

**Quantum.**

## User's Guide

# Quantum DATASTOR Shield™



# DATASTOR Shield™ User's Guide

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## Archive Manager

### Welcome

Congratulations on your purchase of this software!

This backup and restore software is designed for use with hard disk storage. Built on innovative deduplication technology, it virtually eliminates redundant data because unique data is stored only once. The effective storage capacity of the disk is significantly increased, making backup to disk fast, easy and affordable.

Some key features of this software:

- Unique data stored only once (data deduplication)
- Archived data always available on disk
- Data recovery is easy and instantaneous
- Fast backups
- Easy to use interface

Using protection plans, you can easily select the data you wish to protect. Each backup contains all of the files in the selected data set as they exist at the time of the protection plan run. There are no cumbersome incremental or differential backups to deal with.

At any time you can see all of the files you have backed up, or archived, using the familiar Windows Explorer interface.

## Features

This software is fully-featured backup and recovery software. It is made up of an Archive Manager server component and optionally, clients, as determined by license keys.

The server component, once configured, is comprised of at least one store for storing archived data, and at least one protection plan. A protection plan defines which data is to be archived, which store to save it in, and when the plan should be run. Additional stores and plans can be added and modified as needed.

The client component allows data on remote computers to be deduplicated prior to being sent to the store. This configuration is ideal for limited-bandwidth situations since only unique data is transferred across the network.

During regular use, you will work with three main features:

- Protection Plans
- Archived Data Viewing
- Archived Data Restoring

## Protection Plans

This software backs up your important data by means of protection plans. A protection plan defines which data is to be archived, which store to save it in, and when the plan runs. Additional stores and plans can be added and modified as needed.

There are three types of protection plans:

- **Files and Folders**

The Files and Folders protection plan protects selected files and folders.

- **SQL Databases** (only available if Microsoft SQL Server is installed on the computer being protected)

The SQL Server protection plan lets you protect Microsoft SQL Server databases.

- **Exchange Storage Groups** (only available if Microsoft Exchange is installed on the computer being protected)

The Exchange protection plan lets you protect Microsoft Exchange Storage Groups.

Clicking on the desired plan type starts the protection plan wizard to guide you through the simple process of creating your plan.

A protection plan keeps track of all the selected items and, after its initial run, will store only new and changed information. At the same time, each plan run creates a *full* recovery point.

### Open File Backups

Windows Volume Shadow Copy Service (VSS) is used to ensure that open files are properly backed up.

### Items that this software will not archive

This software will not archive these Windows file types:

- Temporary Internet files
- Temp folder
- Digital Rights Management folder
- Recycle Bin
- Power Management files such as the file(s) governing Hibernation
- Memory Page file
- System Volume Information files, System Restore files, Automated System Restore ( ASR ) files

You can also create your own per-plan exclusion rules as desired. See Excluding File Types for more information.

## Viewing Archived Data

With the exception of purged data, your backup storage contains all versions of your stored files. The software detects, at a sub-file level, data that has changed between backups and stores only the unique data necessary to protect the versions of the files it encounters. It can reconstruct and restore all versions of files that have been protected.

The **Archive Manager** user interface makes it easy to find each version of a file so you can quickly restore the latest version of the file or a previous version of the file. See [Exploring and Restoring Folders and Files](#) for more information.

## Restoring Data

Restoring your data is quick and easy.

To find and restore your data, use any of the following methods:

- Use the search bar and enter whole filenames, partial filenames, or wild card entries such as \*.doc.
- Explore a protection plan to view folders and files as they existed at a specific time.
- Restore the entire contents of a protection plan run.

See Exploring and Restoring Folders and Files for more information.

## Overview of User Interface

This section provides a general overview of the **Archive Manager**.

Implemented as a standard Microsoft Management Console (MMC) 3.0 snap-in, the **Archive Manager** is the *control center* for the software. It resides on the **Archive Manager** server, the computer where the software is installed, and defaults to the standard MMC 3-pane view.

The left pane, the *console tree*, provides a hierarchical view of the whole system. By selecting the **Archive Manager** folder at the top of the console tree, you can manage areas that affect the overall system, such as managing license keys and checking for product updates.

Each folder type in the console tree has specific actions defined. Actions can be initiated from the **Actions** (right-hand) console pane, the **Action** drop-down menu on the top menu bar, or by right-clicking the folder you wish to perform the action on.

The center console pane is the *status* or *results* pane. This is where you see information related to the currently selected folder in the console tree. When actions are available for items in the center pane, they will be available in the actions pane as a sub-group of actions.

When the **Archive Manager** is initially started, **Archive Manager** will be the only folder shown in the console tree, and you will be prompted to activate your software. After activation the console tree can be expanded to show **Archive Manager** (top level), with **Stores**, **Local Plans**, and **Remote Computers** underneath. Click the links below for a brief discussion of each console tree folder.

- [Archive Manager](#)
- [Stores](#)
- [Local Plans](#)
- [Remote Computers](#)

## Archive Manager

The top-level category in the console tree is called **Archive Manager**. Actions defined for **Archive Manager** affect the overall system.

Select the **About** action to view product version information. From here you can also gather product logs and history information; useful when working with product support personnel.

Select the **Check for Updates** action to see if any product updates are available. If so, you will be given the opportunity to download and install them. Prior to updating, you should close any open **Archive Manager** dialogs.

Select the **Properties** action to manage license keys, checkup reporting, and ViewStor settings.

## License Keys

The **License Keys** tab of the **Archive Manager** properties page allows you to view, enter, replace, and activate your software license keys.

### Installing License Keys

To add a license key, click the **Add** button on the License Keys tab of the **Archive Manager** properties page.

After entering your license key in the edit box and clicking **OK**, you will be prompted for confirmation.

If the license key you entered is a replacement for an existing key (automatically determined by the software), click **Yes** to replace the key, or click **No** or **Cancel** to return to the **License Keys** dialog without replacing the key. After clicking **Yes**, you will be prompted to activate the new key.

## Checkup Report

Checkup reporting provides a convenient way to monitor the status of your system by generating a report of the store and protection plan status for the past 24 hours. Errors are highlighted in red, and warnings are highlighted in yellow for quick identification of problems.

You can schedule the frequency of reporting and specify email addresses for sending the report.

Configure checkup reporting from the **Checkup Report** tab of the **Archive Manager** properties page.

## ViewStor Settings

**ViewStor** is a built-in software service that provides the explore feature of this software. It uses the Microsoft WebClient service to access archives. If the WebClient service is not running, you will not be able to use **ViewStor** to explore for files. In this case, you must either use the search bar to find individual files to restore, or restore all files from a protection plan run by clicking the **Restore** button.

On Windows Vista, Windows 7, and Windows Server 2008 platforms, **ViewStor** is configured to listen on port 8500. On these platforms, you can change the **ViewStor** listening port by checking the box to override the default listening port, then selecting the desired port number. You will be prompted to restart the **ViewStor** service for the new setting to take effect.

Note: On Windows XP and Windows 2003, only search and restore functions are available if the **ViewStor** listening port is not port 80.

To change the **ViewStor** settings, open the **ViewStor Settings** tab of the **Archive Manager** properties page.

## Stores

A store is a storage location targeted by local and remote protection plans for keeping archived data (common content) and associated cataloging information. After a store is created, it will appear in the **Stores** folder.

From the **Stores** folder, you can see and manage storage that has been prepared for the software. Information such as the storage name, size of the storage, status (**Available** or **Offline**), and the drive designation of the disk are displayed in the status (center) pane.

Part of creating a store is preparing the storage. As part of the store preparation process, the software automatically creates the following folders:

- **Archives** - Archives contain time-stamped catalog entries (restore points) grouped by plan name.
- **Quarantined Items** - Stores can be verified for referential and data integrity. Any data found to be corrupt is moved to this folder. The store will attempt to self-heal on a subsequent plan run by putting a good version of the quarantined item into the store.
- **Recycle Bin** - When an item is expired, its catalog entry is kept in this folder until the item is purged from the system.

See Storage for more information.

# Archives

When a protection plan runs for the first time, an archive is created in the store that is targeted by the plan. This archive appears in the **Archive Manager** console tree as a sub-folder of the **Archives** folder of the store, and it is given the same name as the protection plan. A recovery point is also created for exploring and restoring this point in time. Each subsequent run of the plan adds another recovery point to the archive.

Actions available for an archive include:

- **Restore**

To view recovery points, select the archive and then click its **Restore** action. Days containing recovery points are highlighted in bold font in the calendar. Select the recovery point you want to restore, and the **Restore** button at the bottom right of the screen will become active. Click **Restore** and a restore dialog box appears. Refer to Restoring Your Data for more information. If the recovery point was from a **Files and Folders** protection plan, the **Explore** button will also become active, and you can explore and restore files as described in Explore a Plan.

- **Search**

In addition to using the **Restore** action to explore and restore recovery points, you can search an archive by clicking its **Search** action. Refer to Using the Search Bar for more information.

- **Properties**

From the **Properties** action, you can define expiration settings for the archive that override the expiration settings of the parent store. See the Store Expiration section in the Store Properties topic for information about expiring data from a store.

## Local Plans

The **Local Plans** folder contains protection plans configured for protecting local data (versus data on remote computers). From here you can create and manage plans to protect local data.

Actions available for **Local Plans** include:

- **Protection Plans**

Select the **Protection Plans** action to show all local protection plans for the **Archive Manager** server. From this view, each local plan can be manually run, reconfigured, scheduled, and deleted.

- **History**

You can see the history for all local plans by selecting the **History** action. Each time a plan runs or is restored, an entry is added to the history list. By selecting an entry from the list, you can click the **View Log** link in the **Result Details** area to view the run log. See also, Protection Plan Results and Log Files.

- **Restore**

To view local plan recovery points, select the **Local Plans** folder, and click the **Restore** action. Days containing recovery points are highlighted in bold font in the calendar. Select the recovery point you want to restore, and the **Restore** button at the bottom right of the screen becomes active. Click **Restore** and a restore dialog box appears. Refer to Restoring Your Data for more information. If the recovery point was from a **Files and Folders** protection plan, the **Explore** button will also become active, and you can explore and restore files as described in Explore a Plan.

- **Search**

In addition to using the **Restore** action to explore and restore local plan recovery points, you can search for files archived by local plans by clicking the **Search** action. Refer to Using the Search Bar for more information.

- **Export Plan History**

See Exporting History to learn about exporting local plan histories.

- **Event Viewer / View Log**

To aid in troubleshooting, this software records its activity in log files and writes significant events to the Windows Application Event Log. See the Log Files topic for more information. Clicking the **Event Viewer** action for local plans opens the Windows Event Viewer for the **Archive Manager** server. Click the **View Log** action for local plans to see the commands that have run for local plans and store tasks.

See the following topics for more information:

- Creating Protection Plans
- Run, Edit, Remove a Plan



## Remote Computers

The **Remote Computers** folder contains the remote computers (clients) section of the console tree. This folder has an All Computers group underneath for adding your remote computers to the software.

Actions for **Remote Computers** include:

- **Add Group**

For organizational purposes, you can group your remote computers together under a meaningful heading, or group name. For instance, any remote computers you add to the **All Computers** folder are listed in the **All Computers** group. To streamline organization, you could create a specific group for all computers in the sales department. To create a new group, click **Add Group** and enter a name. Any computer you add to your custom group is automatically added to the **All Computers** group. Conversely, any computer you remove from your custom group is *not* automatically removed from the **All Computers** group. The computer is not completely removed until you remove it from the **All Computers** group.

- **View Log**

Click the **View Log** action for remote computers to see the commands that have run for remote computer plans. See the Log Files topic for more information.

Actions available for remote computers in the **Remote Computers** section include:

- **Protection Plans**

Select the **Protection Plans** action to show all protection plans for the selected remote computer. From this view, each plan can be manually run, reconfigured, scheduled, and deleted.

- **History**

You can see the history for all plans for a remote computer by selecting the **History** action. Each time a plan runs or is restored, an entry is added to the history list. To view the run log for a given plan, select an entry from the history list. Next, click the **View Log** link located in the **Result Details** area. The run log for the selected entry appears. See also, Protection Plan Results and Log Files.

- **Restore**

All protection plan recovery points for a remote computer can be seen by selecting the remote computer, and then clicking the **Restore** action. Days that contain recovery points are highlighted in bold font in the calendar. To restore a recovery point, select it from the list. Click the **Restore** button in the lower-right area of the screen. A restore dialog box appears. Refer to Restoring Your Data for more information. If the recovery point was from a **Files and Folders** protection plan, you can also click the **Explore** button to restore files. See Explore a Plan for more information.

- **Search**

In addition to using **Restore** to find and restore archived files, you can search for files archived by remote computer protection plans by clicking the **Search** action. Refer to Using the Search Bar for more information.

- **Export Plan History**

See Exporting History to learn about exporting remote plan histories.

- **Event Viewer**

To aid in troubleshooting, this software records its activity in log files and writes significant events to the Windows Application Event Log. Clicking the **Event Viewer** action for a remote computer opens the Windows Event Viewer for the remote computer.

See Adding Remote Computers for additional information.

## Adding Remote Computers

A remote computer, in terms of this product, refers to a computer protected by this software that is not the **Archive Manager** server.

Note: For best results, you should use the same domain administrator account to schedule plans for your remote computers as for administering your **Archive Manager** server.

To add a remote computer, select the desired computer group for your computer, then select its **Add Computer** action. This will open a screen where you can specify the computer by either browsing the network (not supported on Windows XP or Windows 2003), searching the Active Directory if applicable, or typing in the computer name.

After adding a remote computer and selecting it, you can choose its **Create Protection Plan** action to begin the protection plan wizard. See Creating Protection Plans for more information.

## Protection Plans

Protection plans specify which data to protect and where to keep the protected data (which store to use). You can optionally set up a schedule to automatically run the plan. See the following topics for more information:

- [Creating Protection Plans](#)
- [Scheduling Protection Plans](#)
- [Run, Edit, Remove a Plan](#)
- [Protection Plan Results](#)

## Creating Protection Plans

This software allows you to create and save protection plans to store your data on storage prepared for the software. A protection plan is made up of a plan type, selections relevant to the type, the store to use, and a schedule specifying when the plan runs. Local plans are protection plans that run on the local server and protect local data. Remote protection plans are plans that run on, and protect data on, remote computers (clients), where the protected data is deduplicated prior to being sent to the store for archiving.

If Microsoft SQL Server is installed on the computer you are protecting, a protection plan type for protecting SQL Server databases will be enabled.

If Microsoft Exchange is installed on the computer you are protecting, a protection plan type for protecting Microsoft Exchange Storage Groups will be enabled.

Note: Prior to creating a protection plan, you will need to create a store for keeping your archived data. See Storage for more information.

To create a protection plan, open **Archive Manager**. Select either the **Local Plans** folder or a remote computer, depending on where the data resides that you want to protect. Click the **Create Protection Plan** action and choose a plan type (**Files and Folders**, **Exchange Storage Groups**, or **SQL Databases**) to start the protection plan wizard.

Provide the following information to complete the protection plan wizard:

- folders, Exchange Storage Groups, or SQL Server databases to protect
- store to use
- a name for the plan
- a scheduling option and the administrator account credentials needed to run the plan

When a protection plan is highlighted in the results (center) pane of the **Archive Manager**, the **Actions** pane will contain actions applicable to that plan. From the **Actions** pane, you can run a plan, view its results, view the history of a plan, and modify a plan.

See Run, Edit, Remove a Plan for information about using protection plans.

See the following topics for more information about creating protection plans:

- Add Files and Folders Protection Plan
- Add Exchange Protection Plan
- Add SQL Server Protection Plan

## Add Files and Folders Protection Plan

Note: Prior to creating a protection plan, you will need to create a store for keeping your archived data. See Storage for more information.

To create a protection plan for files and folders, select **Create Protection Plan** from either the **Local Plans** folder or from a remote computer located within the **Remote Computers** folder. Next, choose **Files and Folders** to begin the protection plan wizard for protecting files and folders.

Note: The **Files and Folders** plan type is not recommended to protect Exchange and SQL. Instead, choose the **Exchange Storage Groups** or **SQL Databases** plan types.

The first step in creating a **Files and Folders** protection plan is to specify the folders that you want protected. Click the **Add** button on the **Enter Folders to Protect** screen and then use the Windows Explorer-like controls to expand the disks and folders that you want to protect. Click **OK** to protect the selected disk/folder and sub-folders. Click **Add** again to add another path to be protected by this plan. Repeat as desired.

Note: Once you've created a plan you can refine your selection down to the file level if desired via the **Plan Settings** action. You can also specify exclusions within the selected data. For instance, you might want to exclude all files with a .exe file extension. Excluding certain file types, such as images, audio, and video files, can significantly reduce the amount of data that is stored on your target storage device, and speed up execution of your protection plan. See Editing a Plan for more information.

Click **Next** on the **Enter Folders to Protect** screen to continue with the **Add Files and Folders Protection Plan** wizard. This step takes you to the **Select a Store** screen where you select a store; the target location for your archived data. Highlight the desired store, then click **Next** to continue to the **Temporary Files** screen.

On the **Temporary Files** screen, you can override the default temporary files folder location. The path specified is local to the server running the plan. The temporary files folder is the location used to build and stage objects before transfer to the store. By default the folder is located at C:\Documents and Settings\*current user account*\Local Settings\Temp on the server being protected. The software requires enough free disk space in the temporary files folder to process the single largest file being protected. The path specified is local to the server running the plan. Specify a folder on a drive other than the C: drive if enough disk space exists on an alternate drive. If there is not enough free disk space, you should use the \$store\$ variable to specify a temp directory within the store the plan targets. Click **Next** to continue to the **Enter Plan Name** screen.

Give your plan a descriptive name, then click **Next** to continue to the **Scheduled Task** screen where you can set up a schedule to automatically run the plan. You can also specify a different user account for running the plan. See Scheduling Protection Plans for more information. Click **Next** to go to the final screen where you can review the settings. Click the **Back** button to change settings, or click **Finish** to close the protection plan wizard and create the plan. You will be prompted for the password of the account specified to run the plan.

See Run, Edit, Remove a Plan for information about using protection plans.



## Add Exchange Protection Plan

The software detects Microsoft Exchange 2003 or Exchange 2007 on the computer you are protecting. If either product is installed, the protection plan type, **Exchange Storage Groups**, is enabled.

An **Exchange Storage Groups** protection plan protects all of the required Exchange Storage Group files for each storage group selected. The software queries Exchange for their location; there is no need to specify folders for protection. Each plan run truncates all eligible log files.

To create a protection plan for Exchange, select **Create Protection Plan** from either the **Local Plans** folder or from a remote computer located within the **Remote Computers** folder. Next, choose **Exchange Storage Groups** to begin the **Add Exchange Protection Plan** wizard.

The first screen, **Select Storage Groups**, lists the available Exchange Storage Groups. Check the box for each storage group you wish to protect, then click **Next** to continue to the **Select a Store** screen.

Highlight the store where you want the protected data to reside. A store in this context refers to the storage area within the **Archive Manager** server, and not Exchange. Click **Next** to continue to the **Temporary Files** screen.

On the **Temporary Files** screen, you can override the default **Temporary Files** folder location. The path specified is local to the server running the plan. The temporary files folder is the location used to build and stage objects before transfer to the store. By default the folder is located at C:\Documents and Settings\*current user account*\Local Settings\Temp on the server being protected. The software requires enough free disk space in the **Temporary Files** folder to process the single largest file being protected. Specify a drive other than the C: drive if enough disk space exists on an alternate drive. If there is not enough free disk space, enter the \$store\$ variable to specify a temp directory within the store the plan targets. As Exchange databases can often exceed the size of a boot volume, it is highly recommended you adjust this setting. Click **Next** to continue to the **Enter Plan Name** screen.

Give your plan a descriptive name, then click **Next** to continue to the **Scheduled Task** screen where you can set up a schedule to automatically run the plan. You can also specify a different user account to run the plan. See Scheduling Protection Plans for more information. Click **Next** to go to the final screen where you can review the settings. Click the **Back** button to change settings, or click **Finish** to close the **Add Exchange Protection Plan** wizard and create the plan. You will be prompted for the password of the account specified to run the plan.

See Run, Edit, Remove a Plan for information about using protection plans.

Note: This software uses Microsoft Exchange VSS Writer to create a snapshot of Microsoft Exchange Storage Groups. Verify Microsoft Exchange VSS Writer is present on the Microsoft Exchange Server by running `VSSADMIN LIST WRITERS` at a command prompt on the server being protected.

## Add SQL Server Protection Plan

The software detects Microsoft SQL Server 2005 or Microsoft SQL Server 2008 on the computer you are protecting. If either product is installed, the protection plan type, **SQL Databases**, is enabled.

A **SQL Databases** protection plan specifies which SQL Server databases to protect and where to keep the protected data. At the launch of the protection plan, the software queries SQL for the required database and log file locations; there is no need to set up specific folders for protection. During the **Add SQL Server Protection Plan** wizard, you can specify whether the transaction logs on databases configured in the **Full** recovery model will be truncated at the end of a protection plan run. The truncation of logs will not shrink the size of a transaction log file, but instead clear space within the transaction log file for the creation of new log records.

To create a protection plan for SQL, select **Create Protection Plan** from either the **Local Plans** folder or from a remote computer located within the Remote Computers folder, then choose **SQL Databases** to begin the **Add SQL Server Protection Plan** wizard.

The wizard will display a list of all databases grouped by their instance names, as well as each database operational state and recovery model. Place a checkmark next to each database you wish to protect. To have the software truncate the database transaction logs, thereby allowing SQL to continue logging without growing the transaction log file size, place a checkmark in the checkbox **Truncate logs with full backups**. Note: The **Truncate logs with full backups** switch is ignored on protected databases configured for the **Simple** recovery model. Click **Next** to continue to the **Select a Store** screen.

Highlight the store where you want the protected data to reside, then click **Next** to continue to the **Temporary Files** screen.

On the **Temporary Files** screen, you can override the default **Temporary Files** folder location. The path specified is local to the server running the plan. The temporary files folder is the location used to build and stage objects before transfer to the store. By default the folder is located at C:\Documents and Settings\*current user account*\Local Settings\Temp on the server being protected. The software requires enough free disk space in the **Temporary Files** folder to process the single largest file being protected. Specify a drive other than the C: drive if enough disk space exists on an alternate drive. If there is not enough free disk space, enter the \$store\$ variable to specify a temp directory within the store the plan targets. As SQL databases can exceed the size of a boot volume, it is highly recommended you adjust this setting. Click **Next** to continue to the **Enter Plan Name** screen.

Give your plan a descriptive name, then click **Next** to continue to the **Scheduled Task** screen where you can set up a schedule to automatically run the plan. You can also specify a different user account to run the plan. See Scheduling Protection Plans for more information. Click **Next** to go to the final screen where you can review the settings. Click the **Back** button to change settings, or click **Finish** to close the **Add SQL Server Protection Plan** wizard and create the plan. You will be prompted for the password of the account specified to run the plan.

See Run, Edit, Remove a Plan for information about using protection plans.

Note: This software uses Microsoft SQL VSS Writer to create a snapshot of SQL. Verify **Microsoft SQL VSS Writer** is present on the SQL server by running `VSSADMIN LIST WRITERS` at a command prompt on the server being protected. In addition, the SQL server you are protecting requires Microsoft CLR Types and Microsoft SQL Management Objects for SQL 2008. If not present, these components are installed automatically the first time a SQL protection plan runs.



## Scheduling Protection Plans

Protection plans run on the computer as Windows Scheduled Tasks. When the **Edit Schedule** action for a plan is clicked, the standard Windows Task Scheduler is opened with some pre-filled settings for the plan.

The **Edit Schedule** action allows you to run a protection plan as an alternate user. That is, a user account that is different from the user which is currently logged in to the computer where the software is installed.

The **Edit Schedule** action also allows you to create a schedule to automatically run your protection plan.

### Run as

From the **Task** tab of the Windows Task Scheduler, you can change the account information required for running the plan. By default, the **Run as** account is the user account of the currently logged in user.

Enter the user account you want to be effective when the plan runs and enter the password for that user account. When using this option, the **Run only if logged on** scheduling option is normally left unchecked.

You might change **Run as** account information for a task if it needs access to network mapped drives that are available under a different user account than the one currently logged on. In a Windows domain, use an account with Domain Admin Group membership.

See User Account for more information.

### Schedule

Click the **New** button on the **Schedule** tab to edit the various scheduling fields.

Use the **Show multiple schedules** option to set up multiple run times for the protection plan. You can create a single schedule for a plan that covers multiple days, times, and frequency of plan executions.

The field **Schedule Task** specifies how often the scheduled task (your protection plan) runs. Options are:

- **Daily**
- **Weekly**
- **Monthly**
- **Once**
- **At System Startup**
- **At Logon**
- **When Idle**

The field **Start Time** specifies the starting time of the protection plan if the plan is scheduled for **Daily**, **Weekly**, **Monthly**, or only **Once**.

The field **Schedule Task Daily** (or **Weekly**) specifies how often, in days or weeks, the plan runs.

### Advanced Schedule Options

An additional set of options to create enhanced schedules is available by clicking the **Advanced** button of the **Schedule** tab.

The **Start Date** field allows you to choose the starting day for the plan to run.

The **End Date** field allows you to choose the date that the plan will stop running. This field is optional and does not need to be set.

The **Repeat task** field allows you to set a plan to run repeatedly at the interval specified in the **Every** fields.

## Run, Edit, Remove a Plan

Click on the links below for details on running, editing, and removing protection plans.

- [Running Protection Plans](#)
- [Editing Protection Plans](#)
- [Removing Protection Plans](#)

## Running Protection Plans

After creating a protection plan, the plan name and scheduling behavior that you specified is displayed in the **Archive Manager**.

You can configure protection plans to run either as *unscheduled* or *scheduled*. An *unscheduled* plan can only be executed by clicking its **Run** action. A *scheduled* plan can be executed by waiting for the scheduled day and time to start the plan, or by clicking its **Run** action.

See Scheduling Protection Plans for information on creating and modifying protection plan schedules.

## Edit Protection Plans

You can edit a protection plan at any time; however, if the plan is running at that time, your changes will not take effect until the next time the plan runs. To edit a plan, click its **Plan Settings** action.

To change the store that the plan uses for archiving, click the **Change** button on the **Settings** tab and select from the list of available stores.

The default volume for the temporary files folder is usually the system drive; however, it is recommended you use a folder on a volume other than the system drive for temporary file storage. You can specify a different temporary file location from the **Temporary Files** tab of the protection plan **Properties** page.

Click the **Apply** button at any time to save changes made so far. Click the **OK** button to save any changes and return to the protection plan page. Click the **Cancel** button to return to the protection plan page without saving any changes.

The following describes settings you can change specific to plan type.

### Files and Folders Protection Plans

From the **Plan Settings** page of a **Files and Folders** protection plan, you can:

- change the store that the plan uses for archiving
- add more folders/files to be protected
- remove folders/files to be protected
- exclude certain folders/files
- exclude predefined file types
- change the temporary file storage location

To change which folders and files are protected by the plan, choose the plan settings **Folders** tab, then click **Add** to add **Include** or **Exclude** rules. Exclude rules always override include rules. For instance, if you include \*.tmp and also exclude \*.tmp, all .tmp files will be excluded. See [Excluding File Types](#) for information about excluding predefined file types from a Files and Folders protection plan.

### Exchange Protection Plans

From the **Plan Settings** page of an Exchange protection plan, you can:

- change the store that the plan uses for archiving
- select/deselect Exchange Storage Groups to be protected
- change the temporary file storage location

### SQL Server Protection Plans

From the **Plan Settings** page of an SQL Server protection plan, you can:

- change the store that the plan uses for archiving
- select/deselect SQL databases to be protected

- select/deselect log truncation per database

Note: The **Truncate logs with full backups** switch is ignored on protected databases configured for the *simple* recovery model

- change the temporary file storage location

## Excluding File Types

Your computer contains many types of files. The types of files may range from simple text files to word processing, spreadsheet, picture, project, music, video, and so on.

When a protection plan runs for the first time, the software performs data compression and data deduplication on all the files specified by the protection plan and builds an index so that the current and subsequent plan runs will achieve the best data reduction possible.

Some file formats do not compress well. The contents of these files are static, that is, the files themselves probably will not change. Examples of these kinds of files are music and audio files, video files, photographs and images (pictures, etc.), and compressed files. This software will protect all of these files and ensure that these files are only archived once (assuming the file does not change), but these files could take up a significant amount of space on your storage disk. If you have collections of music, video, or photos that are multiple gigabytes in size, you may want to protect these files by using a second store on a second disk and use your primary storage for your important business type data.

While editing a protection plan from its **Plan Settings** page, you can easily exclude file types from your plan. In the **Folders** tab click the **Exclude file types** button to display a list of predefined file types that can be excluded. There are several categories of file types that you can exclude from a protection plan. To expand these categories, click the plus sign. Select the file types you want to exclude by checking the appropriate boxes.

The **Folders** tab then updates with the file types that are excluded.

## Changing a Protection Plan Schedule

You can change a protection plan run schedule by clicking on its **Edit Schedule** action. See [Scheduling Protection Plans](#) for information about scheduling protection plans.

## Removing Protection Plans

A protection plan can be removed by clicking its **Delete Plan** action.

After clicking **Delete Plan**, you will be asked to confirm the action. From the confirmation dialog box, you can choose to delete the associated configuration file (this is checked by default) and the associated archive (this is not checked by default).

If you do not delete the associated archive, you can still restore data by clicking the **Restore** action of the archive under its parent store in the **Stores** folder. If you delete the associated archive, it will be moved to the **Recycle Bin** of the store with a timestamp added to its name indicating when it was deleted. The archive remains in the recycle bin until deleted by the **Delete** action or the store purge task. While the deleted archive is in the recycle bin, you can open it and restore individual archive point-in-time catalogs back to the archive by clicking the **Restore** action. After a point-in-time catalog is restored from the recycle bin, it can be explored and its contents restored as if it had never been deleted.

See Store Expiration and Store Purge for more information.

## Protection Plan Results

To quickly determine the results of a protection plan run, look at the plan **Status** line when the run is complete. After a plan run, the **Status** line displays one of the following states: **OK**, **Cancelled**, **Error**, or **Warnings**.

See also: Checkup Report.

To see **Result Details**, click on the **History** action, then select the plan run result for which you are interested in viewing. Each plan run result has a **Result**, **Start** and **Finish** time to help you identify which result you may want to view. The **Result Details** view displays both text and a graph which includes:

- the data reduction ratio for this run of the plan
- how many files were protected by the plan
- how many new and changed files were encountered since the last run of the plan
- the amount of data processed by the plan
- the amount of data that was changed since the last run of the plan
- the amount of data that was stored on the backup disk

On the first plan run, the **New files** count equals the **Files protected** count, and the number of **Changed files** is zero. Also, in this case the **Total changed** bytes count equals the **Total processed** bytes count. The green color in the graph depicts the amount of data that is stored on the backup disk during this plan run. The yellow color in the graph depicts the amount of data that the software has reduced or factored during this plan run.

When the **View Log** link is opened, you will see a log file containing more detail.

The log file includes statistics that require a couple of definitions:

- "Data reduction" - the ratio of "New and changed" data to the "Total stored" (total amount of data written to the disk for this run of the plan)
- "CCF Ratio" - the ratio of the "Protected data" (all of the data protected by the plan) to the "Total stored" (total amount of data written to the disk for this run of the plan)

Looking at the **Result Details** for a plan that has run after some changes have taken place in the data and the plan has been run again, you will see the amount of **Total processed** data stays about the same. The software scans all of the files selected in the plan but identifies data that is new or changed.

The graph depicts the amount of unchanged data in blue and with the label **Unchanged**. The new and changed data, which the software reduced or **Factored**, is shown again in yellow, and the amount of data actually **Stored** to the disk is shown again in green.

## Restoring Your Data

Click on one of the following topics for help with restoring your data. You can restore data from an archive, **Local Plans** folder, or protection plans configured for a remote computer by selecting the **Restore** action.

- Exploring and Restoring Folders and Files
- Restoring Exchange Storage Groups
- Restoring SQL Server Databases

## Finding a Protection Plan Archive Time

When you click on the protection plan (or archive) **Restore** action, you will be presented with a calendar showing the current day of the current month. Dates of the month that are in **bold** font are days when the protection plan has been run. Clicking on one of those dates will show the archive times that are available for that day.

The Status column shows **Available** or **Offline**. The Status **Available** means that the archive time can be viewed and explored or restored because the storage containing that archive time is currently online and available. The Status **Offline** means that the storage containing that time is not available.

## Explore and Restore Folders and Files

This software provides instant access to the data you have archived by taking advantage of random access storage. The process of finding and restoring your data is easy because the software can display your data using a familiar Windows Explorer interface that you use every day.

You can restore your entire protection plan or even restore single files using a drag-and-drop (or copy-and-paste) method. With the **Search** action, you can type part of the filename into the search bar, and the software will begin to list matches for the filename. Press Enter on the keyboard or click the magnifying glass icon to the right of the text box to see the first 1,000 matches to your search. You can also search by wildcard entries, such as \*.txt.

## Using the Search Bar

The search function is a quick and easy way to find any of the files archived with this software. You can search for a filename by typing part of the filename in the search bar or by typing in a wildcard. The search function looks for all files that this software has ever archived. Therefore, a disk does not need to be present when performing a search.

### **Entering a filename - searching for one file**

It is not necessary to remember an entire filename when you search by filename. You can simply enter the first three characters, and the software will display filenames that match.

For example, knowing that you might have some files beginning with the word "microsoft", you can type in "mic", and the software will display filenames beginning with "mic". Scroll up and down and click on a filename, or click on the search icon at the right of the text box.

When you find the file you are looking for in the drop-down of the search, click on the file. The filename appears in the text box. Complete your file search by clicking the search icon at the right of the text box or by pressing Enter on the keyboard.

See the topic [Interpreting the Search Results](#) for details on how the results are displayed.

### **Entering a filename - searching for multiple files**

You can search for multiple files by typing the beginning of a filename into the search bar. When the software begins finding matches, click the search icon at the right of the text box, and the software will display the first 1,000 matches. To see less than 1,000 matches, narrow the search parameters.

You can also perform a search for multiple files by entering characters along with a wildcard parameter. For example, you can search for word processing files by entering "\*.doc" or search for spreadsheet files by entering "\*.xls", and so on. You can narrow the search, using our "microsoft" example above, by entering "mic\*.ppt", so that only filenames starting with "mic" and having the extension ".ppt" will be searched.

See the topic [Interpreting the Search Results](#) for details on how the results are displayed.

## Interpreting the Search Results

When you enter a search parameter in the search bar, the software displays the:

- name of the file
- containing folder of the file
- number of versions of the file

When you enter a wildcard-type search, the software shows all files matching the search criteria. For instance, entering "apps9\*.doc" lists all filenames beginning with "apps9" and ending with ".doc". The folder where each file resided when archived is shown under **From folder** and the number of versions, or copies, of the file is shown under the **Versions** column.

When you click the plus sign to expand a particular filename, the display changes to show the date and time of each file and which backup disk contains the file. If more than one version of a file exists, each version will be listed with its date and time shown in the **Versions** column. You can restore any version. See Restoring from the Search Results for details.

## Restoring from the Search Results

You can restore a single file from the search results by right-clicking on the file and choosing **Save As**. You will be presented with a **Save As** dialog and you can then choose the folder to save your restored file.

When you choose **Save As**, the standard Windows **Save As** dialog opens. Note: Windows Vista may display a dialog window requesting the user ID and password that you used to log in to the computer.

Note: The software displays only the 10 most recent versions of a file. If there are more than 10 versions available, **Show All Versions** will be enabled to allow showing all versions.

You can restore your file to any folder you choose. If you attempt to restore the file over the same file, that is, restore to the same folder where the file still resides, you will be prompted that you are overwriting the file and asked if you want to continue.

## Explore a Plan

You can explore data from an archive, **Local Plans** folder, or protection plans configured for a remote computer by selecting the **Restore** action, selecting an archive time that is listed as **Available** in the **Status** column, and then clicking **Explore** at the bottom of the page. A Windows Explorer view of the archive recovery point appears.

Click on the folder in the window just like you would in any Windows Explorer view and see your individual files.

You can open any of the files by double-clicking on the file and using the appropriate application to view the file. When viewing a file, the file will be opened as a read-only file. You can restore a file by using the copy-and-paste or drag-and-drop method, or by right-clicking a file or folder and selecting **Restore** from the menu.

If you select **Restore**, see Step 2 of Restoring Files and Folders.

## Drag and Drop Restore

You can restore a single file or groups of files using the same standard drag-and-drop or copy-and-paste methods that you use when transferring your files within Microsoft Windows Explorer.

Restoring a file begins with finding the protection plan archive time you want to explore. Refer to Finding a Protection Plan Archive Time.

Click on an archive time and the **Explore** and **Restore** buttons will become active.

Click **Explore** and in a few moments the Windows Explorer view will open. You can now navigate the data you archived.

You can restore by using your mouse to drag files to a folder location, or even just to your desktop. You can also restore by right-clicking the files and clicking **Copy** in the menu, then open the folder where you want to copy the files and right-click **Paste**.

## Restoring Files and Folders

### Step 1 - Find the protection plan archive time

In addition to restoring an individual file or a group of files, the software can restore an entire archive at a given point-in-time. Generally, you only need to restore an entire archive in the case of moving files, accidental deletion, restoring a system after a disk change or crash, etc.

The process of restoring an entire archive begins with finding the archive time for the plan you want to restore. Refer to Finding a Protection Plan Archive Time.

Select the archive time you want to restore and the **Explore** and **Restore** buttons in the lower-right portion of the screen become active. Click **Restore**, and a **Point in Time Restore** dialog box appears.

### Step 2 - Choose how to restore

There are two basic questions to answer when restoring a **Files and Folders** protection plan:

- What location, or folder, should I choose to restore my files?
- Should I replace existing files?

#### Restore Location:

- **Original location** - Your files can be restored to their original folder from which they were archived. This is the default operation. If the folder which contained the files at the time the files were archived no longer exists the software will create the folder.
- **Alternate location** - You can restore your files to an alternate folder, that is, a folder different from the one(s) from which you archived the files. This option will preserve the folder structure of the archived data. That is, all folders and subfolders that existed when the protection plan archived the data will appear in the alternate folder you choose.

To restore to an alternate folder, click the **Restore files to** drop-down feature and click **Alternate Location**. When this action is done, the text next to **Alternate location** becomes active and is displayed as a blue link.

When the link **Click here to select an alternate folder** is clicked, a dialog window opens where you can choose a folder to restore the files.

#### Restore Options:

There are three options to choose from when replacing the files.

- Choose **Missing files** if you do not want the restore operation to copy over files that are already in the restore location. This option only restores files that are not present in the folder where you have chosen to restore the files. You might choose this option to only copy files you believe are missing from a folder. If you have chosen to restore the archive to an alternate folder, then it is possible that all files will be restored since the alternate folder may not contain any of the files in the archive.

- Choose **Missing files and files that are older** if you want the restore operation to restore files that no longer exist in the folder (missing) and to replace older files in the restore location with newer files from your archive. You might choose this option to replace a current file on your hard disk with the most recent version of the file from your archive. If you have chosen to restore the archive to an alternate folder, then it is possible that all files will be restored since the alternate folder might not contain any of the files in the archive.
- Choose **Missing files and files that are different** if you want the restore operation to restore files that no longer exist in the folder (missing) and to replace files in the restore location regardless of whether the archived files are newer or older. You might choose this option if you are rebuilding a particular area of your hard disk.

After choosing the options, click **Restore**, and the software will begin to restore the files. After the restore is complete you can view the log file for the restore by clicking **View Log**. A record of the restore will also appear in the results page under the corresponding protection plan name. You can view the record of the restore by clicking the **History** action. In the **Action** column, will be the word **Restore** and the date and time of the restore.

## Restoring Exchange Storage Groups

An Exchange protection plan backs up Microsoft Exchange databases and log files for each Microsoft Exchange Storage Group selected. After the plan runs, eligible logs are truncated. This page discusses the process of restoring and recovering Exchange 2003 and Exchange 2007 databases.

The software protects Microsoft Exchange using the Microsoft Exchange Writer for VSS included with newer versions of Windows. When a Microsoft Exchange Storage Group is backed up by the software, the VSS Writer is invoked and the files that compose the databases, log files, and ancillary meta files are backed up in an open state (while the mailbox stores are mounted). Email transactions and new log files are deferred in memory while the existing files are backed up. Because databases are protected in an open, or victimized state, recovery steps are necessary before restored databases can be remounted in Exchange.

When restoring one or more Microsoft Exchange Storage Groups from an Exchange protection plan, all files composing the Microsoft Exchange Storage Group are restored to an alternate location of your choosing. The software never restores the database files back to their original location, due to the potential of corrupting running mailbox databases. After restoring all files from your protection plan, you must run an Exchange recover command using the Microsoft utility ESEUtil.exe, included with Exchange, before the individual databases can be used again by Exchange. You may replace an existing damaged Exchange database, or simply recover data from a mailbox by mounting the database in an Exchange Recovery Storage Group.

The process of restoring a protection plan begins with finding the archive time for the plan you want to restore in the **Archive Manager** software. Refer to Finding a Protection Plan Archive Time.

Select the archive time you want to restore and the **Restore** button in the lower-right portion of the screen becomes active. Click **Restore** and a **Storage Group Restore** dialog box appears. Choose a volume or directory with enough space to save all log files and all databases for the Microsoft Exchange Storage Group. It is not possible to explore an archive containing protected Exchange data.

To use the restored database files with Exchange, they must be recovered and reattached to the Exchange Server. For information on recovering and attaching databases to an Exchange Server please refer to the following links:

- Exchange 2003/2007

[http://technet.microsoft.com/library/aa998848\(EXCHG.80\).aspx](http://technet.microsoft.com/library/aa998848(EXCHG.80).aspx)

<http://support.microsoft.com/default.aspx/kb/824126>

[http://technet.microsoft.com/library/aa996168\(EXCHG.65\).aspx](http://technet.microsoft.com/library/aa996168(EXCHG.65).aspx)

- Exchange 2010

<http://technet.microsoft.com/library/dd876954.aspx>

<http://technet.microsoft.com/library/ee332321.aspx>

<http://technet.microsoft.com/library/ee332351.aspx>



## Restoring SQL Server Databases

A SQL Server protection plan backs up all required files for each SQL Server database selected. This page discusses the process of restoring and recovering SQL Server databases.

In addition to restoring an individual database or a group of databases, the software can restore the entire protection plan. Generally, you only need to restore an entire protection plan in the case of accidental deletion, or restoring a system after a disk change or crash.

This software protects Microsoft SQL databases using the Microsoft SQL VSS Writer included with newer versions of Windows. When a database is backed up by the software, the VSS Writer is invoked and the files that compose the database are backed up in an open state (while databases are mounted). New transactions are deferred in memory while the existing database and Transaction Log files are backed up. The databases are left in an open state in the store targeted by the protection plan.

The software does not allow you to restore the database files to the original location. You must always choose an alternate location for restoration. The software never restores the database files back to their original location due to the potential of corrupting running databases. After restoring, you will need to reattach the database to the SQL Server. Whether the goal is to replace an existing damaged database, or simply to recover data from a table or tables, will determine if you should move the restored files to the original location of the database files, or leave them in their restored location. Never overwrite your original database files. Rename them and later delete them when your recovery is complete.

The process of restoring a protection plan begins with finding the archive time in the **Archive Manager** software for the plan you want to restore. Refer to Finding a Protection Plan Archive Time.

Select the archive time you want to restore and the **Restore** button in the lower-right portion of the screen becomes active. Click **Restore** and a **Database Restore** dialog box appears. It is not possible to explore a database archive.

After restoring, you simply need to reattach the database files to the SQL Server instance. Please refer to <http://msdn.microsoft.com/en-us/library/ms190209.aspx> for information on attaching databases to SQL Server instances.

## Storage

The **Stores** folder shows the current availability of archive storage and its physical free space.

After adding a store, the status in the center console pane of the **Archive Manager** shows the new store and its status. To change the settings for a store, highlight the store and click **Properties**.

The **Status** column shows the availability status of the storage media. If the status is **Available**, then this media is available for use. An **Offline** status means that the media is currently not available.

The **Capacity** column displays the native capacity of the storage.

The **Free Space** column displays the native free space of the storage.

After highlighting a store in the tree pane, you can display its **Details**, **Usage History**, **Store Tasks**, and **Task History** by clicking on the appropriate action in the **Actions** pane.

Please refer to the following topics for more information:

- Adding Storage
- Removing Storage
- Store Tasks
- Store Actions
- Store Properties

## Adding Storage

A new installation of the software will not have any storage assigned to it. Highlight the **Stores** folder in the console tree and click the **Add a Store** action to start the **Add Store Wizard**.

There are four categories of storage to choose from. Click on a topic below for more information.

- Disk Drive Storage
- Network Drive Storage
- Removable Disk
- File Folder Storage

## Disk Drive Storage

Choose **Disk Drive** if you want to create a store on a locally-attached hard disk. This option creates a store at the root of the disk that you select in the **Add Store Wizard**. Choose a disk, then click the **Next** button.

If there are stores already at the root of this disk (perhaps from a previous installation of this software), you can reattach by choosing the **Use existing** option and selecting a store from the drop-down list. See Use Existing Store for more information. If no stores exist at the root of the disk, this option will be disabled.

To create a new store, choose **Add new** and enter a descriptive name for your new store. After the store has been created, this name is displayed in the **Archive Manager** tree pane under the **Stores** folder.

In most cases, click **Next** on the **Shared Folder** screen to accept the default settings. If you don't want to make this store available to remote computer protection plans, uncheck the box, then click **Next**.

If this is an existing store, the **Prepare Store** screen will have a **Reconnect** button. Otherwise, it will have a **Prepare now** button. Preparing a store creates the file and folder structure used by the software to store and track your protected data.

Note: If the option is shown, the **Use NTFS-only media layout (only for backward compatibility)** checkbox should normally be left unchecked. (This option is only needed if the store will be the target of a store copy task and the source store is a legacy store that only supported NTFS-formatted disks.)

Click the **Prepare now** (or **Reconnect**) button. When the prepare or reconnect process is complete, the progress indicator will show **Preparation Complete** and the **Next** button will be enabled. Click **Next** to continue to the **Store Added** screen.

The **Store Added** screen shows a high-level summary of the store configuration. Notice the **Storage location** value is `<drive letter>:\ObjectStore{...}`. This is a hidden system folder. The name you entered is used within the **Archive Manager**. After clicking **Finish**, the new store is added to the **Stores** folder and can be used by protection plans.



## Removable Disk Storage

Choose **Removable Disk** if you want to use a removable disk drive. This option creates a store at the root of the drive that you select on the **Add Storage** screen. Choose a removable disk drive, and then click the **OK** button.

If there are stores already on this disk (perhaps from a previous installation of this software), you can reattach by choosing the **Use existing** option and selecting a storage location from the drop-down list. See Use Existing Store for more information. If no storage locations exist on the drive, this option will be disabled.

To create a new store, choose **Add new** and enter a descriptive name for your new store. After the store has been created, this name is displayed in the **Archive Manager** tree pane under the **Stores** folder.

In most cases, click **Next** on the **Shared Folder** screen to accept the default settings. If you don't want to make this store available to remote computer protection plans, uncheck the box, then click **Next**.

If this is an existing store, the **Prepare Store** screen will have a **Reconnect** button. Otherwise, it will have a **Prepare now** button. Preparing a store creates the file and folder structure used by the software to store and track your protected data.

Note: If the option is shown, the **Use NTFS-only media layout (only for backward compatibility)** checkbox should normally be left unchecked. (This option is only needed if this store will be the target of a store copy task and the source store is a legacy store that only supported NTFS-formatted disks.)

Click the **Prepare now** (or **Reconnect**) button. When the prepare or reconnect process is complete, the progress indicator will show **Preparation Complete**, and the **Next** button is enabled. Click **Next** to continue to the **Store Added** screen.

The **Store Added** screen shows a high-level summary of the store configuration. Notice the **Storage location** value is `<drive letter>:\ObjectStore{...}`. This is a hidden system folder. The name that you entered is used within the **Archive Manager**. After clicking **Finish**, the new store is added to the **Stores** folder and can be used by protection plans.



## Use Existing Store

You can reattach a store to this software if it had been removed with the **Keep the data on the media for future use** option. See Storage Remove for more information. You can also add existing stores from another system in the same manner.

To use an existing store, first click the **Add a Store** action, then choose the physical storage containing the store you wish to use.

The software will detect that there are stores already on the physical storage and will enable the **Use existing** option. Choose **Use existing** and select a store from the drop-down list. If no stores exist on the storage media, this option will be disabled.

After clicking the **OK** button, the store appears under the **Stores** folder and archived data in this store may now be explored and restored; however, you cannot add any new data.

## Removing Storage

You can remove stores from this software. You might remove a store if you want to set the storage aside for just restoring data. This action helps reduce the number of stores you are viewing in the store status panel to just the current ones being used by your protection plans. Note that removing storage is an optional procedure. The storage can be used for restoring data, or used by protection plans for storing data (assuming it is not full) by adding it back to the software via the **Add a Store** action.

To remove a store, choose the store you wish to remove from the software, then click its **Remove Store** action to open the **Remove Store** dialog.

Note: You cannot remove a store that is being used by protection plans or is used by a store copy task from other stores.

You must decide whether or not to delete the data on the media used by protection plans.

- Keep the data on the media for future use

When storage is removed from the software, the stored data is not removed or deleted. However, you will be unable to restore or search for files in the removed store. If you want to use the storage again to archive protection plans or restore files, you must perform the Add a Store action. See Use Existing Store for more information.

When **Cancel** is clicked, the **Remove Store** dialog box closes, and the software will take no action.

When **Continue** is clicked, the software removes the storage. The following actions will take place:

- the selected store is removed from the **Stores** folder in the console tree
- all recovery points for protection plans associated with the storage are removed from the **Explore** page

- Permanently delete the data on media

When storage is permanently deleted from the software, the stored data is destroyed. You can reuse the media for new storage, but you will not be able to access any old data.

When **Cancel** is clicked the **Remove Store** dialog will close and the software will take no action.

When **Continue** is clicked, the software will ask for confirmation.

Click **No** to return to the **Remove Store** dialog without removing the storage. Click **Yes** to remove the storage. The following actions will take place:

- the selected store is removed from the **Stores** folder in the console tree
- all recovery points for protection plans associated with the storage are removed from the **Explore** page
- data is completely destroyed for the selected store

## Store Tasks

Store tasks are tasks that operate at the store level. You can create tasks for copying stores, verifying data in a store, expiring data in a store, and purging expired data from a store.

Please refer to the following links for more information:

- [Store Copy](#)
- [Store Verify](#)
- [Store Expiration](#)
- [Store Purge](#)

## Store Copy

Store copy tasks allow you to copy the contents of one store to another. You can copy stores within the same **Archive Manager** system, or you can copy stores to or from another **Archive Manager** system.

Before you create a store copy task, both stores, source and destination, must exist.

The store copy task is associated with the store it is created from. This store can be the source store or the destination store. Initially it will be the source store, but this can be changed before the task is actually created.

When copying stores to or from different **Archive Manager** systems, keep in mind that performance is generally better when *pulling* data rather than *pushing* it. In other words, reading *across-the-wire* and writing locally is generally faster than reading locally and writing *across-the-wire*.

Note: The source and target stores must be of the same type. For example, if you want to copy an older *legacy* store that uses NTFS alternate data streams, you would need a target store of the same type. In this case, the store needs to have the **Use NTFS-only media layout (only for backward compatibility)** option selected when it is created. This is not an issue if you've only had newer (4.x) versions of this software and, consequently, the **Use NTFS-only media layout (only for backward compatibility)** option may not be available in your software.

### Creating a Store Copy Task

Assuming both stores exist, select the store from the **Archive Manager** console tree that you want the store copy task to be associated with and then click the **Create Store Task** action. This action opens the **Create Store Copy Task** wizard with the selected store shown in the **Source Store** window of the **Create Store Copy Task** screen. Other stores configured for this **Archive Manager** server are listed in the **Destination Store** window. Click the **Browse** button to select a store on another **Archive Manager** server.

You can reverse the source and destination lists by clicking the double-ended arrow button. You would do this if you wanted the store listed in the **Source Store** window to actually be the destination store.

Select your destination store from the **Destination Store** window. Contents of the highlighted store in the **Source Store** window are copied to the highlighted store in the **Destination Store** window. Click **Next** to continue.

If there is more than one archive in this store (for example, more than one protection plan is writing to this store), you can copy all archives or a subset of archives. Click **Next** to continue.

On the **Configure Recovery Points to Copy** screen, you can choose to copy all recovery points or copy only the most recent recovery point. Make your choice, then click **Next** to continue.

Enter a meaningful name for this task on the **Copy Task Name** screen, then click **Next** to continue to the **Schedule Copy Task** screen.

You can schedule this task to run automatically or click **Next** to accept the **No Schedule** default. The task runs as the currently-logged-on user unless you change the **Run as** account information on the **Task** tab of the task scheduler.

Review the store copy task settings shown on the **Completing the Add Store Copy Task Wizard** screen. If you need to make changes, navigate back via the **Back** button. When you are satisfied with the settings, click the **Finish** button. You will be prompted for the password of the account specified to run the plan. After you enter the password, the task is created, the **Create Store Copy Task** wizard closes, and the new task appears in the store tasks results of the store where the task was created.

### Three common usage scenarios for the Store Copy task

#### Copy local drive store to store on removable storage

A good backup plan often includes taking the backup media to an off-site location. You could set up a store copy task to run, for instance, once a week, and only copy the most recent recovery point from each archive, thereby allowing for many weekly backups on removable disk or USB storage.

#### Copy a store from one Archive Manager server to another Archive Manager server

As mentioned above, performance is better when *pulling* data rather than *pushing* it. For best performance, you should create the store copy task on the **Archive Manager** server that you are copying the data to. When creating the task, click the double-ended arrow on the **Create Store Copy Task** screen to make the local store the **Destination Store**. Click the Browse button to select a store on another **Archive Manager** server for the **Source Store**.

#### Seeding a store from a remote site

This software employs source-based deduplication, in which data processing is distributed across a network of servers and only the deduplicated data is moved across a LAN or WAN to a store. If a large amount of deduplicated data has to travel across a slow WAN link during the baseline run of a system in a remote office, the baseline run time may be unacceptably long due to the bandwidth bottleneck. Once the baseline run has completed, however, subsequent runs will skip items already in the store and only process new and changed data. Only the deduplicated versions of active data moves across the WAN and into the store, greatly reducing the backup window and making protection of remote systems across the WAN feasible. To facilitate the baseline run of a system in a remote office, the deduplicated data may be saved to a removable storage device plugged directly into the remote system, and then shipped to the location of the **Archive Manager** server for synchronization, thus *seeding* the store for future runs.

Follow these steps for seeding a store from a remote site:

1. Configure storage at the remote site for the plan to use.

Attach a removable storage device to the remote computer that you want to protect. If USB connected, make sure the server supports at least USB 2.0. It will appear in the Computer window with a local drive letter, for example, H: . Share the root of the drive and allow *Full NTFS* permissions to the Domain Admin Group. You can configure a NAS device with a share instead, so long as the share is accessible to **Archive Manager**.

2. Add a store to the share at the remote site.

In **Archive Manager**, click the **Stores** folder and choose the **Add a Store** action. In the **Add Store Wizard**, select **Network Drive**, click the link to map a network drive (or add a network

location). Map a drive to the share on the removable storage device, choosing a drive letter for the mapped drive and entering the UNC path to the share, e.g. \\<remote computer name>\<share name>. Once mapped, the share appears in the **Select a Network Drive** window. Select the share and click **Next**. Name the store with a unique name (for example, the permanent store name plus '\_temp'). Click **Next**. Prepare the store by clicking **Prepare Now** and complete the **Add Store Wizard**.

3. Add a protection plan for the remote computer.

In **Archive Manager**, expand the **Remote Computers** folder, select the **All Computers** group, right-click and select **Add Computer**. Add the remote computer by machine name or IP address. (Note: Exchange and SQL require the machine name.) Click on the newly-added computer. In the **Actions** pane, select **Create Protection Plan**. Step through the protection plan wizard. Give the plan its permanent name. The plan name will not change. Add the desired folder selections, and select to use the store created in step two.

4. Run the plan one time. The baseline is generated and stored.
5. Run the plan at least two more times so items in the store are verified.
6. Set the plan to run to the permanent store.

Once the store copy task completes, in **Archive Manager**, under **Remote Computers, All Computers**, select the remote computer. The plan appears in the center pane. Highlight the plan. In the **Actions** pane, select **Plan Settings**. On the **Settings** tab, click the **Change** button. Choose the permanent (seeded) store from the list of available stores. Click **OK**. Click **OK** again.

7. Remove the USB device properly with the Safely Remove Hardware icon in the system tray. This action will flush buffers prior to removal. Ship the USB device and connect to the **Archive Manager** server.
8. From the **Archive Manager** list of stores, remove the store on the removable media, since it has an incorrect device path now.

In **Archive Manager**, select the store. In the **Actions** pane, select **Remove Store**. Accept the default to keep the data on the media for future use. Click **Continue**.

9. Reconnect **Archive Manager** to the store.

In **Archive Manager**, select **Stores**. In the **Actions** pane, select **Add a Store**. If the store is located at the root of a removable USB device, in the **Add Store Wizard**, select **Disk Drive**, then select the drive letter of the USB device. Click **Next**. In the **Storage Name** window, select the **Use existing** radio button. The field becomes active, and you can then select the store on the USB device. Click **OK**. Click **Next**, then click the **Reconnect** button, then click **Finish**. If the store is located in a folder on the USB device, do not select **Disk Drive**, select **File Folder** and click the link to select a folder. Browse to the folder on the USB device that contains the store, then finish reconnecting to the store. If the store resides on a NAS share, in the **Add Store Wizard** select **Network Drive**, browse to the folder that contains the store, then finish reconnecting to the store.

10. Create a store copy task to synchronize the store on the removable device with a permanent store. (If you have not created the permanent store yet, do so now.)

In **Archive Manager**, select the store on the removable media. In the **Actions** pane, select **Create Store Task**. In the dialog box that opens, choose **Create Store Copy Task**. Select the source and destination stores. The source store is the store on the removable media. Select the destination store from the list of available stores. The destination store is the permanent store that the plan will use in the future. Click **Next**. Keep the default selection to copy all archives. Click **Next**. Choose the default selection to copy all recovery points. Click

**Next.** Accept the default name for the store copy task and enter proper credentials for the task to use when it runs.

11. Run the store copy task.

In **Archive Manager**, with the store on the removable media selected, click **Store Tasks** in the **Actions** pane. In the center pane, highlight the store copy task. Right-click the store copy task and select **Run**.

12. Run the plan to the new store. Configure a schedule for the plan, if desired.

13. You may remove the store on the removable device from **Archive Manager** once you are satisfied the new configuration is working properly.

In **Archive Manager**, select the store on the removable device. In the **Actions** pane, select **Remove Store**. Accept the default to keep the data on the media for future use or delete the contents permanently. Make sure you are deleting the correct store or permanent protection plan data loss may result. Click **Continue**.

## Store Verify

To maintain store integrity, the software can verify the contents of a store and identify corrupt files sometimes caused by disk corruptions. If a corrupt file is found, it is moved to the store **Quarantined Items** folder. A quarantined item is no longer available from the store, but if the data is available on primary storage, it will automatically be replaced (repaired) in the store during the next protection plan run. Each item listed in the **Quarantined Items** folder has either a red flag indicating that the item has not yet been repaired, or a green check indicating that the item has successfully been repaired. Items with green checks can be deleted safely from the **Quarantined Items** folder.

Note: Do *not* attempt to manually repair quarantined items. Contact Technical Support for assistance.

Verification can be accomplished in two ways, with *full verification* or by *sampling*. Full verification performs an intensive scan of the entire store, whereas sample verification only verifies a portion of the store. With sample verification, the entire store is verified after 256 runs of the verification process.

To create a store verify task, highlight the store in the **Stores** folder and then select the **Create Store Task** action. In the **Create Store Task** screen, choose **Create Store Verify Task** to open the **Create Store Verify Task** wizard. Enter a name that describes the purpose for this verify task. Click **Next**. Choose whether to verify the entire store contents or to perform random sample verification with each run of the task. Click **Next**. Configure a schedule for automatically running the task, if desired. Click **Next**. Review the settings, then click **Finish** to create the task, enter a password for running the task and exit the **Create Store Verify Task** wizard.

You can manually run the task from the **Archive Manager** at any time by selecting the store in the **Stores** folder, then selecting the verify task in the center pane and selecting **Run** in the **Actions** pane.

## Store Expiration

By default, all data is retained indefinitely in a store. A store expiration task lets you set the number of days that data is retained in a store and how often to expire the data. Only one store expiration task is allowed per store.

Once the task is created, you can edit the retention settings from the store **Properties** action. To change the retention settings, select the store in the **Stores** folder of the **Archive Manager** tree console, then click the **Properties** action to open the **Properties** page. Click the **Expiration** tab to edit the expiration settings.

The expiration process looks at each archive within the store to determine what is eligible for expiration and moves those point-in-time catalogs (restore points) to the store **Recycle Bin**. The expired restore points are longer exposed, but their data is still in the store.

Note: As a safety precaution, the most recent ten restore points in an **Archive** will *not* expire even though they may meet the expiration criteria. You can change this setting from the **Edit Settings** action, but the minimum value allowed is one. To remove *all* restore points from an archive, you must delete the archive.

Expired items can be removed (purged) from the recycle bin with a store purge task.

To create a store expiration task, select the store from the **Stores** folder in the **Archive Manager** console tree, then click **Create Store Task** from the **Actions** pane. Choose **Create Store Expiration Task** on the **Create Store Task** screen, then enter a meaningful name for the expiration task. Next, optionally set up a schedule for automatically running the task. Note: Regardless of schedule, you can always run the task manually at any time. Finally, review the task settings, then click **Finish** to create the task and exit the **Create Store Expiration Task** wizard. You will be prompted for the password of the account specified to run the plan.

## Store Purge

Expired items can be removed (purged) from the **Recycle Bin** with a store purge task. Purging also scans the entire store for data no longer referenced. Unreferenced data is then deleted and the integrity of the store is verified before the purge process is completed.

To create a store purge task, select the store from the **Stores** folder in the **Archive Manager** console tree and then click **Create Store Task** from the **Actions** pane. Choose **Create Store Purge Task** on the **Create Store Task** screen, then enter a name for the purge task. Next, set up a schedule for automatically running the task, if desired. Note: Regardless of schedule you can always run the task manually at any time. Finally, review the task settings, then click **Finish** to create the task and exit the **Create Store Purge Task** wizard. You will be prompted for the password of the account specified to run the plan.

See Store Expiration for more information.

## Store Actions

When a store is highlighted in the **Stores** folder of the console tree the actions available include:

- **Details**

Choose the **Details** action to view details of the store, such as its physical location, status, capacity, free space, and share name.

- **Usage History**

The **Usage History** action lists tasks that have been run against the store. Statistics such as *start and stop times* and *results* are shown for each task.

Below the task list is a graph depicting the **Free Space Trend** for the store. The graph line begins at the left by showing the space available when the store was created. Then as the line moves to the right, it typically indicates a drop in free space available as protection plans are run to the store. Assuming only one large data set (one protection plan) is archived to the store several times, the line drops for the first run of the protection plan, indicating space used for the baseline run (typically a 2:1 data reduction). The line then flattens out to a gradual downward slope, indicating storage of only the changed, *deduplicated* data.

- **Store Tasks**

This view shows all **Store Tasks** that have been created for the store. You can readily see last run status, schedule, and last run time for each task.

Actions for the currently-selected task in the list are shown as *sub-actions* in the **Actions** pane. These actions allow you to edit the task settings and schedule, run the task manually, and delete the task.

See Store Tasks for more information.

- **Task History**

Selecting **Task History** brings up a list showing each time a store task was run. As with **Usage History**, start and stop times and results are shown for each store task run. Unlike **Usage History**, you can select a run time from the list and then click the **View Log** link at the bottom to view the run log.

- **Create Store Task**

See Store Tasks for more information.

## Store Properties

From a store property page, you can control data retention settings, sharing, and bandwidth throttling.

- **Expiration**

The default setting is to retain archived data indefinitely. This setting can be overridden from the **Expiration** tab of the store property page by changing the selected radio button from **Infinite Retention** to **Number of days to keep recovery points**. Choose the number of days you want to retain archived data and optionally change the **Minimum number of recovery points to keep** value. The default setting is to keep ten recovery points regardless of age. You can increase or decrease this setting, but the software will always keep at least one recovery point.

The store expiration settings will have no effect until a **Create Store Expiration Task** is created and run, at which time the software scans the store for recovery points older than the retention days setting. Recovery points older than the retention days setting, excluding the minimum number to keep, are moved to the **Recycle Bin** of the store. A catalog for a recovery point remains in the recycle bin until it is either restored back to the original archive via the **Restore** action or it is deleted by running the store purge task.

Note: Individual archives have their own properties page where you can override the store expiration settings. Refer to Archives for more information.

See Store Expiration and Store Purge for more information.

- **Sharing**

Protection plans for remote computers archive the files to a store through a shared folder. You can edit the share settings and create additional shares from the **Sharing** tab on the store property page.

If there is more than one share for the store, you can select which one a remote computer protection plan uses when you are creating the plan on the **Select a Store** page of the protection plan wizard. Existing remote computer protection plans can be changed to use a different share by clicking the **Plan Settings** action and then clicking the **Change** button of the **Settings** tab.

- **Bandwidth**

You can control bandwidth utilization from the **Bandwidth** tab on the store property page.

To enable and configure bandwidth throttling for a remote computer, click **Add**, then enter the computer name or IP address of the remote computer you wish to control. In the **Bandwidth Throttling** window, check **Enable bandwidth throttling**, then adjust the speed and date and time settings as desired.

Click **Apply** to save your settings, then click **Add** to add another computer, or just click **OK** to save your settings and close the store property page.

## Exporting History

You can export store usage, store task, and protection plan histories into the Excel spreadsheet (.xls) format. After clicking the desired export action, you will be presented with a very powerful tool for organizing the history data prior to exporting.

The **Export Plan History** action is available from several places in the **Archive Manager** console tree:

- store - exports all plan histories that run to the currently selected store
- **Local Plans** folder - exports all local plan histories
- remote computers group folder - exports all plan histories for all computers in the currently selected group
- remote computer - exports all plan histories for the currently selected computer

In addition to exporting plan histories, when you select a store in the console tree, you can export task histories using the **Export Task History** action, and you can export the store usage history with the **Export Usage History** action.

### Organizing the exported data

After clicking an export history action, the data presents with some default format settings. You can customize the format in several ways. A few are described below.

To hide a column, right-click anywhere in that column and choose **Hide Column**. To show a hidden column, right-click anywhere in any column and select **Column Chooser**, then double-click the column you want to show.

Columns can be re-sized by dragging the column separator left or right, or moved by dragging the column header to the desired location.

You can filter results by clicking the funnel icon of a column and selecting from the list of available filters.

Results can be grouped by dragging a column heading to the bar just above the column headings. For instance, to group data by computer name you would drag the **Computer** column heading to the bar just above the column headings row. You can create subgroups by dragging another column heading up above the row of column headings. To restore the view, click the 'X' in the heading or just drag the heading back down.

To export the formatted data to an Excel spreadsheet, click the **Export** button in the upper-right corner of the history page, specify a location and filename, then click **Save**.

## Best Practices

Click on the links below for suggestions that will help you obtain the best experience from this software.

- [Getting the most from this software](#)
- [User Account](#)
- [Backing up and Restoring Configuration Settings](#)

## Getting the most from this software

### Introduction

This software contains an advanced technology called *data deduplication* or *capacity optimization*. This technology reduces standard business data by as much as a twentieth of the original size of the data during backup to disk. It achieves this level of optimization by removing all redundant data from the files being archived and storing only the unique data over time while allowing virtually instant point-in-time restore of the data. Additionally, the software enhances data reduction by performing LZ data compression.

### Dynamic files and fixed files

Files on a computer may be classified generally as either fixed or dynamic. Fixed files are files whose content is created and never, or rarely, changes. Files such as video, music, images (pictures), and the like are examples of fixed content files. Files such as word processing documents, spreadsheets, presentations, projects, and the like are examples of dynamic content files because they may be opened and edited.

As noted above, this software reduces the size of your backups dramatically. This dramatic reduction occurs because during each plan run, the software finds the changed bytes and metadata of each file and stores only those changes to the disk. Therefore, by creating a protection plan that targets the largest number of dynamic files that are most likely to change over time, you will enable the software to achieve the greatest data reduction.

### Backup scenarios

This software offers you the flexibility to create backup processes that fit your needs.

You can choose exactly which folders to back up, and you can run protection plans as often as needed, even more than once per day.

The software allows you to designate specific storage for specific protection plans.

When determining how you want to store your data by using this software, it may help to think about what files you might need to recover most often, or which files are most important, and schedule the protection plans that protect those files to run most often.

## User Account

Windows denies or grants access to its resources by means of user accounts. When running this software in a domain, create a domain user account solely for use by this software. Add the account to the Domain Admin Group, thereby allowing the account access to required resources. Specify this account from the **Create Protection Plan** (or store task) wizard schedule page, or in the **Run as** field of the scheduled task of each protection plan.

If the **Archive Manager** server or the remote computer is in a workgroup, not a domain, then a matching user account and password must be created for the **Archive Manager** server and each remote computer. This user account must be a member of the local Administrators group. Log on to the **Archive Manager** server with this account. When creating remote computer protection plans, specify the account for the remote computer in the **Run as** field of the scheduled task. This configuration will allow credentials to pass through to the other computer for access to necessary resources.

Do not use administrator accounts with blank passwords.

# Backing up and Restoring Configuration Settings

## Backing Up (Export)

An off-site copy of your configuration settings should be saved to protect against site-wide disasters. In addition to your original installation media and your purchased license keys (if applicable), you should save the following:

- Installation directory
  - < *installation directory* > \\*.config
  - < *installation directory* > \SystemExcludes.xml
  - < *installation directory* > \Cache\\*
  - < *installation directory* > \Configurations\\*
  - < *installation directory* > \Logs\\* (optional)
  
  - < *installation directory* > \Remote\\*.config
  - < *installation directory* > \Remote\SystemExcludes.xml
  - < *installation directory* > \Remote\Configurations\\*
  - < *installation directory* > \Remote\Logs\\* (optional)
  
- Storage
 

You should create copies of your storage locations by using store copy tasks. See Store Copy for more information.

## Restoring (Import)

To restore your configuration settings:

1. Install the software using your original installation CD.
2. Replace the evaluation license keys with your saved license keys.
3. Replace the files and folders with the ones from your backup. You should close the **Archive Manager** console prior to performing this step.
4. Reconnect using the **Use Existing** option on the **Storage Name** screen of the **Add Store Wizard**.
5. If applicable, reconfigure store expiration and verification task schedules by opening the property page of each store and selecting the appropriate tabs.
6. If applicable, reconfigure local protection plan schedules by selecting the **Edit Scheduled Task** action of each plan.
7. If applicable, reconfigure the checkup report schedule by opening the **Archive Manager** property page and selecting the **Checkup Report** tab.
8. Restart your computer for the settings to take effect.

## Troubleshooting

To aid in troubleshooting, this software records its activity in log files and writes significant events to the Windows Application Event Log. See the Log Files topic for more information.

See Remote Computer Connection Issues for help with adding protection plans to remote computers.

## Log Files

The software logs information that is useful for troubleshooting and historical purposes. Two types of logs are used by this software, *internal component logs* and *protection plan logs*.

Note: By default only summary information is written to a protection plan log file. You can change the configuration **LogLevel** setting for a protection plan to record more or less information.

### Internal component Logs

These logs are specific to internal components of the software and are located in the installation directory as *<internal component name>.log*.

Two of these logs, *aiq.log* and *aiqRemote.log*, can be viewed from within the **Archive Manager**. The *aiq* log contains information pertaining to local plan execution. The *aiqRemote* log contains information pertaining to remote computer plan execution. To view the *aiq* log, select **Local Plans**, then choose its **View Log** action. To view the *aiqRemote* log, select **Remote Computers**, then choose its **View Log** action.

### Plan logs

Each time a plan is run, its results are appended to a log file: *<installation directory>\Logs\<plan name>.log*. The most recent logging information can be found at the end of the file. By default only summary information is logged, but you can change the configuration **LogLevel** setting to record more or less information.

If a plan fails or completes with warnings, you should check its log file for details. For this reason, **LogLevel=none** is not recommended.

To view a protection plan log file, select the **History** action, then click the **View Log** link in the **Result Details** section.

The following statistics are written to the log file for each run of a folder and files protection plan:

- "Total transfer time" - the amount of time it took to write the updated archive information to the store
- "Directories processed" - the total number of directories processed by the protection plan
- "Protected items" - the total number and size (in bytes) of files processed by the current run of the protection plan
- "Protected data" - the total amount of data protected by the plan
- "New files" - the number of new files since the last run of the protection plan
- "Changed files" - the number of files that changed since the last run of the protection plan
- "New and changed" - the amount (and percentage) of protected data that changed since the last run of the protection plan
- "Factored" - the amount of data that was reduced in size by Adaptive Content Factoring
- "Total stored" - the amount of data written to the Store for this run of the protection plan
- "Data reduction" - the ratio of the total amount of new and changed data ("New and changed") to the total amount of data written to the Store ("Total stored") by the current run of the protection plan
- "CCF ratio" - the ratio of all the data protected by the plan ("Protected data") to the total amount for data written to the Store ("Total stored") for this run of the protection plan
- "Common content" - the amount (and percentage) of common data subject to data

- deduplication
- "Elapsed time" - the amount of time for the entire archive operation, including the total transfer time

## Remote Computer Connection Issues

This topic addresses the following scenario.

In **Archive Manager**, you add a remote computer that is a member of the domain. You are logged on to the **Archive Manager** server with an account that has permission to connect to the remote computer from the network. After the remote computer is added, you click it and wait for communication to be established. Eventually, a yellow triangle appears in the remote computer icon. An error briefly appears at the bottom of the **Archive Manager** stating that the network path is not found, or the RPC Server is unavailable. (Note: To view the error again, right-click the computer and refresh.) You do not receive an option in the **Actions** pane to create a protection plan.

Most likely causes:

- Remote Registry service is not running. The Remote Registry service startup type should be set to **Automatic** and the service should be started. This service is needed to remotely administer the system.
- Windows firewall may be preventing communication with the **Archive Manager** server.
- Other services needed for remote administration of the remote computer may not be running or have proper permissions.

To verify that the Remote Registry service startup type is set to **Automatic** and the service is running, follow these steps:

1. Click **Start** (or the **Start** icon), right-click **My Computer** (or **Computer**), and select **Manage**.
2. When **Computer Management** opens, select and expand the **Services** section.
3. Scroll to the **Remote Registry** service and observe its status (should be **Started**) and **Startup Type** (should be **Automatic**). If necessary, double-click the **Remote Registry** service and set startup type to **Automatic**. Click the **Start** button.
4. Try to establish communication with the remote computer from **Archive Manager** again. Right-click the remote computer and select **Refresh**. If the **Create Protection Plan** action appears in the **Actions** pane, start the **Create Protection Plan** wizard. Otherwise, continue below.

Verify that the firewall is not preventing remote administration of the computer by allowing exceptions.

1. On the remote computer, click **Start, Control Panel**.
2. Add the following exceptions to the firewall. Note: Some of these may not be listed for your firewall because this list was compiled from several different Windows operating systems. If the exception is listed on your computer, then add it as an exception to the firewall. If it is not listed, just continue to the next exception in the list below.
  - File and Printer Sharing
  - Remote Administration
  - Windows Management Instrumentation (WMI)

- Core Networking

Note: These may be set at the group policy level. For example, in Group Policy Management, select the desired group policy, right-click and select **Edit**. Navigate to **Computer Configuration\Administrative Templates\Network\Network Connections\Windows Firewall\Domain Profile**. Enable **Allow remote administration exception** for **localsubnet**. Do the same for **Allow file and printer sharing exception**. After the policy updates, close and open **Archive Manager** and attempt to connect again. You can force group policy update with the `gpupdate` command on both the domain controller and the remote computer. You may manually set the exceptions from the remote computer, as well. File and Printer Sharing is available on the exceptions tab of the firewall settings, unless disabled in group policy. At a command prompt on the remote computer, an administrator may set the Remote Administration exception with: `Netsh firewall set service type=remoteadmin mode=enable scope=all profile=all`.

3. Try to establish communication with the remote computer from **Archive Manager** again. Right-click the remote computer and select **Refresh**. If the **Create Protection Plan** action does not appear in the **Actions** pane, continue with the next step.
4. **Archive Manager** uses the credentials of the currently-logged-on account to connect to the remote computer. So, make sure you are logged on with a domain admin account, and that the remote computer is in the domain.
5. If still having trouble, you may need to check local group policy settings on the remote computer for **log on locally**, **log on as batch job**, and **log on as a service**.
6. On the remote computer, verify the following services are started: Remote Procedure Call, Remote registry, and COM. Click **Start, Run**, and type `services.msc` and click **OK**. Search for the services and verify they are started.
7. Test the WMI remote connection with WMI Tester. On the **Archive Manager** server, click **Start, Run**, then type `WBEMTEST` and try to connect to the remote computer by UNC path to the namespace, e.g. `\\<computer name>\root\cimv2` and click **Connect**. If you receive an error message, check that DCOM is running on the remote computer and check DCOM permissions with `DCOMCNFG`. Go to **Start/Run** and type `dcomcnfg` and click **OK**. In `dcomcnfg`, navigate to **My Computer/Properties/Default Properties** and verify DCOM is enabled with **Connect** and **Identify** set (any changes require a reboot). Go to **COM Security** tab and verify **Launch** and **Activation** permissions. The account logged in to the **Archive Manager** server must have **Remote Launch** and **Remote Activation** permissions. Add the account and check the permissions, if needed.

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