

GoVault Fundamentals

6/17/2010



Quantum[®]

What is GoVault?

- The GoVault removable drive is an innovative storage device that is simple to use and a cost-effective solution in meeting the backup, restore, and archival data needs of small-to-medium businesses and home office environments. The basic GoVault system is a docking unit plus a removable disk cartridge (RDC) that contains a small hard drive for data storage.



GoVault Components

- **Hardware Components**

The GoVault device has two hardware components:

- Docking unit - this component receives and ejects GoVault cartridges and communicates data with an attached workstation or server system.
- There are two GoVault dock configurations:
 - Internal dock:
 - SATA I/O port for transferring data with the host workstation or server
 - DC power connector that accepts +12 VDC and +5 VDC from the workstation or server system power supply
 - Mean time between failures (MTBF): 375,000 hours
 - External dock:
 - Mini-B type USB port for interfacing with the host workstation or server system
 - DC power jack that accepts +12 VDC from a 115/230 VAC auto-ranging power adapter/converter
 - Mean time between failures (MTBF): 300,000 hours



GoVault Components

- **Hardware Components (cont...)**

- Cartridge - this component is ruggedized and stores data on a small hard disk drive, which is removable from the GoVault dock.
 - Removable disk cartridge (RDC) in a ruggedized clamshell case
 - Can withstand a drop of 1 meter onto a hard surface without damage
 - Cartridges are compatible and interchangeable with any GoVault dock
 - Contains a 2.5 inch hard disk drive
 - Storage capacities of 40 GB, 80 GB, 120 GB, 160 GB, and 320 GB
 - Unit must be at firmware 00C0 or higher to use the 160GB and 320GB cartridges
 - Write-protect switch guards against accidental overwriting of data
 - Data can be archived on a cartridge for up to 10 years
 - Mean time between failures (MTBF) for cartridge: 330,000 hours



Front



Rear

GoVault Components

- **Software Components**


GoVault has different software applications, each providing unique capabilities to the GoVault device:

- GoVault System Application Software - supports basic functions of the GoVault device and is strongly recommended for installation.
 - Software is available for Windows and Linux operating system environments.
 - Mandatory software installation to support the GoVault Data Protection software
 - “This is the official stance even though it is not strictly required for GoVault to operate. It is primarily for addressing an issue with how Windows handles eject commands in its USB driver and to upgrade firmware.”
 - This software must be installed first.
 - Supports downloading updated firmware to the GoVault dock, setting cartridge passwords, and viewing warning messages.
 - In a Windows environment if you are not installing the GoVault system application software, you must configure your workstation’s or server system’s motherboard to use Direct Memory Access (DMA) mode for data transfer operations on the GoVault for best performance.
 - 📄 **Note:** See Appendix B, “Configuring Windows for DMA Data Transfer Mode,” in the GoVault User’s Guide, for complete instructions.
 - Current version for Windows: v1.4.1 - Linux: v1.3.0

GoVault Components

- **Software Components**

- GoVault Data Protection software - provides robust backup functions, including scheduling backups, and password protection for GoVault cartridges.
 - Intuitive user interface for performing data backup, restore, and archival operations.
 - Uses data de-duplication technology to extend the amount of archived data on a GoVault cartridge by up to 20 times, depending on the type of backup data.
 - Ensures that the software complies with standard application conventions for Microsoft Windows platforms.
 - Supports creation of protection plans for individual GoVault cartridges, such as enabling encryption and determining when an archive operation will occur.
 - Administers the management of individual GoVault cartridges by tracking cartridge usage, ensuring data integrity, and cataloging data.
 - Simplifies finding and restoring files from online and offline archives.
 - Provides system alerts about the status of archive operations.
 - This backup software is only for Windows and Linux environments.
 - Current version: v2.0.399.1

 **NOTE:** Use of the DP software is NOT required to use a GoVault disk. However, for optimal performance, it is recommended. If a third-party application is to be used, be sure it is compatible with GoVault by referencing the Compatibility Guide at <http://www.quantum.com/ServiceandSupport/CompatibilityGuides/Index.aspx>.

Installation Requirements

- System Requirements

- Microsoft Windows:

- Windows 2000
 - Windows 2003 Server/SBS
 - Windows 2008 (see next slide for Windows 2008 requirements)
 - Windows XP
 - Windows Vista
 - Windows 7 (not currently supported)



- Linux:

- Red Hat Enterprise Linux v3 Update 7 (kernel v2.4.21-40 Elsmg) or greater
 - Red Hat Enterprise Linux v4 Update 3 (kernel v2.6.9-34 Elsmg) or greater
 - SUSE Linux 10.0 (kernel v2.6.13-15smp) or greater



- Macintosh OS X

 **NOTE:** Although the external GoVault dock with its USB port can be supported by Mac OS X, the GoVault system application and Data Protection software do not support Mac OS X. Therefore, Macintosh users must install third-party system application and backup software.

- The GoVault System Application software must be installed before the Data Protector Software; otherwise, installation of this application will fail.
 - Reference the GoVault User's Guide and the Data Protector User's Guide for complete, step-by-step instructions on installation of the respective components.

Installation Requirements (Win 2008)

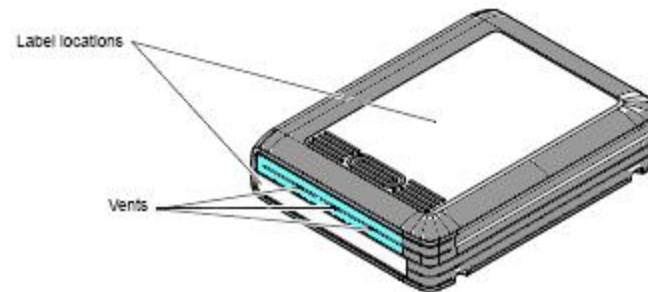
- In order to load GoVault Data Protector on a Windows 2008 Server, Windows Desktop Experience needs to be loaded first.
 - Please see the links below for install instructions for Windows Desktop Experience:
 - <http://support.microsoft.com/kb/946397> - When you do not install the Desktop Experience feature of Windows Server 2008, programs that require programs that are included in Desktop Experience do not run (such as the DataProtector Software).
 - Desktop Experience is also available for Windows Vista:
 - <http://support.microsoft.com/kb/947036> - How to enable Windows Vista user experience features on a computer that is running Windows Server 2008.

Cartridge Handling Considerations

- To ensure that your GoVault cartridges function properly and store safely, follow these cartridge handling guidelines.
 - Environmental Considerations
 - Thermometer
 - Non-operating (cartridge storage):
 - » 68°-86°F (20°-30°C)
 - » 20%-40% relative humidity (non-condensing)
 - Operating (system):
 - » 50°-104°F (10°-40°C)
 - » 20%-80% relative humidity (non-condensing)
 - Keep GoVault cartridges away from corrosive gases, liquids, and excessive dust.
 - Handling Guidelines
 - Do not open cartridge case.
 - Avoid compressive stress to cartridges.
 - Do not drop cartridge more than 1 meter onto a hard surface, to avoid damage.

Cartridge Label Considerations

- GoVault cartridges are shipped with labels that can be affixed to the cartridge for ease of identification when the cartridge is removed from the dock.
- These labels can be affixed in one of two locations on the cartridge:
 - Top of cartridge
 - Front of cartridge



! **CAUTION:** When affixing a label to the front of the GoVault cartridge, do not block the air vents, since these must remain unobstructed for proper ventilation and cooling of the cartridge's internal hard drive.

! **CAUTION:** Use only Quantum labels on GoVault cartridges, as other labels can cause a cartridge to jam in the GoVault dock.

Write Protecting a GoVault Cartridge

- You can write protect a GoVault cartridge to prevent accidental overwriting of data by using the two-position write-protect switch on the rear panel of the GoVault cartridge.
 - Unlocked
 - Write function is enabled.
 - Data can be both read from and written to the cartridge.
 - Default configuration.
 - Locked
 - Write function is disabled.
 - Data can be read from the cartridge but not written.

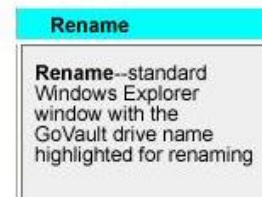
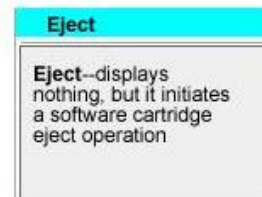
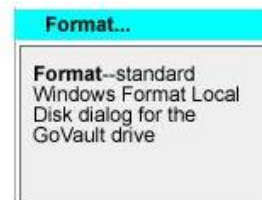


- 📄 **NOTE:** The Windows operating system displays an error message if you attempt to write data to a write-protected cartridge.
- 📄 **NOTE:** On Windows 2000 systems, you cannot use the write-protect function on GoVault cartridges that are formatted with the New Technology File System (NTFS). If attempted, Windows will display an error message indicating that the drive is not accessible, and you will not be able to read data from the cartridge.

Operation

- GoVault System Application Software

- If you have installed the GoVault System Application software, you can access its features by right-clicking the GoVault drive letter in **Windows Explorer** or **My Computer**.



Security

- **Cartridge Password Protection**

- The GoVault system application software provides these cartridge password protection features:
 - Create and use a unique password for each GoVault cartridge.
 - Change or remove a cartridge's password protection.
 - Perform a security erase cartridge function to reuse the cartridge if you forget or lose the password.

- **Password Protection Considerations**

- Before setting password protection for your GoVault cartridges, consider these issues:
 - With password protection enabled, you will need to enter the password each time you insert the protected cartridge into the dock.
 - Password protection is beneficial when the cartridge data is confidential and you only want to grant access to this data to a select group.
 - If the cartridge will always be in your possession, you may not want to password protect it.
 - Data cannot be recovered from a cartridge if the password is lost or forgotten.

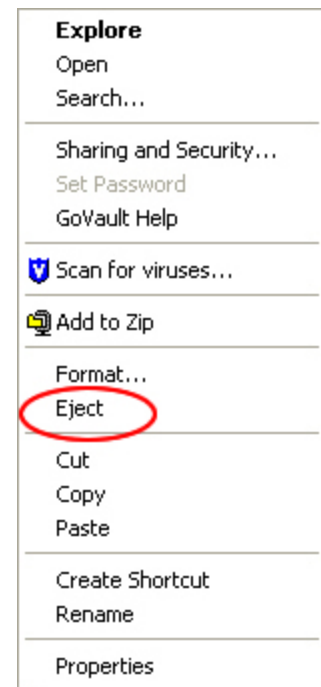
Ejecting a GoVault Cartridge

• Manual Cartridge Eject Procedure

- Verify that the activity LED is not flashing.
 - Ejecting the cartridge while it is being accessed (LED is flashing) can result in lost data.
- Press the front panel cartridge eject button for a second or longer and observe the LED to confirm the cartridge ejection:
 - Continuous fast flashing
 - Normal cartridge eject operation, which can take up to 10 seconds to complete
 - Five flashes and then stop
 - Disrupted cartridge eject operation due either to the backup application or the operating system. Use the software cartridge eject procedure.
 - » If an application is preventing the eject button from operating, a message will display on the console screen. (Any application or process on the server that can access a cartridge can possibly impede the manual eject process.)
- Remove the cartridge from the dock after the eject operation and store it in its protective case.

• Software Cartridge Eject Procedure

- In a Windows operating environment, you can use the Windows cartridge eject option to eject the GoVault cartridge.
 - Verify that the activity LED is not flashing.
 - Using **Windows Explorer** or the **My Computer** window, right-click the GoVault icon (may show as a “Removable Storage Device”) to display its pop-up menu.
 - Select **Eject** to eject the GoVault cartridge.
- Remove the cartridge from the dock after the eject operation and store it in its protective case.



Data Protector Software

- **Operational Features**

- The GoVault Data Protector software uses data de-duplication technology to eliminate redundant data storage, thereby increasing the effective capacity of the GoVault cartridge and enhancing the performance of the archival system.
 - Use this software to perform these data operations:
 - Create protection plans – Create customized scripts for GoVault cartridges for storing capacity-optimized archive versions of specified files on GoVault cartridges.
 - Specify backup criteria - Identify files, folders, and file types to include and exclude in the backup operations.
 - Assign GoVault cartridges - Each designated cartridge can be assigned to a specific backup protection plan.
 - Encrypt/decrypt data - Use the Windows Encrypting File System to automatically encrypt and decrypt protected files and folders.
 - Schedule protection plans - Set automatic schedules for backups to run for each protection plan.
 - Rotate GoVault cartridges - Schedule automatic reminders as to when to rotate GoVault cartridges.
 - Edit protection plans - You can edit or delete your protection plans at any time.
 - User-friendly dialog boxes - Use familiar Windows-style dialog boxes to locate files and folders in protection plan archives, to copy and paste files, and to restore data from a particular point in time.

Data Protector Software

- GUI

The screenshot shows the Quantum GoVault Data Protection 1.1 interface. On the left is a navigation sidebar with buttons for Home, Explore, Cartridges, Options, Results, Alerts, and Help. The main area displays 'My Saved Protection Plans' with a table containing one entry: 'Everything Plan' with a status of 'OK' and a schedule of 'At 1:00 AM every Fri of every week, starting 6/25/2009'. The last run was on Friday, May 14, 2010 at 1:17 AM. Callout boxes provide detailed descriptions for each sidebar button and the main area's 'Add a Protection Plan' button and 'My Saved Protection Plans' section.

Home--the GoVault Data Protection Home page which you are now viewing

Explore--find and restore files from a protection plan archive

Cartridge--check the status of your GoVault cartridges or access the cartridge utilities for ejecting, erasing, or enabling data encryption for a cartridge

Options--change the options for handling new cartridges and to set up a cartridge rotation schedule

Results--check the results of a protection plan, such as for a specific run or to view a log file generated by a protection plan action

Alerts--to view the details of an alert condition or operational reminder, such as to rotate a GoVault cartridge

Help--follow links to online information about using the GoVault Data Protection software

My Saved Protection Plans--automatically displays all established protection plans, where you can run, edit, or delete a selected protection plan

+Add a Protection Plan--to create a protection plan for selected files, folders, and users, and to assign GoVault cartridges to a plan

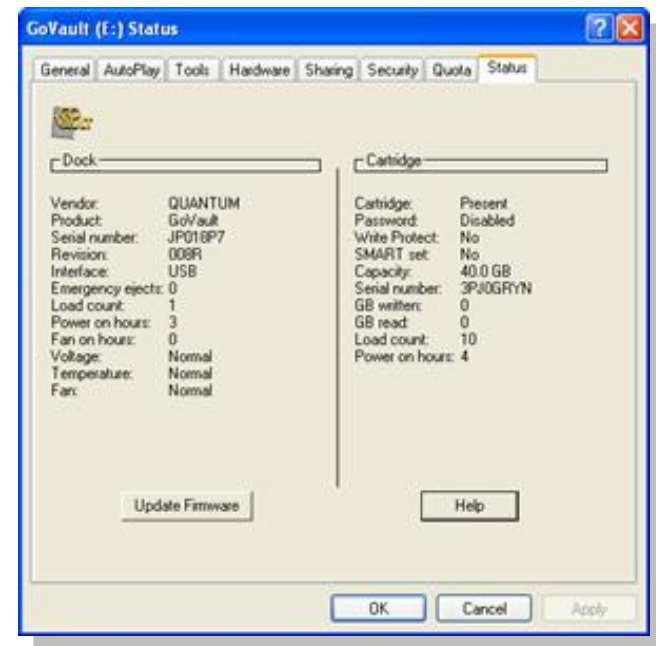
? (Help)--to view or print topics in the online help for the GoVault Data Protection software user interface

Data Protector Software

- Protection Plan Considerations
 - Depending on your computer's processor speed and memory configuration, and the amount of data to be backed up, running a protection plan can be quite lengthy. However, you can continue to work with other applications during this process, although your system response will likely be slower than normal.
 - Removing a protection plan from the GoVault Data Protection software archive environment only deletes the plan itself, not the archived data on the previously assigned GoVault cartridge. If needed, you can explore and restore data contained on this cartridge by following the instructions in the GoVault Data Protection Software User's Guide.

Information Gathering

- GoVault Dock and Cartridge Status
 - The GoVault system application software keeps operational statistics and current status information about the GoVault dock and cartridges. You can view this information on the **Status** tab of the GoVault **Properties** window as follows:
 - Right-click the GoVault drive letter in **Windows Explorer** or **My Computer** to display the GoVault system application software menu.
 - Select **Properties**.
 - Select the **Status** tab in the GoVault **Properties** window to view the GoVault status information for the dock and the inserted cartridge.



Information Gathering

- **Dock Status**

- The displayed GoVault dock status includes these items:
 - Vendor, product name, and serial number of the GoVault dock
 - The version of firmware installed on the dock (Revision)
 - The dock's interface type:
 - USB for external dock
 - SATA for internal dock—includes to hours of fan operation
 - Number of emergency ejects performed
 - Number of cartridge load operations performed
 - Total hours that the GoVault dock has been powered on

Information Gathering

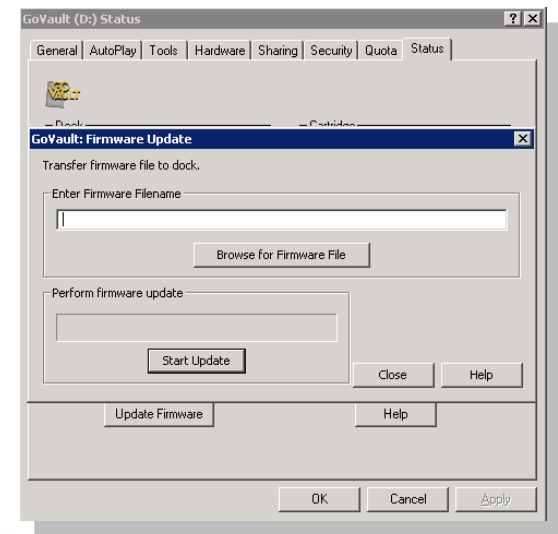
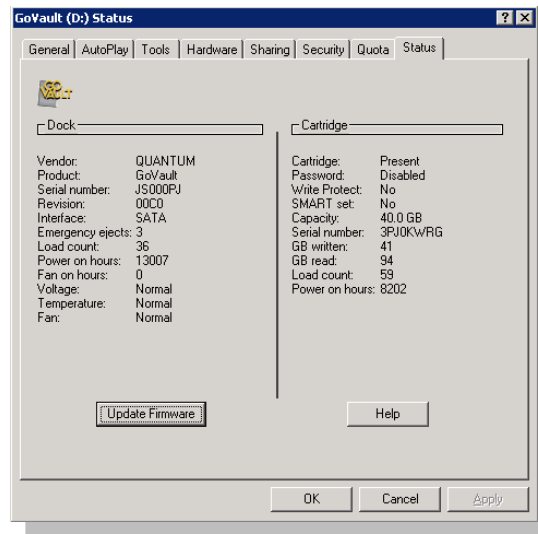
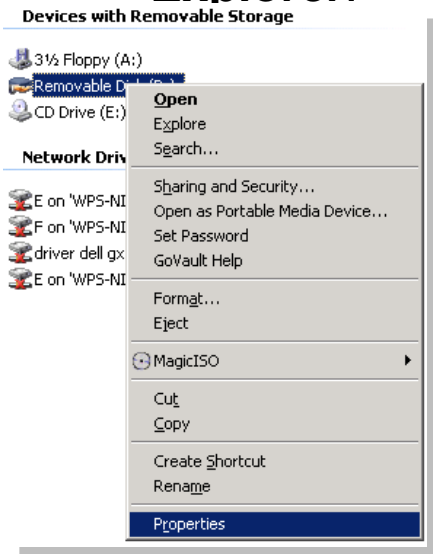
- **Cartridge Status**

- The following status information displays for a GoVault cartridge:
 - Cartridge:
 - Present—status of present (inserted) cartridge
 - Previous—status of previously inserted cartridge
 - Password protection feature—enabled or disabled
 - Write protection
 - SMART setting detected
 - Storage capacity of cartridge
 - Serial number of cartridge
 - Total GB of data written to and read from the cartridge
 - Total number of times the cartridge has been loaded into the dock
 - Total number of operating (power on) hours of the cartridge
 - Cumulative statistics of the GoVault cartridge (GB read/written, power on hours, load count) are stored on the cartridge. This information will revert to zero when you perform a security erase cartridge operation.

Maintaining Your GoVault Device

- **Updating Firmware**

- Firmware is loaded on the dock, not the cartridge.
- A valid cartridge must be loaded before a firmware update can begin.
- Current shipping version is displayed:
 - SATA (internal): v0110-100
 - USB (external): v0110-100
- The firmware update screen is accessed from the **Status** tab of the **Properties** menu for the GoVault device from **My Computer** or **Windows Explorer**.



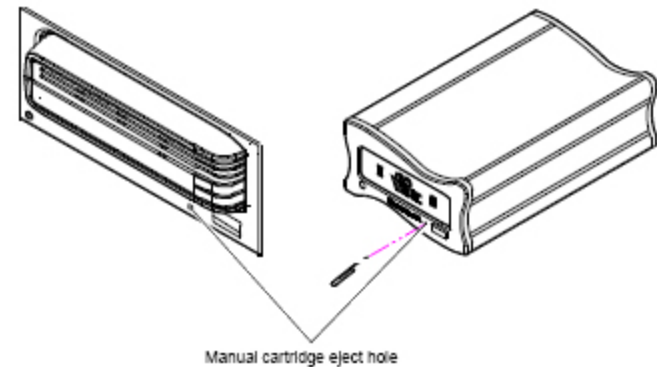
Emergency Cartridge Eject Procedures

- **Unpowered Emergency Cartridge Eject**

- When there is a power loss or other unusual situation that prevents a normal cartridge eject operation, you can manually eject the cartridge from the GoVault dock by following these steps:

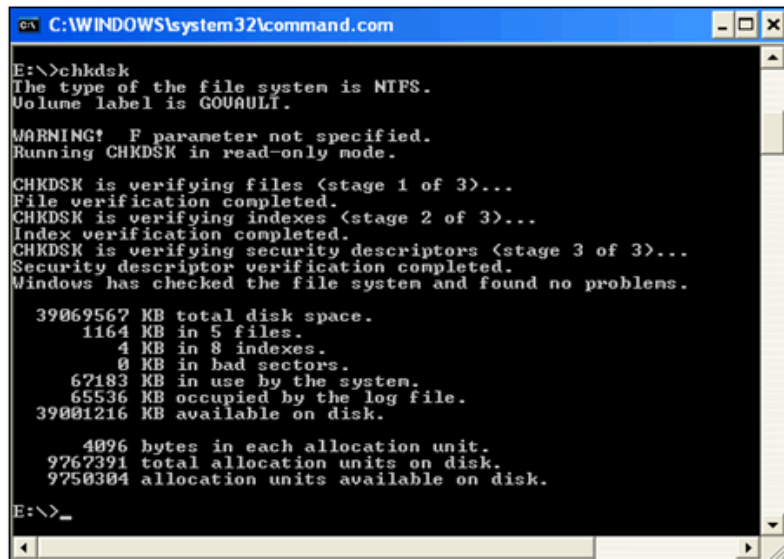
! **CAUTION:** Do not use this manual emergency cartridge eject procedure if power is applied to the GoVault dock. Data can be lost or corrupted if you use this method while the dock is powered on.

- 1) Straighten a large paper clip.
- 2) Insert one end of this paper clip into the manual cartridge eject hole on the dock's front panel.
- 3) Remove the cartridge from the dock as it manually ejects.



Emergency Cartridge Eject Procedures

- If unsuccessful in ejecting a GoVault cartridge using either the manual or software eject procedures, try either the powered or manual emergency eject methods below.
 - ⚠ **CAUTION:** Use these procedures only as a last resort, as they can result in a loss of data and directory corruption.
- **Powered Emergency Cartridge Eject**
 - Verify that the activity LED is not flashing, because ejecting the cartridge while it is being accessed (LED is flashing) can result in lost data.
 - Press and hold the front panel cartridge eject button until the cartridge ejects, which can take 15–30 seconds or longer. Disregard any error messages.
 - If the cartridge does not eject, remove power from the GoVault by either shutting down your workstation or server system (internal dock) or by unplugging the power adapter/converter from the DC power jack on the rear panel of the external (tabletop) dock. Once powered off, proceed to the manual emergency cartridge eject procedure.
 - Remove the cartridge from the dock after the eject operation completes.
 - Restart your workstation or server system to reset the GoVault dock firmware.



```
C:\WINDOWS\system32\command.com
E:\>chkdsk
The type of the file system is NTFS.
Volume label is GOVAULT.

WARNING! F parameter not specified.
Running CHKDSK in read-only mode.

CHKDSK is verifying files (stage 1 of 3)...
File verification completed.
CHKDSK is verifying indexes (stage 2 of 3)...
Index verification completed.
CHKDSK is verifying security descriptors (stage 3 of 3)...
Security descriptor verification completed.
Windows has checked the file system and found no problems.

39069567 KB total disk space.
 1164 KB in 5 files.
   4 KB in 8 indexes.
   0 KB in bad sectors.
 67183 KB in use by the system.
 65536 KB occupied by the log file.
39001216 KB available on disk.

 4096 bytes in each allocation unit.
 9767391 total allocation units on disk.
 9750304 allocation units available on disk.

E:\>_
```

⚠ **CAUTION:** Before reusing the GoVault cartridge, verify its directory and file system integrity:

1. Insert the cartridge into the GoVault dock.
2. Use the Windows **chkdsk** (check disk) command or a third-party utility to check the cartridge file system.
3. If the integrity check fails, reformat the cartridge before using it.

Troubleshooting

- LED Indicators

- The on/off or flashing condition of the green activity LED indicator on the front panel of the GoVault dock displays the various status conditions described below:

When the LED is . . .	It means that the GoVault dock is . . .
OFF	Not functioning properly, or there is no power to the dock.
ON continuously, and not flashing	Functioning correctly, and either <ul style="list-style-type: none">• - there is no cartridge in the dock, OR• - a cartridge load operation has completed and there is a cartridge in the dock.
Flashing ON slowly, approximately once per second	Performing one of the following operations: <ul style="list-style-type: none">• - Data transfer• - A cartridge security erase, or has encountered a cartridge medium error condition, such as an incompatible file format, device communication problem, and so on.
Flashing ON quickly, approximately once per second	Undergoing a firmware upgrade.
Flashing ON quickly, approximately two times per second	Unloading a cartridge.
Flashing ON quickly, approximately four times per second	Experiencing an out-of-range temperature or voltage (internal dock only).
Flashing ON very quickly, approximately eight times per second	Indicating an unrecoverable hardware error, such as a Power On Self-Test (POST) failure.

Troubleshooting

- Internal Dock Alerts
 - For internal GoVault docks, the GoVault system application software notifies you of three hardware warning conditions:
 - Voltage
 - Temperature
 - Fan
 - These warnings apply only to the internal GoVault dock. They are neither detected nor reported by the external (tabletop) GoVault dock.
 - When these conditions are beyond their recommended operating range, the software displays a warning message and posts a message in the Windows Application Event Log. You can view this data by opening the Windows Event Viewer.
 - After two minutes of an abnormal condition, the GoVault system application software triggers the following events:
 - Flashes the activity LED indicator on the GoVault's front panel quickly at approximately four times per second
 - Ejects the GoVault cartridge
 - Displays a cartridge eject message

Troubleshooting

- Internal Dock Alerts (cont...)

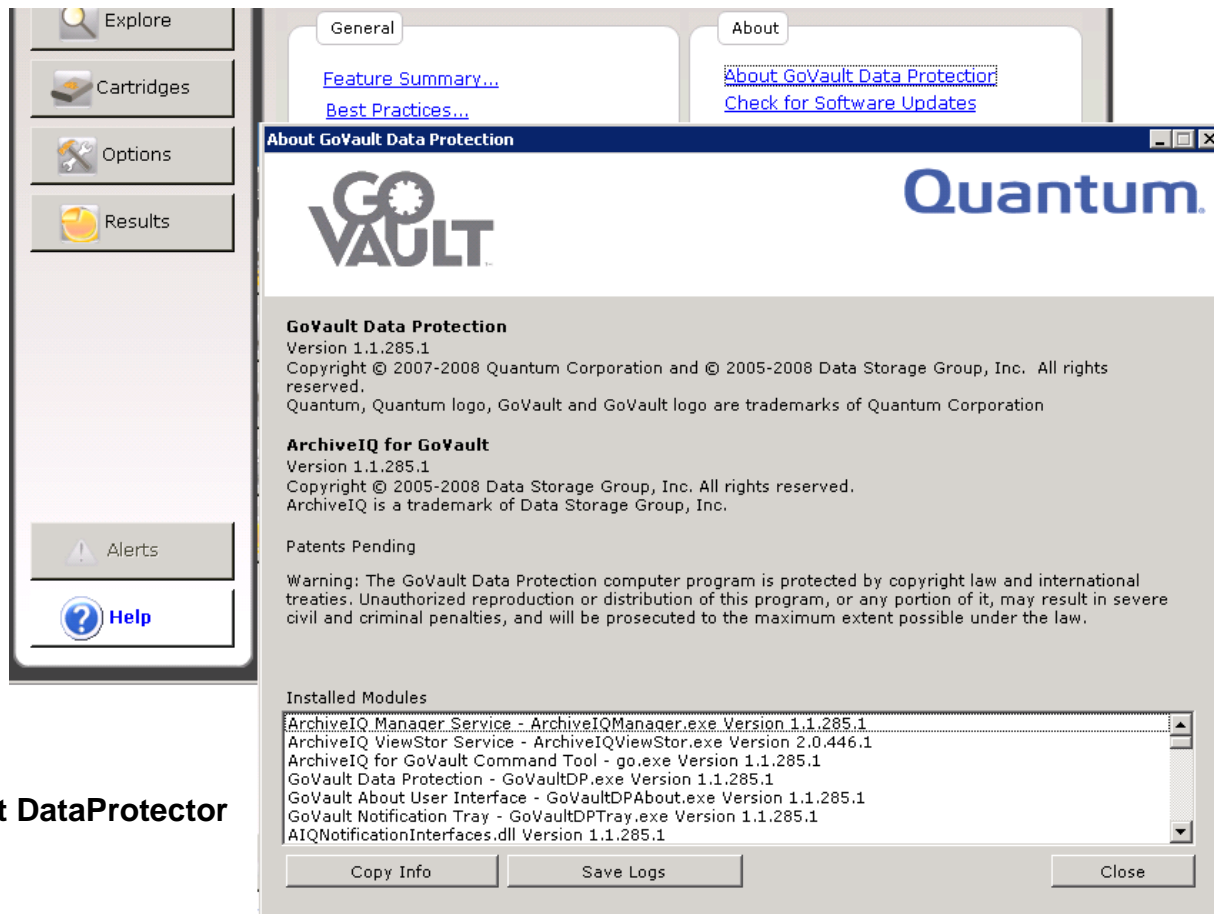
- If the hardware condition persists, the system application software will post follow-up messages to the Windows Application Event log at 5-minute intervals.
 - If you reinsert a cartridge during an abnormal temperature condition, the software will eject this cartridge after about one minute.
- Once the hardware condition returns to normal for five minutes, the GoVault system application software posts a message to the Windows Application Event log indicating this normal state and displays a message that the abnormal condition has been cleared.
- Take the actions in the following table to resolve a specific type of abnormal hardware condition.

Abnormal condition	Resolution
Voltage	<ul style="list-style-type: none">• Shut down the computer• Contact the computer manufacturer for instructions and diagnosis
Temperature	<ul style="list-style-type: none">• Ensure that the internal GoVault dock fan is operational• Inspect and verify that the exhaust air vent is not restricted or blocked.
Fan	<ul style="list-style-type: none">• Contact Quantum Technical Support for diagnostic instructions

- Once the activity LED indicator begins flashing to signify an abnormal hardware condition, it will not return to its normal state until you shut down and restart the workstation or server system.

Troubleshooting

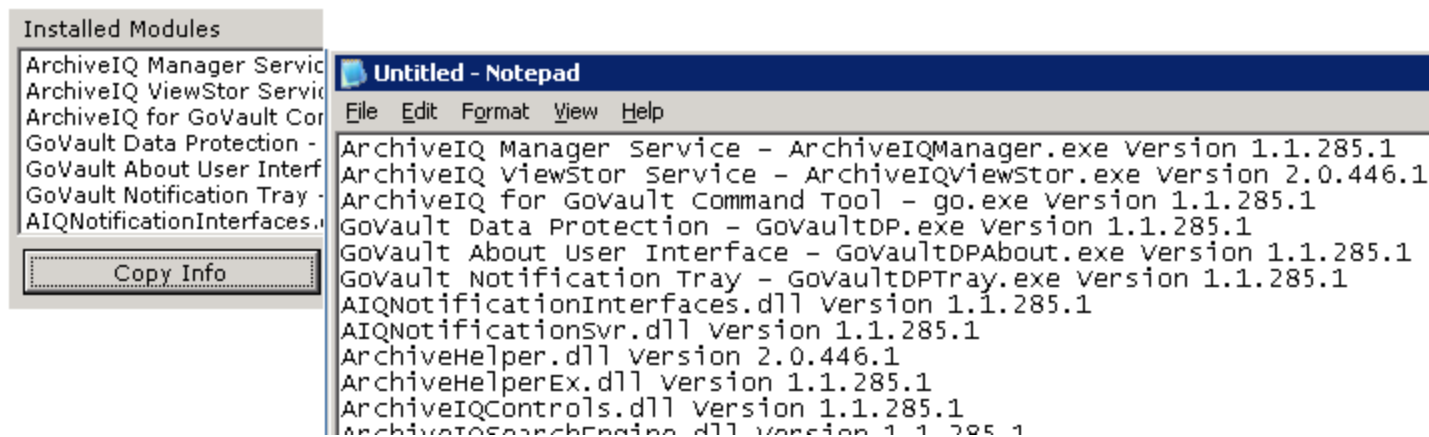
- Information Gathering



- Version Info Collection
 - Help > About GoVault DataProtector

Troubleshooting

- Information Gathering (cont...)
 - Need to gather version info to be sure the current versions of the GoVault software are being run.
 - **Copy Info** > paste into text doc
 - This report includes all active GoVault software control versions and can help determine software related problems.

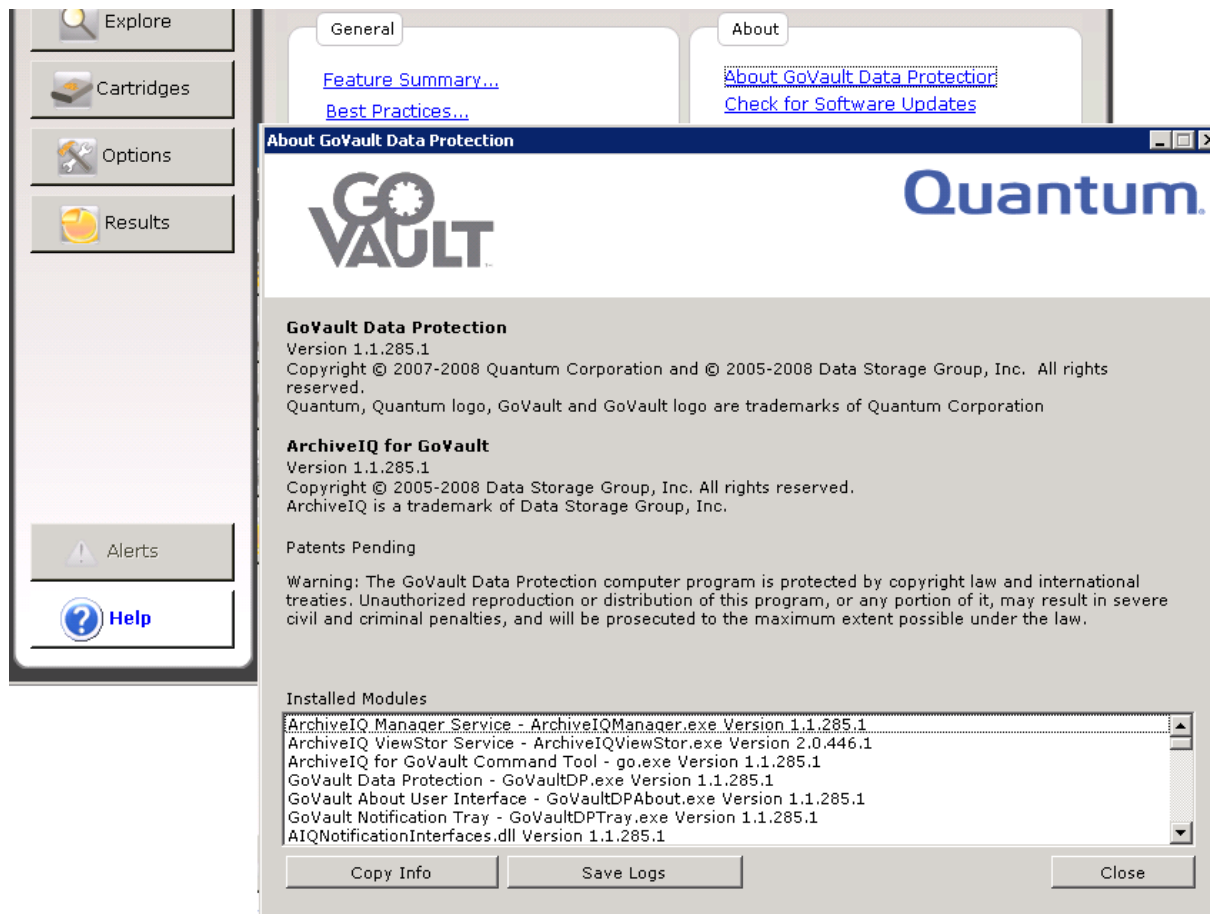


The screenshot shows two overlapping windows. On the left is the 'Installed Modules' dialog box, which lists various GoVault components and has a 'Copy Info' button at the bottom. On the right is a Notepad window titled 'Untitled - Notepad' containing the text copied from the dialog box.

```
ArchiveIQ Manager Service - ArchiveIQManager.exe Version 1.1.285.1
ArchiveIQ ViewStor Service - ArchiveIQviewStor.exe Version 2.0.446.1
ArchiveIQ for GoVault Command Tool - go.exe Version 1.1.285.1
GoVault Data Protection - GoVaultDP.exe Version 1.1.285.1
GoVault About User Interface - GoVaultDPAbout.exe Version 1.1.285.1
GoVault Notification Tray - GoVaultDPTray.exe Version 1.1.285.1
AIQNotificationInterfaces.dll version 1.1.285.1
AIQNotificationSvr.dll version 1.1.285.1
ArchiveHelper.dll version 2.0.446.1
ArchiveHelperEx.dll version 1.1.285.1
ArchiveIQControls.dll version 1.1.285.1
ArchiveIQSearchEngine.dll version 1.1.285.1
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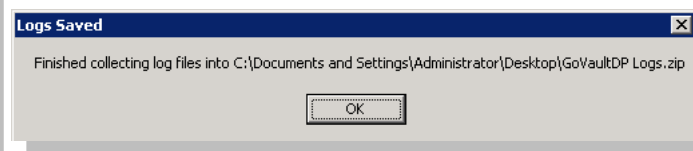
Troubleshooting

- Log Gathering
 - **Help > About GoVault DataProtector**

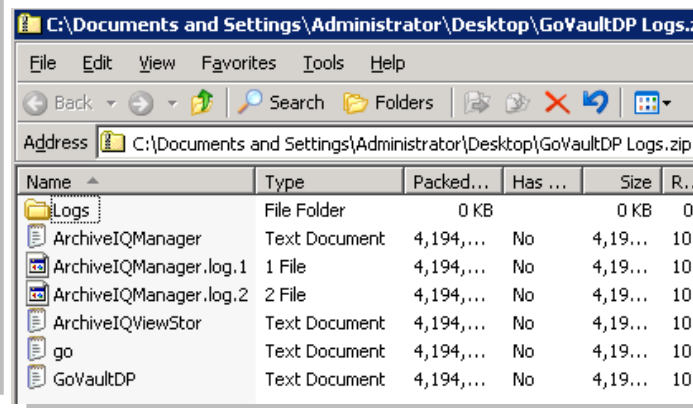


Troubleshooting

- Log Gathering (cont...)
 - **Save Logs** > select name and location for logs

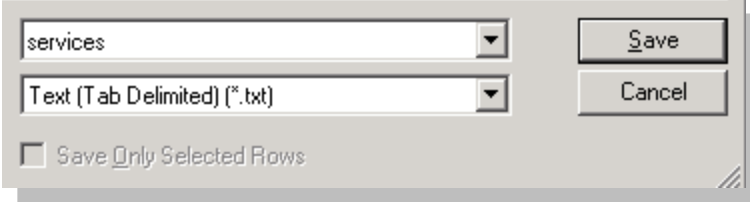
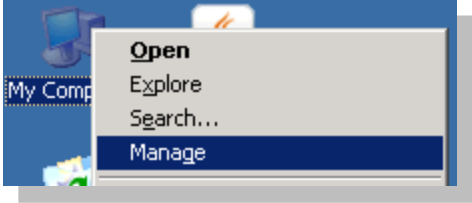
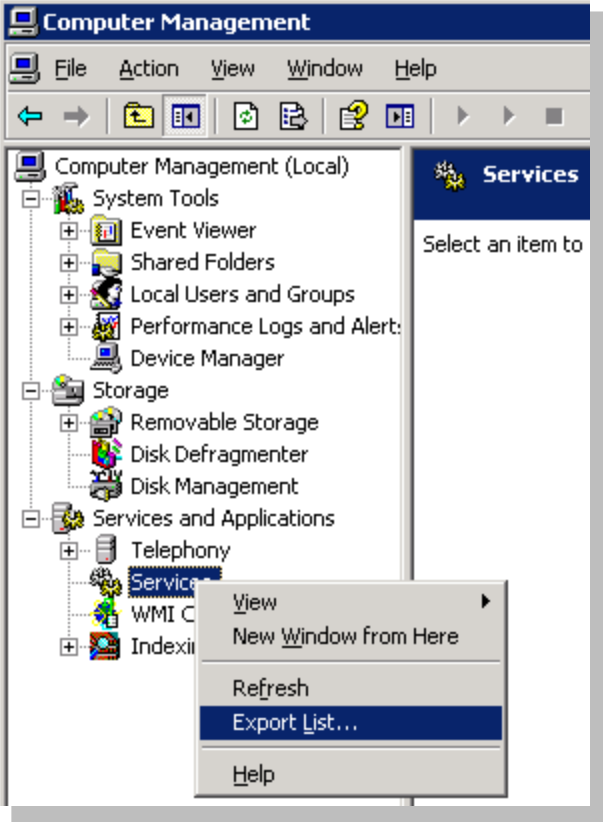


- Zip file will contain backup, process, and activity logs that will be needed for review.



Troubleshooting

- Gathering Windows Logs
 - Services List

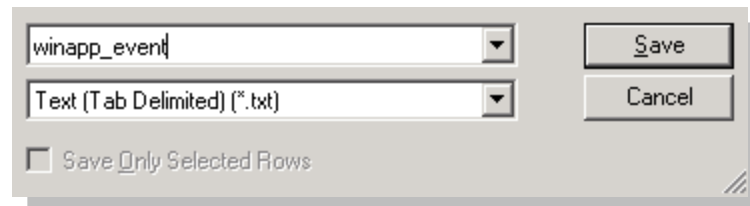
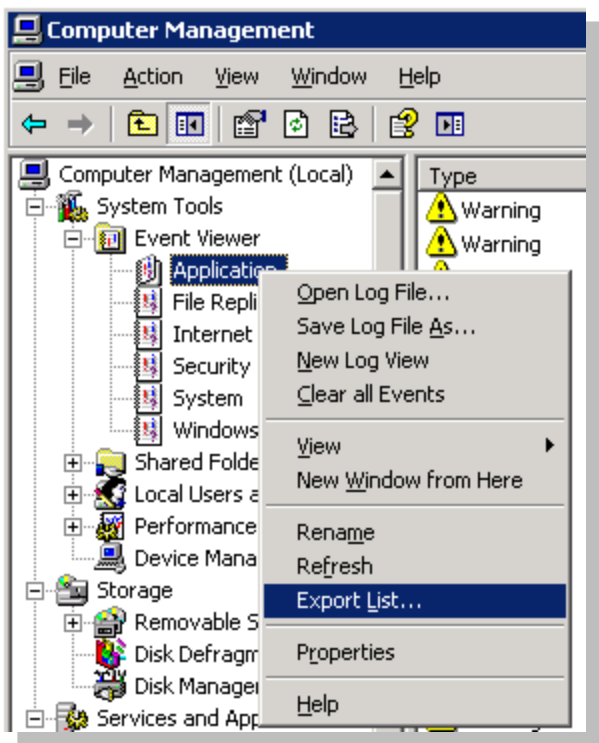
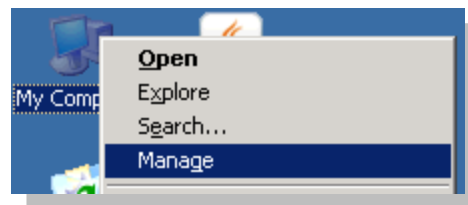


The diagram illustrates the process of exporting a list of Windows services. It starts with the 'Computer Management' console where the 'Services' list is viewed. A context menu is opened over the list, and the 'Export List...' option is selected. This leads to a 'Save' dialog box where the file name is 'services' and the file type is 'Text (Tab Delimited) (*.txt)'. The final output is a tab-delimited text file containing the following data:

	A	B	C	D
1	Name	Status	Startup Type	Log On As
2	.NET Runtime Optimization Service v2.0.50727_X86	Manual	Automatic	Local System
3	Adaptive Server Anywhere - VERITAS_NB	Started	Automatic	Local System
4	Alerter		Disabled	Local Service
5	Application Experience Lookup Service	Started	Automatic	Local System
6	Application Layer Gateway Service		Manual	Local Service
7	Application Management		Manual	Local System
8	ArchiveIQ for GoVault Manager	Started	Automatic	Local System
9	ArchiveIQ for GoVault ViewStor	Started	Automatic	Local System
10	ASP.NET State Service		Manual	Network Service
11	Automatic Updates	Started	Automatic	Local System
12	Background Intelligent Transfer Service		Manual	Local System
13	ClipBook		Disabled	Local System
14	COM+ Event System	Started	Automatic	Local System
15	COM+ System Application		Manual	Local System
16	Computer Browser	Started	Automatic	Local System
17	Cryptographic Services	Started	Automatic	Local System

Troubleshooting

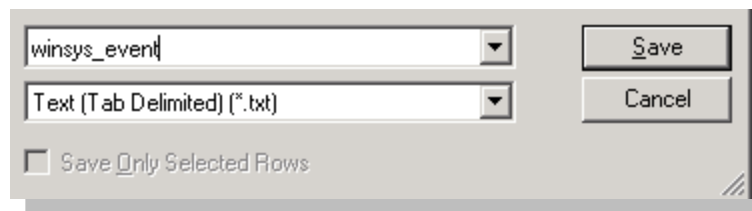
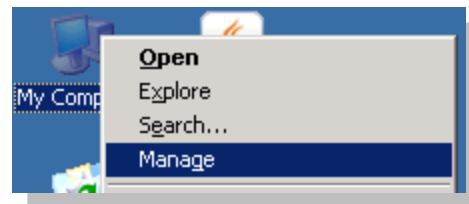
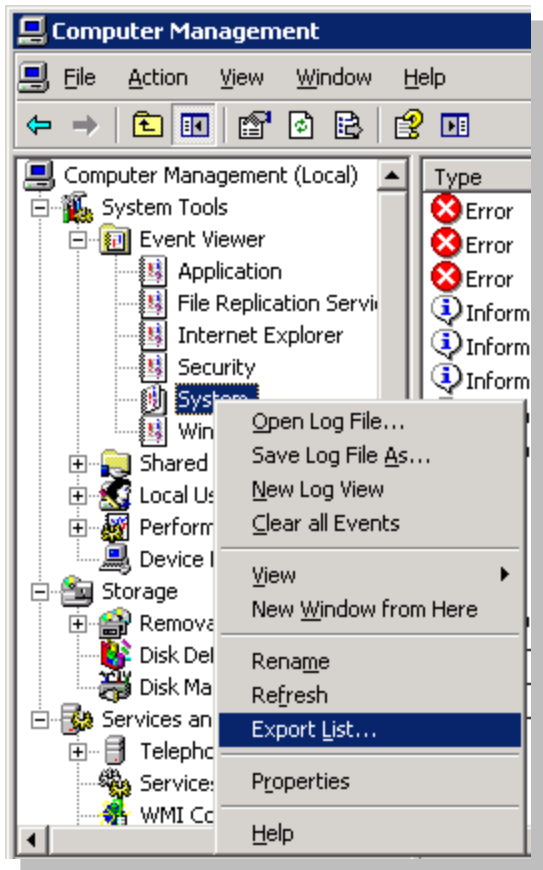
- Gathering Windows Logs (cont...)
 - Application Event Logs



	A	B	C	D	E
1	Type	Date	Time	Source	Event
2	Information	5/18/2010	1:39:53 PM	NetBackup AVR Daemon	4111
3	Warning	5/18/2010	1:39:52 PM	ArchivelQ Manager	0
4	Warning	5/18/2010	1:39:47 PM	ArchivelQ Manager	0
5	Warning	5/18/2010	1:39:42 PM	ArchivelQ Manager	0
6	Information	5/18/2010	1:39:38 PM	NetBackup AVR Daemon	4111
7	Warning	5/18/2010	1:39:37 PM	ArchivelQ Manager	0
8	Warning	5/18/2010	1:39:32 PM	ArchivelQ Manager	0
9	Warning	5/18/2010	1:39:27 PM	ArchivelQ Manager	0
10	Information	5/18/2010	1:39:23 PM	NetBackup AVR Daemon	4111
11	Warning	5/18/2010	1:39:23 PM	ArchivelQ Manager	0
12	Warning	5/18/2010	1:39:17 PM	ArchivelQ Manager	0
13	Warning	5/18/2010	1:39:12 PM	ArchivelQ Manager	0
14	Information	5/18/2010	1:39:08 PM	NetBackup AVR Daemon	4111
15	Warning	5/18/2010	1:39:07 PM	ArchivelQ Manager	0
16	Warning	5/18/2010	1:39:02 PM	ArchivelQ Manager	0
17	Warning	5/18/2010	1:39:57 PM	ArchivelQ Manager	0

Troubleshooting

- Gathering Windows Logs (cont...)
 - System Event Logs



	A	B	C	D	E
1	Type	Date	Time	Source	Event
2	Error	5/18/2010	12:56:37 PM	TermServDevices	1111
3	Error	5/18/2010	12:56:36 PM	TermServDevices	1111
4	Error	5/18/2010	12:56:36 PM	TermServDevices	1111
5	Information	5/18/2010	12:56:35 PM	Print	9
6	Information	5/18/2010	12:56:35 PM	Print	9
7	Information	5/18/2010	12:56:35 PM	Print	9
8	Information	5/18/2010	12:56:34 PM	Print	2
9	Information	5/18/2010	12:56:33 PM	Print	9
10	Error	5/18/2010	12:56:32 PM	TermServDevices	1111
11	Error	5/18/2010	12:56:31 PM	TermServDevices	1111
12	Error	5/18/2010	12:56:29 PM	TermServDevices	1111
13	Error	5/18/2010	12:56:29 PM	TermServDevices	1111
14	Information	5/18/2010	12:00:30 PM	eventlog	6013
15	Warning	5/18/2010	10:09:22 AM	Print	3
16	Warning	5/18/2010	10:09:22 AM	Print	4
17	Warning	5/18/2010	10:09:22 AM	Print	8