

# Arcserve® Backup for Windows

## Microsoft Volume Shadow Copy Service Guide

r17.5

arcserve®

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## Arcserve Product References

This document references the following Arcserve products:

- Arcserve® Backup
- Arcserve® Unified Data Protection
- Arcserve® Unified Data Protection Agent for Windows
- Arcserve® Unified Data Protection Agent for Linux
- Arcserve® Replication and High Availability

## Contact Arcserve

The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

<https://www.arcserve.com/support>

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.

You can access other helpful resources appropriate for your Arcserve product.



# Contents

---

## **Chapter 1: Introducing VSS Support 9**

Introduction .....	9
How Arcserve Backup Achieves VSS Support .....	10
How VSS Support Works .....	11
Service Roles .....	12
Shadow Copy Creation Methods.....	15
How the Agent Works .....	16
Full Copy Method .....	17
How the Enterprise Option for VSS Hardware Snap-Shot Works.....	17
How Transportable Shadow Copies are Created.....	19

## **Chapter 2: Installing the Client and the Option 21**

How to Install the Client and the Option .....	21
Prerequisites .....	21
System Requirements .....	22
Installation of the Client and Option.....	22
Prepare for VSS Shadow Copies .....	22

## **Chapter 3: Performing Backups 23**

Backup Options .....	23
Set Writer Options .....	24
Writer Options Dialog .....	25
Set Global Options .....	27
File System Backup Options .....	28
Writers and Components Options .....	28
Create Transportable VSS Backups .....	29
File System Backups .....	32
How Backup Jobs are Submitted .....	32
How the VSS Backup Works .....	33
How You Perform VSS Backups .....	34
Perform File System Backups .....	35
Perform Writer Backups.....	36
VSS and the Backup Manager .....	37
Writer Backups.....	38
Writer Exclusion During Backups .....	38

---

## **Chapter 4: Performing Restores** **39**

VSS and the Restore Manager .....	39
Restoration of File Systems .....	40
Restoration of Writers Backup .....	40
Restore Locations .....	40
Restore Methods .....	41
Set Restore Options .....	42
Restore VSS Writer Backups .....	42

## **Chapter 5: Best Practices** **45**

Develop Your Backup Strategy .....	45
Amount of Data to Back Up .....	46
Files Not Supported by Writers .....	46
Best Practices for Backing Up AlwaysOn Availability Groups Using the Agent for Microsoft SQL Server .....	47

## **Appendix A: Application-Specific Guidelines** **49**

Microsoft Exchange Writer .....	49
General Guidelines .....	50
Non-Transportable VSS Backup and Restore - Microsoft Exchange Writers .....	50
Transportable VSS Backup and Restore - Microsoft Exchange Writers .....	51
Restore Transportable VSS Backups Using Microsoft Exchange Writers .....	52
Restore Transportable VSS Backups Using Microsoft Exchange Writers .....	54
Microsoft Hyper-V VSS Writer .....	55
Transportable VSS Backup and Restore - Microsoft Hyper-V VSS Writer .....	55
Restore Transportable VSS Backups Using Microsoft Hyper-V VSS Writers .....	56
Backing Up Initial Store Using Microsoft Hyper-V VSS Writer .....	57
Using Microsoft Hyper-V VSS Writer on a Windows Server 2012 in a Cluster Environment .....	57
Windows System State Writer Components .....	58
MSDE Writer .....	58
General Guidelines .....	59
Non-Transportable VSS Backup and Restore - MSDE Writers .....	59
Transportable VSS Backup and Restore - MSDE Writers .....	59
Restore Transportable VSS Backups Using MSDE Writers .....	60
SQL Server Writer .....	60
General Guidelines SQL 2005 .....	61
Non-Transportable VSS Backup and Restore - SQL Server Writers .....	61
Transportable VSS Backup and Restore - SQL Server Writers .....	61
Restore Transportable VSS Backups Using SQL Server Writers .....	62
Using Microsoft SQL Server Writer on a Windows Server 2012 in a Cluster Environment .....	63

---

Using Microsoft SQL Server Writer on a Windows Server 2012 in AlwaysOn Availability Groups Environments .....	63
Oracle VSS Server Writer .....	64
General Guidelines Oracle 11g.....	64
Non-Transportable VSS Backup and Restore - Oracle VSS Writers .....	64
Restore Transportable VSS Backups Using Oracle VSS Writers .....	65
Troubleshooting - Jobs Fail When Backing Up Databases that Contain Tablespaces With Duplicate Names .....	66
Miscellaneous Supported Writers .....	67

<b>Glossary</b>	<b>69</b>
-----------------	-----------

<b>Index</b>	<b>71</b>
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# Chapter 1: Introducing VSS Support

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This section contains the following topics:

[Introduction](#) (see page 9)

[How Arcserve Backup Achieves VSS Support](#) (see page 10)

[How VSS Support Works](#) (see page 11)

[How the Agent Works](#) (see page 16)

[Full Copy Method](#) (see page 17)

[How the Enterprise Option for VSS Hardware Snap-Shot Works](#) (see page 17)

[How Transportable Shadow Copies are Created](#) (see page 19)

## Introduction

Arcserve Backup is a comprehensive storage solution for applications, databases, distributed servers, and file systems. It provides backup and restore capabilities for databases, business-critical applications, and network clients.

Among the agents Arcserve Backup offers is the Arcserve Backup Agent for Microsoft Volume Shadow Copy Service.

Using the Volume Shadow Copy Service (VSS) feature provided with Windows XP, Windows Server 2003, Windows 7, Windows Server 2008, Windows 8, and Windows Server 2012, Arcserve Backup backs up open files using the VSS point-in-time backup feature. Applications and large VSS-aware databases can also be backed up, ensuring transactional consistency during the backup process.

## How Arcserve Backup Achieves VSS Support

Arcserve Backup provides VSS backup and restore support through the following solutions:

- **Arcserve Backup Agent for Open Files**--Works with VSS-aware applications to provide point-in-time backup and restore of files and data sets on Windows XP, Windows Server 2003, Windows 7, Windows Server 2008, Windows 8, and Windows Server 2012 operating systems. As changes are made to the original information, intermediate shadow copies are created to back up only those changes. The Agent for Open Files (the agent) creates software-based shadow copies as well as hardware-based shadow copies on devices that support this functionality; however, these hardware-based shadow copies are not transportable.

The Arcserve Backup Agent for Open Files lets you perform open file backups and VSS-based backups.

**Note:** Install the Arcserve Backup Client Agent for Windows on the system where you perform VSS-based backups.

- **Arcserve Backup Enterprise Option for VSS Hardware Snap-Shot**--Works with the agent and VSS interfaces supplied by specific vendors of disk array equipment to create transportable hardware-based shadow copies. Transportable shadow copies allow greater flexibility for the backup and restore of your critical applications and files by enabling the shadow copy to be imported onto other backup servers within the same system. You can then use the transported shadow copy volumes for additional tape backups, or for other uses such as data mining and software development testing.

The Enterprise Option for VSS Hardware Snap-Shot (the option) supports the following Windows operating systems:

- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2
- Windows 7
- Windows 8
- Windows Server 2012
- Windows Server 2012 R2

The option is available with the Arcserve Backup for Windows Enterprise Module and supports the following applications:

- Microsoft Exchange Server 2003
- Microsoft Exchange Server 2007
- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2013
- Microsoft Hyper-V Server 2012
- Microsoft SQL Server 2000
- Microsoft SQL Server 2005
- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014

When used in a remote backup and restore configuration, both of these solutions use the Arcserve Backup Client Agent for Windows to provide communication between workstations and the Arcserve Backup server.

## How VSS Support Works

Microsoft Volume Shadow Copy Service (VSS) is built into the Microsoft Windows XP Professional, Windows Server 2003, and Windows Server 2008 operating systems. VSS works with Arcserve Backup, the Agent for Open Files, the Enterprise Option for VSS Hardware Snap-Shot, and VSS-aware applications and services to create shadow copies of single volumes or multiple volumes.

**Note:** Arcserve Backup does not support Writers under Windows XP. This is because some of the necessary Writer support in Windows Server 2003 is not included in the Windows XP operating system.

A *shadow copy* is a read-only, frozen view of a volume's file system as it exists when the copy is taken, and can reside on a volume separate from the one that was copied. The shadow copy volume can exist on the same server as the original data but in a different share or mount point, or on another network-attached volume.

The shadow copy of the volume is created at a single point in time and is synchronized across the whole volume set. To avoid inconsistencies, shadow copies cannot be taken of individual files.

Regardless of where the shadow copy volume is created, Arcserve Backup uses the shadow copy as the source for the backup. Shadow copy volumes can also be backed up (migrated) to another disk or tape device.

Using the shadow copy method to perform backups has two distinct advantages over other traditional backup methods:

Open files are backed up

Files that are open when a shadow copy is created appear closed on the shadow volume. When the shadow copy data is backed up, these open files are included.

Workflow is not interrupted

Since the data backed up by Arcserve Backup exists on the shadow volume, work can continue on the original volume without affecting the integrity of the backup data.

In traditional backup operations, open files are skipped and do not appear in the backup. To get a better quality backup, administrators often implemented backup windows when the applications being backed up are unavailable to users. Unavailable applications prevented work from continuing, forcing users to wait until after the backup completed to finish their tasks.

If applications included in a VSS backup are not enabled for VSS, all of the application's data (including open files) is written to the shadow copy. However, because the application cannot prepare its files before the backup begins, the data may not be consistent and any transactions may be incomplete.

A shadow copy of a volume, even in a crash-consistent state, still contains all files. A backup set created without a shadow copy does not contain the files that were open at the time of the backup. These open files are excluded from the backup.

## Service Roles

For a VSS backup to be successful, the following entities must work together and with VSS to prepare and perform the backup:

- [Requestors](#) (see page 13)
- [Providers](#) (see page 14)
- [Writers](#) (see page 13)
- [Components](#) (see page 14)

## Requestors

The Requestor is a piece of software (typically a backup application) responsible for the following tasks:

- Initiating the request for a VSS backup
- Processing the backup instructions from the Writers, including which files are selected for backup and the methods that should be used to back up those files
- Backing up the shadow copy data to media
- Signaling the completion of the backup by deleting the shadow copy data from the disk

Arcserve Backup is designed to function as the Requestor in VSS backups.

## Writers and Components

The keys to shadow copy technology are the Writers and their Components.

### Writer

Part of an application or service that works with VSS to prepare the application's data into a consistent state at the time of the shadow copy backup request.

### Component

A group of files or folders, selected for backup, that are controlled by the application or service under the Writer's control.

While an application or service is frozen, the Writer suspends writes on the original volume, so that the files selected for backup (the Components) remain in a consistent state during the creation of the shadow copy. Although writes are suspended during this time, the process is transparent to the user working on the selected files.

## Writers

A Writer is part of a VSS-aware application or service that participates in a VSS backup in the following ways:

- Works with VSS to prepare the application or service's data to be frozen
- Suspends writes to the original volume while the shadow copy is created
- Supplies a list of Components to include in the backup (and the restore) to VSS and the Requestor

To ensure that the data used to create the shadow copy is internally consistent, VSS informs the applications or services that control the files included in the backup to freeze. When an application or service is frozen, the state of the files under its control is consistent. It is the responsibility of the Writer to let VSS know when an application or service's files are in a consistent state.

To ensure that this state does not change during the creation of a shadow copy, the Writers suspend the ability of the application or service to make changes to the volume serving as the source of the shadow copy. The application (or its Writer) ensures the consistency of its data at the time of the shadow copy. Work can continue as usual on the original volume, but no changes are actually made to the data until after the shadow copy has been created.

A Writer is also responsible for supplying a list of Components to VSS and to the Requestor in the form of a writer metadata document. A writer metadata document is an XML file produced by a Writer that contains instructions for the Requestor, such as which Components are to be backed up, the backup and restore methods to be used, and a list of any files that should be excluded from the backup.

**Note:** Arcserve Backup does not support Writers under Windows XP. This is because some of the necessary Writer support in Windows Server 2003 is not included in the Windows XP operating system.

## Components

A Component is a group of files treated as a single unit by the Writers and VSS. The files that make up a Component are grouped together because they are mutually dependent on one another. For example, in a database, each file serves an important function in the context of the database as a whole, but on its own, a single file from a database has no use. By grouping all of these essential files into a Component, you ensure that all the data needed to successfully back up an application and its related files is backed up and can be restored later.

Each VSS backup must consist of at least one Writer, and each Writer must consist of at least one Component. An individual file cannot be backed up on its own. A file can only be backed up if it is part of a Component. Furthermore, if any of the files comprising a Component are inaccessible when the shadow copy is being created, the backup of the Component will fail.

## Providers

The Provider is responsible for managing the volumes involved in the shadow copy backup, as well as for creating the shadow copy. The Provider interfaces with the shadow copy creation capabilities that are either part of the operating system (software-based) or on the disk array (hardware-based).

The Windows Server 2003 operating system has a built-in (system) Provider that uses a copy-on-write scheme to create the shadow copies. It can create shadow copies of any NTFS, FAT32, or RAW volume on the Windows Server 2003 system. The system provider only creates shadow copies on NTFS. Third-party Providers are also available.

Hardware disk array vendors can supply their own Providers to interface with the VSS framework, and direct where and how to create the shadow copies.

The Agent for Open Files works with the Windows Server 2003 system provider, but if a hardware-based provider is available, it is used instead. When the Enterprise Option for VSS Hardware Snap-Shot is installed, hardware-based providers work with VSS to create a transportable shadow copy.

There are two types of Providers:

#### **Software-based Providers**

Typically implemented as a DLL and a filter to manage storage. The shadow copies are created by software. Shadow copies created with this type of Provider include a point-in-time view of the original volume as it existed before the shadow copy, and the subsequent shadow copies of only the changed data.

#### **Hardware-based Providers**

Are implemented at the hardware level and work with a hardware controller or storage adapter. Shadow copies are created by a storage appliance, host adapter, or RAID device outside the operating system. Shadow copies created with a hardware-based Provider are of an entire volume (a full copy), and are typically mirrored views of the original volume. Additionally, if a transportable shadow copy is created, it can be imported onto other servers within the same system.

## **Shadow Copy Creation Methods**

There are two methods to create shadow copies: making a full copy (or clone) of all data on the volume or making a copy of only the data and files that have changed (known as copy-on-write). The method used to create the shadow copy and where the shadow copy is created are specified by the Provider associated with a volume.

- Hardware-based Providers are supplied by a disk array hardware vendor or storage virtualization provider (for example, XIOtech, HDS, EMC, and HP), and work only with their own arrays.
- Software-based Providers that use the copy-on-write method have been developed by a variety of vendors to instantly create a shadow copy of file systems. In some cases, applications like Microsoft Exchange Server 2003 use this method for high-performance, low-impact backup or duplication.

The Agent for Open Files uses the system Provider included with Windows Server 2003. This Provider uses a copy-on-write scheme to create shadow copies. If a hardware provider is installed, the Agent for Open Files uses it to create a full shadow copy of the entire volume. When the Enterprise Option for VSS Hardware Snap-Shot and a hardware provider are installed, the full shadow copy created is also transportable.

### Copy-on-Write Method

A copy-on-write shadow copy is a mapping of all the data blocks at a designated point in time. As the original data set changes, the pointers to data that has changed then replicate the original data, enabling the point-in-time restore. Because of the way it works, copy-on-write shadow copies typically only take up a small percentage of the disk space of the original data set.

VSS coordinates with the application Writers, the Agent for Open Files, and Arcserve Backup to create shadow copies of applications and their files and the file system.

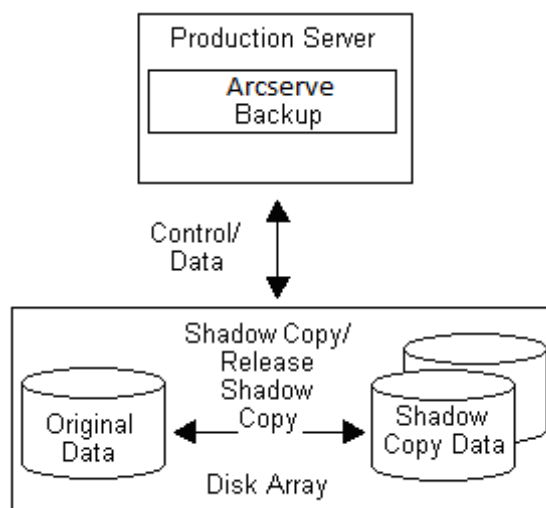
**Note:** Copy-on-write shadow copy data block map is created on (and must stay within), a particular server.

## How the Agent Works

The Client for VSS Software Snap-Shot works with VSS to back up Writers, Components and file systems. It uses the system Provider included with Windows Server 2003 that uses a copy-on-write scheme to create the shadow copies. If a hardware provider is installed, the client uses it to create a full shadow copy of the entire volume.

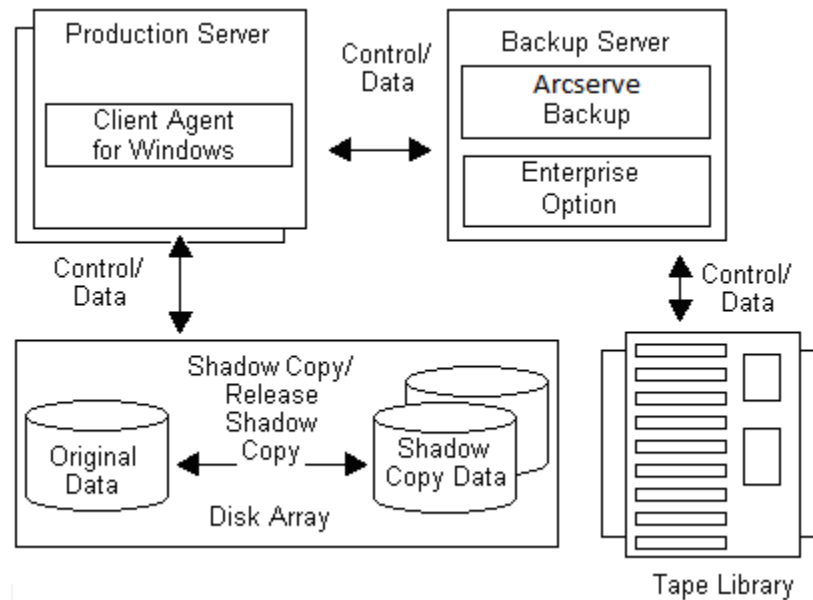
Using the Backup Manager and the Restore Manager in Arcserve Backup, you can select Writers on local or remote computers. The Client Agent for Windows must also be installed if you plan to perform backups and restores on remote computers.

The Client for VSS Software Snap-Shot can be used to back up Writers and Components on local or remote computers. In local VSS backups, the production server contains the original data to be backed up, and is also used as the location where the shadow copy data is created.





In remote VSS backups, the Client Agent for Windows reads the data from the shadow copy instead of from the original volume.



**More information:**

[How the Enterprise Option for VSS Hardware Snap-Shot Works](#) (see page 17)

[How Transportable Shadow Copies are Created](#) (see page 19)

## Full Copy Method

Hardware-based Providers use the full copy method to create a complete, point-in-time shadow copy of the data set to another disk array (or another section of the same disk array). This shadow copy can then be used as the backup copy for restore operations, or it can be transported to another disk or tape device for longer-term retention or archival use. Because the shadow copy is an exact full copy of the original data set, the required disk space for the first shadow copy is double, and so on.

## How the Enterprise Option for VSS Hardware Snap-Shot Works

Intended for use with extremely large data sets on various disk array enterprise environments, the Enterprise Option for VSS Hardware Snap-Shot works with the Agent for Open Files and hardware-based providers to create a transportable shadow copy of entire volumes. This shadow copy is a mirror of an entire LUN; however, the data can be restored for specific volumes of the LUN.

The transportable shadow copy can be imported to a different server where it can be backed up to tape. This leaves the production system running while the data is backed up on the secondary (or backup) server. Data on the shadow copy volume can also be mounted on another server to be used in the following ways:

- As the basis for restores in the event of system failure
- By developers to test applications
- For archive or longer term storage when transported to another location

**Note:** The Enterprise Option for VSS Hardware Snap-Shot does not support disaster recovery. The hardware-based Provider is not functional during disaster recovery.

Two servers are involved in the creation of a transportable VSS backup: a production server and a backup server:

- The production server contains the database and connects to the original volumes in the disk array. The Client Agent for Windows must also be installed.
- The backup server connects to the shadow copy volumes in the disk array and to the tape library. Arcserve Backup must be installed on the server.

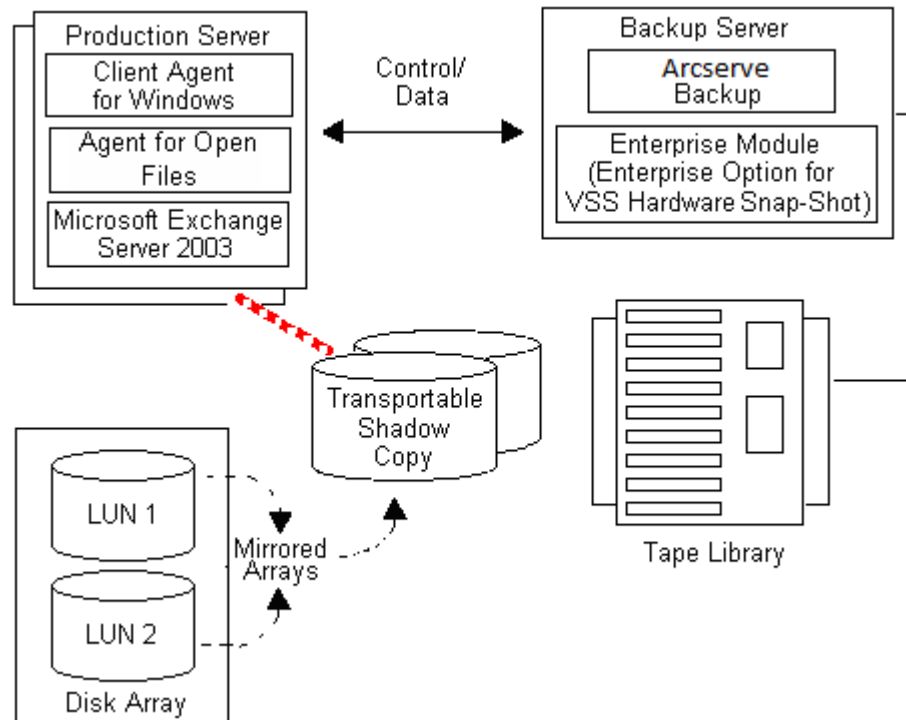
**More information:**

[How the Agent Works](#) (see page 16)

[How Transportable Shadow Copies are Created](#) (see page 19)

## How Transportable Shadow Copies are Created

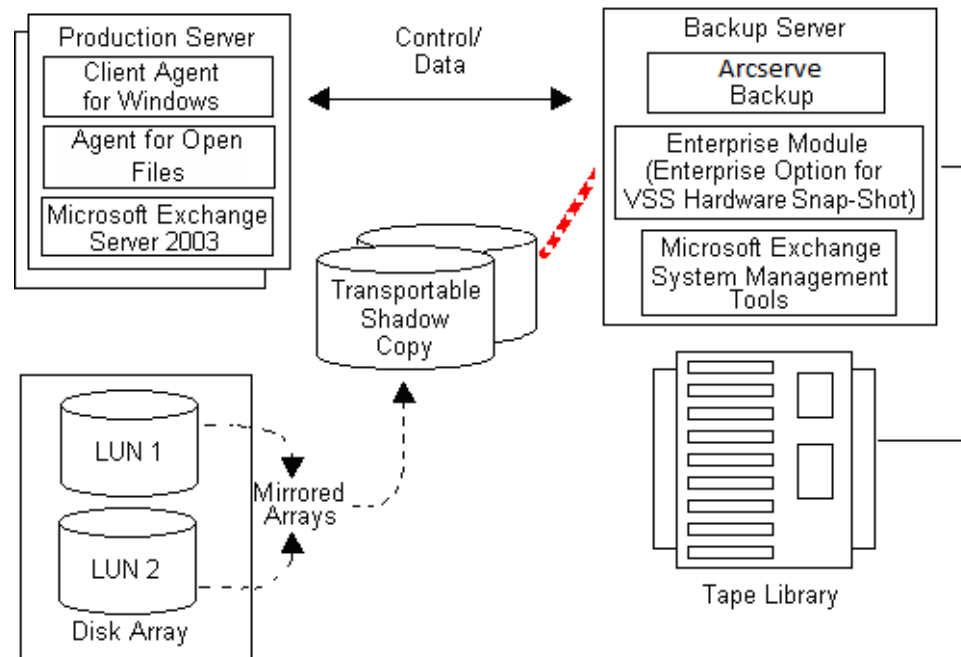
Typically, a production server uses some level of disk storage fault tolerance to protect critical data. Fault tolerance can be provided through disk mirroring or by a level of RAID striping. Using transportable shadow copies does not affect the level of fault tolerance. The production data remains on the configured LUNs with full fault tolerance, while the shadow copy is cloned to another transportable LUN.



**Note:** The dashed line represents the logical connection between a Microsoft Exchange 2003 Server and the cloned data on the transportable shadow copy volume.

During backup operations, Arcserve Backup (the Requestor) contacts VSS on the production server and informs it to begin the transportable shadow copy process. VSS tells the Writer to prepare the data for the shadow copy.

After the Writer finishes preparing the data, VSS instructs the Provider to split the volume containing the transportable shadow copy away from the production server and to present this volume on the backup server.



**Note:** The dashed line now represents the logical attachment between the Arcserve Backup server and the cloned data on the transportable shadow copy volume.

Arcserve Backup can then perform a backup of the shadow copy without impacting the production server.

After the backup is complete, the Provider disconnects the transportable volume from the backup server and resynchronizes the volume back with the production server in preparation for the next backup.

### More information:

[How the Agent Works](#) (see page 16)

[How the Enterprise Option for VSS Hardware Snap-Shot Works](#) (see page 17)

# Chapter 2: Installing the Client and the Option

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This section contains the following topics:

[How to Install the Client and the Option](#) (see page 21)

[Prerequisites](#) (see page 21)

[System Requirements](#) (see page 22)

[Installation of the Client and Option](#) (see page 22)

[Prepare for VSS Shadow Copies](#) (see page 22)

## How to Install the Client and the Option

The Enterprise Option for VSS Hardware Snap-Shot can be installed locally or remotely on a Arcserve Backup client machine.

We assume that you are familiar with the general characteristics and requirements of Windows Server 2003, Windows Server 2008, and Windows 7 operating systems, and with the administrator responsibilities, in particular.

After the client and the option are installed, you can begin your first VSS backup. No configuration of either solution is necessary.

## Prerequisites

Consider the following installation prerequisites:

- You must install the Client Agent for Windows on the agent computers to provide communication capabilities between the agents and the Arcserve Backup server. To back up the VSS writers on the agent computers, you must license the Agent for Open files on the Arcserve Backup server.
- To install the Enterprise Option for VSS Hardware Snap-Shot, you must verify that you have installed, or will be installing, the Arcserve Backup Server and Manager packages.

**Note:** The Enterprise Option for VSS Hardware Snap-Shot is one of the options included in the Enterprise Module, and requires a separate license for each computer on which the option is installed.

## System Requirements

Ensure that you have met all of the prerequisites and have all of the information you need to complete the installation before you begin:

- Verify that your system meets the minimum requirements to install the client and the option. For a list of system requirements, see the readme file. Check the Arcserve web site for any updates to the requirements, as well as a list of the currently supported hardware-based Providers and disk array devices used by the option.
- Verify that you have root user privileges or the proper authority to install software on the computer on which you are installing the client or the option.

**Note:** Contact your Arcserve Backup administrator to obtain the proper rights if you do not have them.

- Make a note of the name and password of the computer on which you are installing the client or the option.

## Installation of the Client and Option

There is no separate installation for the Enterprise Option for VSS Hardware Snap-Shot. The Enterprise Option for VSS Hardware Snap-Shot is one of the options included in the Arcserve Backup Enterprise Module, and requires a separate license for each computer on which the option is installed. After you license the Agent for Open Files, the Client Agent for Windows, and the Enterprise Module, the transportable VSS functionality is available.

## Prepare for VSS Shadow Copies

The amount of disk space you must allow for shadow copies depends on how often an application writes file changes and how much information is written. For example, if an application rewrites the entire file when the file is modified, changes to the application require much more shadow copy disk space than if the application wrote only the changed data.

Determine how much space is needed for the shadow copies and verify that the space is available.

# Chapter 3: Performing Backups

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This section contains the following topics:

- [Backup Options](#) (see page 23)
- [Create Transportable VSS Backups](#) (see page 29)
- [File System Backups](#) (see page 32)
- [How Backup Jobs are Submitted](#) (see page 32)
- [How the VSS Backup Works](#) (see page 33)
- [How You Perform VSS Backups](#) (see page 34)
- [Perform File System Backups](#) (see page 35)
- [Perform Writer Backups](#) (see page 36)
- [VSS and the Backup Manager](#) (see page 37)
- [Writer Backups](#) (see page 38)
- [Writer Exclusion During Backups](#) (see page 38)

## Backup Options

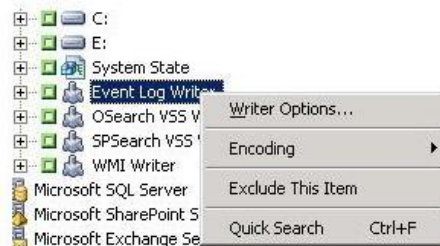
Writer and global options are available from the Backup Manager. With VSS support, local Writer options enable you to customize backup settings for specific Writers for drives, directories, and files that you want to back up. Global VSS options affect all Writers and their drives, directories, and files.

## Set Writer Options

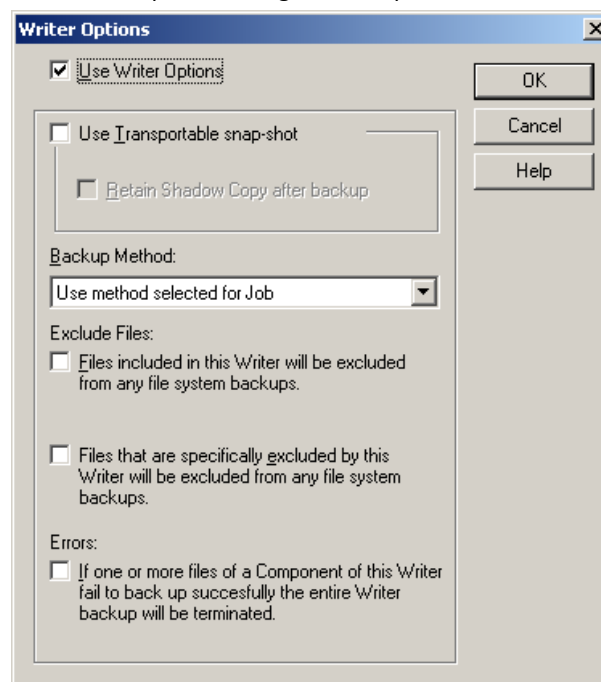
Options set at the Writer level affect only the selected Writer and override any global options set for VSS backups. For information about setting global VSS options, see [Set Global Options](#) (see page 27).

### To set options for a specific Writer

1. Open the Backup Manager.
2. On the Source tab, right-click the Writer in the Source tree, and select Writer Options from the pop-up window.



The Writer Options dialog for VSS opens.





## Writer Options Dialog

The following options are available on the Writer Options dialog:

- **Use Writer Options:** Select this option to direct the VSS backup process to use the options provided by the selected Writer and to enable the other options available on this dialog.

If this option is not selected, the options set in the Volume Shadow Copy Service tab of the Global Options dialog are used. For an explanation of the global options, refer to the section [Set Global Options](#) (see page 27).

- **Use Transportable snap-shot:** Select this option to create a transportable VSS backup. When this option is selected, the only available Backup Method is Full Backup.

This option is available only when the Enterprise Option for VSS Hardware Snap-Shot is installed as part of the Enterprise Module.

- **Retain Shadow Copy After Backup:** This option is enabled when you select Use Transportable snap-shot. Select this option to specify that Arcserve Backup should not delete the shadow copy volume after the backup. Because the shadow copy volume is transportable, retaining it after the backup enables the volume to be imported onto another system for other uses.
- **Backup Method:** Select one of the following methods to indicate the backup method to use for the backup of the selected Writer:
  - **Use Method Selected for Job:** Uses the backup method indicated in the Schedule tab of the Backup Manager.
  - **Use Full Backup:** Backs up all the files associated with the selected Writer, regardless of when the data last changed. When the Use Transportable snap-shot option is selected, this is the only option available.
  - **Use Incremental Backup:** Backs up only those files that have changed since the last full or incremental backup was performed. After each backup, backed up files are marked so that they are not backed up during the next incremental backup job unless they have changed. It takes less time to process backup jobs using this method. However, to restore files from an incremental backup, you must supply both the most recent full backup and all subsequent incremental backup jobs.
  - **Use Differential Backup:** Backs up only those files that have changed since the last full backup was performed. Because differential backup jobs do not mark files as having been backed up, the files that were backed up in the last differential job are backed up again. It takes longer to process backup jobs using this method. However, to restore files from a differential backup, you must supply only the most recent full backup and the most recent differential backup.

- **Use Log Backup:** Backs up only the log files associated with the selected Writer.
- **Use Copy Backup:** Backs up all the files included by the Writer, but does not mark the files as having been backed up. Select this option to make a full backup of your data without disrupting any existing incremental or differential backups.

**Note:** Not all Writers support all types of backups. Depending on the Backup Method selected, the Arcserve Backup behavior is different. For example, if Incremental or Differential is selected at the job level and the Global Options dialog for VSS has the Use Full Backup option set at the Writer level, a full backup is performed. However, if the Global Options dialog for VSS has the Use Log Backup option set at the Writer level and the Writer does not support Log backup, the backup fails.

- **Files Included in this Writer Will be Excluded from Any File System Backups:** This option prevents files that belong to a Writer component from being backed up by a traditional file system backup. This option offers the following advantages:
  - Avoids backing up files that have already been backed up by VSS.
  - Ensures that fewer files are processed and that traditional backups take less time to complete by excluding files from traditional backups.
  - Helps achieve successful backups by eliminating problems associated with files processed as a group (for example, files associated with a database application). In a traditional backup, there is no mechanism to ensure that the files are processed together.

This option is not available if the Use Transportable snap-shot option is selected.

- **Files that are Specifically Excluded by this Writer Will be Excluded from Any File System Backups:** Select this option to exclude files associated with an application that should never be backed up (the Windows page file, for example) from any file system backups. Each Writer is aware of whether its associated application maintains any such files. This option enables Arcserve Backup to use this information when performing traditional backups.

This option is not available if the Use Transportable snap-shot option is selected.

- **If One or More Files of a Component of this Writer Fail to Backup Successfully, the Entire Writer Backup Will be Terminated:** Select this option to cancel the backup of the selected Writer if the backup of any of its Components fails. Component backups fail if one or more of the files that are part of the Component cannot be backed up successfully.

Select this option to ensure that all of the files associated with a Writer are backed up before the backup is considered successful, regardless of how many Components are associated with the Writer.

This option is not available if the Use Transportable snap-shot option is selected.

## Set Global Options

Options set at the global level affect all Writers for VSS backups. You can override global options for a selected Writer by setting Writer level options. For information on setting options for selected Writers, see [Set Writer Options](#) (see page 24).

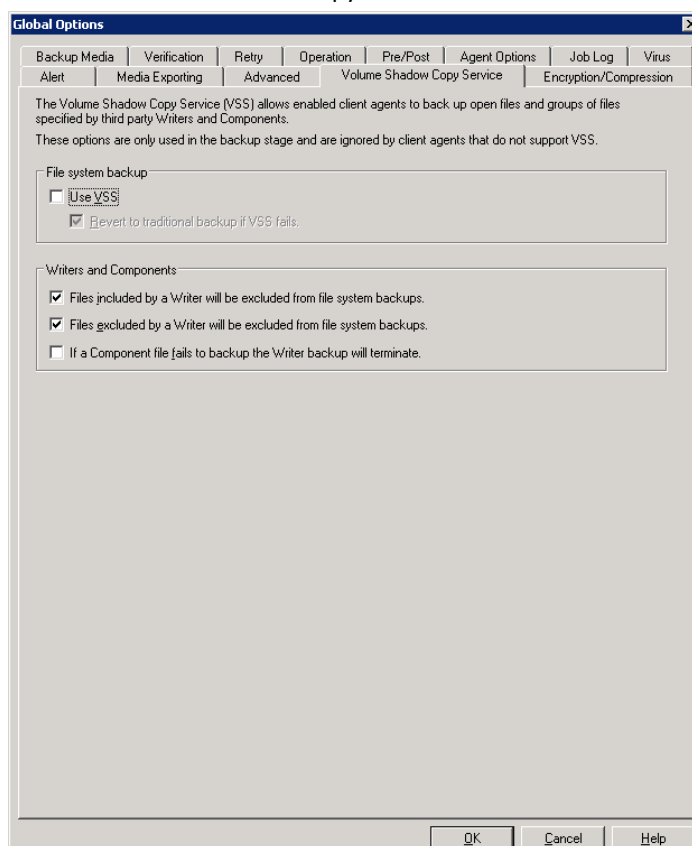
**Note:** Global options do not apply to transportable VSS backups.

### To set global options for non-transportable VSS backups

1. Open the Backup Manager.
2. Click Options.

The Global Options dialog opens.

3. Select the Volume Shadow Copy Service tab.



## File System Backup Options

The File System Backup fields let you specify how you want Arcserve Backup to handle open files during file system backups. These options do not affect Writers and Components.

- **Use VSS:** Select this option to direct Arcserve Backup to use VSS to back up open files. If this option is not selected, VSS support is not used and the Agent for Open Files (if available) is used to handle open files. If the Agent for Open Files is not available and Use VSS is not selected, a traditional backup is performed. However, the backup will be marked as incomplete if there are any open files that cannot be backed up.
- **Revert to traditional backup if VSS fails:** Select this option to direct Arcserve Backup to execute a traditional backup if an attempt to create a VSS backup fails. If the Agent for Open Files is available, it is used to handle open files if this option is selected and the VSS backup fails. If this option is not selected and the VSS backup fails, the backup job fails.

## Writers and Components Options

The Writers and Components options let you specify how you want Arcserve Backup to treat Writers and Components. These global options affect all Writers except for those with Writer-specific options in place. For information about setting Writer-specific options, see [Set Writer Options](#) (see page 24).

- **Files included by a Writer will be excluded from file system backups:** Select this option to prevent files that belong to a Component from being backed up by a traditional file system backup. This option offers the following advantages:
  - Avoids backing up files that have already been backed up by VSS.
  - Ensures that fewer files are processed and traditional backups take less time to complete by excluding files from traditional backups.
  - Helps achieve successful backups by eliminating problems associated with files that must be processed as a group (for example, files associated with a Writer or database application). In a traditional backup, there is no mechanism to ensure that the files are processed together.

- **Files excluded by a Writer will be excluded from file system backups:** Select this option to prevent files that have been excluded from being backed up by a Component from being backed up by a traditional file system backup. This option excludes files associated with an application that should never be backed up (the Windows page file, for example) from any file system backups. Each Writer is aware if its associated application maintains such files. This option enables Arcserve Backup to use this information when performing traditional backups.
- **If a Component file fails to back up the Writer backup will terminate:** Select this option to cancel the backup of a Writer if the backup of any of its Components fails. Component backups fail if one or more of its files cannot be successfully backed up. This option ensures that the backup is consistent and that all of the files associated with a Writer are backed up before the backup is considered successful, regardless of how many Components are associated with the Writer.

## Create Transportable VSS Backups

For transportable backups, VSS coordinates with the Writer, the Enterprise Option for VSS Hardware Snap-Shot, Arcserve Backup, and the disk array Provider to create a shadow copy of the LUN. When a request is initiated from Arcserve Backup (the Requestor) to back up the Writer, the Enterprise Option for VSS Hardware Snap-Shot communicates with VSS to contact the Writer. VSS freezes all processing in the Writer's application and contacts the disk-array Provider to create the shadow copy on its volumes. After the shadow copy is created, VSS thaws the application, allowing database writes to resume.

**Note:** At this time, Arcserve Backup supports transportable backup and restore of the Microsoft Exchange Writer, MSDE Writer, Microsoft SQL Server Writer, and Microsoft Hyper-V Writer for ETERNUS disk arrays.

You must use the Backup Manager to submit transportable VSS backup jobs.

**Follow these steps:**

1. From the Source tab of the Backup Manager, expand the node of the computer where the Writer is located.

If the computer does not appear in the Source tree, perform the following steps to add the computer:

- a. Open the Backup Manager in the Classic View or Group View.



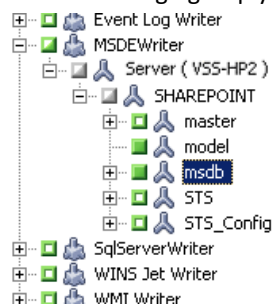
- If you opened the Backup Manager in the Classic View, right-click Windows Systems in the Source tree.
- If you opened the Backup Manager in the Group View, right-click Client Agent in the Source tree.

- b. Select Add Machine/Object from the pop-up menu.

- c. Enter the required information in the Add Agent dialog.

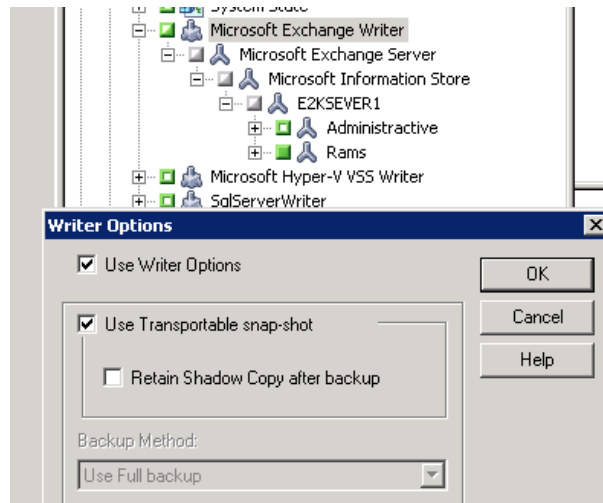
2. You can back up the entire Writer or select individual storage groups:

- To back up the Writer, click the green marker next to its name.
- To back up individual storage groups, expand the Writer node to view its storage groups and components. Click the green marker next to the name of each storage group you want to include in the backup.



3. Right-click the Writer in the Source tree and select Writer Options from the pop-up menu to specify Writer options. The Writer Options dialog opens.

4. Select Use Writer Options and select Use Transportable snap-shot. By default, the shadow copy is deleted after the backup finishes. To retain the shadow copy after the backup, select the Retain Shadow Copy after Backup option.



Click OK to apply the options and to close the Writer Options dialog.

5. From the Destination tab of the Backup Manager, select Multi Stream and set any other destination options for the backup.

**Note:** Multiplexing is not supported for transportable VSS backups.

For information about multistreaming jobs, see the *Administration Guide*.

6. From the Schedule tab of the Backup Manager, choose the appropriate options to schedule your backup.
7. Click the Submit button on the Backup Manager to begin the backup. A Security dialog opens.

**Important!** Ensure that all storage groups are on line before the backup job starts.

8. In the Security dialog, enter the authentication information for the production server and click OK. The Submit Job dialog opens.
9. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time. Click OK to add the backup job to the job queue. Use the Job Status Manager to monitor the progress of the backup job.

#### More information:

[Develop Your Backup Strategy](#) (see page 45)

[Perform Writer Backups](#) (see page 36)

[Perform File System Backups](#) (see page 35)

## File System Backups

You can use VSS without Writers to back up open files on the file system. This option is useful, for example, when backing up file servers where all the files are independent. However, this method of backing up files is not as reliable as a Writer backup.

**Important!** When you use VSS to back up the file system, the Writers are not involved in the process. Unless the data on the selected volumes is relatively static, using VSS to back up the file system could result in a corrupt backup.

## How Backup Jobs are Submitted

You must submit transportable VSS backup jobs as multistreaming jobs. When you start the backup job, the Backup Manager packages it as a master job. The master job creates child jobs for each storage group selected; each child job represents one storage group. The master job also saves the exported metadata it received from the production server for child jobs.

Use the Job Status Manager to view the progress of the master and each child job.

	Last Result	MB	Files	Missed	MB/Min...	Time Used	Job ID	Job No.	Session No.
tesy-001 (1 job execution: 1 finished, 0 incomplete, 0 failed, 0 canceled)									
2007-09-27 14:25:08	Finished	8.68	14	0	17.36	00:00:30	13	3	
jim8-001 (1 job execution: 1 finished, 0 incomplete, 0 failed, 0 canceled)									
Database protection job (4 job execution: 4 finished, 0 incomplete, 0 failed, 0 canceled)									
Detail Job Log									
Summary									
Execution Time	2007-09-27 14:25:08----2007-09-27 14:25:38								
Total Source Host	1(1 Finished,0 Failed,0 Cancel,0 Incomplete,0 Other)								
Total Sessions	1(1 Finished,0 Failed,0 Cancel,0 Incomplete,0 Other)								
Total Migrations	1(0 Finished,0 Failed,0 Incomplete,1 Pending)								
Device and Media									
Device	FSName1(Board:2,Bus:0,SCSIID:0,LUN:0)								
Media Used:1	Media Name	Barcode	SequenceNO	RandomID					
	9/25/07 11:45 AM		1	318E					
Error and Warning									
No item to display!									



## How the VSS Backup Works

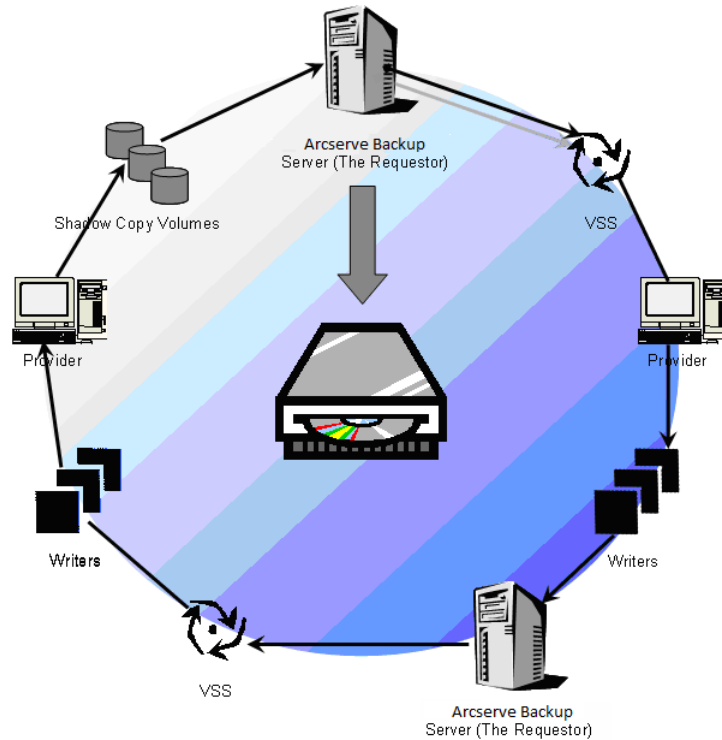
The steps involved in using Arcserve Backup to perform a VSS backup are:

1. The Requestor (Arcserve Backup) asks VSS to tell the Writers involved in the backup to gather their writer metadata documents (XML files that contain instructions for the backup) and send them to the Requestor.

Arcserve Backup communicates directly with VSS in local configurations. In remote configurations, the communication between VSS and Arcserve Backup is handled by the Client Agent for Windows, which must be installed on the target computer.

2. VSS contacts the Provider responsible for managing the volumes involved in creating the shadow copy. In the simplest case, one Provider is responsible for all of the volumes involved in creating the shadow copy, but in some situations, multiple Providers may be involved.
3. VSS contacts the Writers that are part of the backup and asks them to gather their writer metadata documents and send them to the Requestor. The Writers also begin preparing for the freeze by ensuring that the files to be backed up are in a consistent state.
4. The Writers send their writer metadata documents to the Requestor. Do not edit these files directly. Use the Backup Manager in Arcserve Backup to indicate the files you want to back up, and the backup and restore methods to use.
5. After collecting all the writer metadata documents from the Writers, the Requestor issues another command to VSS, asking it to begin the creation of the shadow copy.
6. VSS freezes the Writer's applications, ensuring that the data to be used for the creation of the shadow copy remains consistent and has internal integrity. While an application is frozen, Writers suspend any changes to the files on the original volume, allowing the application and its files to remain available while the shadow copy is created. However, because a VSS backup is a point-in-time backup, any changes made to files after the freeze are not reflected in the shadow copy and are not backed up.
7. VSS issues a command to the Provider, telling it to create a shadow copy of the current disk state.
8. The Provider creates the shadow copy on the shadow copy volume.
9. VSS thaws the frozen Writers, returning them to their normal state. Any changes that were queued by the Writer while the shadow copy was being created are written to the original volume at this time. The thaw occurs after the shadow copy has been created and before the data is backed up. This allows the applications to start using the original volumes while the backup is made using the shadow copy volume.
10. The backup data is sent to the Requestor (Arcserve Backup) by the Client Agent for Windows.

11. The Requestor backs up the data to media. The Writer metadata is stored with the shadow copy data so that recovery information is available when the data is restored.



## How You Perform VSS Backups

You can perform VSS backups from Arcserve Backup using the Backup Manager. The VSS backup procedures in this section use the Backup Manager interface of Arcserve Backup. For more information about the Backup Manager and all of its features, see the *Administration Guide*.

**Note:** For information about backing up files and components controlled by a Microsoft Exchange writer or an MSDE writer, see [Application-Specific Guidelines](#) (see page 49).

### More information:

[Develop Your Backup Strategy](#) (see page 45)  
[Perform Writer Backups](#) (see page 36)  
[Perform File System Backups](#) (see page 35)  
[Create Transportable VSS Backups](#) (see page 29)

## Perform File System Backups

### To perform a non-transportable VSS backup of the file system

1. From the Backup Manager, click the Options button to open the Global Options dialog.
2. Select the Volume Shadow Copy Service tab.
3. On the Volume Shadow Copy Service tab, select the Use VSS option and click OK. For more information about the options available on this tab, refer to the section [Set Global Options](#) (see page 27).
4. From the Source tree of the Backup Manager, select the volumes you want to back up.
5. From the Destination tab of the Backup Manager, choose the appropriate options for your backup.
6. From the Schedule tab of the Backup Manager, choose the appropriate options to schedule your backup.
7. Click the Submit button on the Backup Manager to begin the backup. A Security dialog opens.
8. In the Security dialog, enter the authentication information for the production server, and click OK. The Submit Job dialog opens.
9. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time. Click OK to add the backup job to the job queue. Use the Job Status Manager to monitor the progress of the backup job.

### More information:

[Develop Your Backup Strategy](#) (see page 45)

[Perform Writer Backups](#) (see page 36)

[Create Transportable VSS Backups](#) (see page 29)

## Perform Writer Backups

### To perform a non-transportable VSS backup

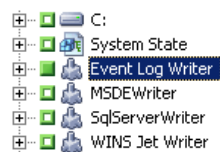
1. From the Source tab of the Backup Manager, expand the node of the computer where the Writer is located.

If the computer does not appear in the Source tree, perform the following steps to add the computer:

- a. Open the Backup Manager in the Classic View or Group View.



- If you opened the Backup Manager in the Classic View, right-click Windows Systems in the Source tree.
  - If you opened the Backup Manager in the Group View, right-click Client Agent in the Source tree.
- b. Select Add Machine/Object from the pop-up window.
  - c. Enter the required information in the Add Agent dialog.
2. Select the Writer you want to back up by clicking the green marker next to its name.



If necessary, you can expand the Writer node to view its Components. If a Writer has only one component, the marker next to its name is gray, indicating that it cannot be removed from the backup. If a Writer has multiple Components, you can, typically, choose the Components to back up. The Writer decides whether the backup of a Component is optional. Some Writers may require all Components to be backed up.

3. Right-click the Writer in the Source tree and select Writer Options from the pop-up menu to specify options for the selected Writer or to use the global options. The Writer Options dialog appears.

4. In the Writer Options dialog, perform one of the following:
  - Select Use Writer Options and choose other options to set local options.
  - Clear the Use Writer Options option to direct the backup to use the options specified on the Volume Shadow Copy Service tab of the Global Options dialog to use global options.
5. From the Schedule tab of the Backup Manager, choose the appropriate options to schedule your backup.
6. From the Destination tab of the Backup Manager, choose the appropriate options for your backup.
7. Click the Submit button on the Backup Manager to begin the backup. A Security dialog opens.
8. In the Security dialog, enter authentication information for the production server and click OK. The Submit Job dialog opens.
9. In the Submit Job dialog, select either Run Now or Run On and enter a specific date and time. Click OK to add the backup job to the job queue. Use the Job Status Manager to monitor the progress of the backup job.

**More information:**

[Develop Your Backup Strategy](#) (see page 45)

[Perform File System Backups](#) (see page 35)

[Create Transportable VSS Backups](#) (see page 29)

## VSS and the Backup Manager

When used to manage VSS backups, the Backup Manager lets you browse Writers and Components on local or remote computers. The Writers appear at the same level as volumes, system state, and other agents. Expanding a Writer reveals its associated Components.

Any Writer displayed in the Backup Manager can be selected for backup, but Components can only be selected if they can be backed up separately. The Writer is always part of the backup when any of its Components are selected.

## Writer Backups

VSS is able to safely back up open files by using application-specific Writers and their Components. A Writer is a process of an application or a service that works with VSS to freeze the application or service in preparation for a VSS backup. A Component is a group of files selected for backup, that are controlled by the application or service that is under the control of the Writer. An application-specific Writer understands how the application works, and what files and structures the application needs.

While an application is frozen, the Writer suspends writing activities on the original volume so that the files selected for backup (the Components) remain in a consistent state during the creation of the shadow copy. Although write activities are suspended during this time, the process is completely transparent to a user working on the selected application.

**Note:** For additional information about Writers and VSS backups and restores, see [Application-Specific Guidelines](#) (see page 49).

## Writer Exclusion During Backups

If you select the whole computer during a backup and there is a Arcserve Backup application-specific agent installed, the corresponding Writer is excluded from the backup. Excluding the Writer from the backup avoids backing up Writer data twice. Currently this applies to the Microsoft Exchange Writer, the Microsoft SQL Server Desktop Engine Writer (MSDE Writer), and the SQL Server Writer for SQL 2005.

- If the Arcserve Backup Agent for Microsoft Exchange is installed, the Microsoft Exchange Writer is excluded.
- If the Arcserve Backup Agent for Microsoft SQL Server is installed, the MSDE Writer and SQL Server Writer are excluded.

The Writers are only excluded from a whole machine backup. You can still select individual Writers for backup if required.

# Chapter 4: Performing Restores

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This section includes information on the various options Arcserve Backup offers to let you safely and efficiently restore your data from VSS backups. The instructions in this section provide the general steps for using the Restore Manager. For additional information about how to complete the restore process, see the documentation supplied by each Writer application.

**Note:** For information about restoring files and components controlled by a Microsoft Exchange writer or an MSDE writer, see [Application-Specific Guidelines](#) (see page 49).

This section contains the following topics:

[VSS and the Restore Manager](#) (see page 39)

[Restoration of File Systems](#) (see page 40)

[Restoration of Writers Backup](#) (see page 40)

## VSS and the Restore Manager

Arcserve Backup allows you to restore data to most computers attached to your Windows network. When used to manage Writer restore jobs, the Restore Manager lets you browse Writers and Components available on local and remote computers. The Writers appear at the same level as volumes, system state, and other agents. Expand a Writer to reveal its associated Components.

Any Writer displayed in the Restore Manager can be selected to be restored but Components can only be selected if they can be restored separately. The valid restore methods for the Writer are specified in the writer metadata document created at the time of the restore operation.

Each restore job requires a source and destination. The files selected as your source must originate from media controlled by Arcserve Backup, and the destination must be a hard drive.

The Restore Manager dialog provides three tabs to customize your restore job:

- Source
- Destination
- Schedule

## Restoration of File Systems

A non-Writer file backed up using VSS is no different than a file backed up by a traditional backup. This means that files in a VSS backup can be restored using any of the methods available for any file. For information about the different methods, see [Restore Methods](#) (see page 41).

## Restoration of Writers Backup

The process for restoring common Writer VSS backups, transportable or non-transportable, is essentially the same. However, you should have a working knowledge of the application whose files and components are to be restored. While in many cases the VSS Writer specifies the backup and restore methods for its application files and components, there may be some additional manual steps and procedures required for the restore process. For example, Microsoft Exchange Server 2003 requires that its stores are dismounted before the restore job begins. For more guidelines for specific applications and VSS, see [Application-Specific Guidelines](#) (see page 49).

See the documentation for the application associated with the VSS Writer or contact the application's vendor for additional information about restoring from the Writer.

Writers that allow custom restore jobs may need extra processing to complete the restore process. These steps are application specific and not part of Arcserve Backup functionality. To restore these Writers, the data should be restored to an alternate location and the necessary files and extra processing should be carried out according to the application's specification. Arcserve Backup does not support restoring Writers declaring themselves to be custom restore jobs to the original location. For more information about alternate locations, see [Restore Locations](#) (see page 40).

## Restore Locations

When restoring a Writer to an alternate location (if, for example, the Writer is not available on the original location or the Components and files to be restored already exist in the original location), the restore location you choose determines whether the Writer is involved in the restore process:

- When restoring to the original location, the Writer is always involved.
- When restoring to an alternate location, the Writer is never involved.

When you use the Restore by Tree, Restore by Session, or Restore by Backup Media methods to restore a Writer, and you restore the files to their original location, the Writer is always involved in the restore operation. If you restore the files to an alternate location, the Writer is not involved.



When you use the Restore by Query method to restore a Writer's files, the Writer is not involved in the restore operation. Additionally, the files are restored as if they had been backed up as part of the file system and Arcserve Backup uses the restore options set in the Destination tab of the Global Options dialog when restoring the files.

Because the Writer can also determine how to restore its files, keeping the Writer out of the restore process enables you to:

- Access an individual file from a Writer backup
- Restore the files associated with a Writer to a computer on which the Writer is not available

## Restore Methods

You can use any of the following methods from the Restore Manager to restore files backed up using a VSS Writer:

- **Restore by Tree:** Writer backups are visible in the tree of the Restore Manager at the same level as volume and system state backups. Click the marker next to the Writer's name to restore all of its Components. To restore an individual Component, expand the Writer in the tree and click the marker next to the Component's name.

**Note:** Not all Components can be restored individually. The Writer decides whether a Component can be restored individually. When an SQL Server instance is stopped, restoring only one individual custom database is not supported, even though the restore job is successful.

Use this method if you do not know which media contains the data you need, but you know which computer it came from.

**Note:** The Restore by Tree method is not supported for restoring transportable VSS backups. You can only use the Restore by Session method.

- **Restore by Session:** Writer backups are listed as separate sessions. Click the marker next to the session's name to restore all of the Components included in the session. To restore an individual Component, expand the session and click the marker next to the Component's name.

**Note:** Not all Components can be restored individually. The Writer decides whether a Component can be restored individually. When an SQL Server instance is stopped, restoring only one individual custom database is not supported, even though the restore job is successful.

Use this method if you know the media name, but are not certain about the session you want to restore.

- **Restore by Backup Media:** Writer backups are listed as separate sessions. You must restore the entire session. Components cannot be restored individually using this method even though they may be selectable.

Use this method if media was created by a different version of Arcserve Backup or if the database does not recognize it.

- **Restore by Query:** Files that were backed up as part of a Writer can be restored individually using this method.

Use this method if you know the name of the file or directory you want to restore, but do not know the machine it was backed up from or the media it was backed up to.

**Important!** While this option does allow a single file to be restored, the Writer is not notified of the restore operation and cannot properly prepare the application. By restoring a single file, you can create inconsistencies in your data. You should only use the Restore by Query method if you have in-depth knowledge about the files you are restoring.

## Set Restore Options

By default, Arcserve Backup uses the Non-authoritative method to restore the DFS (Distributed File System) Replication Service writer.

### To set the restore method to Authoritative

1. Right-click the DFS Replication Service writer in the Restore By Tree or Restore By Session view in the Restore Manager.

The VSS Restore Options dialog appears.

**Note:** The DFS Replication Service writer will not appear on Windows Server 2008 systems as this is part of system state. You need to backup the system state, if you want to backup DFS Replication.

2. Select the option Use Authoritative Restore in the VSS Restore Options dialog and click OK.

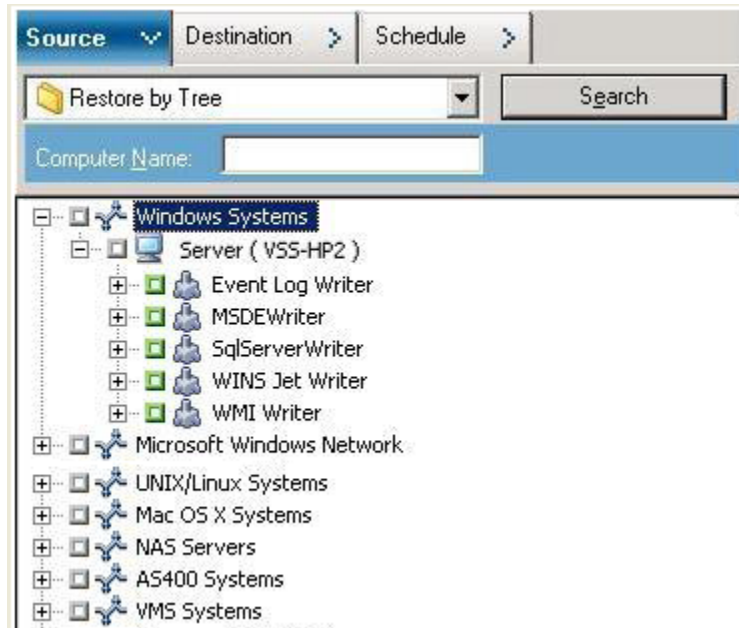
## Restore VSS Writer Backups

Before beginning a restore job, consult the documentation for the specific application whose files and Components you are restoring. Arcserve Backup only restores the files to disk, and there may be some additional steps or procedures necessary to recover the application completely.

**Note:** The instructions for restoring common Writer VSS backups (non-transportable) and restoring transportable VSS backups using Arcserve Backup are essentially the same. For guidelines for specific applications and VSS, see [Application-Specific Guidelines](#) (see page 49).

**To restore a VSS Writer**

1. From the Source tab of the Restore Manager, choose the restoration type. For a description of each type, see [Restore Methods](#) (see page 41).



2. Click the green marker next to the name of the Writer to be restored to select it. To restore individual components, expand the Writer node and select the Components you want to restore.
3. From the Destination tab of the Restore Manager, choose the restore location. Choose either of the following options:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

The default method is to restore files to their original location. If you choose to restore files to an alternate location, a list of computers, directories, and files displays so that you can select your specific destination. For more information about restore locations, see [Restore Locations](#) (see page 40).

4. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your restore job.
5. Click Submit on the Restore Manager to begin the restore. A Security dialog opens.
6. Enter the authentication information for the production server and click OK. The Submit Job dialog opens.
7. Select Run Now or select Run On and enter a specific date and time. Click OK to add the restore job to the job queue. Use the Job Status Manager to monitor the progress of the restore job.



# Chapter 5: Best Practices

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Open files can cause significant problems when backing up data. Arcserve Backup provides the following solutions to back up files that are in use by other applications or users:

- Arcserve Backup Agent for Open Files
- Arcserve Backup Enterprise Option for VSS Hardware Snap-Shot

This section describes when it is most appropriate to use each solution.

This section contains the following topics:

[Develop Your Backup Strategy](#) (see page 45)

[Best Practices for Backing Up AlwaysOn Availability Groups Using the Agent for Microsoft SQL Server](#) (see page 47)

## Develop Your Backup Strategy

When developing your backup strategy, consider the following points:

- [Amount of data to be backed up](#) (see page 46).
- [Files that are not supported by a Writer](#) (see page 46).

## Amount of Data to Back Up

Both the Agent for Open Files and the Enterprise Option for VSS Hardware Snap-Shot operate on a per-volume basis (VSS must prepare the entire volume for the backup before the backup operation can begin). The Agent for Open Files operates on a per-file basis (each open file is processed as it is encountered). For example, for a backup job consisting of 10 GB of critical database files that reside on a full 120 GB hard disk:

- Using the VSS solutions, a shadow copy of the entire 120 GB volume must be taken, and each Writer with data on that volume must prepare its files (both open and closed) before the backup job can begin. While the initial shadow copy may take some time, subsequent shadow copies are almost instantaneous.
- Using the Agent for Open Files, if the files to be backed up are closed when the request for the backup job is made, the backup operation can begin immediately. If there are any open files, the agent synchronizes them and allows Arcserve Backup to back them up.

For these reasons, when you are backing up a small amount of data (relative to the size of the volume on which it resides), using the Agent for Open Files to handle open files results in a much faster backup. When the amount of data to back up is large, you should use either the Agent for Open Files or the Enterprise Option for VSS Hardware Snap-Shot.

## Files Not Supported by Writers

When backing up open files, VSS relies on VSS-aware applications and their Writers to prepare the associated files for backup (for example, the Microsoft Exchange Writer is responsible for preparing Microsoft Exchange files and the MSDE Writer is responsible for preparing Microsoft SQL files). If no Writer is available for a certain application, any open files of that type cannot be reliably backed up.

Use the Client for VSS Software Snap-Shot or the Enterprise Option for VSS Hardware Snap-Shot when the files you are backing up are associated with a Writer. Because of the way in which Writers communicate with their applications and the application's files, VSS can obtain an in-depth knowledge of the transactional behavior of a Writer's files. When file activity is very high, the Agent for Open Files may take much longer than VSS to find a transactionally safe period in which to back up the open files.

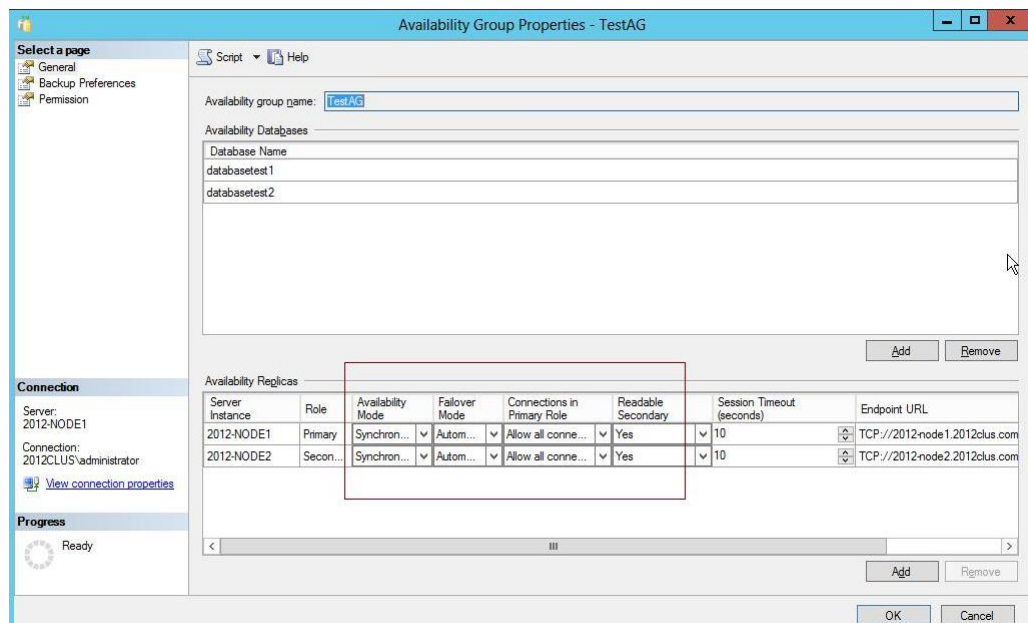
Use the Agent for Open Files to guarantee that all open files not associated with a Writer are reliably backed up. If open files not associated with a Writer are backed up using VSS, there is no guarantee of transactional integrity and you run the risk of invalidating the entire backup.

The Agent for Open Files operates independently of other applications. An application does not need to know about the agent to back up open files, and an application can write to its files during a backup job without having to communicate with the agent. Everything is handled by the agent.

## Best Practices for Backing Up AlwaysOn Availability Groups Using the Agent for Microsoft SQL Server

Review the following best practices for backing up AlwaysOn Availability Groups (AAG) using the Agent for Microsoft SQL Server on Windows Server 2012 operating systems:

- You do not need to define custom configurations to back up databases using the agent from Primary databases.
- Verify that all required, custom configurations are correct when backing up databases using the agent from Secondary, Replica databases by completing the following steps:
  1. Select and right-click the secondary AAG and click Properties on the pop-up menu to open the Availability Group Properties screen.



2. Verify that the following values are defined for the AAG:
  - **Availability Mode:** Synchronous commit
  - **Readable Secondary:** Yes
3. Click OK.





# Appendix A: Application-Specific Guidelines

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The information in this section presents guidelines and other information to keep in mind when backing up and restoring files and components controlled by applications that support a VSS Writer.

This section contains the following topics:

[Microsoft Exchange Writer](#) (see page 49)

[Microsoft Hyper-V VSS Writer](#) (see page 55)

[Windows System State Writer Components](#) (see page 58)

[MSDE Writer](#) (see page 58)

[SQL Server Writer](#) (see page 60)

[Oracle VSS Server Writer](#) (see page 64)

[Miscellaneous Supported Writers](#) (see page 67)

## Microsoft Exchange Writer

This section details some considerations to be aware of when using VSS to back up and restore Microsoft Exchange Server 2003. For complete restore and recovery information, see the Microsoft Exchange Server 2003 documentation or contact Microsoft directly.

**Note:** The Microsoft Exchange Writer cannot support some important features of Microsoft Exchange Server 2007 and above, which can only be protected by the Exchange Agent. The Microsoft Exchange Writer will not be displayed in the Backup Manager whether the Exchange Agent is installed or not.

## General Guidelines

The following are general guidelines for backup and restore operations involving Microsoft Exchange databases:

- Microsoft Exchange databases backed up using VSS must be restored using VSS and the Microsoft Exchange Writer.
- All storage groups must be on line before a backup job starts.
- All the databases in the same storage group must be dismounted before a restore job starts, even if you are restoring only one database in the storage group, to allow Microsoft Exchange Server 2003 to access all of the log files and bring the databases back on line. After the data has been restored, the databases can be mounted and the storage group can be brought back on line.
- Arcserve Backup works with VSS to restore only the backed up data. To completely recover the databases to a consistent state, you must perform Exchange-specific procedures to recover the logs.

## Non-Transportable VSS Backup and Restore - Microsoft Exchange Writers

A non-transportable Microsoft Exchange Writer session can be restored in the same way as any other Writer session. For a description of the types of restore available in the Restore Manager, see [Restore Methods](#) (see page 41).

For a non-transportable Microsoft Exchange Writer backup operation, because all of the data is in a single session, the whole Writer can be selected for restore if the whole Writer was selected during the backup operation.

When you use the Agent for Open Files and select the Microsoft Exchange Writer for backup, all of the data is written to a single session on the backup media. To restore the whole Microsoft Exchange Writer, select only that one session to restore all the data. If there is more than one storage group, all data for the storage groups is in one session.

## Transportable VSS Backup and Restore - Microsoft Exchange Writers

Transportable VSS backups of the Microsoft Exchange Writer can only be restored by Session. See [Restore Methods](#) (see page 41) for a description of the types of restore available in the Restore Manager.

Be aware of the following behavior as it applies to HDVSS backups:

- Exchange 2007, 2010, and 2013 writer display only if the hardware provider is installed on the agent machine.
- Exchange 2007, 2010, and 2013 writer backups support only backing up transportable snapshots. Backups of non-transportable snapshots will fail.
- Because transportable VSS backups are run as multistreaming jobs and, for the Microsoft Exchange Writer, each storage group has been backed up to a different session, to restore the entire Microsoft Exchange Writer, you must individually restore each storage group session. Each session is one storage group.

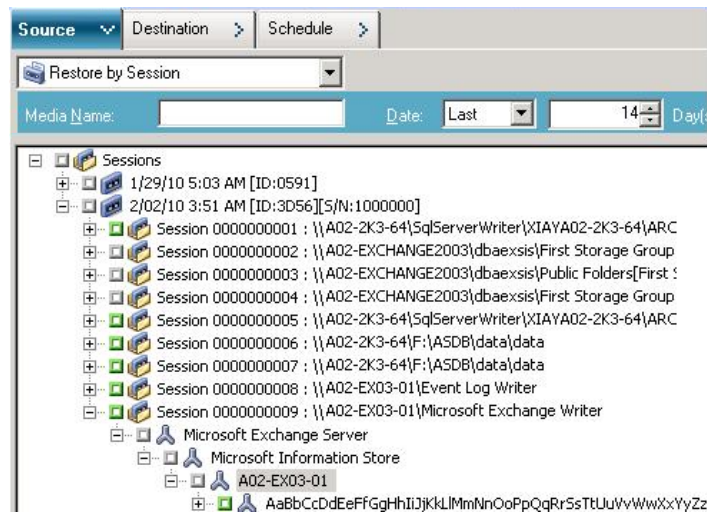
## Restore Transportable VSS Backups Using Microsoft Exchange Writers

### To restore a transportable VSS backup of the Microsoft Exchange Writer

1. On the Source tab of the Restore Manager, choose the Restore by Session restoration type.

Microsoft Exchange backups are listed as separate sessions. Click the green icon next to the session's name to restore all of the Components included in the session. To restore an individual Component, expand the session and select the Component's name.

**Note:** Not all Components can be restored individually. The Writer decides whether a Component can be restored individually. When an SQL Server instance is stopped, restoring only one individual custom database is not supported, even though the restore job is successful.



2. On the Destination tab of the Restore Manager, choose the destination to which to restore the files. Choose one of the following:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

By default, files are restored to their original location. If you choose to restore files to an alternate location, a list of computers, directories, and files appears, from which you can select a specific destination. For more information about restore locations, see [Restore Locations](#) (see page 40).

3. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your job.

4. Click Submit on the Restore Manager to begin the restore operation. A Security dialog opens.

**Important!** Ensure that all storage groups are off line before the restore job starts.

5. In the Security dialog, enter the authentication information for the production server and click OK. The Submit Job dialog appears.
6. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time. Click OK.

The restore job is added to the job queue. Use the Job Status Manager to monitor the progress of the restore job.

## Restore Transportable VSS Backups Using Microsoft Exchange Writers

The following example displays individual sessions and the series of steps involved in using Arcserve Backup to perform a VSS backup.

Be aware of the following behavior as it applies to HDVSS backups:

- When you back up the entire writer, you cannot specify and restore component level objects in the restore view. However, when you restore the entire writer, all of the subcomponents are restored. To prevent this behavior from occurring, back up the individual writer components instead of the entire writer.
- Exchange 2007, 2010, and 2013 writer display only if the hardware provider is installed on the agent machine.
- Exchange 2007, 2010, and 2013 writer backups fails for non-transportable backup and supports only for transportable snapshots.

### Follow these steps:

1. Copy the latest version of eseutil.exe, exchmem.dll, and ese.dll to the following directory on the backup server:

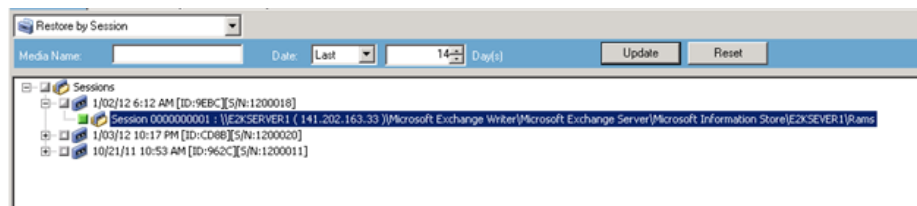
C:\Program Files (x86)\CA\ARCserve Backup\COM64

**Note:** The Exchange utilities can be found in the following directory on the server where the Agent for Microsoft Exchange is installed:

C:\Program Files\Exchange Server\V14\Bin

2. On the Source tab of the Restore Manager, choose the Restore by Session restoration type.

Microsoft Exchange backups are listed as separate sessions. Click the green icon next to the session's name to restore all of the Components included in the session. To restore an individual Component, expand the session and select the Component's name.



3. On the Destination tab of the Restore Manager, choose the destination to which to restore the files. Choose one of the following:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

By default, files are restored to their original location. If you choose to restore files to an alternate location, a list of computers, directories, and files appears, from which you can select a specific destination. For more information about restore locations, see [Restore Locations](#) (see page 40).

4. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your job.
5. Click Submit on the Restore Manager to begin the restore operation. A Security dialog opens.

**Important!** Verify that all storage groups are offline before the restore job starts.

6. In the Security dialog, enter the authentication information for the production server and click OK. The Submit Job dialog opens.
7. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time. Click OK. The restore job is added to the job queue. Use the Job Status Manager to monitor the progress of the restore job.
8. Before you submit the restore job, copy the Exchange utilities to the agent folder on the backup server. This step lets you perform an integrity check after the job completes.

## Microsoft Hyper-V VSS Writer

Arcserve Backup lets you protect Hyper-V VMs using the Arcserve Volume Shadow Copy Service (VSS) agent. The agent is designed to protect Microsoft Hyper-V data with VSS Writers using Volume Shadow Copy Service technologies without installing the Agent for Virtual Machines. For more information on protecting Hyper-V virtual machines using the Microsoft Hyper-V VSS Writer, see the *Administration Guide*.

### Transportable VSS Backup and Restore - Microsoft Hyper-V VSS Writer

Transportable VSS backups of the Microsoft Hyper-V Writer can only be restored by Session. For a description of the available restore types in the Restore Manager, see [Restore Methods](#) (see page 41).

Because transportable VSS backups are run as multistreaming jobs and, for the Microsoft Hyper-V VSS Writer, each storage group has been backed up to a different session, to restore the entire Microsoft Hyper-V Writer, you must individually restore each storage group session. Each session is one storage group.

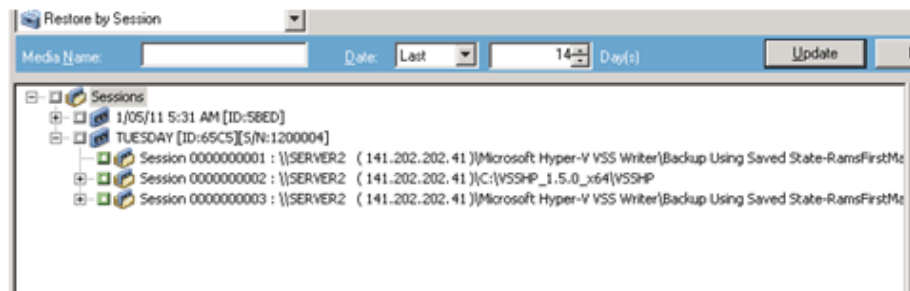
## Restore Transportable VSS Backups Using Microsoft Hyper-V VSS Writers

The following example displays individual sessions and the series of steps involved in using Arcserve Backup to perform a VSS backup.

**Follow these steps:**

1. On the Source tab of the Restore Manager, choose the Restore by Session restoration type.

Microsoft Hyper-V backups are listed as separate sessions. Click the green icon next to the session name to restore all of the Components included in the session. To restore an individual Component, expand the session and select the Component name.



2. On the Destination tab of the Restore Manager, choose the destination to which to restore the files. Choose one of the following options:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

By default, files are restored to their original location. When you want to restore files to an alternative location, a list of computers, directories, and files appears to let you select a specific destination. For more information about restore locations, see [Restore Locations](#) (see page 40).

3. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your job.
4. Click Submit on the Restore Manager to begin the restore operation. A Security dialog opens.

**Important!** Ensure that all storage groups are offline before the restore job starts.

5. In the Security dialog, enter the authentication information for the production server and click OK. The Submit Job dialog opens.
6. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time. Click OK. The restore job is added to the job queue. Use the Job Status Manager to monitor the progress of the restore job.

**Note:** Arcserve Backup supports backing up virtual machines that are created in a CSV (Cluster Shared Volume) using transportable snapshot on Windows Server 2008 R2 and Windows Server 2012.



## Backing Up Initial Store Using Microsoft Hyper-V VSS Writer

Initial Store is a separate component for Hyper-V that is stored in the *System* drive by default. You cannot create a VSS snapshot for the system volume for export because this component does not belong to any specific VM machine and will not assign any mirror image LUN for the system volume to create a shadow copy by default. Therefore, you must back up the Initial Store component using a normal VSS backup.

If you need to back up a VM using the Hyper-V VSS writer, ensure you back up all of the volumes that contain the files for the VM using the Transportable snapshot option and back up the Initial Store component using the normal VSS backup option. For more information about Transportable VSS Backups, see [Create Transportable VSS Backups](#) (see page 29). To select the components for your backup, see [Perform Writer Backups](#) (see page 36).

## Using Microsoft Hyper-V VSS Writer on a Windows Server 2012 in a Cluster Environment

When using Microsoft Hyper-V VSS Writer for physical or virtual nodes on a Windows Server 2012 in a cluster environment, there are four scenarios to consider:

### Physical nodes:

- When the data of a hyper-V or SQL Server obtain a non-CSV volume as the storage, the node follows the same behavior as a noncluster environment.
- When the data of a hyper-V or SQL Server obtain a CSV volume as the storage, the data becomes visible and you can back up the data given that the node owns the application data. For example, N1 (Node 1 of the cluster) installs the SQL Server and saves the database file as a CSV file. The data for the SQL Server is visible and you can back up the data from the SQL Server writer from N1.

### Virtual nodes:

- When the data of a hyper-V or SQL Server obtain a CSV volume as the storage, the data becomes visible and you can back up the data given that the node owns the application data. For example, there are two physical nodes: N1 and N2. N1 is the active node and owns VM V1 where V1 is visible and can be backed up from the virtual node; however if N2 owns VM V1 then V1 is not visible and cannot be backed up from the virtual node.
- When the data of a hyper-V or SQL Server obtain a non-CSV volume as the storage, the data is not visible and cannot be backed up.

## Windows System State Writer Components

The Microsoft Windows System State Writer consists of the following writer components:

- System Writer
- Registry Writer
- COM+ Class Registration Database Writer
- NTDS Writer
- File Server Resource Manager (FSRM) Writer
- Certificate Authority Writer
- Cluster Service Writer
- IIS Metabase Writer
- Microsoft Writer (bootable state)
- IIS Configuration Writer
  - Note:** This writer is available only on Windows Server 2008.
- DFS Replication Service Writer
- Remote Desktop Services (Terminal Services) Licensing VSS Writer (TermServLicensing)
  - Note:** This writer is available only on Windows Server 2008 r2.
- Remote Desktop Services (Terminal Services) Gateway VSS Writer
  - Note:** This writer is available only on Windows Server 2008 r2.
- Performance Counters Writer
  - Note:** This writer is available only on Windows Server 2008 r2.
- Task Scheduler Writer
  - Note:** This writer is available only on Windows Server 2008 r2.
- VSS Metadata Store Writer
  - Note:** This writer is available only on Windows Server 2008 r2.

## MSDE Writer

This section details considerations to keep in mind when using VSS to back up and restore Microsoft SQL 2000. For complete restore and recovery information, see the Microsoft SQL 2000 documentation or contact Microsoft directly.

## General Guidelines

The following are general guidelines for backup and restore operations involving Microsoft SQL databases:

- Microsoft SQL databases backed up using VSS must be restored using VSS and the MSDE Writer.
- All databases must be off line or detached before a restore job starts.

## Non-Transportable VSS Backup and Restore - MSDE Writers

A non-transportable MSDE Writer session can be restored in the same way as any other Writer session. For a description of the types of restore available in the Restore Manager, see [Restore Methods](#) (see page 41).

For a non-transportable MSDE Writer backup, because all of the data is in a single session, the whole Writer can be selected for restore if the whole Writer was selected during the backup operation.

When you use the Agent for Open Files and select the MSDE Writer for backup, all of the data is written to a single session on the backup media. To restore the whole MSDE Writer, select only that one session to restore all the data. If there is more than one database, all data for the databases is in one session.

## Transportable VSS Backup and Restore - MSDE Writers

Transportable VSS backups of the MSDE Writer can only be restored by Session. See [Restore Methods](#) (see page 41) for a description of the types of restore available in the Restore Manager.

Because transportable VSS backups are run as multistreaming jobs and, for the MSDE Writer, each database is backed up to a different session, to restore the entire MSDE Writer, you must individually restore each database session. Each session is one database.

## Restore Transportable VSS Backups Using MSDE Writers

### To restore a transportable VSS backup of the MSDE Writer

1. On the Source tab of the Restore Manager, choose the Restore by Session restoration type.

Microsoft SQL backups are listed as separate sessions. Click the icon next to the session's name to restore all of the Components included in the session. To restore an individual Component, expand the session and select the Component's name.

**Note:** Not all Components can be restored individually. The Writer decides whether a Component can be restored individually. When an SQL Server instance is stopped, restoring only one individual custom database is not supported, even though the restore job is successful.

2. On the Destination tab of the Restore Manager, choose the destination to which to restore. Choose one of the following:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

By default, files are restored to their original location. If you choose to restore files to an alternate location, a list of computers, directories, and files appears, from which you can select a specific destination. For more information about restore locations, see [Restore Locations](#) (see page 40).

3. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your job.
4. Click Submit on the Restore Manager to begin the restore operation. A Security dialog opens.

**Important!** Ensure that all databases are off line or detached before the restore job starts.

5. In the Security dialog, enter the authentication information for the production server and click OK. The Submit Job dialog appears.
6. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time. Click OK.

The restore job is added to the job queue. Use the Job Status Manager to monitor the progress of the restore job.

## SQL Server Writer

This section details considerations to keep in mind when using VSS to back up and restore Microsoft SQL 2005. For complete restore and recovery information, see the Microsoft SQL 2005 documentation or contact Microsoft directly.

## General Guidelines SQL 2005

The following are general guidelines for backup and restore operations involving Microsoft SQL 2005 databases:

- Microsoft SQL databases backed up using VSS must be restored using VSS and the SQL Server Writer.
- All databases must be offline or detached before a restore job starts.

## Non-Transportable VSS Backup and Restore - SQL Server Writers

A non-transportable SQL Server 2005 Writer session can be restored in the same way as any other Writer session. For a description of the types of restore available in the Restore Manager, see [Restore Methods](#) (see page 41).

For a non-transportable SQL Server 2005 Writer backup, because all of the data is in a single session, the whole Writer can be selected for restore if the whole Writer was selected during the backup operation.

When you use the Agent for Open Files and select the SQL Server 2005 Writer for backup, all of the data is written to a single session on the backup media. To restore the whole SQL Server 2005 Writer, select only that one session to restore all the data. If there is more than one database, all data for the databases is in one session.

## Transportable VSS Backup and Restore - SQL Server Writers

Transportable VSS backups of the SQL Server Writer can only be restored by Session. Refer to the section [Restore Methods](#) (see page 41) for a description of the types of restore available in the Restore Manager.

Because transportable VSS backups are run as multistreaming jobs and, for the SQL Server Writer, each database is backed up to a different session, to restore the entire SQL Server Writer, you must individually restore each database session. Each session is one database.

**Note:** Though SQL Server Writer supports differential backups, differential and incremental backup functionality is not supported at this time.

## Restore Transportable VSS Backups Using SQL Server Writers

### To restore a transportable VSS backup of the SQL Server Writer

1. On the Source tab of the Restore Manager, choose the Restore by Session restoration type.

Microsoft SQL backups are listed as separate sessions. Click the icon next to the session's name to restore all of the Components included in the session. To restore an individual Component, expand the session and select the Component's name.

**Note:** Not all Components can be restored individually. The Writer decides whether a Component can be restored individually. When an SQL Server instance is stopped, restoring only one individual custom database is not supported, even though the restore job is successful.

2. On the Destination tab of the Restore Manager, choose the destination to which to restore. Choose one of the following:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

By default, files are restored to their original location. If you choose to restore files to an alternate location, a list of computers, directories, and files appears, from which you can select a specific destination. For more information about restore locations, see [Restore Locations](#) (see page 40).

3. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your job.
4. Click Submit on the Restore Manager to begin the restore operation.

A Security dialog opens.

**Important!** Ensure that all databases are off line or detached before the restore job starts.

5. In the Security dialog, enter the authentication information for the production server and click OK.

The Submit Job dialog appears.

6. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time.
7. Click OK.

The restore job is added to the job queue.

8. Use the Job Status Manager to monitor the progress of the restore job.

## Using Microsoft SQL Server Writer on a Windows Server 2012 in a Cluster Environment

When using Microsoft SQL Server Writer for physical or virtual nodes on a Windows Server 2012 in a cluster environment, there are four scenarios to consider:

### Physical nodes:

- When the data of a hyper-V or SQL Server obtain a non-CSV volume as the storage, the node follows the same behavior as a noncluster environment.
- When the data of a hyper-V or SQL Server obtain a CSV volume as the storage, the data becomes visible and you can back up the data given that the node owns the application data. For example, N1 (Node 1 of the cluster) installs the SQL Server and saves the database file as a CSV file. The data for the SQL Server is visible and you can back up the data from the SQL Server writer from N1.

### Virtual nodes:

- When the data of a hyper-V or SQL Server obtain a CSV volume as the storage, the data becomes visible and you can back up the data given that the node owns the application data. For example, there are two physical nodes: N1 and N2. N1 is the active node and owns VM V1 where V1 is visible and can be backed up from the virtual node; however if N2 owns VM V1 then V1 is not visible and cannot be backed up from the virtual node.
- When the data of a hyper-V or SQL Server obtain a non-CSV volume as the storage, the data is not visible and cannot be backed up.

## Using Microsoft SQL Server Writer on a Windows Server 2012 in AlwaysOn Availability Groups Environments

When using Microsoft SQL Server Writer for physical or virtual nodes on a Windows Server 2012 in AlwaysOn Availability Groups (SQL Server) environments, consider the following scenarios:

### Physical-Active nodes:

- When the data for SQL Server instances is configured as AlwaysOn Availability Groups, the node follows the same behavior as that of non-cluster environments.
- The data for the SQL Server is visible. You can back up the data from the SQL Server writer from the Active Node.

### Physical-Passive nodes:

- When the data for SQL Server instances is configured as AlwaysOn Availability Groups, the SQL instances become visible. However, you cannot back up the instances. Optionally, you can back up only the SQL Server instances that are not configured as AlwaysOn Availability Groups.

**Virtual nodes:**

- When the data for SQL Server instances is configured as AlwaysOn Availability Groups, the SQL Server instances become visible. However, you cannot back up the instances.

## Oracle VSS Server Writer

This section details considerations to keep in mind when using VSS to back up and restore Oracle 11g VSS Writer. For complete restore and recovery information, see the *Arcserve Backup for Windows Agent for Oracle Guide* or contact Oracle directly.

**Note:** The VSS Writer only supports backup and restore of Oracle 11g.

### General Guidelines Oracle 11g

The following are general guidelines for backup and restore operations involving Oracle 11g databases:

- Oracle 11g databases backed up using VSS must be restored using VSS and the Oracle Server Writer.
- Oracle VSS Writer supports backup in both ARCHIVELOG mode and NOARCHIVELOG mode.

**Note:** To use the NOARCHIVELOG mode, the database must be in a consistent state. For more information, refer to Oracle documentation.

### Non-Transportable VSS Backup and Restore - Oracle VSS Writers

A non-transportable Oracle VSS Writer session can be restored in the same way as any other Writer session. For a description of the types of restore available in the Restore Manager, see [Restore Methods](#) (see page 41).

For a non-transportable Oracle VSS Writer backup, because all of the data is in a single session, the whole Writer can be selected for restore if the whole Writer was selected during the backup operation.

When you use the Agent for Open Files and select the Oracle VSS Writer for backup, all of the data is written to a single session on the backup media. To restore the whole Oracle VSS Writer, select only that one session to restore all the data. If there is more than one database, all data for the databases is in one session.



## Restore Transportable VSS Backups Using Oracle VSS Writers

The following example displays individual sessions and the series of steps involved in using Arcserve Backup to perform a VSS backup.

**Note:** Be aware of the following behavior as it applies to HDVSS backups. When you back up the entire writer, you cannot specify and restore component level objects in the restore view. However, when you restore the entire writer, all of the subcomponents are restored. To prevent this behavior from occurring, back up the individual writer components instead of the entire writer.

**Follow these steps:**

1. On the Source tab of the Restore Manager, choose the Restore by Session restoration type.

Oracle VSS backups are listed as separate sessions. Click the icon next to the session's name to restore all of the Components included in the session. To restore an individual Component, expand the session and select the Component's name.

**Note:** Not all Components can be restored individually. The Writer decides whether a Component can be restored individually.

2. On the Destination tab of the Restore Manager, choose the destination to which to restore. Choose one of the following:

- Restore files to their original location
- Restore to user-shared directories and drives (alternate location)

By default, files are restored to their original location. If you choose to restore files to an alternate location, a list of computers, directories, and files appears, from which you can select a specific destination. For more information about restore locations, refer to the section [Restore Locations](#) (see page 40).

3. From the Schedule tab of the Restore Manager, choose the appropriate options to schedule your job.

4. Click Submit on the Restore Manager to begin the restore operation.  
A Security dialog opens.  
**Important!** Ensure that all databases are off line or detached before the restore job starts.
5. In the Security dialog, enter the authentication information for the production server and click OK.  
The Submit Job dialog appears.
6. In the Submit Job dialog, select Run Now or select Run On and specify a specific date and time.
7. Click OK.  
The restore job is added to the job queue.
8. Use the Job Status Manager to monitor the progress of the restore job.

## Troubleshooting - Jobs Fail When Backing Up Databases that Contain Tablespaces With Duplicate Names

**Valid on Windows Platforms.**

### Symptom

Backup jobs that contain Oracle databases as the source data and execute using the Oracle VSS Writer fail. The Oracle databases contain tablespaces with duplicate names that differ only based on case-sensitivity. For example:

```
SQL> select tablespace_name from dba_tablespaces;
tablespace_name
TABLESPACE_NAME
```

The following Arcserve Backup products are installed on the source computer:

- Client Agent for Windows
- Agent for Open Files

After you submit the job, the job fails and Arcserve Backup generates the following error messages in the Activity Log:

E12606 Unable to get the selected writer options

E12586 This VSS writer ( \\<host\_name>\Oracle VSS Writer - ORCL ) has reported a failure on a freeze event.

**Solution**

The symptoms described above are expected behavior. Due to the duplicate tablespace names, the process of creating a snapshot of the database causes Oracle VSS writer to fail. Although Oracle distinguishes case-sensitive tablespace name as unique data, backups fail when the names of tablespaces are identical or differ only based on case-sensitivity.

To correct this problem, rename all tablespaces within a given Oracle database to unique names. For example:

```
SQL> select tablespace_name from dba_tablespaces;
tablespace_name
TABLESPACE_NAME1
```

## Miscellaneous Supported Writers

Arcserve Backup also lets you protect data using the following writers:

- WMI Writer
- Windows Internet Name Service (WINS) Writer
- Network Policy Server (NPS) VSS Writer
- Active Directory Application Mode (ADAM) Writer
- Dynamic Host Configuration Protocol (DHCP) Writer
- Background Intelligent Transfer Service (BITS) Writer



# Glossary

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## **component**

A *component* is a group of files or folders, selected for backup, that are controlled by the application or service under the Writer's control.

## **requestor**

*Requestor* is a software application such as backup software that requests that a volume shadow copy be taken.

## **shadow copy**

A *shadow copy* is a read-only, frozen view of a volume's file system as it exists when the copy is taken, and can reside on a volume separate from the one that was copied. The shadow copy volume can exist on the same server as the original data but in a different share or mount point, or on another network-attached volume.

## **volume shadow copy service**

*Volume Shadow Copy Service* is a service that coordinates various components to create consistent shadow copies of one or more volumes.

## **writer**

*Writer* is a part of an application or service that works with VSS to prepare the application's data into a consistent state at the time of the shadow copy backup request.



# Index

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## A

Amount of Data to Back Up • 45, 46  
Application-Specific Guidelines • 34, 38, 39, 40, 42, 49  
Arcserve Product References • 3

## B

Backing Up Initial Store Using Microsoft Hyper-V VSS Writer • 57  
Backup Options • 23  
Best Practices • 45  
Best Practices for Backing Up AlwaysOn Availability Groups Using the Agent for Microsoft SQL Server • 47

## C

component • 69  
Components • 12, 14  
Contact Arcserve • 3  
Copy-on-Write Method • 16  
Create Transportable VSS Backups • 29, 57

## D

Develop Your Backup Strategy • 45

## F

File System Backup Options • 28  
File System Backups • 32  
Files Not Supported by Writers • 45, 46  
Full Copy Method • 17

## G

General Guidelines • 50, 59  
General Guidelines Oracle 11g • 64  
General Guidelines SQL 2005 • 61

## H

How Arcserve Backup Achieves VSS Support • 10  
How Backup Jobs are Submitted • 32  
How the Agent Works • 16  
How the Enterprise Option for VSS Hardware Snap-Shot Works • 17  
How the VSS Backup Works • 33

How to Install the Client and the Option • 21  
How Transportable Shadow Copies are Created • 19  
How VSS Support Works • 11  
How You Perform VSS Backups • 34

## I

Installation of the Client and Option • 22  
Installing the Client and the Option • 21  
Introducing VSS Support • 9  
Introduction • 9

## M

Microsoft Exchange Writer • 49  
Microsoft Hyper-V VSS Writer • 55  
Miscellaneous Supported Writers • 67  
MSDE Writer • 58

## N

Non-Transportable VSS Backup and Restore - Microsoft Exchange Writers • 50  
Non-Transportable VSS Backup and Restore - MSDE Writers • 59  
Non-Transportable VSS Backup and Restore - Oracle VSS Writers • 64  
Non-Transportable VSS Backup and Restore - SQL Server Writers • 61

## O

Oracle VSS Server Writer • 64

## P

Perform File System Backups • 35  
Perform Writer Backups • 36, 57  
Performing Backups • 23  
Performing Restores • 39  
Prepare for VSS Shadow Copies • 22  
Prerequisites • 21  
Providers • 12, 14

## R

requestor • 69  
Requestors • 12, 13  
Restoration of File Systems • 40

---

- Restoration of Writers Backup • 40
- Restore Locations • 40, 43, 52, 55, 56, 60, 62, 65
- Restore Methods • 40, 41, 43, 50, 51, 55, 59, 61, 64
- Restore Transportable VSS Backups Using Microsoft Exchange Writers • 52, 54
- Restore Transportable VSS Backups Using Microsoft Hyper-V VSS Writers • 56
- Restore Transportable VSS Backups Using MSDE Writers • 60
- Restore Transportable VSS Backups Using Oracle VSS Writers • 65
- Restore Transportable VSS Backups Using SQL Server Writers • 62
- Restore VSS Writer Backups • 42

## S

- Service Roles • 12
- Set Global Options • 24, 25, 27, 35
- Set Restore Options • 42
- Set Writer Options • 24, 27, 28
- shadow copy • 69
- Shadow Copy Creation Methods • 15
- SQL Server Writer • 60
- System Requirements • 22

## T

- Transportable VSS Backup and Restore - Microsoft Exchange Writers • 51
- Transportable VSS Backup and Restore - Microsoft Hyper-V VSS Writer • 55
- Transportable VSS Backup and Restore - MSDE Writers • 59
- Transportable VSS Backup and Restore - SQL Server Writers • 61
- Troubleshooting - Jobs Fail When Backing Up Databases that Contain Tablespaces With Duplicate Names • 66

## U

- Using Microsoft Hyper-V VSS Writer on a Windows Server 2012 in a Cluster Environment • 57
- Using Microsoft SQL Server Writer on a Windows Server 2012 in a Cluster Environment • 63
- Using Microsoft SQL Server Writer on a Windows Server 2012 in AlwaysOn Availability Groups Environments • 63

## V

- volume shadow copy service • 69
- VSS and the Backup Manager • 37
- VSS and the Restore Manager • 39

## W

- Windows System State Writer Components • 58
- writer • 69
- Writer Backups • 38
- Writer Exclusion During Backups • 38
- Writer Options Dialog • 25
- Writers • 12, 13
- Writers and Components • 13
- Writers and Components Options • 28