to the Server Explorer, you can:

- Add the servers manually
- Use the Discovery option, which searches your network for computers running the BrightStor ARCserve Backup for Laptops & Desktops server

Details are described in this chapter, as well as instructions on how to log in to the BrightStor ARCserve Backup for Laptops & Desktops server for the first time.

Logging on to the Local Server

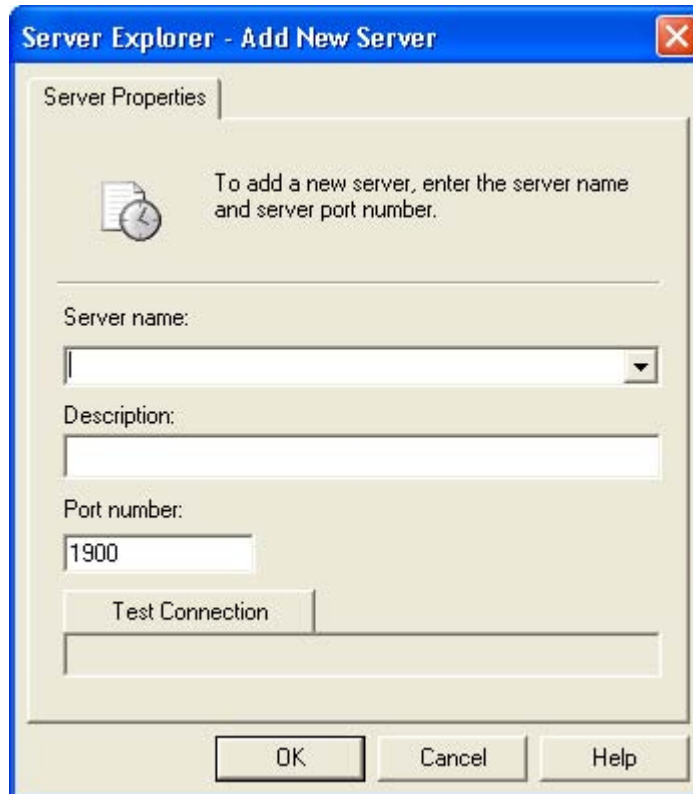
To log on to a BrightStor ARCserve Backup for Laptops & Desktops server on your local computer for the first time, follow these steps:

1. Select Start, Programs, Computer Associates, BrightStor, ARCserve Backup for Laptops & Desktops, and Server Explorer. The BrightStor ARCserve Backup for Laptops & Desktops Server Explorer opens.
2. To log in, you must have an account that is a member of the local administrator or backup group. Enter your user name and password, and then click OK. Click the Save Password check box if you want to save your password, so that in the future, you can connect to the BrightStor ARCserve Backup for Laptops & Desktops server simply by clicking the icon in the Server Explorer. If you do not select this check box, then you will need to enter your password the first time during each Server Explorer session that a connection to the server is needed.
3. Click OK. The Server Explorer starts and logs you in to the BrightStor ARCserve Backup for Laptops & Desktops server.

Adding Remote Servers Manually

To manually add a server to the Server Explorer, follow these steps:

1. Right-click the server folder in the left pane, and select Add New Server from the pop-up menu. The Server Explorer - Add New Server dialog opens.



2. In the Server name text box, select the server name or TCP/IP address from the drop down list box, or enter it manually.
3. (Optional) Add a short description in the Description text box.
4. In the Port number text box, enter the port number where the server is listening for connections.
5. Click Test Connection to ensure that the Server Explorer is able to connect to the server. If the test is successful, the message OK displays in the Test Connection box.

- Click OK. The BrightStor ARCserve Backup for Laptops & Desktops welcome dialog opens.

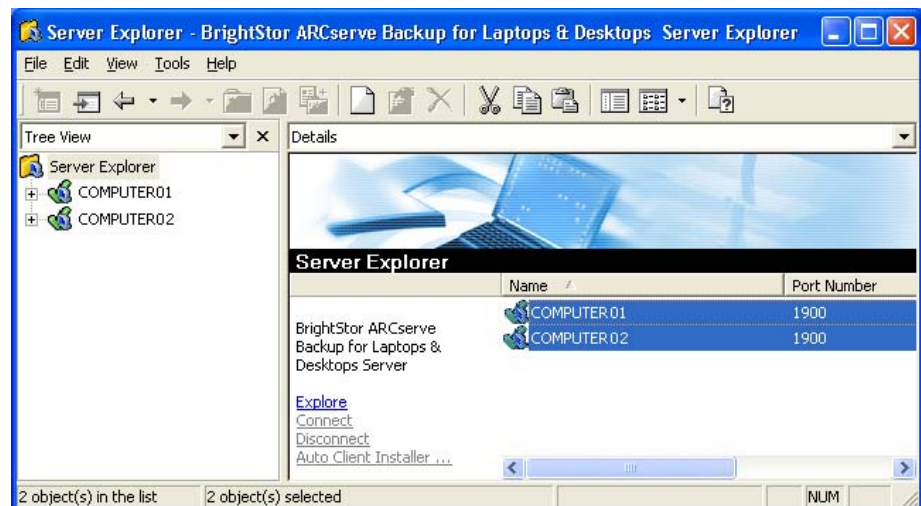
Enter the user name and password of an account that has administrator privileges on the server. If you want to save the password, so that you will automatically be logged in to the server whenever a connection is required, select the Save Password check box. If you are entering the name of a domain user, use the following format:

user@domain

When you are finished, click OK. The Server Explorer logs in to the server and the name of the server is listed in the left pane.

- To add more servers, repeat Steps 1 through 6 as many times as necessary. The Server Explorer does not keep a centralized database of the data on the servers. It only retains login and connection information.

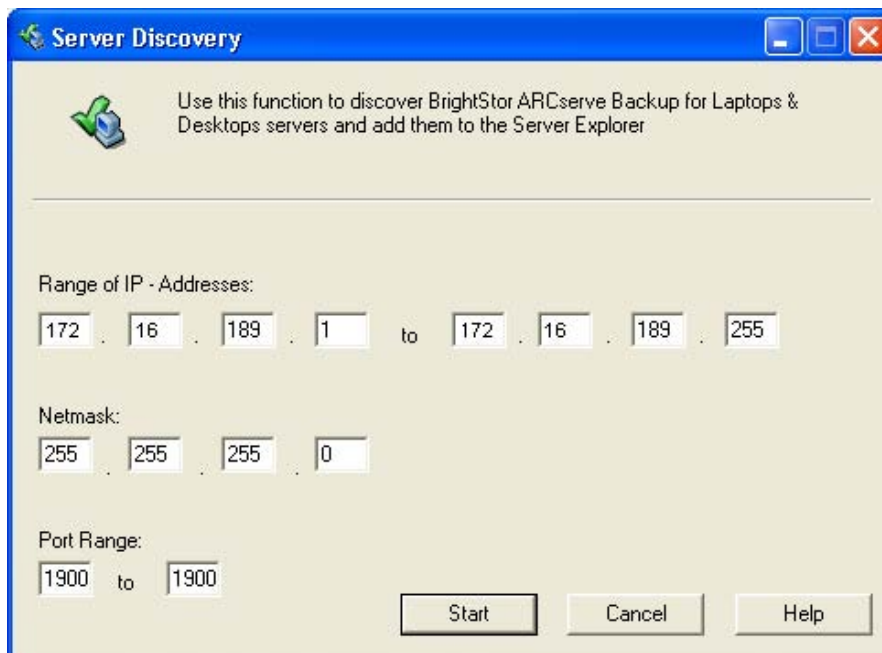
To log in to several servers at the same time, click the server folder in the left pane to display a list of the available servers in the right pane. Then select all of the servers and click Connect.



Adding Remote Servers Using Discovery

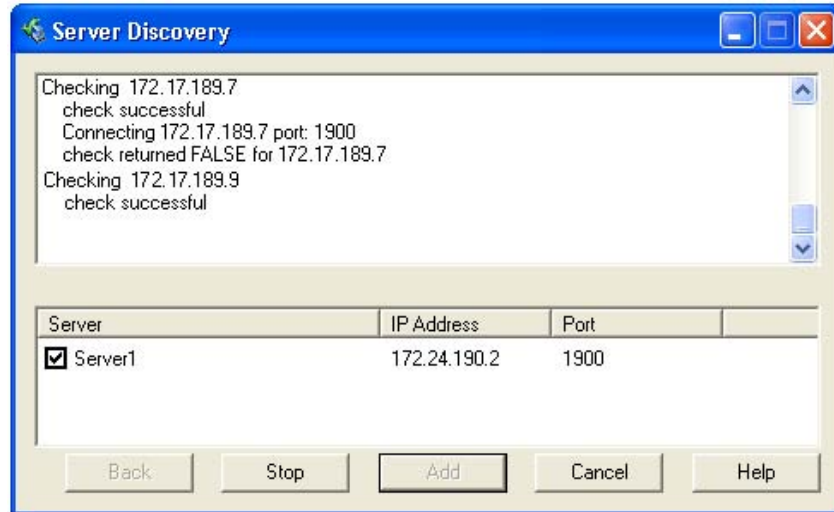
The Discovery feature helps you locate and add servers running on your network to the Server Explorer. You can search within a specific range of IP addresses, as well as within a specific port range. To add servers to the Server Explorer using Discovery, follow these steps:

1. Right-click the server folder in the left pane, and select Server Discovery from the pop-up menu. The Server Discovery dialog opens. For example:



2. Enter the range of IP addresses that you want to search in the Range of IP - Addresses text boxes.
3. Specify the netmask in use at your site by entering the appropriate numbers in the Netmask text boxes.
4. Specify a port range in which to search using the Port Range text boxes. For every IP address that Discovery contacts, the program will check every port within the range specified until a BrightStor ARCserve Backup for Laptops & Desktops server is found.

5. Click Start. Discovery begins searching the IP address range specified for the servers. When a server is found, Discovery adds it to the list in the bottom pane of the dialog, and displays a message in the top pane. For example:

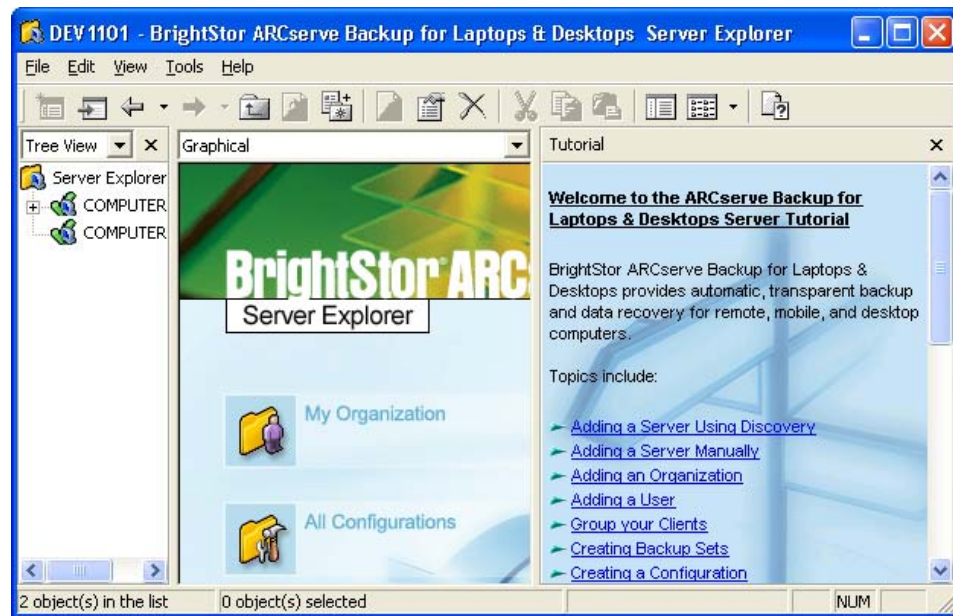


6. From this dialog, you can:
 - Add a server to the Server Explorer by selecting the server check box, and then clicking Add.
 - Pause the Discovery process by clicking Stop. When you click Stop, the Back and Continue buttons become active.
 - After you pause or stop your search, click Continue to continue searching the network.
 - Click Back to return to the main Discovery dialog. No servers are added to the Server Explorer.

Tutorial

The Server Explorer includes an internal tutorial that introduces you to some of the Server Explorer's most frequently used features. You can also use the tutorial to contact Computer Associates' technical support and to read about the latest storage news. After you have logged in to a BrightStor ARCserve Backup for Laptops & Desktops server, you may find it helpful to read the tutorial.

To access the tutorial, select View, Tutorial Bar. The tutorial appears on the right side of the Server Explorer. For example:



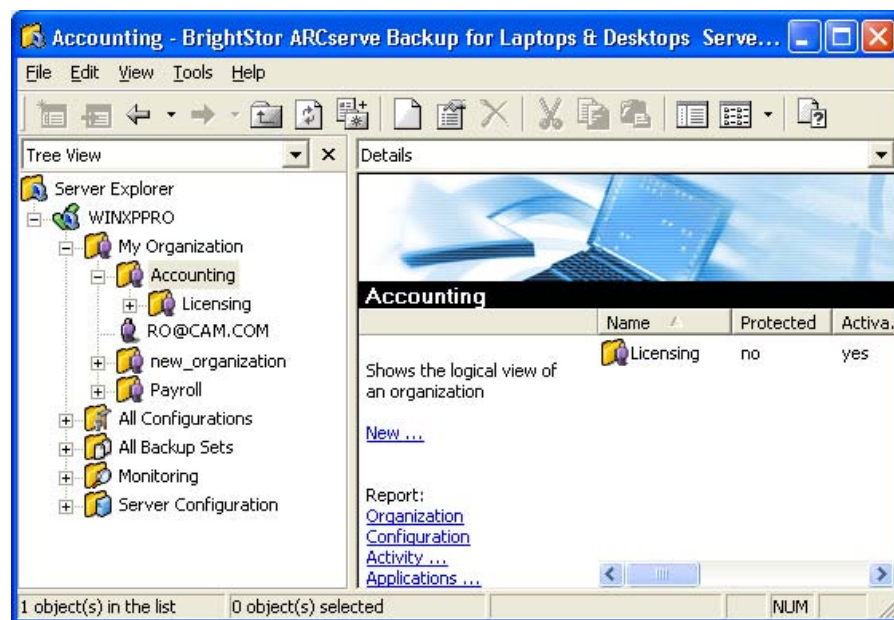
Click the desired topic to display basic instructions on how to perform tasks or use selected features. An introduction is included for each topic, so that you can learn about terms and concepts while practicing and performing BrightStor ARCserve Backup for Laptops & Desktops tasks.

To return to the previous page, click the Back link at the bottom of the window. To return to the home page, click the Home link. To print the current topic, click the Print link.

Setting Organizations and Users

The Organization window provides an overview of the logical structure of the enterprise, and provides control over the user accounts. Administrators can add and remove users and organizations, restore a user's files, set protection, and deactivate users or organizations.

Click on the plus sign to the left of the My Organization folder to expand the folder, and display information about current users and organizations in the right pane. For example:

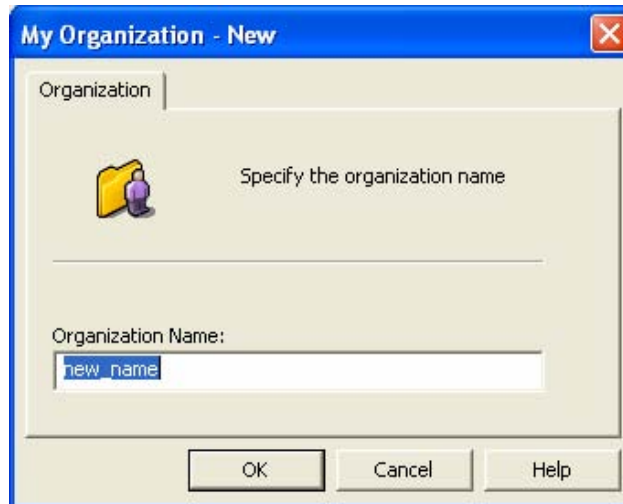


My Organizations allows you to control organizations and user accounts. You can add and remove users and organizations, protect and deactivate users or groups of users, and move users and their data to new locations.

Creating New Organizations

You can group users in organizations to keep users that have certain common attributes together. To create a new organization:

1. Click My Organization in the left pane, and then click New in the right pane. The My Organization - New dialog opens. For example:

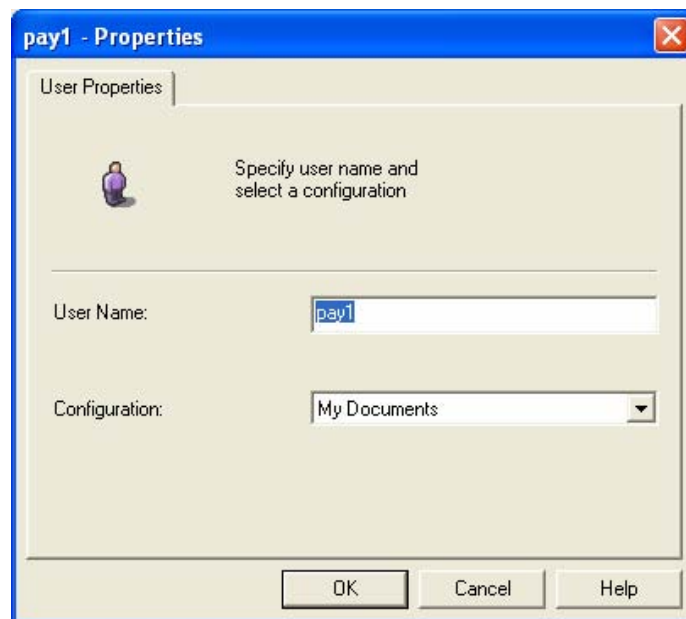


2. Enter the name of the new organization in the Organization Name text box, and then click OK. The new organization is created and placed under the My Organization folder.

Changing Organizations

Use the Properties dialog to change the configuration or name of a user. To change properties:

1. Right-click the user name in the left pane, and select Properties from the pop-up menu. The Properties dialog opens.



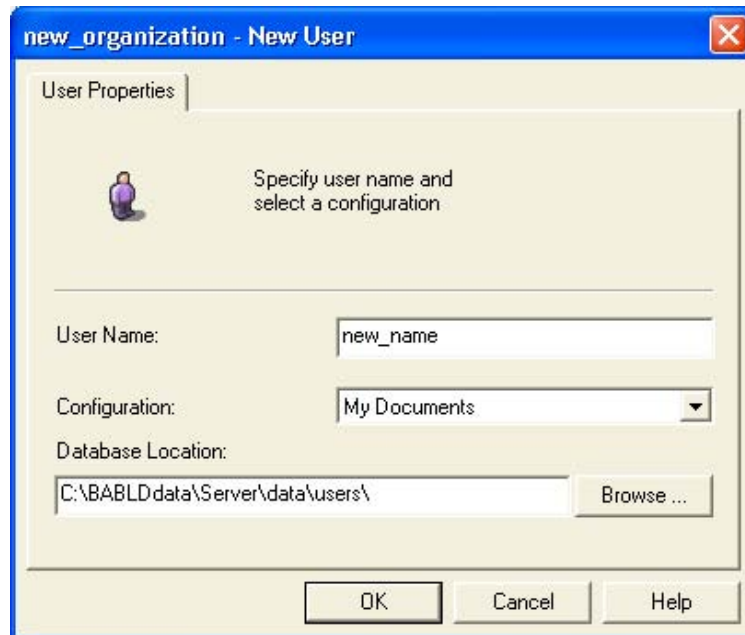
2. To change a user name, type the new name in the User Name text box. If the client is currently connected to the server, they are notified the next time that they perform a backup. If the client is not connected, they will be notified of the name change the next time that they connect to the server.
3. To change a user configuration, select the new configuration from the Configuration drop-down list. Clients are not informed of configuration changes.
4. Click OK.

Note: This option takes precedence over the Default Configuration for All New Users setting. After defining or editing the user configuration, the configuration is available in the Configuration list.

Creating Users

To create a new user:

1. Click the organization in the left pane, and then click New User in the right pane. The New User dialog opens. For example:



2. Enter the name of the new user in the User Name text box.
3. Select a configuration for the user from the Configuration drop-down list. For more information on configurations, see the chapter Configurations later in this guide.
4. In the Database Location text box, enter the location where the user's database will be stored. The database contains the user configuration, backup sets, and backed up data. The default location database currently appears in the Database Location text box. To change this location, enter the new path, or click Browse to navigate to the appropriate folder.
5. Click OK.

Rearranging Users and Organizations

There are two different ways that you can move a user or organization to another location. You can:

- Highlight the user or organization and drag it to the new location. Remember that the highlighted unit must be dropped on the parent of the item it is to be inserted under.
- Right-click the user or organization that you want to move, and select Cut from the pop-up menu. Then right-click the organization you want to move the user or organization to, and select Paste from the pop-up menu.

Restore Option

The Restore option is used for restoring files for the selected user. To restore a file, right-click the user, and select Restore from the pop-up menu. Or highlight the user in the left pane, and click Restore in the right pane.

Note: If the user has not backed up any data, this option is dimmed.

For more information on restoring data, see the chapter Restoring Files later in this guide.

Deleting Users and Organizations

Use the Delete option to delete a user or organization. When the Delete option is used, all of the user or organization data is deleted from the server, freeing licenses and disk space for other clients to use. To delete a user or organization, right-click the user or organization, and then select Delete from the pop-up menu.

If you try to add a user name that was previously deleted, the client receives a message when it attempts to connect to the server, indicating that the user name is tagged as inactive or deleted. To avoid this problem, reinstall the client software before attempting to reestablish a connection to the server.

Note: Removing an organization removes all of the users in that organization, as well as all of the data associated with those users.

For information on temporarily deactivating a user without deleting their data, see *Activating and Deactivating Users and Organizations* later in this chapter. For information on exporting a user's data for safe keeping, while at the same time freeing a license and allowing for the possibility of later importing the user, see *Exporting a User* later in this chapter.

Protecting Users and Organizations

The Protect option allows you disable a user from creating, modifying, or deleting backup sets. When the Protect option is selected for a user or organization, the icon changes to a lock. For example:



To protect an organization, right-click the organization name, and then select Protect all from the pop-up menu. To protect a user, right-click the user name, and then select Protect from the pop-up menu.

To remove protection for a user, right-click the user name, and select Protect from the pop-up menu. To remove protection for an organization, right-click the organization name, and select Unprotect all from the pop-up menu. The Protect option is now removed, and the lock icon changes back to a user or organization icon.

Activating and Deactivating Users and Organizations

A client account on a BrightStor ARCserve Backup for Laptops & Desktops server can be activated or deactivated. The Activate option removes account restrictions imposed by deactivating the user account. From the Tree View, right-click the user or organization, and then select Activate or Activate All. The status in the information pane changes accordingly.

When a user account is deactivated, the user's data is put on hold and the license is freed for another user. The user cannot back up data, send data, or restore files from the server when the account is deactivated. The only action the user can perform is to check for changes in the account's status from the server.

To deactivate a user or organization, click Deactivate All from the pop-up menu.

Clearing a User's Password

The Clear Password option allows you to clear a user's password. All passwords can be cleared, except for users with a Windows domain user account.

In the left pane right-click the user in the Tree View. From the pop-up menu, select Clear Password. A pop-up dialog opens with a message, indicating that the password has been cleared. Click OK.

The next time that the user signs on to the server during a backup, or the next time that the user checks the server during a normal daily connect, they will be notified that their password has been cleared.

To enter a new password, use the Property dialog of the expert client computer. Right click on the root node in the left pane.

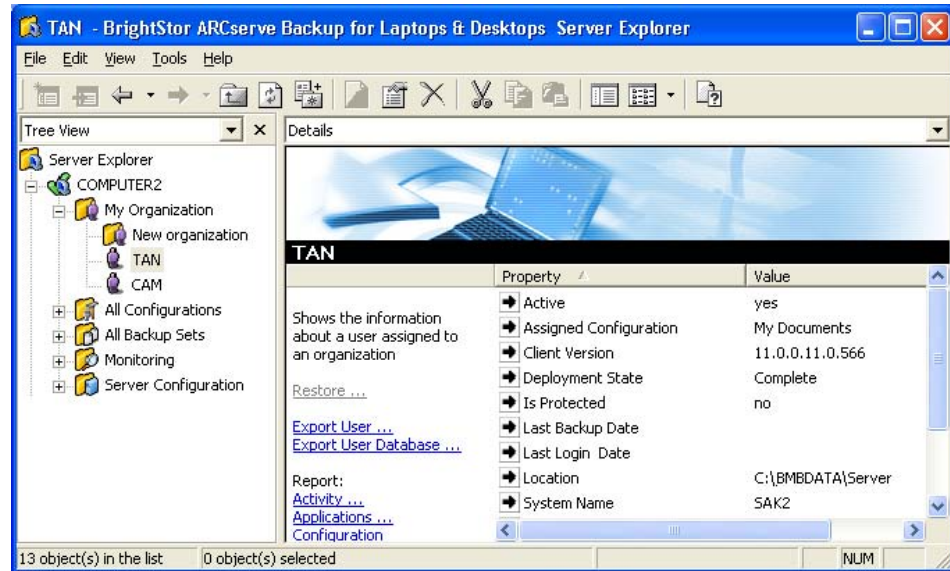
Renaming Users or Organizations

An organization or user can be renamed at any time. From the Tree View, highlight the organization or user name. When you click the name a second time, a blinking cursor appears at the end of the name. Type in the new name, and then press Enter.

Or from the Tree View, click the organization or user name in the left pane, and then click Properties in the right pane. Enter the new name in the User Properties dialog, and click OK.

Viewing User Properties

When you select a user in the left pane, information about the user is displayed in the right pane. For example:



Exporting a User's Database

The Export User Database option creates an installation image of the client software. This installation image includes all of the client's information, configuration, backup sets, and backed up data, as well as a setup program. After the installation image has been created, the client runs the setup program and the software is restored.

Use this option to restore client software on a computer that has crashed, or has otherwise lost data. You can also use this option when you have a user whose data has just been imported, and does not have the client software installed on their computer. To export a user database:

1. In the left pane, right-click the user whose database you want to export, and select Export User Database from the pop-up menu. The Export User Database dialog opens.



2. In the text box, enter the folder where you want the exported user's database placed. Or click Browse and navigate to the appropriate folder. Make sure that you select a location large enough to hold all of the client's data. After you have specified a location, click OK.
3. The Server Explorer copies the client's data to the specified location.
4. Distribute the contents of the new folder to the client whose data needs to be restored, and instruct the client to run the setup program. The program will install the BrightStor ARCserve Backup for Laptops & Desktops client, along with the configuration and backup sets that were previously on the client's computer. The client will also have access to any previously backed up data, which can be restored using the Restore option.

Exporting a User

The Export User option allows you to copy all of a client's information, including their configurations, backup sets, and backed up data to a new location. Unlike the Move User function, which permanently moves all of the client's data to a new server, the Export User function simply makes a copy of the data. You can then safely delete the user from the server and, later, this data can be imported using the Import User function. To export a client's data:

1. Right-click the user whose data you want to export, and select Export User from the pop-up menu. The Export User dialog opens. For example:



2. Enter the folder where you want to export the user's data to, or click Browse to navigate to the appropriate folder.
3. Click OK. The client's data is copied to the new location, where a folder with the client's user name is created. Within that folder is a file called **export.cdb**, which is required to import a user.

Importing a User

Use this option to import a user whose data you have previously exported. When you import a user, the user's data is restored to the server, and the user has access to all the data that was backed up prior to the creation of the export file. To import a previously exported user, follow these steps:

1. Right-click the organization where you want to place the user in the left pane, and select Import User from the pop-up menu. The Import User dialog opens. For example:



2. Enter the folder containing the user's export file (export.cdb) in the text box, or click Browse to navigate to the appropriate folder. See the section Export User earlier in this chapter for information on where to find the user's export file.
3. If you want BrightStor ARCserve Backup for Laptops & Desktops to preserve the imported user's configurations settings, even if they differ from those of an identically named configuration on the target server, select the Accept different configurations check box.
4. Click OK. The user is restored to the server and the user's data is imported. The user can now back up existing data and restore any data that was backed up before the creation of the export file.

If the user needs to restore the client software to their computer, use the Export User Database option. See the section Export User Database earlier in this chapter for more information.

Moving a User's Database

Use this option to change a user's backup location to another folder or hard drive on the current server. To view the current backup location, select the user in the left pane. The current backup location is displayed in the right pane under the Location field.

Note: If you want to move a user to another server, use the Move User option.

To move a user's database, follow these steps:

1. Right-click the user whose database you want to move and select Move User Database from the pop-up menu. The Move User Database dialog opens. For example:

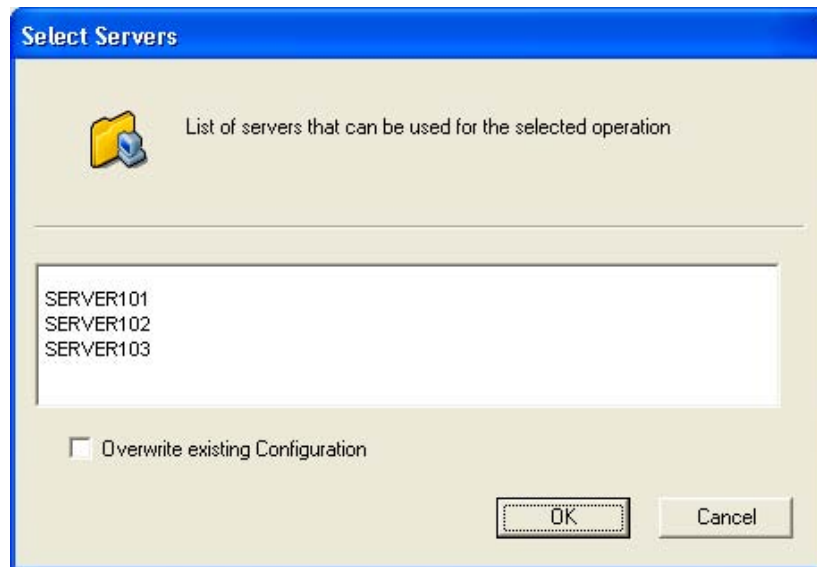


2. In the text box, enter the folder where you want the exported user's database to be moved to. Or click Browse and navigate to the appropriate folder. You can change the location to any drive or folder on the current server.
3. Click OK. The user's backup data is moved to the new location, and all subsequent backups will be stored in the new folder. From the user's perspective, the process is completely transparent.

Moving a User to a Different Server

Use this option to move a user and the entire user's data, including configurations, backup sets, and backed up data, to a different server. This option can be used, for example, if the user has been relocated to a new office. To move a user to a new server, follow these steps:

1. Right-click the user that you want to move to a new server and select Move User from the pop-up menu. The Select Servers dialog opens. For example:



2. Highlight the server to which you want to move the user.
3. If you want the selected user to retain their configuration settings, select the Overwrite existing Configuration check box.
4. Click OK. The Copy Files dialog opens. The pertinent files are transferred to the new server. The Copy Files dialog displays the progress of the transfer. When the process is complete, click OK.

The next time the client connects to the server, the user is notified of the move and the client's configuration is automatically updated to connect to the new server.

Configurations

The configuration function includes all of the definitions needed to ensure that your files are backed up and restored quickly and easily. This chapter explains how to set up BrightStor ARCserve Backup for Laptops & Desktops to get the most from system performance. This includes creating new configurations, changing existing configuration settings, defining backup sets, defining connection preferences, setting backup options, setting restore options, asset tracking, and scheduling.

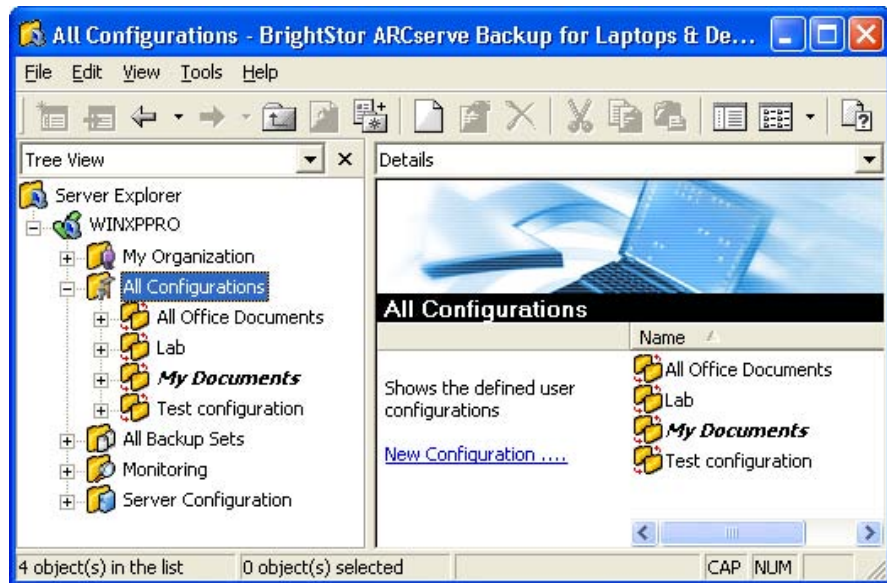
After you have defined your user configurations they can be saved, and then used as the default configuration for new users. A configuration only needs to be created once; it can then be distributed to all of the servers in the Server Explorer, and assigned to specific users.

Your BrightStor ARCserve Backup for Laptops & Desktops software is distributed with two predefined configurations that allow you to quickly configure your clients for backup. For more information, see Predefined Configurations later in this chapter.

Creating Configurations

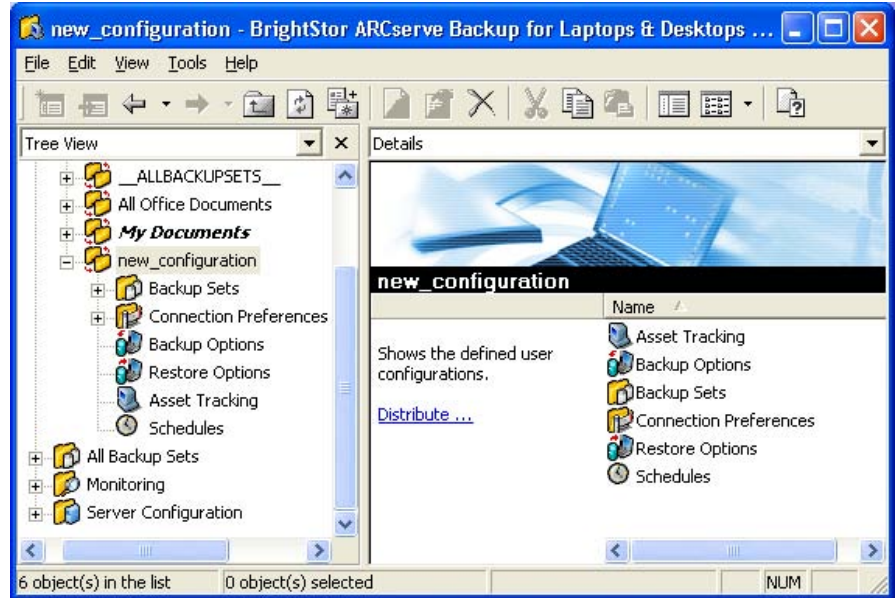
To create a new configuration, follow these steps:

1. Click All Configurations in the left pane, and then select New Configuration in the right pane. For example:



2. On the All Configurations – New Configuration dialog, enter the name of the new configuration in the Name text box, and then click OK. The new configuration displays in the left pane of the All Configurations folder.

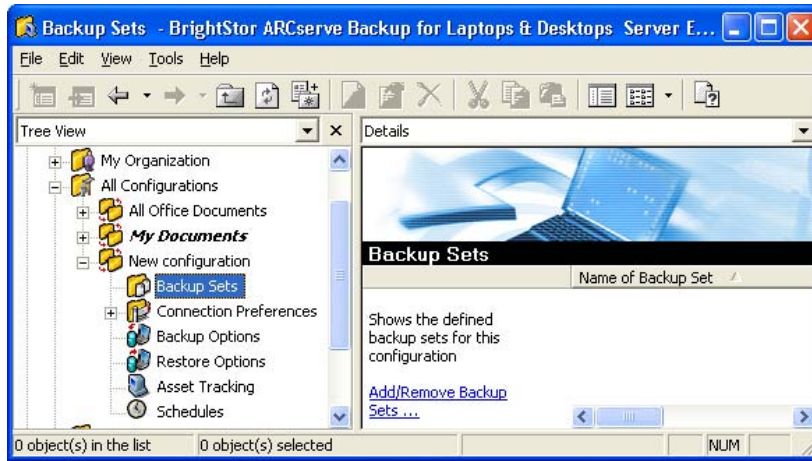
- Expand the new configuration folder by clicking the plus sign to the left of the folder name. User defined configurations appear in the right pane. For example:



Adding and Removing Backup Sets

After you have created a configuration, you must assign at least one backup set to it. This is required so that the users assigned to the configuration can back up their data. To assign a backup set to a configuration, follow these steps:

1. Expand the new configuration folder by clicking the plus (+) sign.
2. Select Backup Sets in the left pane, and then click Add/Remove Backup Sets from the right pane. For example:



The Backup Sets – Add/Remove Backup Sets dialog opens. For example:



3. A list of backup sets that are available are displayed in the left pane. Select the appropriate backup set, and click the right arrow button. The backup set moves to the right pane, and now becomes a backup set assigned to this user configuration.

To remove a backup set assigned to a user, highlight the backup set in the right pane, and then click the left arrow button. The backup set now moves back to the Backup Sets available list in the left pane.

4. Repeat for all of the backup sets that you want to assign to the user. When you are finished, click OK. The backup sets are now added to the configuration.

Defining Connection Preferences

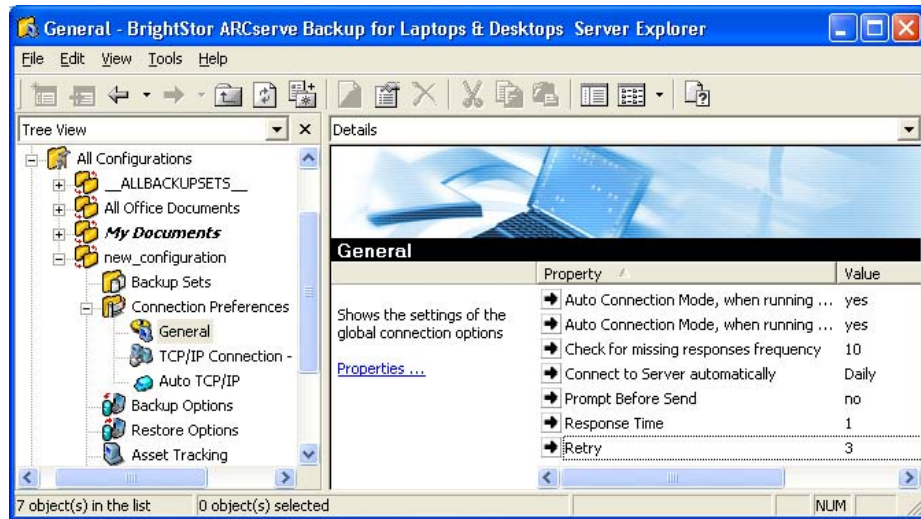
The Connection Preferences folder allows you to specify the type of connection preferences that you want for your configurations.

- **General**—General connection preferences allow you to set or modify settings for global connections. From the General dialog you can set connection program options, set the frequency for how often you will connect to the server, and check for responses or configuration changes.
- **TCP/IP**—TCP/IP connection preferences allow you to set or modify settings for specific connection types. From the TCP/IP dialog you can specify properties for the TCP/IP connection that is used to communicate between the client and the server.
- **Auto TCP/IP**—Auto TCP/IP connection preferences are used to control the auto TCP/IP monitor used by the client, to help it communicate with the server. The TCP/IP monitor is designed for remote users who log in to Windows-based LANs using dial-up connections.

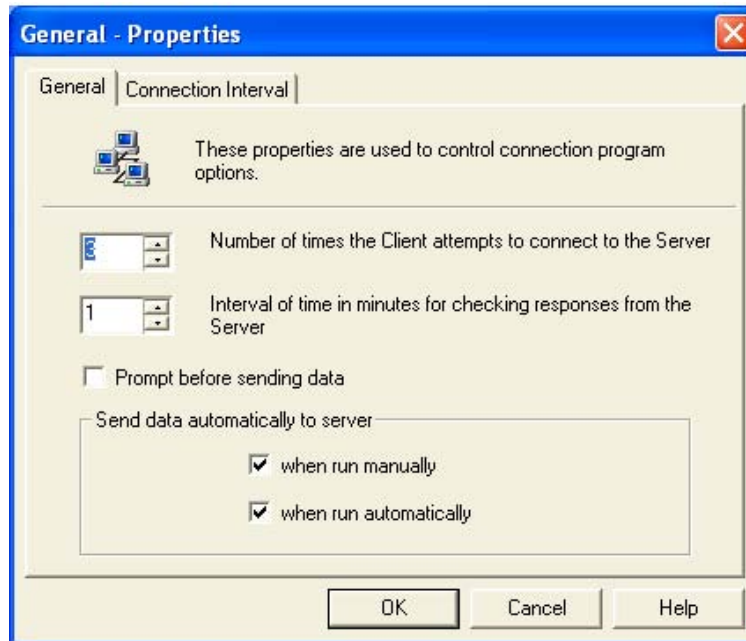
General Connection Preferences

The General connection preference displays global connection options. These options are used regardless of the connection method the client is using to connect to the server.

From the Connection Preferences folder in the left pane, select General. General settings appear in the right pane. For example:



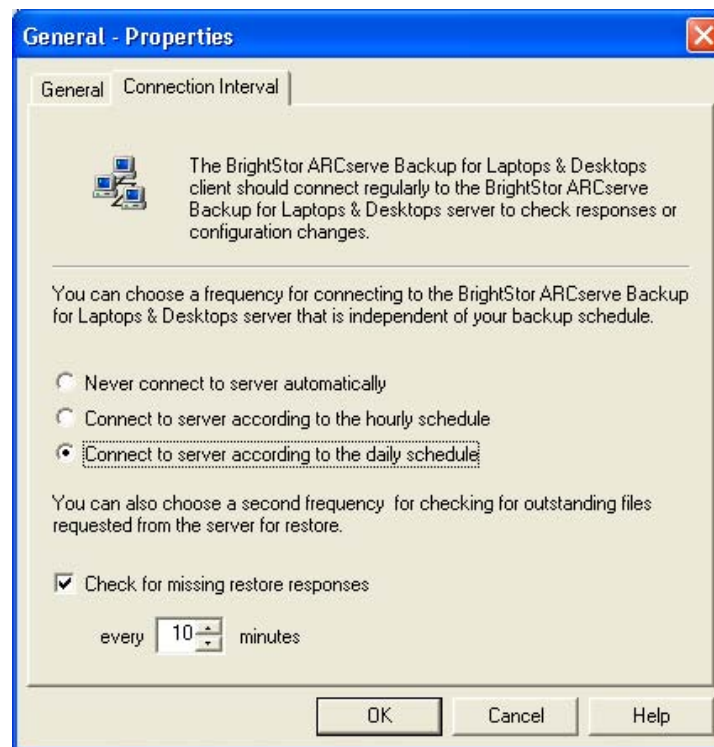
To change these settings, click Properties. The General - Properties dialog opens. For example:



Options include:

- **Number of times the Client attempts to connect to the Server**—Enter or select the number of times that the client will attempt to connect, before they time out.
- **Interval of time in minutes for checking responses from the Server**—Enter or select the time interval, in minutes, that BrightStor ARCserve Backup for Laptops & Desktops will check for responses from the server.
- **Prompt before sending data**—Select this check box if you want BrightStor ARCserve Backup for Laptops & Desktops to prompt you prior to sending data.
- **Send data automatically to server**—Select the appropriate check box to specify if you want to send data to the server when it is run manually, or when it is run automatically.

Options on the Connection Interval tab allow you to determine how frequently the client will connect to the server. For example:



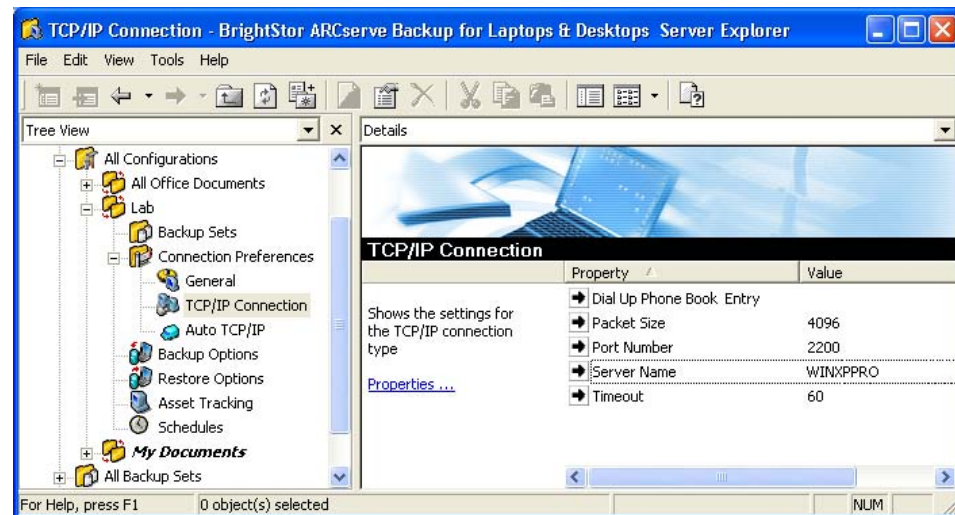
You can schedule the BrightStor ARCserve Backup for Laptops & Desktops client to:

- Never connect to the server automatically
- Connect to the server according to the hourly schedule
- Connect to the server according to the daily schedule

On this dialog you can also check for missing restore responses, and set the interval for how often this check is performed.

TCP/IP Connection

TCP/IP Connection preferences display TCP/IP connections used to connect to the server. The backup server must have a static IP address or name resolution. From Connection Preferences in the left pane, select TCP/IP Connection. TCP/IP Connection settings appear in the right pane. For example:



To change the TCP/IP settings, click Properties in the right pane. The TCP/IP Connection – Properties dialog opens. For example:



Options include:

- **IP Address or Hostname**—Enter the IP address or name of the backup server.
- **Port number**—Spin to the TCP/IP port that the server is monitoring. The server may be monitoring more than one port. The default setting is 2200.
- **Packet size in bytes**—Controls how data is transmitted over the network. Enter or select from the drop-down menu the packet size in bytes. Select a smaller packet size if you are working on token ring networks. Select a larger packet size to increase transmission speed.
- **Timeout**—Spin to the amount of time, in seconds, that the server has to respond to requests from clients.
- **Dial up phone book entry**—Enter the phone number that you want to use when you are using Dial-Up Networking to connect to the server. This number is automatically dialed when a connection to the server is required. This option is unavailable if Dial-Up Networking is not installed, or if there are no phone book entries.

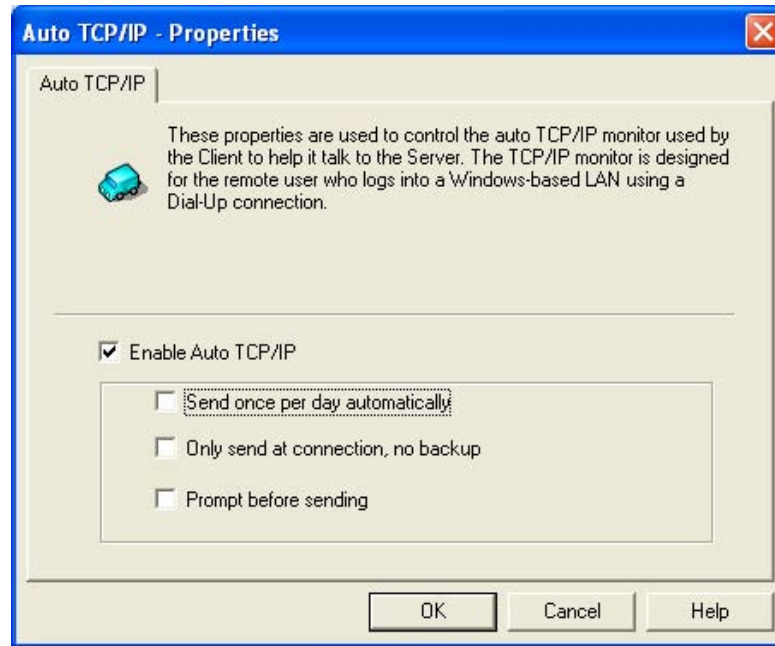
Auto TCP/IP Connection

Auto TCP/IP Connection preferences allow dial-up users to perform BrightStor ARCserve Backup for Laptops & Desktops tasks by sharing TCP/IP connections with other tasks, such as logging in to read email. When this feature is enabled, users log in to a Windows-based LAN connection using a dial-up connection. BrightStor ARCserve Backup for Laptops & Desktops can then automatically send queued backup data, perform backups, and send backup data to the server.

From Connection Preferences in the left pane, select Auto TCP/IP. Auto TCP/IP settings appear in the right pane. For example:



To change the Auto TCP/IP properties, click Properties in the right pane. The Auto TCP/IP- Properties dialog opens. For example:



Options include:

- **Enable Auto TCP/IP**—When this check box is selected, BrightStor ARCserve Backup for Laptops & Desktops loads the TCP/IP monitor into memory. An icon displays in the taskbar indicating the presence of the TCP/IP monitor. BrightStor ARCserve Backup for Laptops & Desktops also places a shortcut in the Windows Startup program group, so that it automatically starts the TCP/IP monitor every time that the computer starts.

When the TCP/IP connection monitor is enabled, the client can perform backups and send data to the server whenever a user logs in to a Windows-based LAN using a dial-up connection. If a user is already logged in to a Windows-based LAN environment using a dial-up connection, BrightStor ARCserve Backup for Laptops & Desktops waits until the next time the user logs in before running.

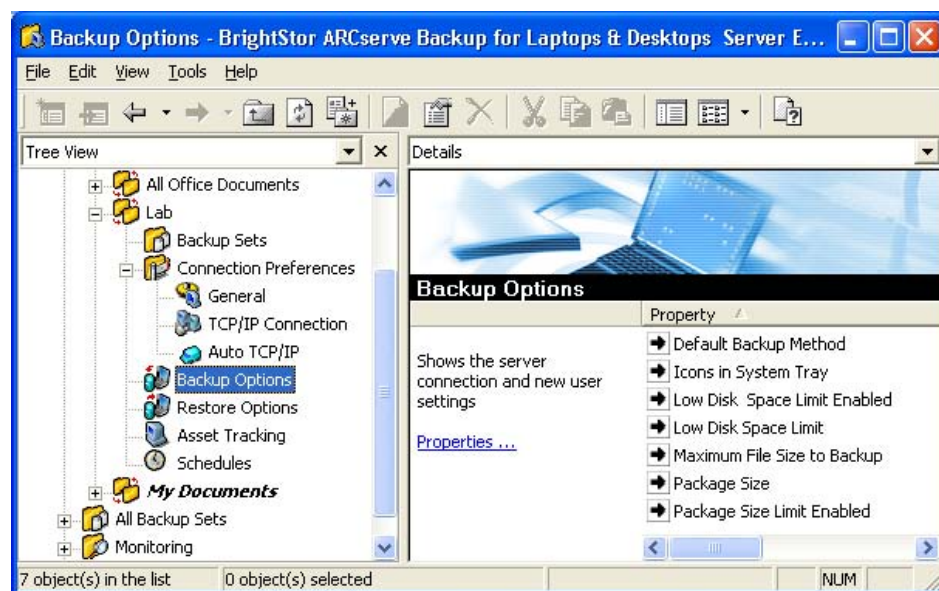
Data can only be backed up and sent when a new TCP/IP connection occurs. In a LAN environment, Windows establishes TCP/IP connections before the user is logged in to the network. For this reason, the TCP/IP monitor does not back up or send data when email is checked in a LAN environment. This feature is designed for the remote user who dials up to check email.

- **Send once per day automatically**—Select this option if you want data sent to the server once a day, on a daily basis. Backup data can be sent the first time that the user connects, or each time they connect. Sending data once a day is the recommended option.
- **Only send at connection, no backup**—Select this option if you only want data sent at the time of connection.
- **Prompt before sending**—Select this option if you want to be prompted before data is sent to the server. The prompt identifies the number of files to send, the amount of data to send, and provides a 30-second countdown before the send begins. Selecting this option gives you the ability to delay sending data until a more convenient time.

Backup Options

The Backup option allows you to specify default settings for your backup sets. When a backup set is created, it is created with settings that you specify in this dialog. Individual backup sets can be modified as required.

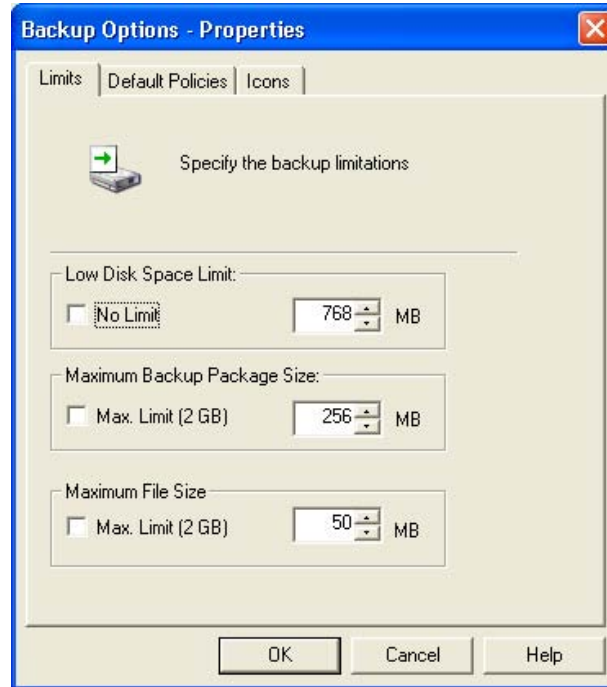
Select Backup Options in the left pane. Backup Option settings appear in the right pane. For example:



Backup options are explained in the following sections.

Backup Options, Limits Tab

The Limits tab specifies backup limitations.



Options include:

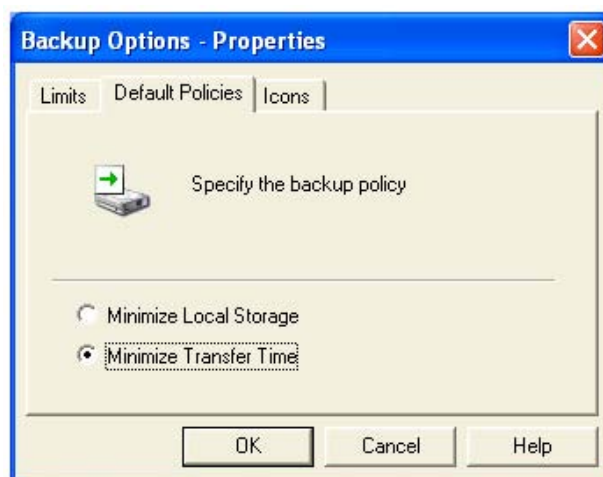
- **Low Disk Space Limit**—Specifies the amount of free disk space needed on your hard drive to perform a backup. Backups cannot be performed if the amount of free space goes below the set value. If you do not want to impose a space limit, select the No Limit check box.
- **Maximum Backup Package Size**—Specifies the maximum size of a data package that can be sent to the BrightStor ARCserve Backup for Laptops & Desktop server. This option is useful when the baseline (initial backup) is very large, and the client has to build a large package to be sent to the server. If the entire hard drive fills with baseline data, then the backup will fail. However, if the baseline is broken down into smaller packets (of the size specified by this option), then the client will delete each package after it has successfully arrived at the server. When the Max. Limit check box is selected, the maximum size of a single file is set to 2 GB (2048 MB).

Note: Single files are not split into multiple packages. If a file being backed up exceeds the specified maximum backup size limit, then the size of the package being sent may exceed this value.

- **Maximum File Size**—Specifies the maximum size of a single file that can be sent to the server. When the Max. Limit check box is selected, the maximum size of a single file is set to 2 GB (2048 MB). To change this setting, clear the check box and enter a new value in the spin box.

Backup Options, Default Policies Tab

Options on the Default Policies tab allow you to specify whether you want to minimize local storage or transfer time. For example:



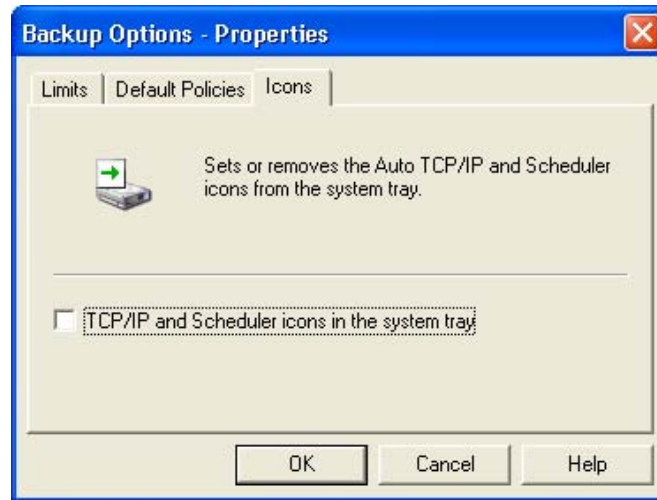
Options include:

- **Minimize Local Storage**—BrightStor ARCserve Backup for Laptops & Desktops does not store any file revisions locally. The comparison process is faster, but it may take longer to transfer data to the server. To restore files, users must connect to the server.
- **Minimize Transfer Time**—BrightStor ARCserve Backup for Laptops & Desktops can store file revisions locally. Choosing this option may take less time to send the backup data to the server, but the comparison process may run more slowly and use more local disk space. When restoring older revisions, you may need to be connected to the server.

Note: Changing your backup method after a backup has taken place will cause rebaselining of the files backed up by this backup set. Changing from Minimize Transfer Time to Minimize Local Storage removes all local revisions.

Backup Options, Icons Tab

The option on the Icons tab allows you to specify whether you want the Auto TCP/IP and Scheduler icons placed in your system tray. For example:

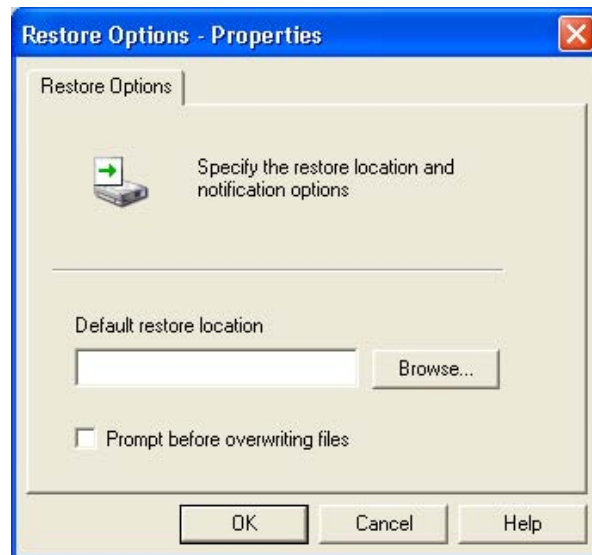


If this check box is selected, the icons will be placed in the system tray. If this check box is clear, the icons will not be placed in the system tray.

Restore Options

The Restore Option allows you to specify restore options and settings for your backup sets. When a backup set is created, it will be created with the settings you specify in this dialog. Individual backup sets can be modified as required.

Click Restore Options in the left pane, and then click Properties in the right pane. The Restore Options - Properties dialog opens. For example:



Options include:

- **Default restore location**—Enter the default restore location in the text box, or click the Browse button to navigate to the folder.
- **Prompt before overwriting files**—Select this check box to be prompted when a file being restored has the same name as an existing file in the restore location. This option allows you to choose whether or not to overwrite the existing file. This is the recommended option.

Note: If this check box is cleared, you will not receive any warning before the files are overwritten. We recommend selecting this option.

Asset Tracking

The Asset Tracking option displays the current asset tracking settings. You can track hardware and software information while a backup is being performed. From the configuration folder, select Asset Tracking. Asset Tracking settings appear in the right pane. For example:



To collect asset management information while backing up your files, click Properties. The Asset Tracking - Properties dialog opens. For example:



Options include:

- **Hardware**—Select this check box to track information about the computer’s hardware configuration.
- **Software**—Select this check box to track information about the software stored on the computer's local drives.

Schedules

To keep track of backups run by BrightStor ARCserve Backup for Laptops & Desktops, you can schedule the backup frequency. BrightStor ARCserve Backup for Laptops & Desktops is designed to monitor the client clock, and then automatically perform this backup.

Backups can be scheduled on an hourly, daily, weekly, or monthly basis. If you change any of these schedules, all of the backup sets that use this schedule are affected. For example, if you change the time that a daily backup set is run, all of the backup sets that are scheduled to run on a daily basis are affected. Note, however, that each configuration can have its own unique schedule.

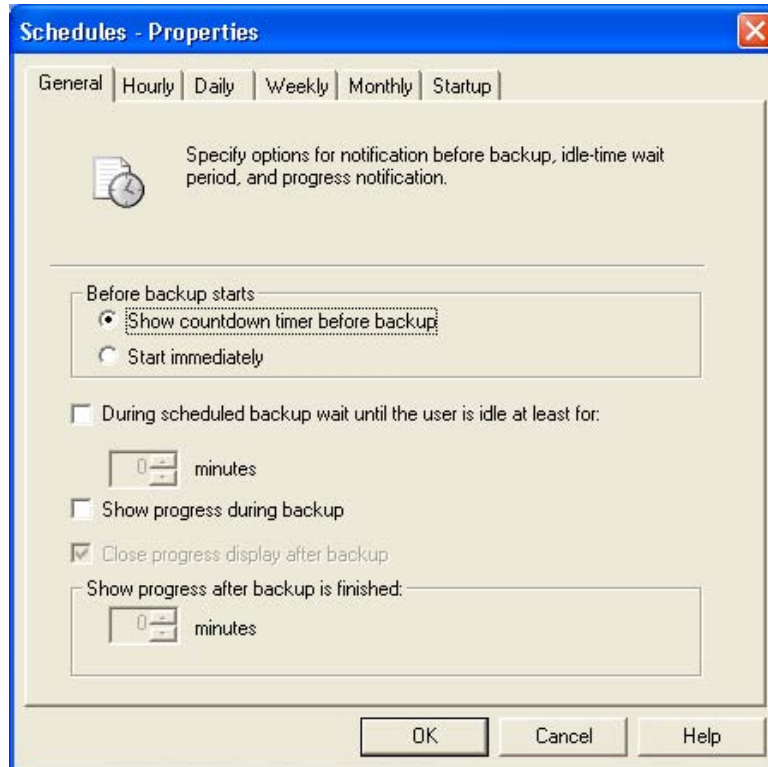
From the configuration folder in the left pane, select Schedules. Scheduling information appears in the right pane. For example:



To change the Schedule properties, click Properties in the right pane. The Schedule Properties dialog opens.

Schedules, General Tab

Options on the General tab let you specify the types of notifications you will receive during the backup. From the Schedules pane, click Properties. The Schedules - Properties dialog opens. For example:



Options include:

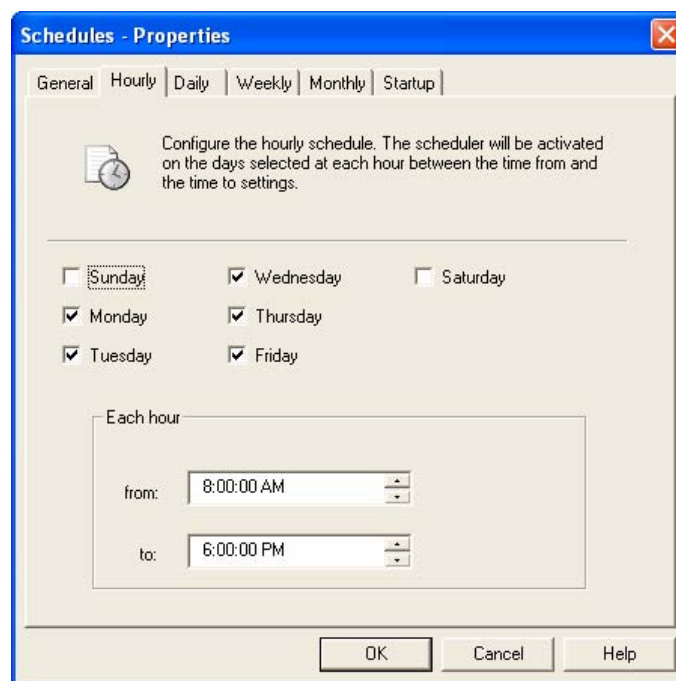
- **Show countdown timer before backup**—If this option is selected a notification message appears, displaying the time remaining before the backup session begins. The count down timer allows you to choose to begin the backup immediately, postpone it, or cancel the backup process.
- **Start immediately**—If this option is selected, rather than having a count down timer, the backup process starts without notification.
- **During scheduled backup wait until the user is idle for at least <n> minutes**—If this check box is selected, backups occurs only when the user is idle for a designated amount of time. Specify the time in minutes. If the computer is used during the backup, the backup stops and does not resume until the computer is idle again. In this mode, the backup runs in idle priority. If other applications are running with a higher priority, this backup may run more slowly.

- **Show progress during backup**—If this check box is selected, a dialog opens during the backup progress, displaying a progress indicator. If this check box is not selected, a minimized backup progress icon displays in the task bar.
- **Close progress display after backup**—Use this option to visually verify the results of an automated backup. If this check box is selected, the progress dialog automatically closes when the backup is complete. If this check box is not selected, then the progress dialog remains open, and all other backups are delayed 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 after a backup is complete. After the time specified has expired, the progress dialog automatically closes. Enter data in this spin box if you have selected the Close progress display after backup option.

Schedules, Hourly Tab

Options on the Hourly tab allow you to specify the settings for an automatic, hourly backup. You can specify both the day and time range when the backups will be performed. When this option is selected, files are backed up every hour, on the hour, during the specified time period.

From the Schedules pane, click Properties. The Schedules - Properties dialog opens. Click the Hourly tab. For example:



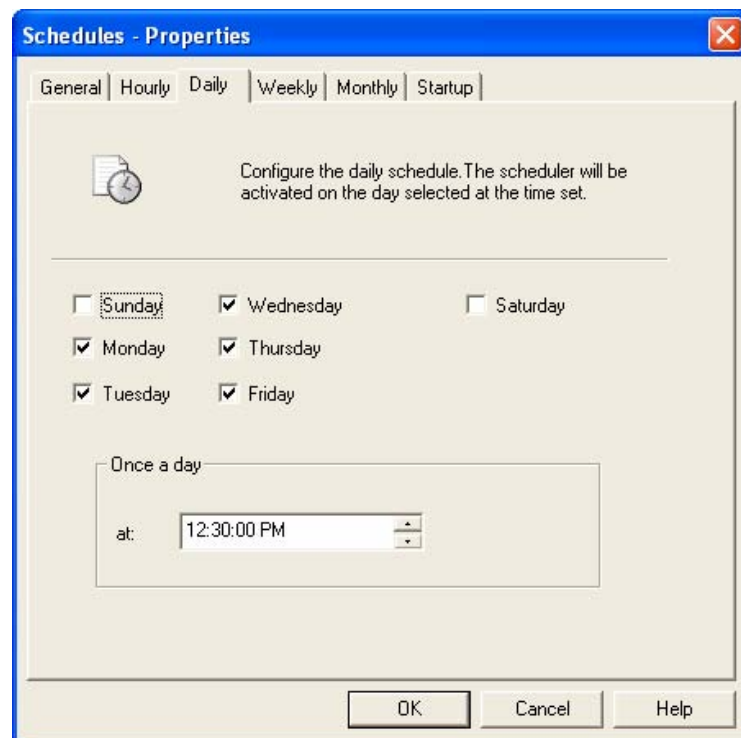
Options include:

- **<Day> check boxes**—Select the appropriate check boxes to identify the days of the week that you want to automatically back up your data.
- **<Time> spin boxes**—Spin to the time ranges in which the Scheduler should operate. Enter the start time in the from spin box, and the end time in the to spin box.

Schedules, Daily Tab

Options on the Daily tab allow you to specify the settings for an automatic, daily backup. You can specify both the day and time that the backup are performed. Files are then backed up on the day and hour specified.

From the Schedules pane, click Properties. The Schedules - Properties dialog opens. Click the Daily tab. For example:



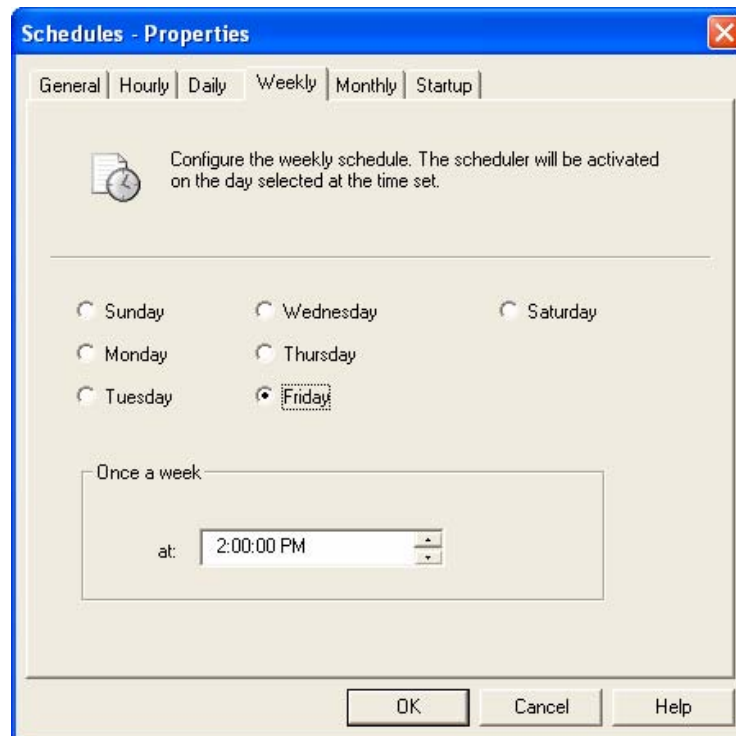
Options include:

- **<Day> check boxes**—Select the appropriate check boxes to identify the days of the week that you want to automatically back up your data.
- **Once a day at**—Spin to the time that you want the backup to begin.

Schedules, Weekly Tab

Options on the Weekly tab allow you to specify the settings for an automatic, weekly backup. You can specify both the day and time that the backup will be performed. Files are backed up once a week, on the day and time specified.

From the Schedules pane, click Properties. The Schedules - Properties dialog opens. Click the Weekly tab. For example:



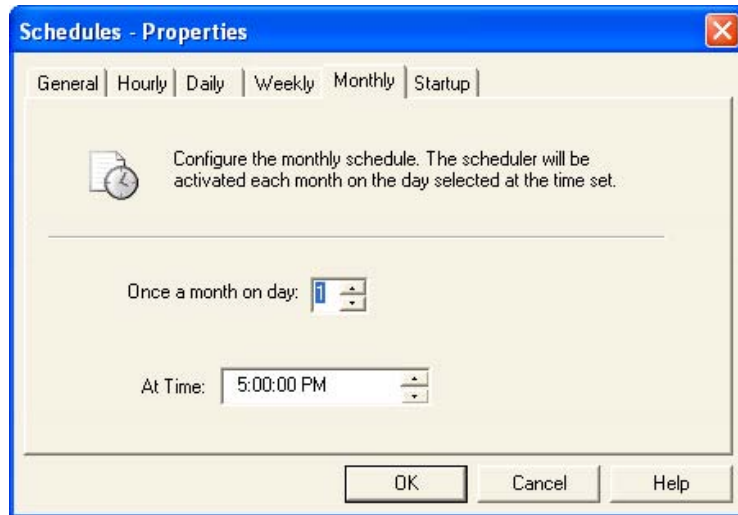
Options include:

- **<Day> option buttons**—Select the day of the week that the backup will be performed by clicking the option button.
- **Once a week at**—Spin to the time that you want the backup to begin.

Schedules, Monthly Tab

Options on the Monthly tab allow you to specify the settings for an automatic, monthly backup. You can specify both the day and time that the backup will be performed. Files are backed up once a month, on the day and time specified.

From the Schedules pane, click Properties. The Schedules - Properties dialog opens. Click the Monthly tab. For example:

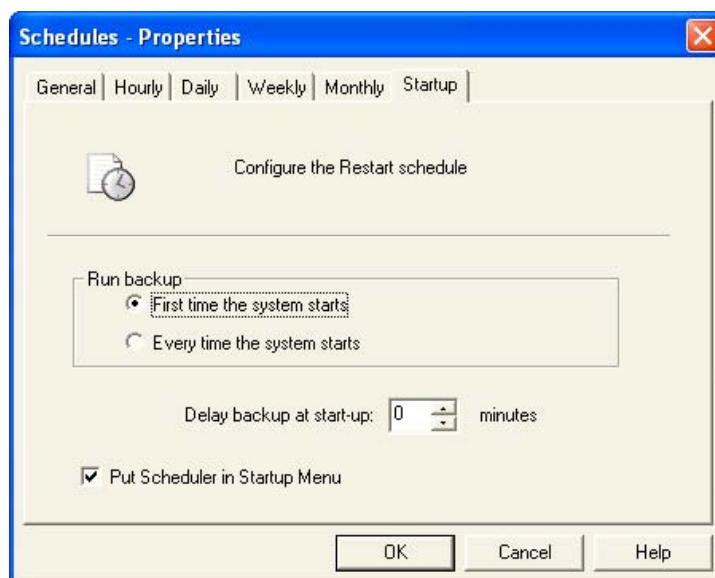


Options include:

- **Once a month on day**—Spin to the day of the month that the backup will be performed. For the last day of the month, enter 31.
- **At Time**—Spin to the time that you want the backup to begin.

Schedules, Startup Tab

Options on the Startup tab allow you control the scheduler's startup options. From the Schedules pane, click Properties. The Schedules - Properties dialog opens. Click the Startup tab. For example:



Options include:

- **First time the system starts**—Select this option to run the backup the first time that the computer starts, once per day. This backup runs at midnight as long as the computer is not turned off at night.
- **Every time the system starts**—Select this option to run the backup every time that the computer starts.
- **Delay backup at start-up**—Spin to the number of minutes that you want to wait before the backup begins. This option allows the computer to start all of the other processes that it normally starts before beginning the backup.
- **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 computer starts up. If this option is not selected, the scheduler is removed from the Startup group.

Editing Configurations

There are two ways to edit a configuration. You can:

- Expand the folder for the configuration you want to edit.
- In the left pane, right-click a user and select Go To Configuration from the pop-up menu. This option expands the configuration associated with the user and displays the configuration in the right pane.

After defining or editing the user configuration, the configuration becomes available in the Configuration List. After you have modified the configuration, all users are updated and will receive the new configuration the next time they connect to the server.

To update the configuration for all servers, right-click the configuration in the left pane, and select Distribute from the pop-up menu. For more information on distributing configurations, see Distributing Configurations to All Servers later in this chapter.

Setting the Default User Configuration for New Users

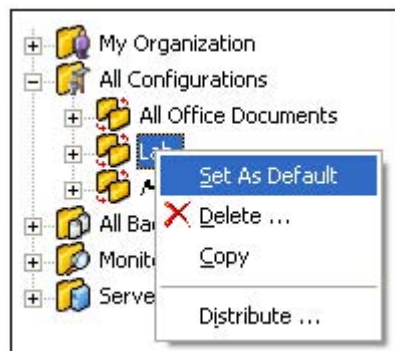
Use the Set as Default option to automatically configure new users as they log on to the server with a predefined list of backup sets and options. This option allows you to set configurations for new users that do not have an explicit user configuration.

Note: If the user is not in protected mode, they will be able to modify these definitions.

To set a configuration as the default, follow these steps:

1. In the left pane, expand the All Configurations folder by clicking the plus sign.

2. Right-click the configuration you want to set as the default, and select Set As Default from the pop-up menu.



The default configuration appears in bold, italic characters.

3. If you no longer want this configuration set as the default, right-click the All Configurations folder, and select Clear Default Configuration from the pop-up menu.

Predefined Configurations

To help you get your users up and running in the shortest amount of time, BrightStor ARCserve Backup for Laptops & Desktops is shipped with two predefined user configurations. Each configuration has a backup set associated with it. They are designed for users who want to connect to the server using TCP/IP, but can be modified by administrators who want to use other connection methods. Predefined configurations include:

- **My Documents**—Contains the My Documents backup set, which backs up the My Documents folder on the user's local drive. This configuration is set as the default configuration when it is placed on the BrightStor ARCserve Backup for Laptops & Desktops server.

Note: If you are upgrading from a previous version of BrightStor ARCserve Backup for Laptops & Desktops, then the My Documents configuration will not be set as the default.

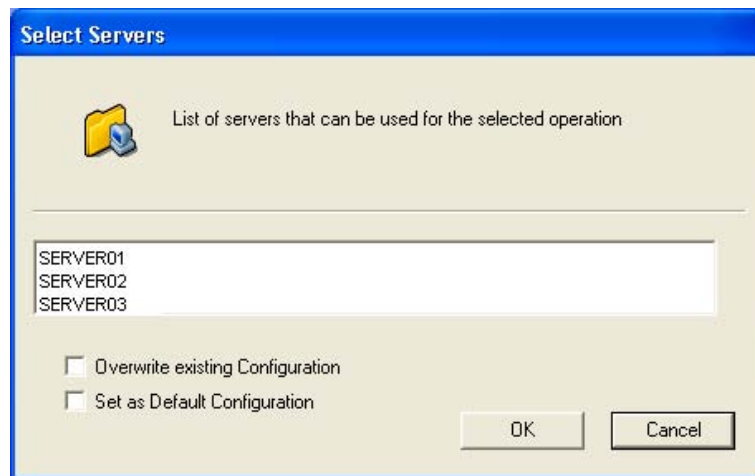
- **All Office Documents**—Contains the All Office Documents backup set, which backs up all the .doc, .xls, and .ppt files on the local drive.

The predefined configurations are automatically placed on the server when you install the BrightStor ARCserve Backup for Laptops & Desktops server software. If you already have a configuration with the same name as a predefined configuration, the predefined configuration is not be written to the server.

Distributing Configurations to All Servers

After you have created a configuration, this configuration can be distributed to all of the servers in the Server Explorer. A configuration only needs to be created once; if changes are made, this option allows you to update the configuration once for all of the servers. To distribute a configuration to all of your servers, follow these steps:

1. In the left pane, right-click the configuration that you want to distribute, and select Distribute from the pop-up menu. The Select Servers dialog opens, displaying a list of the servers that the configuration can be distributed to. For example:



2. This list represents all of the BrightStor ARCserve Backup for Laptops & Desktops servers that are currently connected to the Server Explorer, as well as those servers that have had user name and password information saved. Select a server from the list. To select multiple servers, use the Shift and Ctrl keys.
 - If you want to overwrite an existing configuration on the target server with the same name, select the Overwrite existing Configuration check box. If you do not select this check box, and there is a configuration with the same name on the target server, then this configuration will not be distributed.
 - If you want to set the configuration as the default on the target server, select the Set as Default Configuration check box.
3. Click OK. The Server Explorer connects to all the servers and distributes the configuration according to the options specified. When the process is complete, click Done.

Data Growth Management

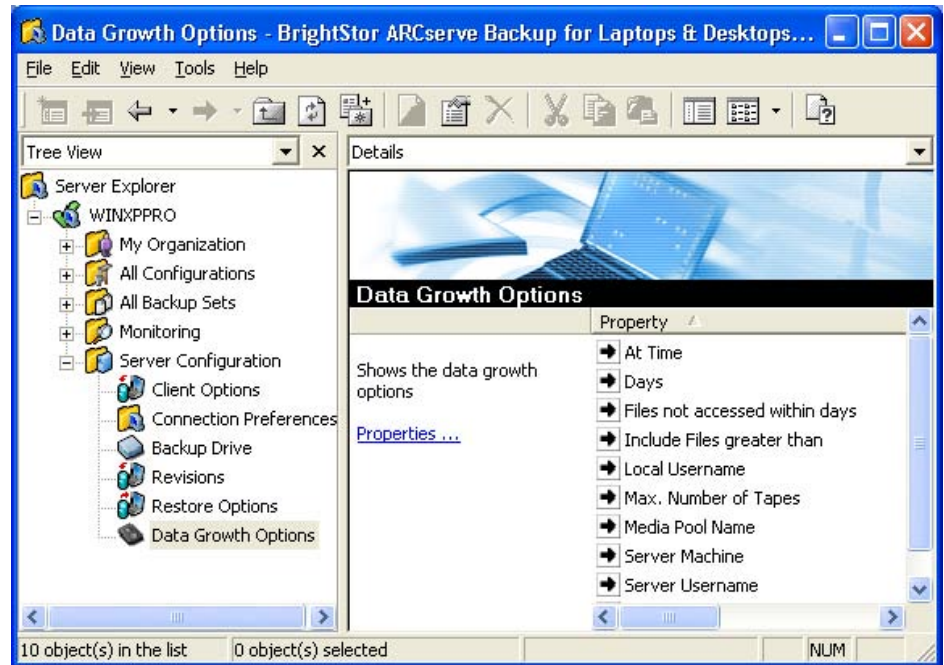
Data Growth Management allows you to automatically migrate old backup data on your BrightStor ARCserve Backup for Laptops & Desktops server to a tape on a BrightStor ARCserve Backup server.

The backup data is physically transferred from the BrightStor ARCserve Backup for Laptops & Desktops server to the BrightStor ARCserve Backup server, but the files can still be restored by both BrightStor ARCserve Backup for Laptops & Desktops administrators and users. The administrators control which files should be migrated.

Transferring your old backup data to a tape on a BrightStor ARCserve Backup server offers the following advantages:

- Frees up hard drive space for more recent data on the BrightStor ARCserve Backup for Laptops & Desktops server
- Adds an extra layer of backup security to your BrightStor ARCserve Backup for Laptops & Desktops data, especially if your BrightStor ARCserve Backup data is backed up to an off-site repository
- Allows you to safely archive old data without using otherwise critical resources

Click Data Growth Options in the left pane. Properties display in the right pane. For example:



BrightStor ARCserve Backup administrators can also back up BrightStor ARCserve Backup for Laptops & Desktops without moving data. You can use BrightStor ARCserve Backup's data protection to copy data from BrightStor ARCserve Backup for Laptops & Desktops. For details, see BrightStor ARCserve Backup documentation.

Click Properties to display the Data Growth Options dialog. Use this dialog to set up a Data Growth job, which searches the BrightStor ARCserve Backup for Laptops & Desktops server for files that can be migrated.

Working With Backup Sets

A *backup set* is a group of files related to one another by something they have in common, for example location, extension, and project type.

Use backup sets to organize data. For example, all the files associated with a project can be grouped under a backup set name corresponding to that particular project. You can also establish backup sets following a setup similar to how you have organized your computer. Review how data is organized and create backup sets accordingly. The following sections describe:

- How to use the predefined backup sets
- How to design a backup set
- Examples of backup sets
- Naming backup sets
- Selecting files to back up
- How to set backups on an automated schedule, or perform on demand

Designing a Backup Set

Getting the most from BrightStor ARCserve Backup for Laptops & Desktops starts with a little planning and organization. Consider the most suitable method of categorizing backups in your organization. For example, do you group files by projects or cases? If you do, then you may want to define a backup set by name and location, because it allows you to group files of many different types into a topic name. If you group files by file type, then it makes more sense to define your backup sets by file type as well.

It is a good idea to get in the habit of establishing a backup set for each of your projects. This provides you with a convenient method of gathering data, should the need arise to restore and review files related to specific projects or cases.

Accounting Databases and Files

When performing backups, you may want to back up and then restore accounting files in the same way that they existed, at specific points of time. Many databases are made up of groups of tables that previously existed as just files. You can use BrightStor ARCserve Backup for Laptops & Desktops to back up your accounting backup sets as a group, from specific points in time. When you want to review your corporate books for auditing or testing, you can restore your files by selecting the appropriate revisions.

Document Control Backup Sets

You can create a backup set that includes a particular document, or group of documents. Company standard operating procedures, technical specifications, drawings, and bills of materials are examples of document types that can be placed in this kind of backup set. Because all of these documents may be revised at some point, it is important to maintain a record of the previous revisions.

This is simple with BrightStor ARCserve Backup for Laptops & Desktops. The first question to answer is, "Do I create a single document backup set or a group backup set?" The second question is, "Is it more important to maintain the individual document in a discrete backup set so that I can restore it more easily at a later date; or, is the relationship of the group of documents to each other more important than the discreteness of the backup?" Group backup sets are good for design projects, where a change to one document affects other documents; therefore it is important to maintain this relationship.

Naming individual backups as events helps you control document status. Use terms that are descriptive, such as revision number, amendment number, change notice number, and modification number to describe the state of a document.

Legal Case File Backup Sets

Enter the case name or case number as the backup set name, and then select all of the pertinent files for that case. If you set up your legal case backup sets this way, then it gives you the ability to rebuild case files from specific points in time, which may later be used to study the case, or build a new one. For example, if you set up your backup set this way, it would be easier to locate a specific milestone in a case that you may need for a deposition.

Proposals and Quotes

Proposals and quotes are good for backup sets because even though changes are made fairly frequently, the amount of text that changes is minimal. A proposal can be named to identify it with the product or service being sold. Each time the proposal is rewritten to send to the next company, enter the company name followed by the proposal number.

Project Backup Sets

Each time work begins on a new project, you may want to establish a backup set with an identical project name. As relevant files are created for the project, add a reference to these files in the backup set definitions for that project. If possible, store all relevant files in a specific location. This ensures that as new files are added, they will be included in the project backup set automatically. All pertinent files you have access to under that project should be included as part of the project backup. This allows you to restore all files associated with this project in the future.

Naming individual backups as events helps you achieve this project granularity. You may want to use terms like baseline, end phase one, prototype version number, unit testing, production test, and so on.

These naming conventions are important for when you need to rebuild the history of a project for disaster recovery, historical review, auditing, or create a new project from an old project. Creating new projects from old data can be useful when a project is redirected because of a management change. BrightStor ARCserve Backup for Laptops & Desktops gives you the ability to revert back to a previous project milestone. In many cases, this allows the project team to react to the redirection faster by not having to start over from the beginning.

Software Development Backup Sets

Define a backup set for the program under development and select all source files associated with this program or version. You may want to include all executables, source files, libraries, compilers and any associated files documenting the configuration of a program at specific stages in production. Setting up a backup set in this manner helps during the production and testing process.

For example, assume that after completing a specific phase of unit development, you performed a backup of all your files, and then froze the backup state. During the next phase of development these files were now modified, but you were not happy with the modifications, and wanted to return the files to their previous state. Using BrightStor ARCserve Backup for Laptops & Desktops, you can now easily return all of your files to their previous state.

Defining Backup Sets

To define a backup set:

1. Name the backup set.
2. Select files to include in the backup set.
3. Set the backup frequency as either:
 - Manual
 - Scheduled, according to particular days and times
 - Automated, according to machine startup or TCP/IP activation

Creating a New Backup Set

To create a new backup set, select All Backup Sets in the left pane, and then click New Backup Set in the right pane.

Naming a Backup Set

The name of a backup set is a label associated with the type of data it contains. Backup set names should be indicative of the type of data that is backed up by the set. For example, your company's accountant may need to be able to recreate supporting data for each quarter and year-end. The accountant can create a backup set to gather all the supporting documentation and attach a descriptive name to each backup set.

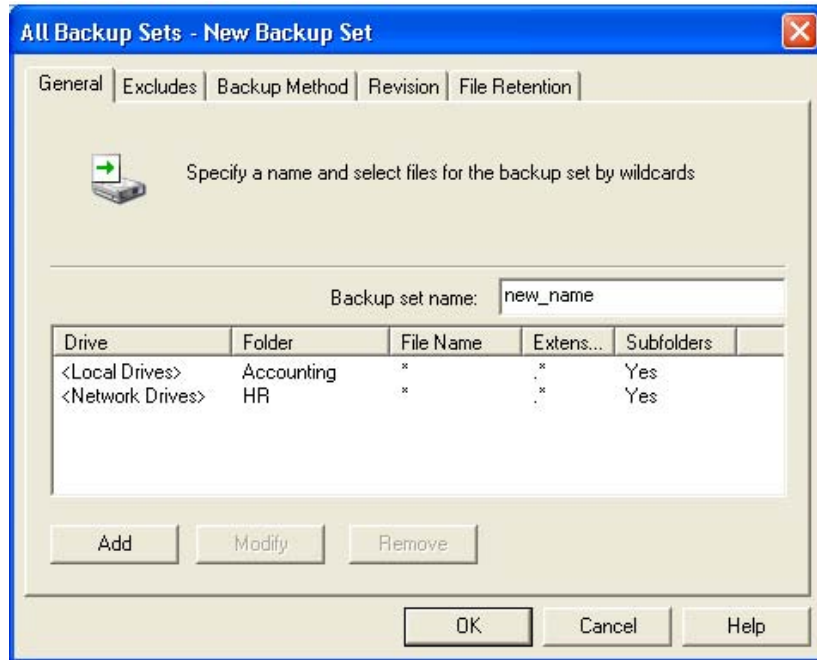
Using the Backup Set Dialog

You can back up files individually or as part of a group. Backup sets are typically used when backing up well known files that are always located at the same place; for example, autoexec.bat and config.sys.

You can also select files by extension and use wildcards. For example, suppose you have a data folder and you want to back up each file currently located in this directory (and subdirectory) and each file you will create in future in this directory. This option allows you to use the asterisk (*) and question mark (?) wildcard characters.

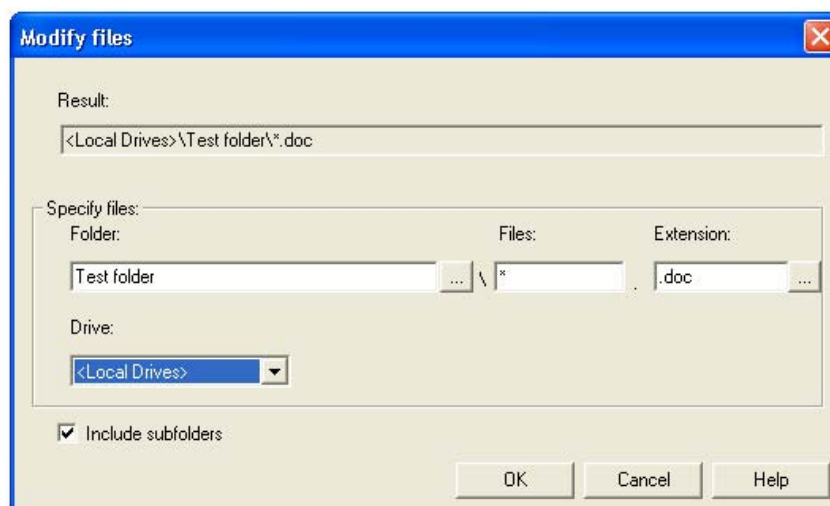
Backup Set Dialog, General Tab

Select the General tab to specify the locations and types of files that you want included in the backup set:



To add a definition, click Add. Enter the necessary information, and then click OK. To remove a definition, highlight the definition and click Remove.

To change a definition, highlight the definition and click Modify. The Modify files dialog opens. Make the necessary modifications, and then click OK. For example:



You can back up applications from local drives, removable media, network drives, or special operating system folders. Fields include:

- Folder**—Specifies a specific folder to include in the backup set. Wildcards can be used. An asterisk (*) represents zero or more characters. A question mark (?) represents a single character.

In this first example, BrightStor ARCserve Backup for Laptops & Desktops backs up files with folder names such as C:\tim, C:\term, and C:\tm.

```
<C:>\t*m\*. *
```

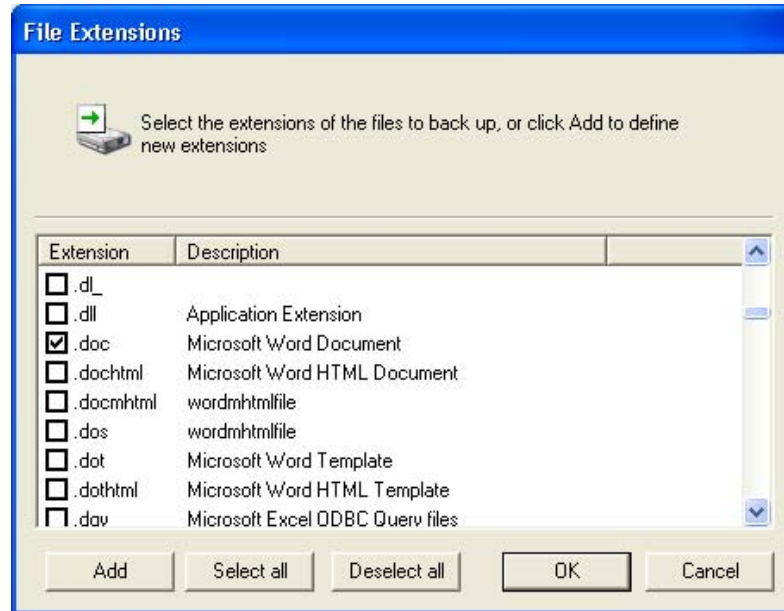
In this second example, BrightStor ARCserve Backup for Laptops & Desktops backs up files with folder names such as C:\tom and C:\tim. However, it would not back up C:\term or C:\tm, because the question mark only represents one character.

```
<C:>\t?m\*. *
```

To include subfolders of the selected folder, select Include subfolders.

- Files**—Specifies a particular file name to include. Wildcard characters can be used.

- Extension**—Specifies file extensions to include. Wildcard characters can be used. When you click the ellipse (...) button, the File extension dialog opens. For example:



To select a file extension, click the file extension check box. To deselect a file extension, clear the check box. To select all extensions, click Select all. To clear all extensions, click Deselect all.

To add a new file extension, click Add. The Add new extension dialog opens. Enter the extension and an (optional) description, and then click OK. Extensions added this way are not permanently added to the extension list; they are only added for the current backup set.

- Drive**—Specifies where BrightStor ARCserve Backup for Laptops & Desktops should begin looking for files to include in the backup set. This can be a specific drive, a special folder, or a defined list of drives.

Note: When you select a folder for backup, you are instructing BrightStor ARCserve Backup for Laptops & Desktops to search within that folder for the types of files that you specify in the File Extensions field. If no files within the specified location meet your criteria, no files are backed up. Click the Extension browse button to open the File Extensions dialog.

Backup Set Dialog, Excludes Tab

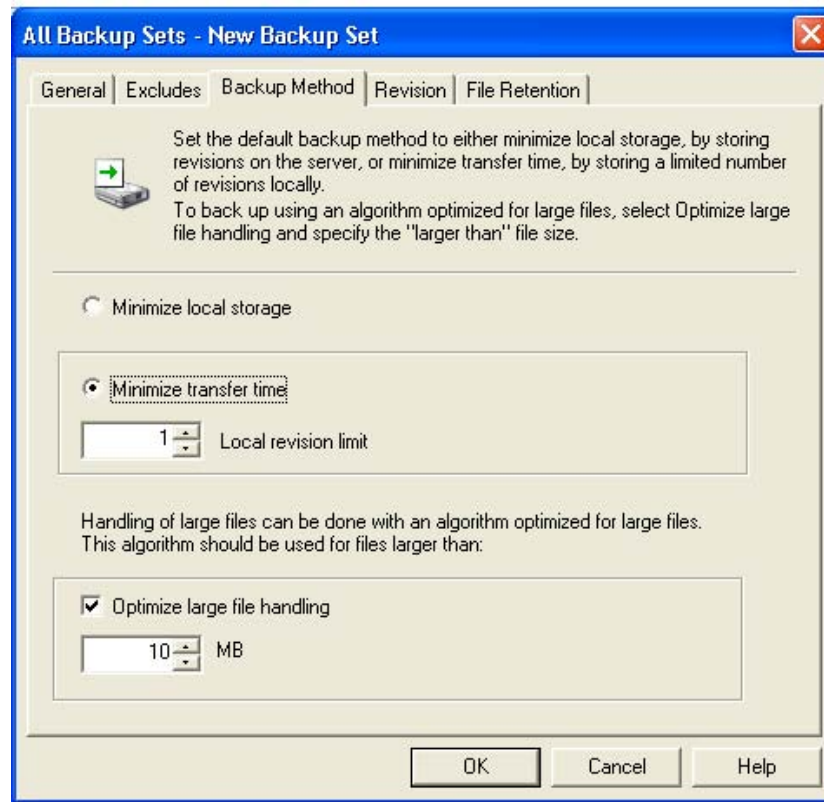
Select the Excludes tab to exclude files of a particular type from the backup set. By default, the Recycle Bin, the Temporary Internet Files directory, and all related subfolders are automatically excluded. For example:



To add an exclude definition, click Add. On the dialog, identify all of the definitions that you want to exclude, and then click OK.

Backup Set Dialog, Backup Method Tab

Select the Backup Method tab to minimize local storage, by storing revisions on the server, or to minimize transfer time, by storing a limited number of revisions locally. You can also choose whether or not to optimize the backup for large file handling. To optimize for large files, select the check box and spin to the file size. For example:

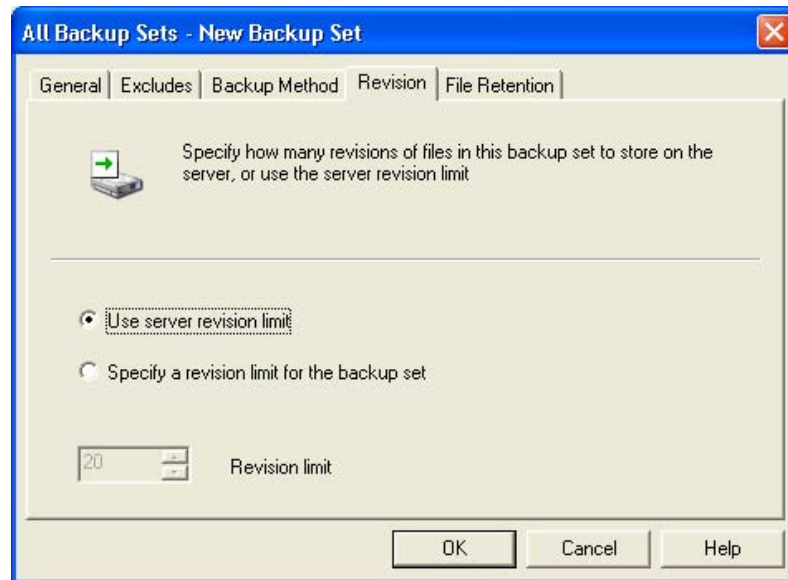


In this example, the Optimize large file handling option is selected, and the size is set at 10 MB.

Important! Changing your backup method after a backup has taken place will result in rebaselining all of the files backed up by the backup set. If you switch from Minimize transfer time to Minimize local storage, all local revisions will be removed.

Backup Set Dialog, Revision Tab

Select the Revision tab to define how many revisions of files backed up by the backup set are stored on the server. For example:

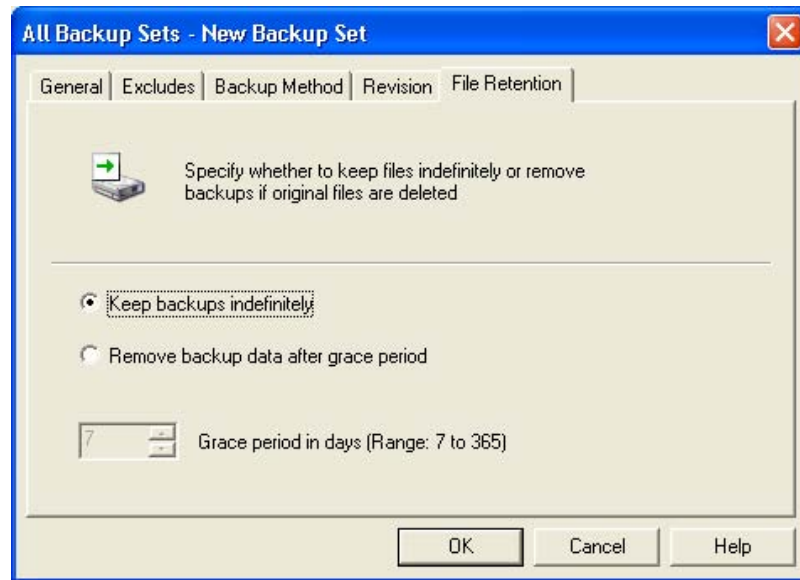


If a file is backed up by a backup set that specifies a revision limit, and then later is backed up by a set that specifies unlimited revisions, the number of revisions of that file is limited to the number of revisions specified by the limited set.

If a file is backed up by a backup set that specifies $<n>$ number of revisions, and then later is backed up by a set that specifies more than $<n>$ revisions, the number of revisions of that file stored on the server will be the larger of the two numbers.

Backup Set Dialog, File Retention Tab

Select the File Retention tab to determine how to handle backed up files after original files have been deleted.



When BrightStor ARCserve Backup for Laptops & Desktops detects that the original copy of a backed up file has been deleted, it:

- Keeps the backup indefinitely (this is the default value)
- Removes the backup data after a specified grace period

Note the following:

- The grace period begins when BrightStor ARCserve Backup for Laptops & Desktops detects the file has been deleted (the first backup after the deletion).
- If a file exists in two backup sets with different grace periods, the longer grace period takes precedence.
- If a file exists in one backup set with a grace period specified and in another backup set that does not specify a grace period, the file is removed when the grace period expires.

- The file revision options are not applied retroactively. For example, suppose that you have a backup set that does not specify a grace period, and after performing several backups, you decide to specify a grace period. In this case, BrightStor ARCserve Backup for Laptops & Desktops does not reference the files that have already been backed up against the files on the hard drive. Therefore, a backed up copy of a file that was deleted before the grace period was specified remains in the backup data forever.

Modifying Backup Sets

To modify an existing backup set, select the backup set in the left pane, and then click Properties in the right pane. This opens the All Backup Sets dialog, explained in the previous sections. Use this dialog to modify the attributes of the backup set according to your needs. After you have made your changes, click OK.

Deleting Backup Sets

To delete a backup set, follow these steps:

1. Expand the All Backup Sets folder in the left pane.
2. Right-click the backup set you want to delete and select Delete from the pop-up menu.

Note: If the backup set you are trying to delete is currently assigned to a configuration, you cannot delete it. After you remove the backup set from all the configurations to which it has been assigned, the Delete option becomes available.

3. Click Yes on the Confirm Delete dialog.

Assigning Backup Set

To assign a backup set to a particular configuration, you can copy the backup set from the list of available backup sets and paste it on the backup sets folder of any configuration. This function can also be performed by using the conventional drag-and-drop method of cutting and pasting.

Predefined Backup Sets

BrightStor ARCserve Backup for Laptops & Desktops is shipped with a number of predefined backup sets. These backup sets offer examples of the types of backup sets that you may want to define for your company. You can also use them as actual backup sets that are distributed to users, so that users can begin to back up their data immediately.

The following backup sets are shipped with BrightStor ARCserve Backup for Laptops & Desktops server:

- **My Documents**—Backs up all the files located in the My Documents folder. Temp files (.tmp) are excluded from being backed up by this backup set.
- **All Office Documents**—Backs up all .doc, .xls, and .ppt files on the local drive.
- **All Outlook Files**—Backs up all .pst and .pab files on the local drive.
- **Internet Explorer Favorites**—Backs up all the items in the Internet Favorites folder.
- **Pocket PC Files (ActiveSync)**—Backs up all Pocket PC files that are transferred between devices using ActiveSync.
- **Pocket PC Backups (ActiveSync)**—Backs up all .stg files on the local drive.
- **Local Users Backupset**—Backs up local users.

These backup sets are automatically placed on the server when you installed the BrightStor ARCserve Backup for Laptops & Desktops. If you already have a backup set with the same name as a predefined backup set, the predefined backup set will not overwrite the original one.

To distribute a predefined backup set to a BrightStor ARCserve Backup for Laptops & Desktops user, follow these steps:

1. After logging in to the server, expand the All Backup Sets folder to view the predefined backup sets.
2. Select a backup set and click Properties in the right pane for more information about the files the set will back up. If necessary, edit the backup set to meet your specific needs.

3. After choosing a backup set, right-click it and select Copy from the pop-up menu.
4. Expand the All Configurations folder to view your entire user configuration. Then expand the folder of the configuration you want to assign the backup set to, right-click the Backup Sets folder, and select Paste from the pop-up menu. Click Yes on the confirmation dialog.
5. If all the clients using the configuration are located on the local server, then your task is complete. The next time the users assigned to the configuration log in to the server, the new backup sets will be transferred to their clients.

Distributing Configurations

To distribute the configuration to remote servers, follow these steps:

1. Right-click the configuration and select Distribute from the pop-up menu.
2. Select the server you want to distribute the configuration to by highlighting it in the Select Servers dialog. To select multiple servers, use the Shift and Ctrl keys.
3. Click OK. The Server Explorer connects to all of the highlighted servers, and then distributes the configuration according to the options specified. When the process is complete, click Done.

The next time that users log on to the server, they will receive this configuration and backup set information. They can use this backup set to begin backing up their own data immediately. If you also specified a schedule for the backup sets, the schedule will run and start to back up the user's data automatically.

Monitoring System Activity and Generating Reports

The BrightStor ARCserve Backup for Laptops & Desktops server is capable of monitoring different types of information about users and system activity. Information can be monitored from either the Monitoring Tree View, or as static information in reports.

The Server Explorer keeps track of which client computer's data is currently being processed, which clients are currently connected, the amount of free space available on the server drive, and any errors or attempted security breaches encountered while transferring data. Monitoring functions include:

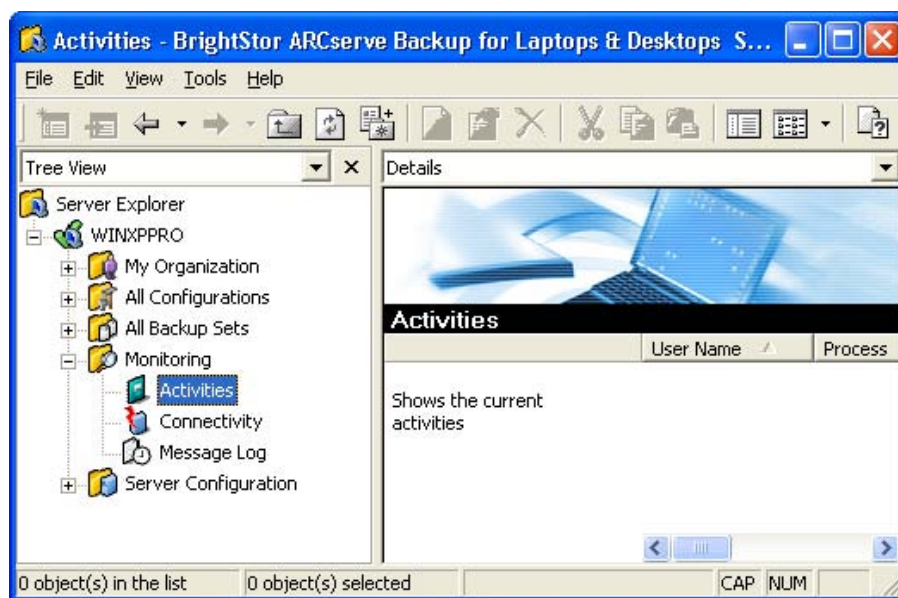
- Activities
- Connectivity
- Message Log

Each of these areas provides specific, up-to-date information regarding the operation of the BrightStor ARCserve Backup for Laptops & Desktops server.

BrightStor ARCserve Backup for Laptops & Desktops reports can be used to help you keep track of your clients. They provide information about the amount of disk space available on your servers, and the assets available on your clients. You can generate reports on the organization of your users, user configurations, past backups, and the amount of storage space available on the server. Data can be sorted and filtered, to ensure that you view only information that you want to see. For more information on reports, see the section Reports later in this chapter.

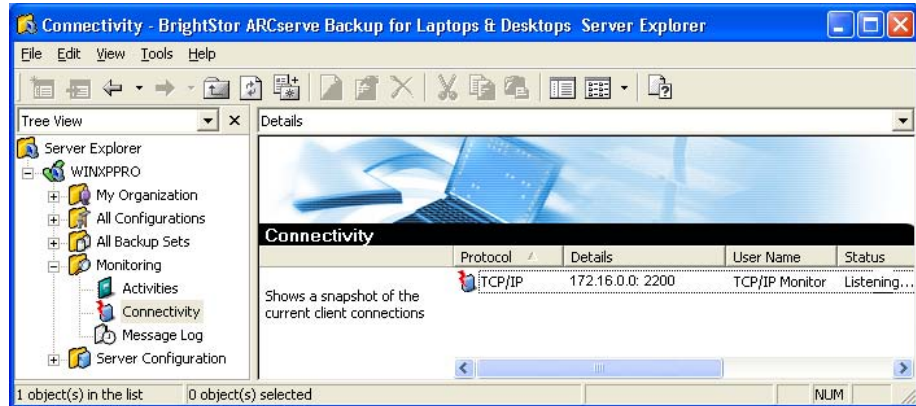
Activities Monitor

The Activities Monitor displays all of the users that have data currently being processed by the server. After data is sent from client computer, the server processes and then stores the data in the user's account. This dialog updates as the data is being processed. Use this dialog to view the amount of data currently being processed by the server. For example:



Connectivity Monitor

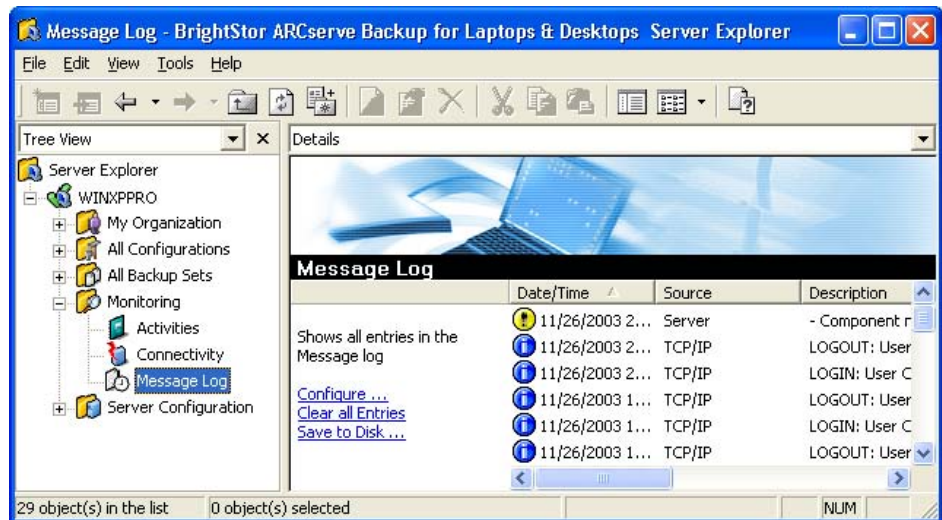
The Connectivity Monitor displays all of the user TCP/IP addresses and user names currently connected to the server, and their active protocols. This dialog updates as users log in and out of the server. Refer to this dialog when users have difficulty connecting to the server. For example:



Message Log Monitor

Use the Message Log Monitor to view all program messages. The Message Log provides a brief description of events, allowing you to take corrective actions if an error occurs. Informational messages are also included to allow you to track normal BrightStor ARCserve Backup for Laptops & Desktops activities.

Each message indicates the date and time posted, the source of the message, and a brief description of the event. For example:



When you highlight Message Log in the left pane, the options Configure, Clear all Entries, and Save to Disk appear in the right pane. These options are explained in further detail in the sections entitled Message Log Tab, email Tab, and Event Log Tab.

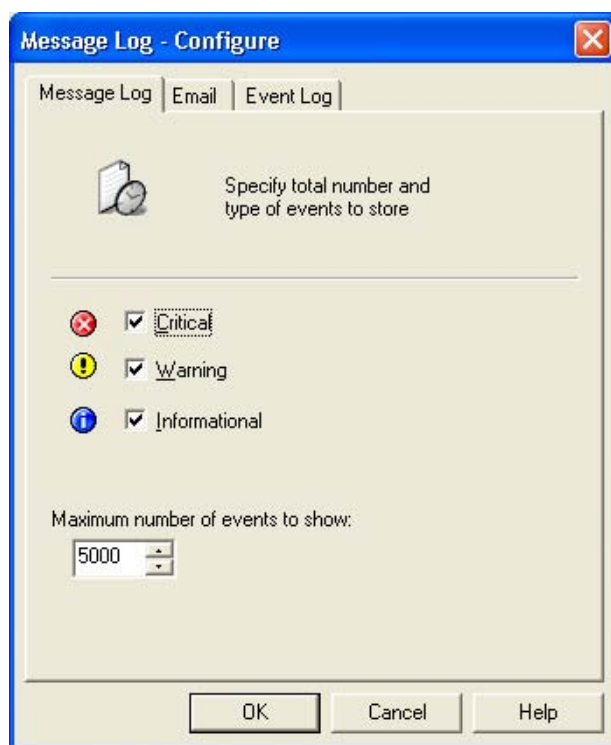
Message Log Configuration

While BrightStor ARCserve Backup for Laptops & Desktops allows you to track many different types of events, the importance of these events can vary greatly. As such, you can specify that messages of major importance be displayed, while messages of minor importance be dismissed. BrightStor ARCserve Backup for Laptops & Desktops automatically detects which notification methods are available, and disables the communication methods that are unavailable.

To access the Message Log, click Message Log in the left pane, and then select Configure in the right pane. The Message Log – Configure dialog opens. Each tab on this dialog is explained in the following sections.

Message Log Tab

Select the Message Log tab to mark the categories of message type you want to log, and choose the maximum number of events to be stored.



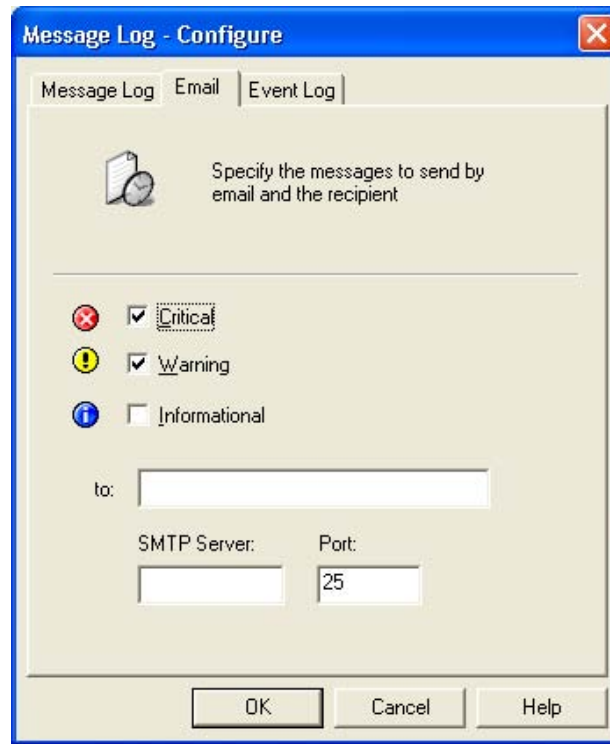
Options include:

- **Critical, Warning, Informational**—Select the types of messages that you want displayed in the Message log.
- **Maximum number of events to show**—Spin to the maximum number of events that you want to show in the Message log.

Note: Because of the potentially high volume of informational messages, after the server is correctly configured, you may want to disable informational message logging.

eMail Tab

Select the Email tab to indicate whether to send Message log entries using email to a person at your company. For example:



Options include:

- **Critical, Warning, Informational**—Select the types of messages that you want to be notified of through email.
- **to**—Enter the email address of the person you want to send the messages to in the To: text box. Click the ellipse (...) button to open the Windows Address Book for easy email address selection. Ask your administrator for details on where to send Message log email messages.

This option requires that the MAPI email client software be installed. Email messaging to groups of users is not supported.

- **SMTP Server**—Enter the name of the SMTP server.
- **Port**—Enter the port number.

Event Logging Tab

Select the Event Log tab to specify the types of messages sent to the Event Log. Select the check boxes to indicate the types of messages, and then click OK. For example:



Reports

BrightStor ARCserve Backup for Laptops & Desktops reports can be used to help you keep track of your clients. They provide information about the amount of disk space available on your servers, and the assets available on your clients. You can generate reports on the organization of your users, user configurations, past backups, and the amount of storage space available on the server. Data can be sorted and filtered, to ensure that you view only information that you want to see.

To generate a report, select the user, organization, or server from the Tree View in the left pane, and then click the report in the right pane.

The following table lists which reports can be run on users, organizations, and servers. Reports run at the server level include all of the organizations and users on that server.

| Report | User | Organization | Server |
|-------------------------|------|--------------|--------|
| Activity Report | X | X | X |
| Analyzer Report | | | X |
| Applications Report | X | X | X |
| Backup Logs Report | X | | |
| Changed Files Report | X | | |
| Configuration Report | X | X | X |
| Data Growth Jobs Report | | | X |
| Hardware Report | X | X | X |
| Migrated Files Report | X | X | X |
| Organization Report | | X | X |
| Restore Logs Report | X | | |
| Server Storage Report | | X | X |

BrightStor ARCserve Backup for Laptops & Desktop reports are generated using XML, and are displayed in Internet Explorer. You must have Internet Explorer Version 6.0 installed to run the reports.

You can save any report by selecting Save As from Internet Explorer's File menu, and then selecting a location on the local computer. Reports must be saved to a local computer, because the XML style sheet that BrightStor ARCserve Backup for Laptops & Desktops uses to display the reports is located in the installation folder.

Reports can also be opened in Microsoft Excel for XP. After opening the file in Excel, if you are presented with the Open the file with the following style sheet applied dialog, browse to the .xls file in the BrightStor ARCserve Backup for Laptops & Desktop installation directory, and click OK.

Viewing and Printing Reports

BrightStor ARCserve Backup for Laptops & Desktops requires Internet Explorer Version 6.0 or later to view reports.

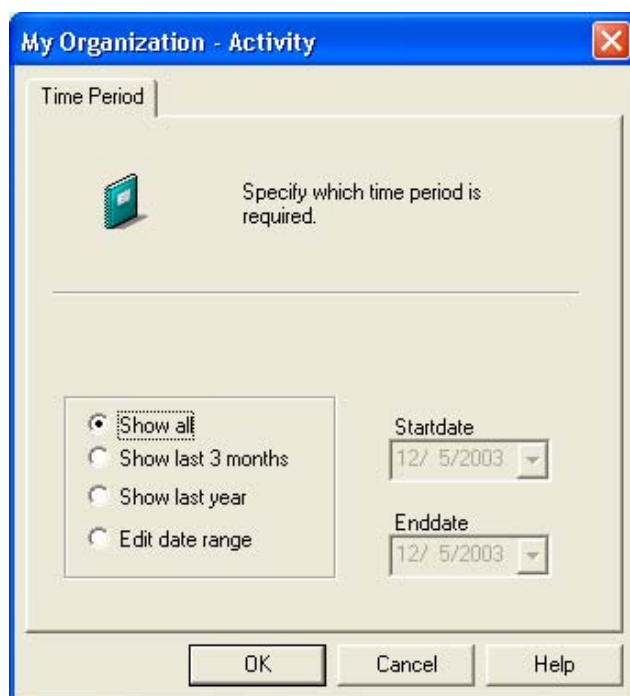
- To print a report from Internet Explorer, select File, Print.
- To save a report from Internet Explorer, select File, and Save As. Navigate to the desired folder on your **local** computer and click Save.

Reports are listed in the following sections, in alphabetical order.

Activity Report

The Activity Report records the time and date that each user logged on and off of the server. It also records the amount of data transferred between the client and server.

To generate an Activity Report, right-click the desired organization. From the pop-up menu, select Report, Activity. The Activity dialog opens. For example:



Filtering options include:

- **Show all**—Generates a report listing all of the activity that has taken place since the BrightStor ARCserve Backup for Laptops & Desktops server was installed.

- **Show last 3 months**—Generates a report listing all of the activity that has taken place within the last three months.
- **Show last year**—Generates a report listing all of the activity that has taken place in the last year.
- **Edit date range**—Generates a report listing all of the activity that has taken place in the time period specified in the Start date and End date boxes.

Click OK to generate the report. For example:

| Username | Login Date | Login Time | Logout Date | Logout Time | To Send (Bytes) | Sent (Bytes) | Received (Bytes) | Connect |
|----------------|------------|------------|-------------|-------------|-----------------|--------------|------------------|---------|
| USER1@CORP.COM | 12/1/2003 | 3:49 PM | 12/1/2003 | 3:49 PM | 0 | 0 | 0 | Unknown |
| USER2@CORP.COM | 12/1/2003 | 3:49 PM | 12/1/2003 | 3:49 PM | 31658 | 33464 | 192 | TCP/IP |

Fields on the Activity Report include:

- **Username**—Name of the user
- **Login Date**—Date the user logged in to the server
- **Login Time**—Time the user logged in to the server
- **Logout Date**—Date the user logged out of the server
- **Logout Time**—Time the user logged out of the server
- **To Send (Bytes)**—Amount of data the client is suppose to send to the server
- **Sent (Bytes)**—Amount of data the client sent to the server
- **Received (Bytes)**—Amount of data the client received from the server
- **Connect**—Method the client used to connect to the server

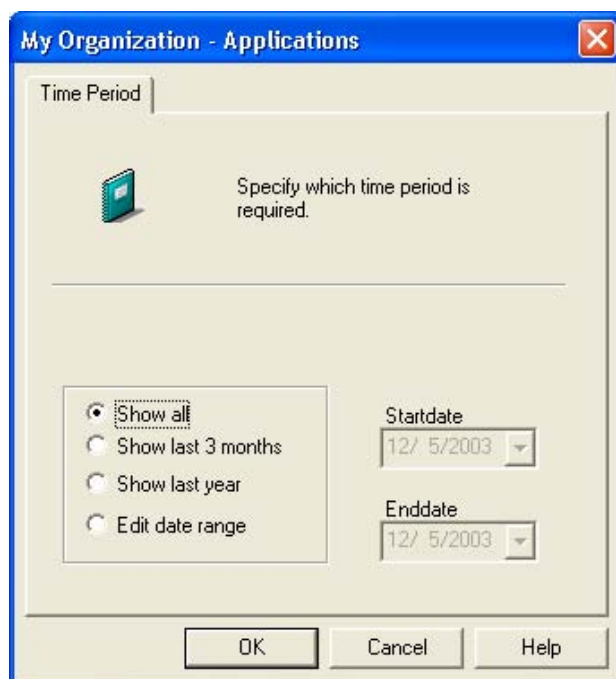
Analyzer Report

The Analyzer Report displays the results of running the BMBAnalyzer.exe file. Detected problems are highlighted.

Applications Report

The Application Report provides information about the different applications installed on the client computer. This information is useful for tracking application licenses.

To generate an Applications Report, right-click the desired organization. From the pop-up menu, select Report, Applications. The Applications dialog opens. For example:



Filtering options include:

- **Show all**—Generates a report listing all of the applications that have changed since BrightStor ARCserve Backup for Laptops & Desktops started tracking this information.
- **Show last 3 months**—Generates a report listing all of the applications that have changed in the last three months.
- **Show last year**—Generates a report listing all of the applications that have changed in the last year.

- **Edit date range**—Generates a report listing all of the applications that have changed in the time period specified in the Start date and End date text boxes.

If none of your applications have changed since BrightStor ARCserve Backup for Laptops & Desktops started tracking this information, a blank report is generated. Fields on this report include:

- Username
- Type
- Vendor-Name-Version
- Folder
- Filename
- Capture Data
- File Date
- Total Revisions
- File Size (Bytes)
- Compressed Size(Bytes)

Note: This information is only available if you have enabled Asset Tracking (Collect Software Info) for the client computer.

To record vendor and version information, you must select the Software check box in the Asset Tracking dialog. For more information, see Asset Tracking in the chapter “Configurations”.

Backup Log Report

The Backup Log Report displays information about the log file that was created during the backup. This report includes:

- The total number of files scanned
- The number of files that have changed since the last backup
- The total size of all of the backed up files

Changed Files Report

The Changed Files Report provides detailed information about all of the files that have changed, and provides a change history, that lists the times and dates of the file changes for each file. Filtering options on the Changed Files dialog include:

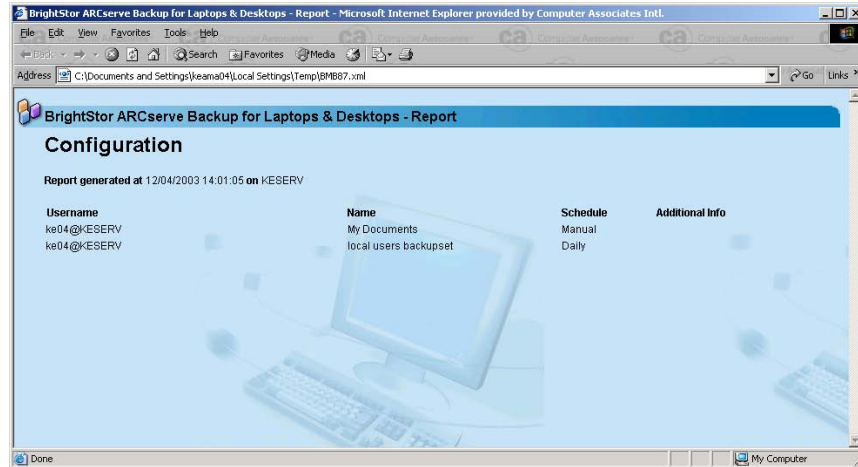
- **Show all**—Generates a report listing all of the files that have changed since BrightStor ARCserve Backup for Laptops & Desktops began tracking changed files.
- **Show last 3 months**—Generates a report listing all of the files that have changed in the last three months.
- **Show last year**—Generates a report listing all of the files that have changed in the last year.
- **Edit date range**—Generates a report listing all of the files that have changed in the time period specified in the Start date and End date text boxes.

Fields on the report include:

- Username
- Type
- Folder
- Filename
- Capture Date
- File Date
- Total Revision
- File Size
- Compressed Size

Configuration Report

The Configuration Report provides information about the configuration.



Fields on this report include:

- The full username
- The name of the backup set
- The type of schedule
- (Optional) Additional information about the configuration.

Data Growth Jobs Report

The Data Growth Jobs Report lists the BrightStor ARCserve Backup for Laptops & Desktops jobs that were submitted to BrightStor ARCserve Backup. Fields on the report include:

- Status
- Execution Time
- Job Type
- Last Result
- CDB Filename

Hardware Report

The Hardware Report provides information about hardware that the client computer is running on. It includes information about the CPU speed, and the amount of memory installed. It provides useful information that can be used when an administrator needs to troubleshoot problems on client computers.

To generate a Hardware Report, right-click on the desired user, organization, or server. From the pop-up menu, select Report, Hardware. From the Hardware dialog, select one of the following options:

- **Detail**—Creates a detailed report listing all of the hardware on the client computer for a selected organization or server.
- **Modification**—Creates a report that lists all of the hardware on the client computer (in the selected organization or server) that has changed since BrightStor ARCserve Backup for Laptops & Desktops started tracking this information.
- **Summary**—Creates a summary report listing all of the hardware on the client computer in the selected organization or server.

Note: This information is only available if you have enabled Asset Tracking (Collect Software Info) on the client computer.

Migrated Files Report

The Migrated Files Report lists all the files that BrightStor ARCserve Backup for Laptops & Desktops migrated to tape using BrightStor ARCserve Backup.

Organization Report

The Organization Report provides information about users and their status. It includes the name of the organization to which the user belongs, where the user data is being stored on the server, the last time the user logged in to the server, the user configuration, and information about the user status. It also lists the user ID, the user version of the BrightStor ARCserve Backup for Laptops & Desktops client, and the user deployment status.

Restore Log Report

The Restore Log Report displays the log that was created while restoring data. Fields on the Restore Log Report include:

- A list of restored files
- Restore location
- Restore date

Server Storage Report

The Server Storage Report provides information about the amount of disk space that an organization is using on the BrightStor ARCserve Backup for Laptops & Desktops server. This report may be sorted by either organization name, or by the total amount of disk space used. Organizations can be filtered to display only those organizations that exceed a specified amount of disk space.

To generate the report, right-click the organization. From the pop-up menu, select Report, Server Storage. The Server Storage dialog opens. For example:



Options include:

- **Show all users**—Runs a report listing all of the users in the selected organization or server, regardless of the amount of storage space they are using on the server.
- **Greater than**—Runs a report listing all of the users that are using more megabytes of storage space on the server than the amount given in the Min. spin box. Enter or spin to the minimum value.
- **Less than**—Runs a report listing all of the users that are using less megabytes of storage space on the server than the amount given in the Max spin box. Enter or spin to the maximum value.
- **Range**—Runs a report listing all the users that are using an amount of storage space on the server that falls between the values listed in the Min and Max spin boxes.

Sorting Reports

BrightStor ARCserve Backup for Laptops & Desktops reports support sorting. Data can be sorted by column in either ascending or descending order. To sort a report, follow these steps:

1. Click the column heading of the information that you want to sort. Column headings are displayed in bold text, and your cursor should change from an arrow to a pointing hand when it is placed on top of the column heading.
2. The information under the column heading can be sorted in either ascending or descending order. The column heading itself is raised slightly above the other column headings. An up arrow under the column heading indicates that the information is sorted in ascending order. A down arrow indicates that the information is sorted in descending order.
3. To change the sort order, click the column heading or the arrow a second time.

Running Reports on Multiple Servers

All of the BrightStor ARCserve Backup for Laptops & Desktops reports can be run on multiple servers. When a report on multiple servers is generated, it is identical to a report generated from a single server, user, or organization, except that it includes an additional column for servers. This column identifies which server the user and organizations belong to. To run a report on multiple servers:

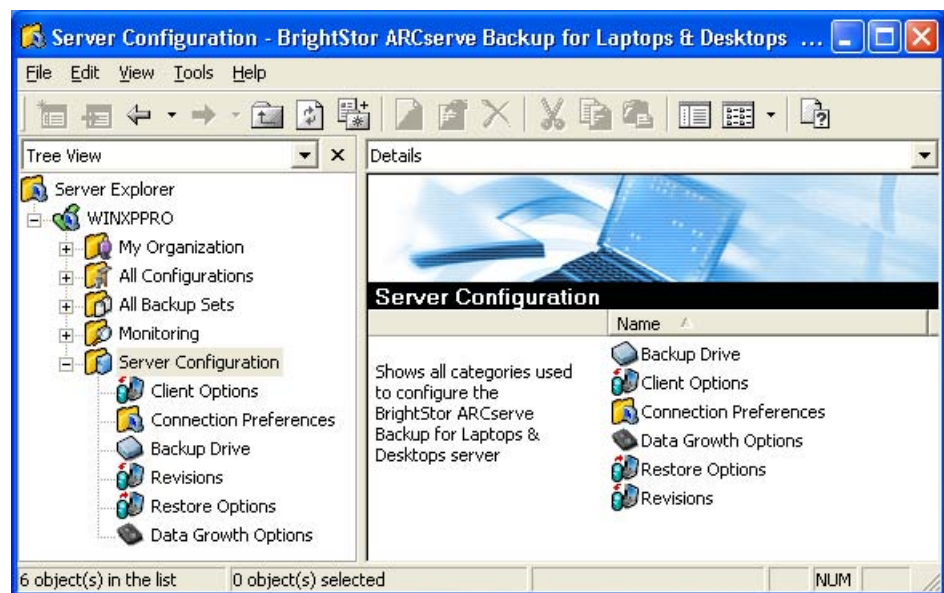
1. Select the BrightStor ARCserve Backup for Laptops & Desktops server folder in the left pane, to display a list of available servers in the right pane.
2. To select the desired server on which to run the reports, use the Shift and Ctrl keys to highlight the appropriate servers.

3. Right-click any one of the highlighted servers and select Report from the pop-up menu. From the Report menu, select the type of report you want to run.
4. The report is generated and opens in Internet Explorer. To sort the information on the report by server, click the Server column heading at the far left of the report.

Creating Server Configurations

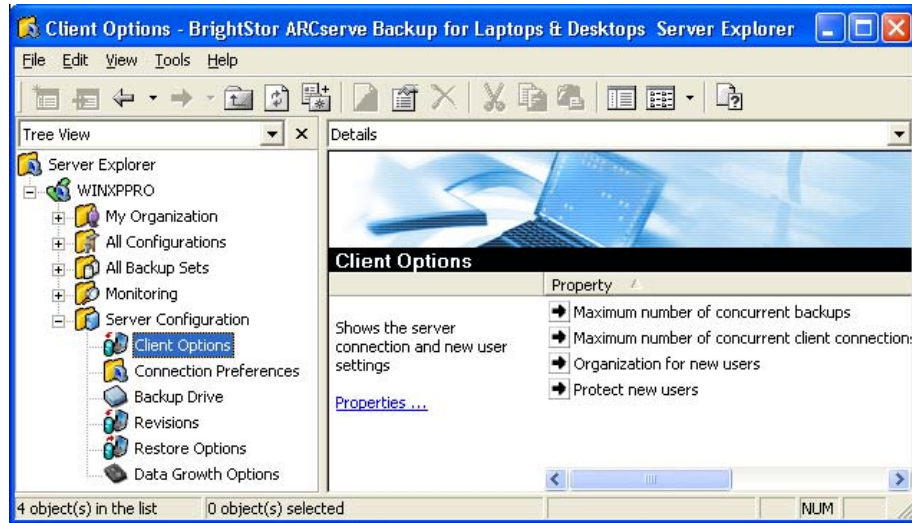
The correct configuration for the BrightStor ARCserve Backup for Laptops & Desktops server is essential for proper communications between the server and the client computers. Folders listed under Server Configuration in the left pane are used to view and modify defaults for the server components that control the backup and restore processes.

When you click Server Configuration in the left pane, server configuration options appear in the right pane. For example:

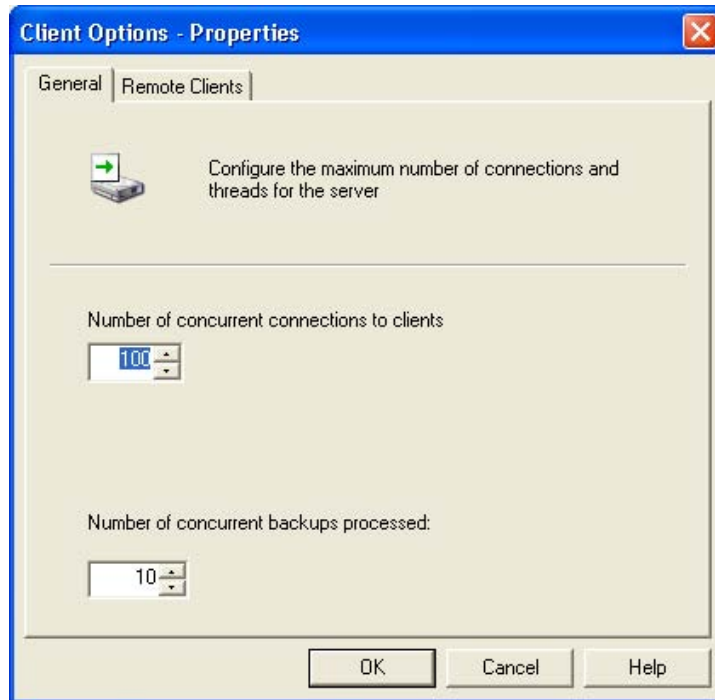


Client Options

To view client options, click Client Options in the left pane. Client Options are displayed in the right pane. For example:



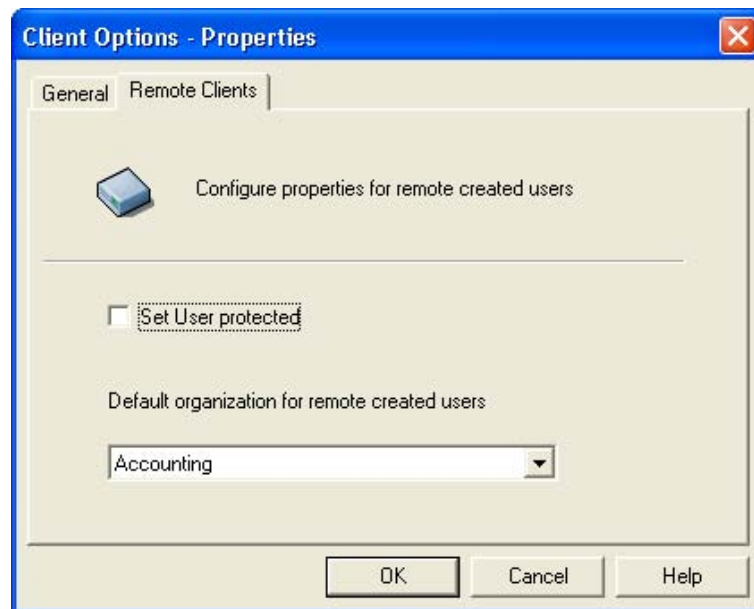
To change these settings, click Properties in the right pane to open the Client Options - Properties dialog.



The General tab allows you to configure the maximum number of connections and threads for the server. Options include:

- **Number of concurrent connections to clients**—Use the spin box to select the number of concurrent connections you want to the clients.
- **Number of concurrent backups processed**—Use the spin box to select the number of concurrent backups you want processed.

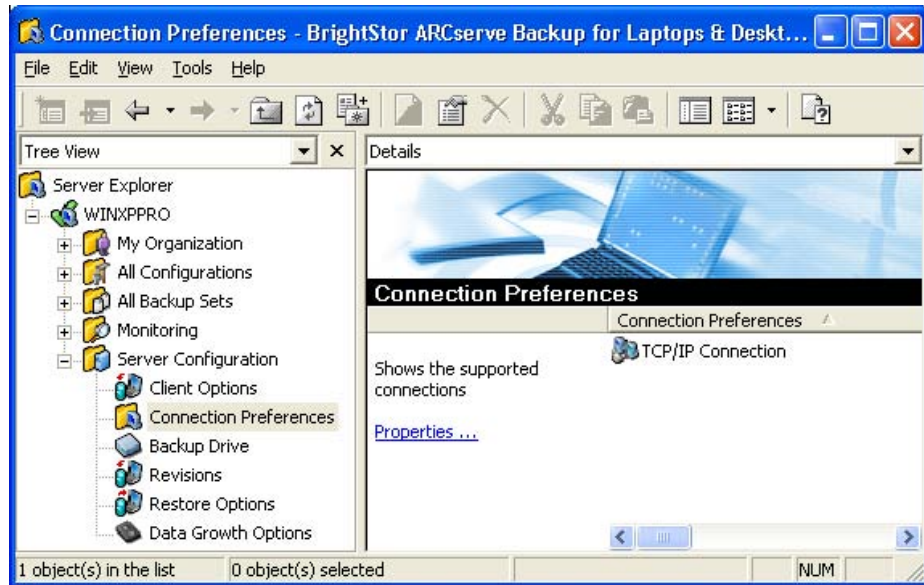
The Remote Clients tab defines default settings for remotely created users. A remotely created user is any BrightStor ARCserve Backup for Laptops & Desktops user who installed the client software from the CD, or any other process that was not initiated by the administrator. For example:



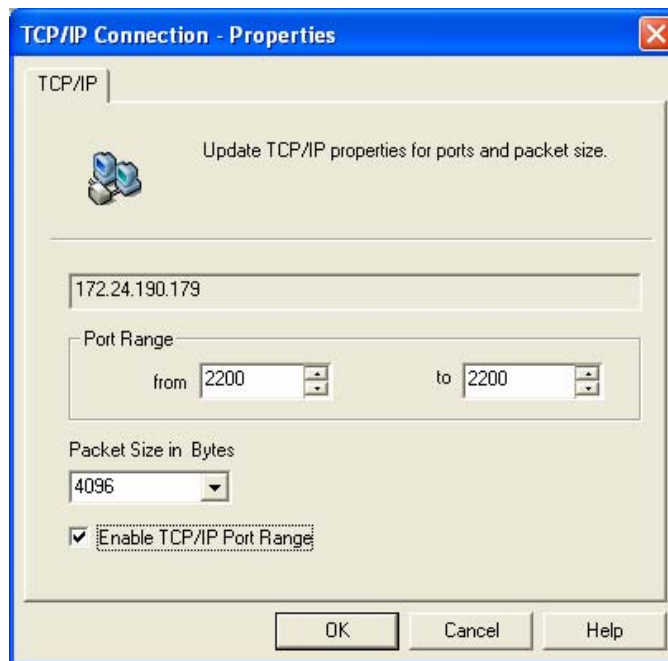
Connection Preferences

The TCP/IP Connectivity method allows you to communicate with the server using a network connection. The backup server must have a static IP address or a name resolution method. Typically, this method will be used while in the office, connected to the network, or connected to the Internet.

To change your connection preferences, select Connection Preferences in the left pane, and then click Properties in the right pane. For example:



The TCP/IP Connection - Properties dialog opens. For example:



Options include:

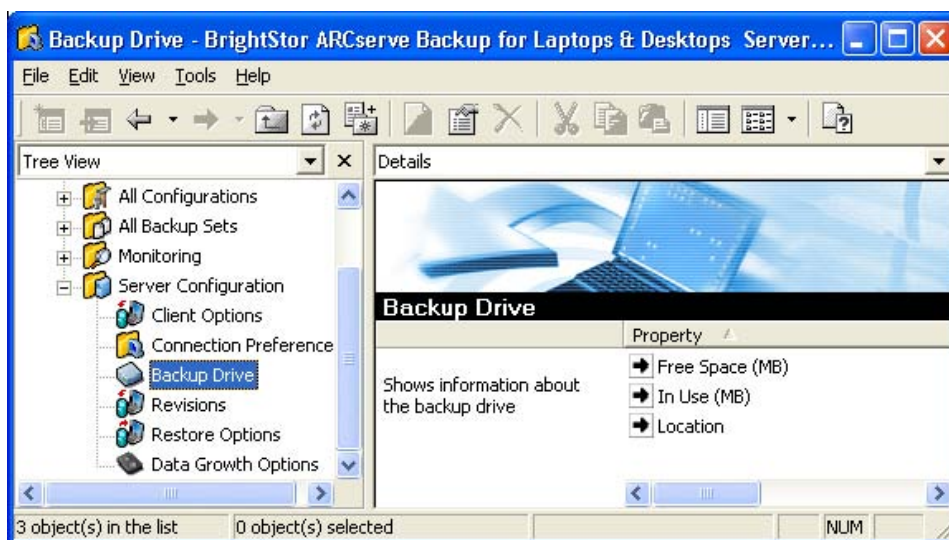
- **Port Range from** – The beginning of the port range where the server will watch for connections. The default value is 2200, and the minimum is 1023.

- **Port Range to** – The end of the port range where the server will watch for connections. The default value is 2200, and the maximum is 9999.
- **Packet Size in Bytes** – The maximum packet size in bytes. Larger packet sizes transfer the data faster, but may be unreliable in some token ring environments. Smaller packet sizes transfer the data more slowly, but ensure that connections are more reliable. The default value is 4096.
- **Enable TCP/IP Port Range** – Select this check box to enable the TCP/IP port range option.

Backup Drive

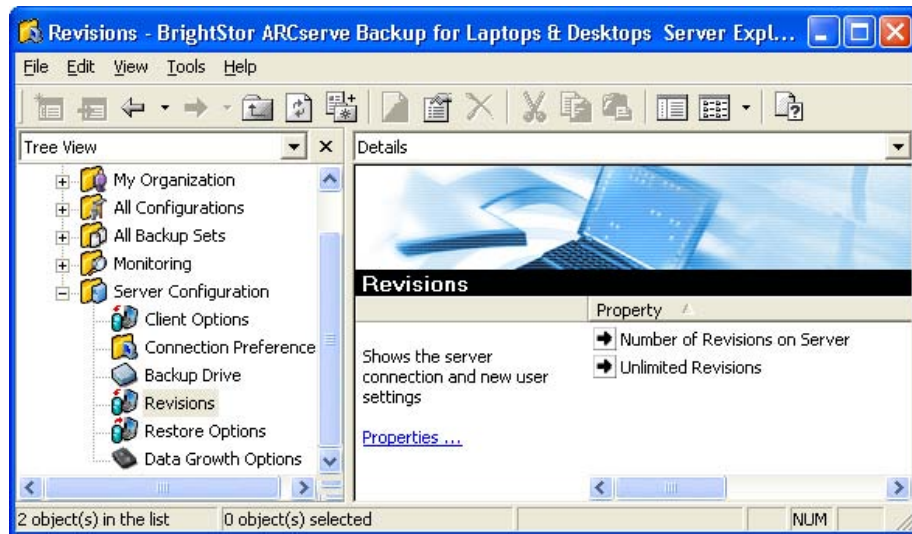
The Backup Drive option displays backup drive preferences. From this window you can view the amount of free space, the amount of disk space in use, and the location of the backup drive data.

Select Backup Drive in the left pane. Information about that backup drive appears in the right pane. For example:

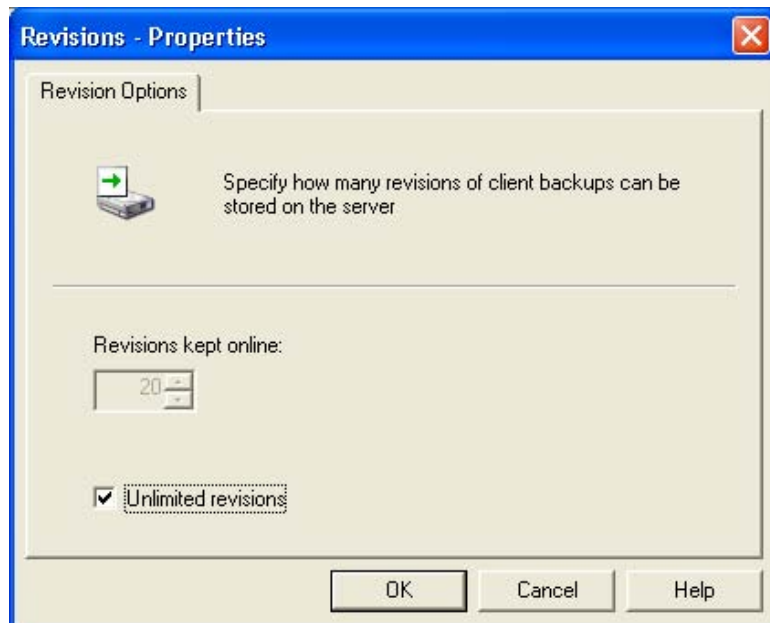


Revisions

Revisions display information about the current revision settings on the server. Select Revisions in the left pane to display revision information in the right pane. For example:



To change revision settings, click Properties in the right pane. The Revision - Properties dialog opens. For example:

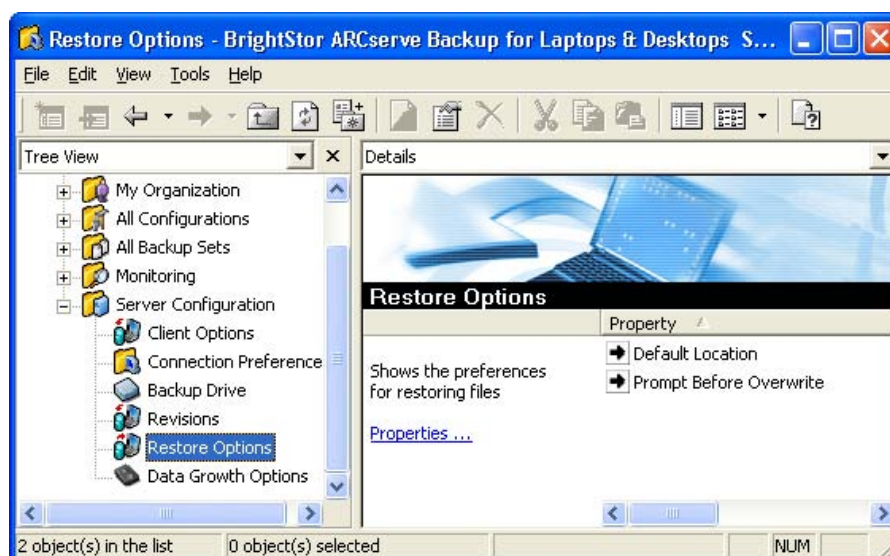


Options include:

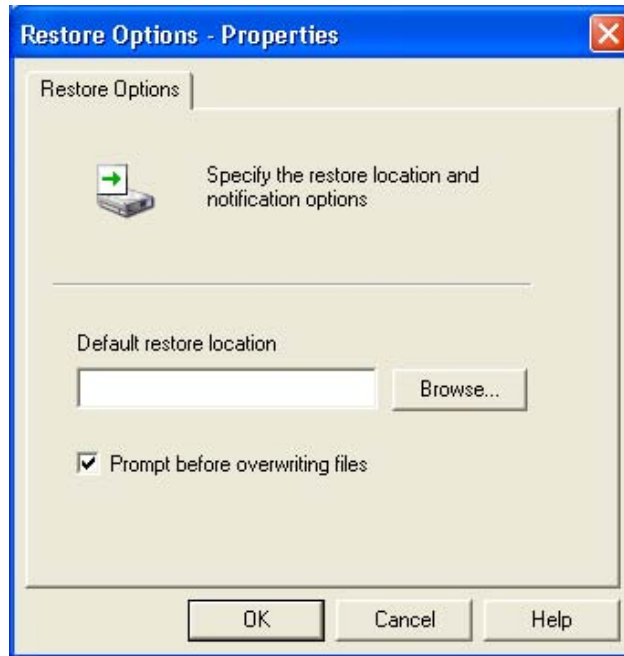
- **Revisions kept online**—Spin to the number of revisions that you want to keep on the server. If data is entered in this field, the Unlimited Revisions check box must be clear.
- **Unlimited revisions**—Select this check box to allow client computers to store an unlimited number of revisions on the server.

Restore Options

The Restore Options dialog allows you to view options that affect the restore process and the default location in which to place restored files on the server. Click Restore Options in the left pane to display preferences for restoring files in the right pane. For example:



To change these settings, click Properties in the right pane. The Restore Options - Properties dialog opens. For example:



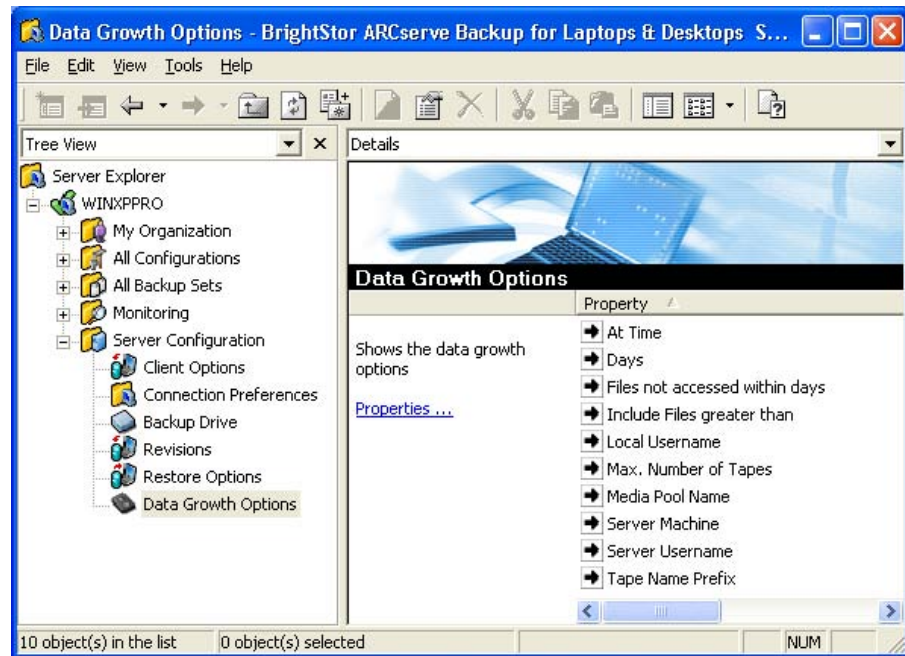
Options include:

- **Default restore location**—Enter the default restore location (path) in the text box, or use the Browse button to navigate to the appropriate folder.
- **Prompt before overwriting files**—Select this check box if you want to be prompted when a file being restored has the same name as an existing file in the restore location. If this prompt is selected, then the newer files overwrite the existing file.

If this check box is cleared, you will not receive any warning before the files are overwritten. As such, we recommend selecting this option.

Data Growth Options

Use the Data Growth Options window to view or change security options, data growth options, and media options. Click Data Growth Options in the left pane to display options in the right pane. For example:

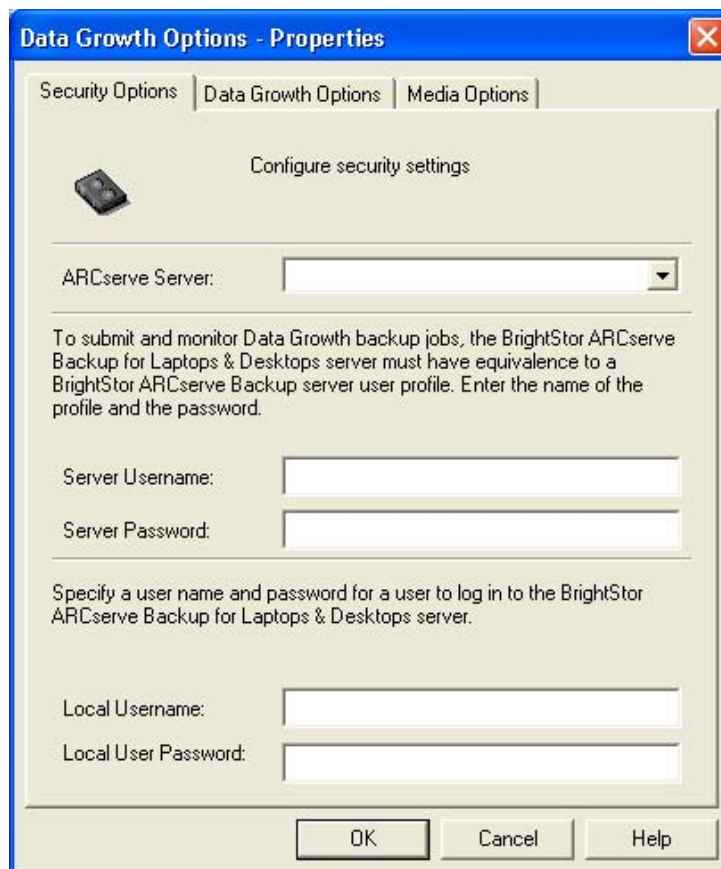


To display properties, click Properties in the right pane. The Data Growth Options - Properties dialog appears, as explained in the following sections.

Security Options Tab

Security options allow you to set security information needed to send the BrightStor ARCserve Backup for Laptops & Desktops data to the BrightStor ARCserve Backup server.

Click Data Growth Options in the left pane, and then click Properties in the right pane. The Data Growth Options – Properties dialog opens. For example:

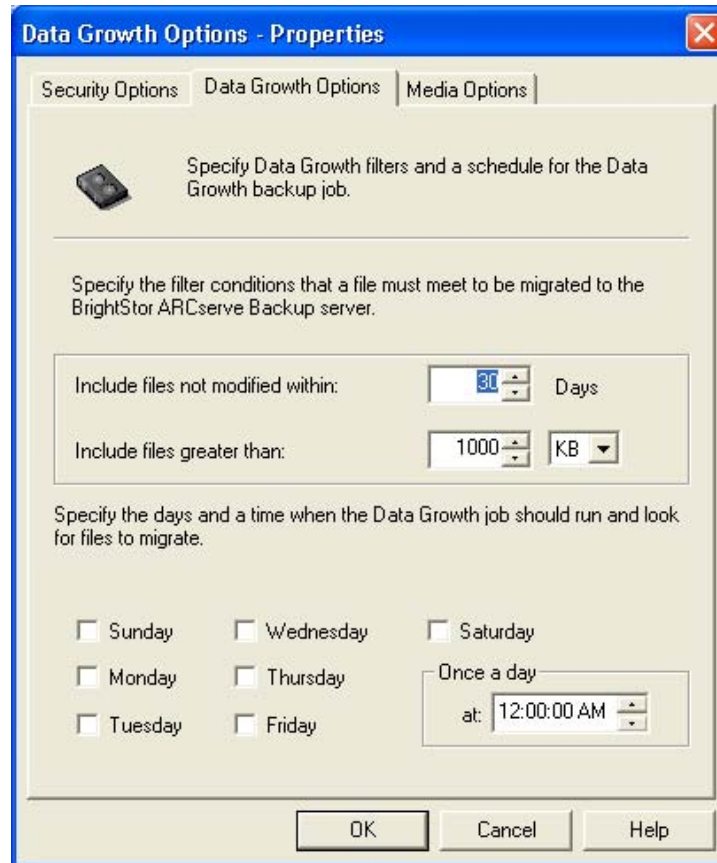


Options include:

- **ARCserve Server**—The name or IP address of the BrightStor ARCserve server to which you want to migrate your BrightStor ARCserve Backup for Laptops & Desktops users' data.
- **Server Username**—The name of a user equivalent to caroot on the BrightStor ARCserve Backup server. In many cases, the user name will be caroot. Check with your BrightStor ARCserve Backup administrator for the correct username.
- **Server Password**—The password for the server user name. If there is no password associated with this user name, leave this field blank.
- **Local Username**—The name of a user with administrative privileges running BrightStor ARCserve Backup for Laptops & Desktops.
- **Local User Password**—The password for the Local Username. If there is no password associated with this user name, leave this field blank.

Data Growth Options Tab

Select the Data Growth Options tab to specify how often and under what conditions files should be migrated to a BrightStor ARCserve Backup server. For example:




Options include:

- **Include files not modified within <n> Days**—Spin to the number of days that must pass since a file was last modified for it to be migrated to a BrightStor ARCserve Backup server. Files modified within this time period are not migrated.
- **Include files greater than**—Spin to the minimum size a file must be for it to be migrated to a BrightStor ARCserve Backup server. Files smaller than the indicated size are not migrated. Select the size from the drop-down list box. Options include KB, MB, and GB.
- **<Day> check boxes**—Click the appropriate check boxes to select the days of the week that you want to perform the file migration.

- **Once a day at <time>**—Spin to the time that you want the Data Growth Job to run. If the job can not be run at this specified time, BrightStor ARCserve Backup for Laptops & Desktops submits the job as soon as it is possible to do so.

Media Options Tab

Select the Media Options tab to specify where on the BrightStor ARCserve Backup server you want to store your BrightStor ARCserve Backup for Laptops & Desktops data. For example:



The screenshot shows a Windows-style dialog box titled "Data Growth Options - Properties". It has three tabs: "Security Options", "Data Growth Options", and "Media Options". The "Media Options" tab is selected. The dialog contains the following fields and instructions:

- A small icon of a tape drive and the text: "Specify the media pool, tape, and number of tapes".
- A horizontal line.
- Text: "Specify the media pool that was configured at the BrightStor ARCserve Backup server for BrightStor ARCserve Backup for Laptops & Desktops Data Growth."
- Field: "Media pool name:" with the value "MB MEDIA POOL".
- Text: "Specify the tape name prefix to use when sending Data Growth backup jobs to the BrightStor ARCserve Backup server."
- Field: "Tape name prefix:" with the value "MB TAPE".
- Text: "Specify the maximum number of physical tapes used before switching to a new logical tape name."
- Field: "Maximum number of tapes:" with a spinner box set to "5".
- Buttons: "OK", "Cancel", and "Help".

Options include:

- **Media pool name**—BrightStor ARCserve Backup for Laptops & Desktops directs BrightStor ARCserve Backup to store the migrated data on the media contained in this media pool. Media pools can be created and managed using the BrightStor ARCserve Backup Media Pool Manager. Be sure to coordinate with your BrightStor ARCserve Backup administrator, to ensure that you are both using the same media pool name.

Note: All the tapes in the scratch set of the media pool must be the same size. Be sure to inform your BrightStor ARCserve Backup administrator of this requirement when you are setting up the media pool.

- **Tape name prefix**—The prefix that BrightStor ARCserve Backup should assign to the logical tape names used to store the BrightStor ARCserve Backup for Laptops & Desktops data. For example, if you use the default prefix MB TAPE, then the first logical tape name will be MB TAPE 001, the second will be MB TAPE 002, and so on.
- **Maximum number of tapes**—The maximum number of tapes BrightStor ARCserve Backup should assign to a logical tape name before moving to a new name and a new set of tapes. Old tapes remain in the save set.

Media Management

During the Data Growth process, BrightStor ARCserve Backup for Laptops & Desktops database files are written to tapes managed by the BrightStor ARCserve Backup server. Over time, some of these file will become obsolete. This occurs when:

- The BrightStor ARCserve Backup for Laptops & Desktops server has restored the file to their local storage area. The file is now stored on the BrightStor ARCserve Backup for Laptops & Desktops server, and is no longer migrated.
- The BrightStor ARCserve Backup for Laptops & Desktops server has submitted a newer version of a file. The BrightStor ARCserve Backup for Laptops & Desktops user performed the backup, and the file on the server now contains this additional delta information. If this file is migrated through Data Growth, the files with the same name on the tape becomes obsolete and can no longer be used.
- The BrightStor ARCserve Backup for Laptops & Desktops client software is completely deleted from the server storage area. If you remove the user from the BrightStor ARCserve Backup for Laptops & Desktops server, then the user and all of their data is no longer used. The user data that was previously migrated to tape is no longer restored. These files are marked as expired in the BrightStor ARCserve database.

Over time, parts of the data stored on the tape are no longer needed, and the tape can be reused. The tape can be placed in the BrightStor ARCserve scratch set. The administrator can run a report at the BrightStor ARCserve console that identifies which (physical) tapes are still being used.

- If all files on a tape are no longer being used, the tape can be reused.
- If there are only a few files on the tape, the BrightStor ARCserve administrator can initiate a restore to free up the tape. Using the BrightStor ARCserve console, the administrator queries the files and submits a restore. Note that a Data Growth restore can not be performed on the session level.

For more information on Media Management, see the *BrightStor ARCserve Backup for Windows Administrator Guide*.

Restoring Files

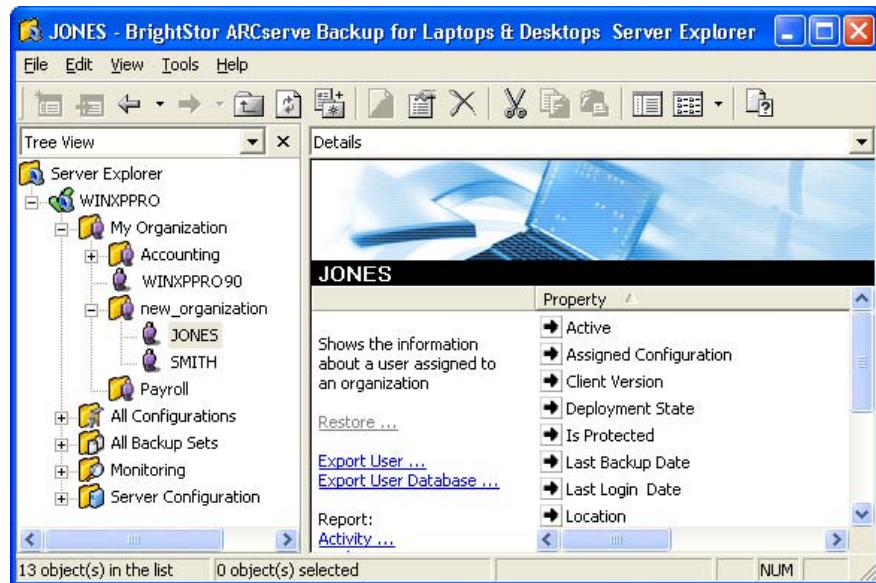
This chapter explains how to restore user account files from the server. The restore process involves:

- Selecting a user
- Selecting the revision of the backup set to restore
- Selecting a location in which to place the files

Selecting a User

To restore files for a selected user, follow these steps:

1. Under the My Organization folder, select a user in the left pane, and then click Restore in the right pane. For example:



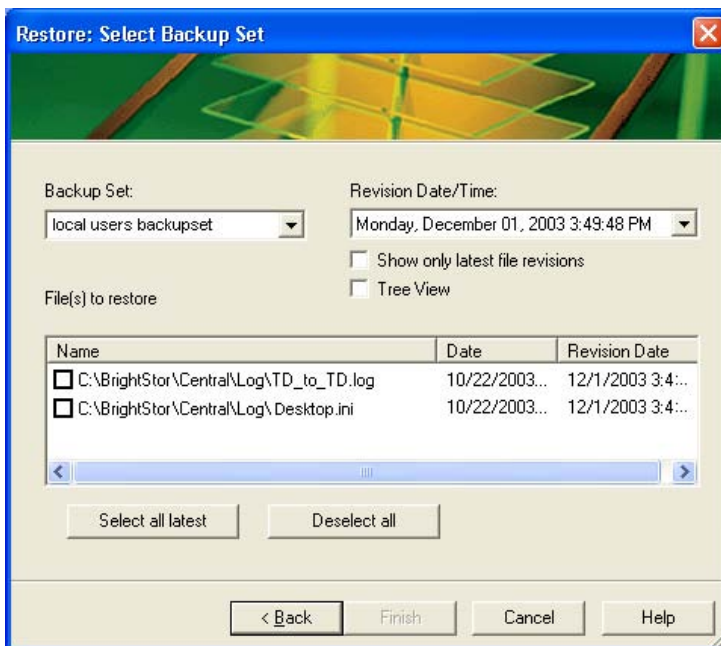
2. BrightStor ARCserve Backup for Laptops & Desktops prompts you for the user password. Enter the password and click Next. The Restore Select Backup Set dialog opens.

If you do not have the user password, you can clear the password from the administrator account. Right-click the user name, and then select Clear Password from the pop-up menu. The next time that the user signs on, they are notified that their password was cleared, and prompted to enter a new one.

Selecting a Backup Set to Restore

Files can be restored from the Restore Select Backup Set dialog. Use this dialog to specify the backup set that contains the files, and revisions of files that you want to restore from the server. To select a backup set to restore, follow these steps:

1. Select the user in the left pane, and then click Restore in the right pane. BrightStor ARCserve Backup for Laptops & Desktops opens a password dialog.
2. Enter your password and click Next. The Restore: Select Backup Set dialog opens. For example:



3. Click the Backup Set drop down list, and select the backup set files that you want to restore.

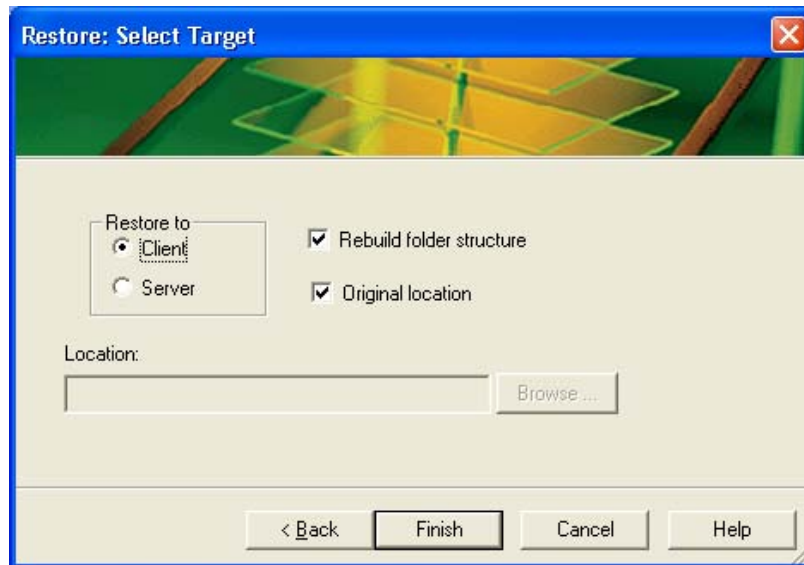
4. From the Revision Date/Time drop-down list, select the revision of the backup set that you want to restore. By default, the most recent backup date appears in this list box. To display only the latest file revisions, select the Show only latest file revisions check box.
5. The files for the selected backup set revision are displayed in the File(s) to restore list. To view the files in a directory tree structure, select the Tree View check box. When you highlight a file in the Tree View, the date and time of the file's last revision is displayed in the right pane. To return to the normal view, clear the Tree View check box.
6. Indicate the files 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 is selected for restoration. To clear a file, select it again and the green checkmark disappears.
7. After you have selected the files you want to restore, click Next to open the Restore Select Target dialog.

Selecting a Restore Location

Use the Restore Select Target dialog to choose the location where restored files will be placed. Files can be restored to the original location where they were backed up from, or they can be restored to a different location.

To restore a location, follow these steps:

1. In the Restore to group box, select either Client or Server, to determine where the files will be restored to. For example:

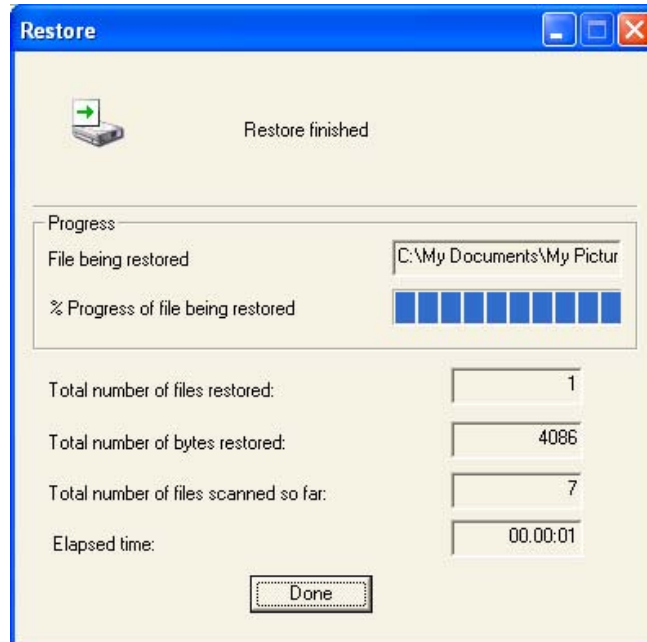


If you want to restore files to the BrightStor ARCserve Backup for Laptops & Desktops client, the server builds a package containing the restored files, and prepares it for transmission to the client. The next time that the client logs on, the server sends the package, and restores the files according to the options specified in this dialog.

2. If you want to retain the original folder structure of the files when they are restored, select the Rebuild Folder Structure check box. If you want to restore the files to their original location, select the Original Location check box.

If you choose not to restore the files to their original location, you must supply a new location in the Location text box. If you specified a default location, it appears here. You can use the default location, enter a new location, or use the Browse button to navigate to the appropriate folder.

3. Click Finish. The Restore dialog opens, indicating the progress of the files as they are being restored. As each file is restored, the file name appears in the File being restored text box. For example:



Real-time statistics are also displayed on this dialog, including the number of files restored, the total number of bytes restored, the total number of files scanned so far, and the elapsed time. When the restore has completed, the message `restore finished` appears at the top of the dialog.

4. Click Done to close the Restore dialog.

Note: If a file is restored to a location that already has a file by the same name, BrightStor ARCserve Backup for Laptops & Desktops will ask if you want to overwrite the existing file with the restored file. Options on this dialog include:

- **Yes**—Overwrite the file.
- **Yes to All**—Overwrite the file and any subsequent files that have the same name as a file in the target location.
- **No**—Do not overwrite the file.
- **No to All**—Do not overwrite the file or any subsequent files that have the same name as a file in the target location.

Troubleshooting

The following appendix provides troubleshooting recommendations for problems that may occur when using the product.

TCP/IP Connectivity

Problem:

BrightStor ARCserve Backup for Laptop & Desktop clients are unable to connect to the server.

Recommendations:

- Check to see if the server is down.
- Verify the client settings for IP address or hostname and port they are connecting to. You can also ping the server for verification.
- Too many sockets may be in use by the client or the server. Close some applications that use sockets, such as email programs or browsers.
- The network has been disrupted. Have the BrightStor ARCserve Backup for Laptop & Desktop client ping the server.

Reports

Problem:

The Reports menu is grayed out or can not be accessed.

Recommendations:

- Confirm that there is at least one user in BrightStor ARCserve Backup for Laptops & Desktops. Reports are not activated until there is at least one user.
- Certain reports can only be generated after a user has sent a backup to the server.

Problem:

Reports cannot be viewed.

Recommendations:

Confirm that you have Internet Explorer Version 6.0 installed. This is required in order to view reports.

Other Problems and Issues

Problem:

A user has left the company. What should I do with their data?

Recommendation:

To keep the user's data, deactivate the user to free up a license and allow another client access to BrightStor ARCserve Backup for Laptops & Desktops. If the user's data is not needed, then remove the user from BrightStor ARCserve Backup for Laptops & Desktops. If you want to export the user's data for safe keeping, use the Export User function before removing the user from the server.

Problem:

The server hard disk is getting full.

Recommendations:

- Install a larger or additional hard disk, and copy the server software to that drive.
- Install a larger or additional hard disk on the server, and then move the user's backup folder to a folder on the new disk. Use the Move User Database function.
- Limit the number of file revisions stored on the Server. See the chapter Connection Preferences for more information.
- Move users to a less crowded server using the Move User option.

Command Line Interface

To facilitate your administration of the BrightStor ARCserve Backup for Laptops & Desktops server, a number of functions can be run from the command line. You can add, delete, and move users, add Organizations, and run the Auto Client Installer. To use the command line interface:

1. Open an MS-DOS window.
2. Change directory (CD) to the directory where the server is installed.
3. Type: `bmbservercli`
4. Enter the command that you want to run.

The following sections describe how to run each of the command line interface's functions. Keep in mind that when you are using the command line interface:

- Commands are case-sensitive.
- In our examples, user-supplied variables are enclosed in left and right angle brackets < >. Do not type in these angle brackets when submitting your commands.
- When you have a user name, organization, configuration, or server with spaces in the name, enclose the name in double quotes. For example:
`-o "My Organization" -c "My Documents"`

Adding, Deleting, and Moving Users

Use the AddUser command to add a user to one of your BrightStor ARCserve Backup for Laptops & Desktops servers. You can specify the user name of the user, the organization that the user will belong to, the configuration that the user will use, and the server that the user will belong to. The syntax for the AddUser command is as follows:

```
bmbservercli adduser <user_name> -o <organization> -c <configuration> -p  
<datapath> -s <server> <port> <server_login> <password>
```

To delete a user (from any server), use the DeleteUser command. The syntax is as follows:

```
bmbservercli deleteuser <user_name> -s <server> <port> <server_login> <password>
```

To move a user to another server, or between any two servers, use the MoveUser command. The syntax is as follows:

```
bmbservercli moveuser <user_name> -s <current_server> <port> -l <server_login>  
<password> -d <new_server> <port> <server_login> <password>
```

Note that -n: <username> is a domain account.

Adding Organizations

The AddOrg command can be used to add an organization to one of your servers. You can specify the name of the new organization, the parent organization, and the server that you want to add the organization to. The syntax for the AddOrg command is as follows:

```
bmbservercli addorg <organization> -o <parent_organization> -s <server> <port>  
<server_login> <password>
```

Auto Client Installer

To facilitate the installation of the client software, you can run the Auto Client Installer from the command line. For specific information about the Auto Client Installer, see Auto Client Installer in the “Installation” chapter.

To run the Auto Client Installer from the command line, follow these steps:

1. Create the ACIParms.ini file.
2. Edit the ACIParms.ini file.
3. Run the ACI command using your personalized ACIParms.ini file.

Creating the ACIParms.ini File

To create the ACIParms.ini file, change directory (CD) to the directory where the BrightStor ARCserve Backup for Laptops & Desktops Server is installed. Enter the following command at the MS-DOS command line prompt:

```
bmbservercli aci -p
```

This creates a file named ACIParms.ini in the directory where the bmbservercli.exe is located.

Editing the ACIParms.ini File

The ACIParms.ini file is a text-based list of all the settings that you would normally define when running the Auto Client Installer using the Server Explorer. To edit this file, open it in your computer's default text viewer. You can then edit the commands to customize the client installation.

For example, the following appears as the first line in the ACIParms.ini:

```
: Full Email file path  
EmailFile=C:\temp\email.aci
```

In this line, you need to specify the location of the ASCII file that contains the email addresses and user names of the people you are sending the client software to.

Continue down the list, supplying information as required. When you are finished specifying the options and locations you want to use, save the ACIParms.ini file.

Running the ACIParms.ini File

Once you have customized the ACIParms.ini file, you can run the Auto Client Installer command. The syntax is as follows:

```
bmbservercli aci -s <server> <port> -l <server_login> <password> -p aciparms.ini
```

When the process is complete, the following message is displayed:

```
Command completed successfully
```

Tip: If you are having trouble executing the ACIParms.ini file, try creating a debugging file. To do this, create a file named ACIDebug.txt and place it in the C:\temp directory on your hard drive. When you run the ACIParms.ini file, debugging information is written to this file.

Diagnostic and Repair Tools

The diagnostic tool used is BMBAnalyzer.exe. It checks for consistency between the BrightStor ARCserve Backup for Laptops & Desktops server and the user data. The BMBAnalyzer also monitors the status of the server. You can run this tool from the command line prompt. Any problems it detects are marked as WARNING or CRITICAL. The path to the tool is:

```
C:\Program Files\CA\BrightStor ARCserve Backup for Laptops & Desktops\Server\BMBAnalyzer.exe.
```

You can use the repair tool to rebuild missing data in the local.cdb client file, and generate a new standard vault.cdb server file from the user data.



Glossary

backup

The process of copying files that are part of a predefined backup set and storing the files using the BrightStor ARCserve Backup for Laptops & Desktops configuration management processes.

backup frequency

The frequency used by scheduler to automatically backup files defined in backup sets within BrightStor ARCserve Backup for Laptops & Desktops. Frequencies are allowed in hourly, daily, weekly, and monthly intervals.

backup sets

A named set of user-specified instructions used by BrightStor ARCserve Backup for Laptops & Desktops to group files by type or location for backup and transmittal to server.

client

Software residing on a client computer that inventories the computer's installed hardware, software and data, and transmits the inventory data and backed up data files to the server.

configuration

A named set of user specific attributes (for example, connection preferences, backup or restore options, and scheduling settings) that can be assigned to users or groups of users. Default configurations can be assigned to new users.

inventory

The process of reading the name, location, date, time, and size of each file on a computer's hard drive and posting all the new, modified and deleted data in a database at the client and server.

original Location

The original location a file has been backed up from.

report

The Report feature keeps track of assets on the client computers and provides information on system configurations, installed applications, hardware, and backup set selections.

restoring backed up files

The process of requesting previously backed up files and/or historical revisions of files from the client computers or the server's archives and having the restored files restored to a designated location on a computer.

scheduler

A program that runs separately from BrightStor ARCserve Backup for Laptops & Desktops that activates backups automatically upon reaching user defined times and intervals.

server

The software program that resides on a host computer that the client computers connect to. The program processes all data and backup files transmitted by all client computers into a separate databases and archive files.

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