

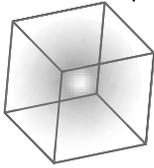


Retrospect®

VERSION 5.1 USER'S GUIDE ADDENDUM

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WINDOWS 2000 SUPPORT

- UPDATING CLIENTS BEFORE UPGRADING TO WINDOWS 2000
- UPGRADING A BACKUP COMPUTER TO WINDOWS 2000
- NEW SELECTOR CONDITION
- REMOVABLE STORAGE MANAGER
- SYSTEM STATE DATA
- DISASTER RECOVERY

Retrospect 5.1 builds on version 5.0's Windows 2000 support by adding optimized backup and restore of COM+ and Certificate Server databases, as well as full backup and restore of encrypted files and directories. In addition, Retrospect offers full protection for Windows 2000 Server and Advanced Server by providing Active Directory support.

UPDATING CLIENTS BEFORE UPGRADING TO WINDOWS 2000

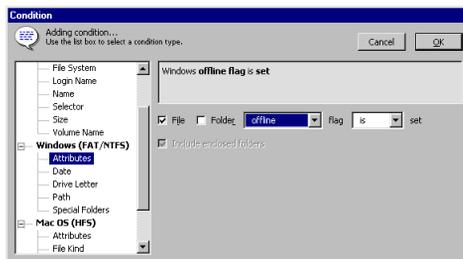
If you plan to upgrade client computers from older Windows operating systems to Windows 2000, you must first update the Retrospect client software to version 5.1. If you do not update the clients, the client software will be disabled under Windows 2000.

UPGRADING A BACKUP COMPUTER TO WINDOWS 2000

If you upgrade your backup computer to Windows 2000, after upgrading, open Retrospect and exit it to re-enable unattended execution.

NEW SELECTOR CONDITION

Retrospect 5.1 includes a new flag in its Windows Attributes Selector condition, for use with Windows 2000 Server remote storage. The “offline” flag indicates a file is stored remotely. You can use it in a custom selector to back up only locally stored files.



REMOVABLE STORAGE MANAGER

Windows 2000’s Removable Storage management console allows you to manage tape libraries and other storage devices in conjunction with the operating system’s built-in backup utility. Because this interferes with Retrospect’s access of those same devices, Retrospect auto-

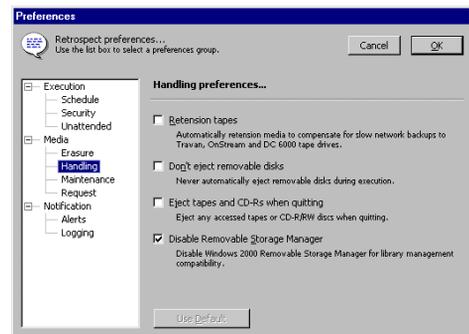
matically disables the service when it scans the SCSI bus for devices. With the service disabled, you can no longer use Removable Storage management.

Using Retrospect and Removable Storage Simultaneously

If you need the Removable Storage service intact for managing devices other than those used by Retrospect, you can configure both Retrospect and Removable Storage in order use both simultaneously.

Keeping the Removable Storage Service Intact

You can change Retrospect’s preferences to not disable Removable Storage. From the Retrospect Directory’s Special tab, click Preferences, and select the Media Handling category.



Media handling preferences.

Turn off Disable Removable Storage Manager to prevent Retrospect from disabling the service. Leaving the service intact may cause problems unless you use the Removable Storage management console to disable its use of the devices you want to use with Retrospect.

Keeping Removable Storage from Interfering with Retrospect Devices

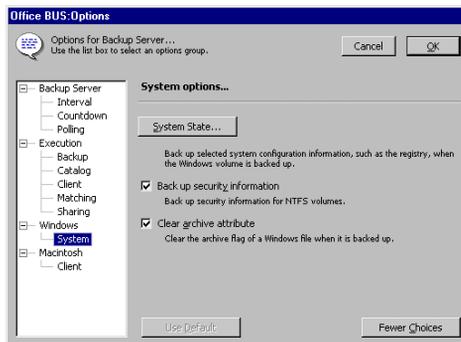
From the Removable Storage management console, get the properties of the device. From the General properties tab, turn off Enable library or Enable drive. For a library, you may have to

disable both the library itself and its drive or drives. Disabling a device and stopping Retrospect from disabling the service allows the Removable Storage service to work with its other managed devices.

SYSTEM STATE DATA

Retrospect 5.1 includes new Windows system options to back up and restore system state data.

In the immediate operation or script summary window, click the Options button, then click More Choices. Select the Windows System category.



Windows System options.

By default, all system state data will be copied. For most systems, this means the registry will be backed up along with your other data. On a Windows 2000 server the system state also includes Active Directory, COM+, and Certificate Server data.

To not copy one or more components during the operation, click System State and un-check the appropriate checkboxes.



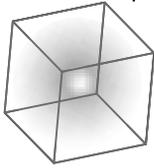
System state data options.

▲ **WARNING:** We recommend you accept the default options (all boxes checked). If you choose not to copy all system state data, Retrospect may not be able to fully restore the computer.

DISASTER RECOVERY

Retrospect 5.1 includes a new disaster recovery preparation wizard that will give you complete instructions on how to restore a specific computer in the event of a crash or after you have reformatted or replaced a hard disk.

For details of this new feature, see Addendum IV • Disaster Recovery, which starts on page 19.



EXTERNAL SCRIPTING

- INSTALLING WINDOWS SCRIPTING SUPPORT FILES FOR RETROSPECT
- RETROSPECT EVENTS
- IMPLEMENTING A SCRIPT WITH RETROSPECT
- IMPLEMENTING A SCRIPT WITH A CLIENT
- EXECUTING AN EXTERNAL SCRIPT
- EXAMPLE SCRIPTS
- USEFUL SCRIPTS
- ADDITIONAL SCRIPTS

Retrospect events can be handled by external scripts, which you can author in any scripting language that can create executable files. You can attach a single executable script to Retrospect or to a Retrospect client to act upon the events.

This addendum assumes your knowledge of Windows scripting. Retrospect's external scripting functionality is only for experienced script authors who wish to further automate Retrospect with external scripts. If you want to learn Windows scripting, start with Microsoft's web-based [documentation for developers](#).

Due to the complex nature of Windows scripting, Dantz Development can only offer minimal technical support for these features.

INSTALLING WINDOWS SCRIPTING SUPPORT FILES FOR RETROSPECT

The External Scripts folder is installed by the Retrospect setup program in complete installations, but not typical installations. You can add it to your Retrospect folder by using the setup program to modify the existing installation.

When you install external scripting functionality, the External Scripts folder is put in the same folder as the Retrospect application. By default, this is:

```
\Program Files\Dantz\Retrospect\
```

Windows Scripting Host must be installed on your system to use scripts created with VBScript or other scripting languages not directly supported by the operating system. Windows Scripting Host is included in Windows 98 and Windows 2000 installations and is available [free from Microsoft](#).

RETROSPECT EVENTS

Retrospect has fifteen events which can be handled by scripts. Retrospect client software has two of these events. Below are the event names and descriptions of when they are triggered.

StartApp occurs when Retrospect is opened, including when it is autolaunched.

EndApp occurs when Retrospect quits.

StartBackupServer occurs when Backup Server is started.

StopBackupServer occurs when Backup Server is stopped.

StartScript occurs when a script (except Backup Server) is started.

EndScript occurs when a script (except Backup Server) is finished.

StartSource occurs when a source is first accessed. This event is present in both the Retrospect application and Retrospect client software.

EndSource occurs when a source has finished being accessed. This event is present in both the Retrospect application and Retrospect client software.

MediaRequest occurs when Retrospect requests media, and again every five minutes while the media request window is open.

TimedOutMediaRequest occurs when Retrospect has requested media and it has waited longer than the time specified in the preferences.

ScriptCheckFailed occurs when Retrospect quits after running a script and there is a scheduled script set to run outside the look ahead time and the script check fails.

NextExec occurs when Retrospect quits after running a script and there is a scheduled script set to run outside the look ahead time and the script check passes.

SchedStop occurs when a script is running and its allowed time of execution expires.

PasswordEntry occurs after someone enters a password.

FatalBackupError occurs when a fatal backup error occurs.

IMPLEMENTING A SCRIPT WITH RETROSPECT

Copy your external script file to the Retrospect program folder (the default path is \Program Files\Dantz\Retrospect) and rename your script RetroEventHandler. Add the filename extension that matches your script type, such as .BAT, .EXE, .VBS, or any other supported by Windows Scripting Host.

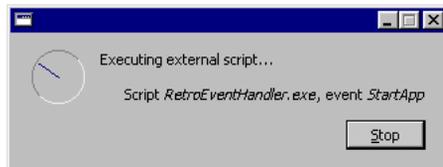
■ **NOTE:** If more than one `RetroEventHandler` file is present, only one will be used. If you want to take multiple actions with multiple events, you must write a single script to do it.

IMPLEMENTING A SCRIPT WITH A RETROSPECT CLIENT

To use external scripting with a Retrospect client, copy your script file to the Retrospect Client program folder (the default path is `\Program Files\Dantz\Client`) and rename it as detailed above under “Implementing a Script with Retrospect”.

EXECUTING AN EXTERNAL SCRIPT

When an event occurs, Retrospect notifies the external script and waits for a response from the script before continuing. After five seconds, Retrospect displays a status window to indicate it is executing a script.



When the script finishes, Retrospect continues.

EXAMPLE SCRIPTS

The External Scripts folder includes four example scripts written in four script languages (batch files, Visual Basic, VBScript, and C). You can study the source code of an example in a given language to learn how to write your own script to handle Retrospect events. They demonstrate how you might use the information sent for each event and provide examples of the acceptable values returned.

To use an example script with Retrospect, copy it from its sample folder to the Retrospect program folder.

■ **NOTE:** The .BAT batch example script uses the batch command extension `ask.exe`, installed in the Retrospect program folder.

The example scripts display a window as each event occurs, naming the event and listing the event’s information.



You must respond in each window to allow Retrospect to continue. Opening Retrospect triggers the `StartApp` event as shown above. You must do something else to trigger another event that will be handled by the example script.

After sampling an example script, delete it from the Retrospect program folder so it doesn’t interfere with your backups or other scheduled Retrospect scripts.

USEFUL SCRIPTS

The External Scripts folder includes some working scripts you may find useful. To use one of these, copy it from its folder to the Retrospect program folder.

Quit Outlook

This VBScript script closes Outlook 2000, which allows Retrospect to copy all Outlook 2000 data, then reopens Outlook. This script allows Retrospect to back up Outlook 2000 files, which are otherwise unavailable when Outlook 2000 is running at the time of backup.

This external script, which works with both Retrospect and Retrospect clients, is executed only when Retrospect runs a backup script named Backup Outlook. In Retrospect, create a backup script named “Backup Outlook” or rename your existing backup script.

■ **NOTE:** The Retrospect Launcher service must be configured to log on as the local system, not a user, for the Quit Outlook script to work. (The local system is the default.) It will not work if the service is configured as detailed under “Microsoft Networking Volumes,” on page 23.

Quit Exchange

This batch file script stops a Windows NT 4.0 Microsoft Exchange server, which allows Retrospect to back it up. The script then restarts Exchange.

This external script, which works with both Retrospect and Retrospect clients, is executed only when Retrospect runs a backup script named Backup Exchange. In Retrospect, create a backup script named “Backup Exchange” or rename your existing backup script.

Email Notifier

This batch file script (for Retrospect only, not clients) emails a text version of Retrospect’s Backup Report to groups of users, upon the following events:

- Backup Server is stopped;
- a script (except Backup Server) is finished;
- a fatal backup error occurs;
- Retrospect requests media;
- Retrospect’s media request has timed out.

You can also schedule tasks to email reports periodically, which is useful when the backup computer is running Backup Server.

■ **NOTE:** The email notifier script uses the batch command extension mailsndr.exe, installed in the Retrospect program folder.

Configuring Email Notifier

Open the RetroEventHandler.bat file with a text editor. Edit the mail server, the sender’s email address, and the main group email addresses. Optionally, edit the success, errors, and media request groups. Optionally, edit the time interval for sending media request emails, in multiples of five minutes. Save your changes.

Under Windows 95 and 98, after saving your edits, get the properties of the batch file. Click the Memory tab and change the initial environment memory from Auto to 4096.

Scheduling Email Notification

If you want the Email Notifier to email the Backup Report periodically, in addition to or instead of its previously-listed notification events, you must schedule tasks with the operating system. Scheduling tasks for each operating system are detailed below.

Scheduling Emailing Under Windows 95

You must have Scheduled Tasks installed. It is installed with Microsoft [Internet Explorer 5](#). If you have the Scheduled Tasks component, follow the instructions for Windows 98 below.

Scheduling Emailing Under Windows 98

Open Scheduled Tasks from Start>Programs>Accessories>System Tools. In the Scheduled Tasks folder, open Add Scheduled Task. Use the wizard to browse the Retrospect program folder (the default path is \Program Files\Dantz\Retrospect) and select RetroEventHandler.bat. Select the scheduled task time and interval, and select “Open advanced properties for this task when I click Finish.” Click Finish. In the task properties window, edit the Run field to read:

```
RetroEventHandler.bat ATsendBUSReport
```

(Note the space between each command parameter.) Leave the Start in field set to the path of the Retrospect program folder.

Scheduling Emailing Under Windows 2000

Open Scheduled Tasks from Start>Programs>Accessories>System Tools. In the Scheduled Tasks folder, open Add Scheduled Task. Use the wizard to browse the Retrospect program folder (the default path is \Program Files\Dantz\Retrospect) and select RetroEventHandler.bat. Select the scheduled task time and interval, then enter your user name and password. Next, select “Open advanced properties for this task when I click Finish.” Click Finish. In the task properties window, edit the Run field to read:

```
cmd /c RetroEventHandler.bat ATsendBUSReport
```

(Note the space between each command parameter.) Leave the Start in field set to the path of the Retrospect program folder.

Scheduling Emailing Under Windows NT

The Schedule service must be active for Email Notifier to work. Open Services from Start>Settings>Control Panel. Select the Schedule service and click the Startup button. Select Automatic and click OK.

Scheduling tasks with Windows NT is done with a command line. Open Command Prompt from Start>Programs. Enter the following command:

```
AT 12:00PM /every:m,t,w,th,f,s,su "C:\Program Files\
Dantz\Retrospect\RetroEventHandler.bat"
ATsendBUSReport "C:\Progra~1\Dantz\Retros~1"
```

(Note the space between each command parameter.) The first pathname between the quotes is to the Retrospect event handler batch file in the Retrospect folder. The second pathname between the quotes is the path to the same folder, less the filename, but *using short names only*.

Replace 12:00PM with the time at which you want the Backup Report emailed. Replace m,t,w,th,f,s,su with the days of the week you want it mailed.

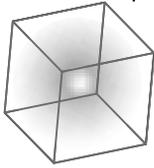
For more information about the AT command options, enter the following command:

```
AT /?
```

ADDITIONAL SCRIPTS

As they become available, Dantz will add new and improved scripts to the Dantz web site at www.dantz.com/extras.

If you create powerful scripts of your own or modify the supplied scripts to improve them, Dantz would love to hear about it. For more information, visit the Dantz web site at www.dantz.com/extras.



REPORTSWATCHER

- INSTALLATION
- CONFIGURING RETROSPECT TO WORK WITH REPORTSWATCHER
- CONFIGURING REPORTSWATCHER
- VIEWING THE REPORT
- SOURCE CODE

Intended primarily for large sites with multiple backup computers, ReportsWatcher is a stand-alone utility that converts Retrospect Backup Reports to HTML summaries for viewing from a web browser. Used in conjunction with Retrospect's feature to automatically export the backup report to a custom location, ReportsWatcher allows you to monitor one or more backup computers from any computer with a web browser.

INSTALLATION

The ReportsWatcher folder is installed by the Retrospect setup program in complete installations, but not typical installations. You can add it to your Retrospect folder by using the setup program to modify the existing installation.

When you install ReportsWatcher, the ReportsWatcher folder is put in the same folder as the Retrospect application. By default, this is:

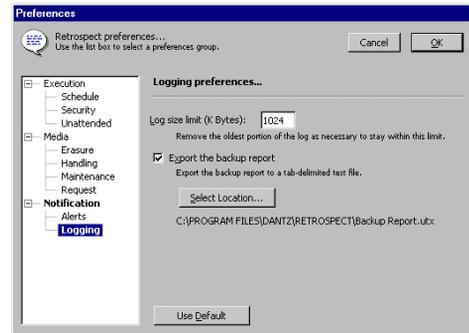
`\Program Files\Dantz\Retrospect\`

Because its nature is to continuously monitor updated reports and automatically generate a master report from them, ReportsWatcher should always be open. Add a shortcut for `Watcher.exe` to the Start menu's StartUp (or Startup) folder so that ReportsWatcher opens automatically whenever the computer starts up.

CONFIGURING RETROSPECT TO WORK WITH REPORTSWATCHER

First, determine where you want the Retrospect Backup Reports and HTML output to be stored. These locations can be different folders or the same folder. The most simple location is on a network volume that all your backup computers and workstations can access.

At each backup computer, open Retrospect and go to `Special > Preferences`. Select the Logging preferences from the Notification category.



Turn on the option to export the Backup Report and provide the path to your previously determined location.

- Export the backup report
Export the backup report to a tab-delimited text file.

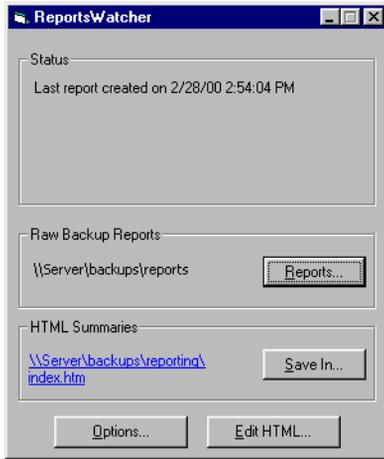
Select Location...

`\\Server\backups\reports\Hogarth's Backup Report.utx`

Each backup computer should export its Backup Report to that same location, but should use a unique file name. This name will identify the original Backup Report in the larger, consolidated HTML report.

CONFIGURING REPORTSWATCHER

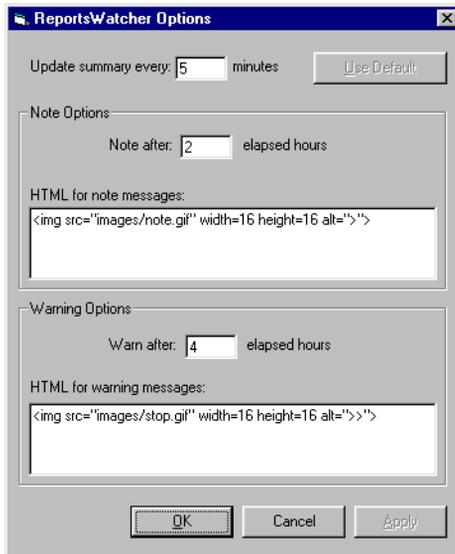
Open ReportsWatcher. Click the Reports button and select the location where the Retrospect Backup Reports are stored. Click the Save In button and select the folder in which to save the HTML summaries.



Leave ReportsWatcher open in order for it to continuously monitor reports.

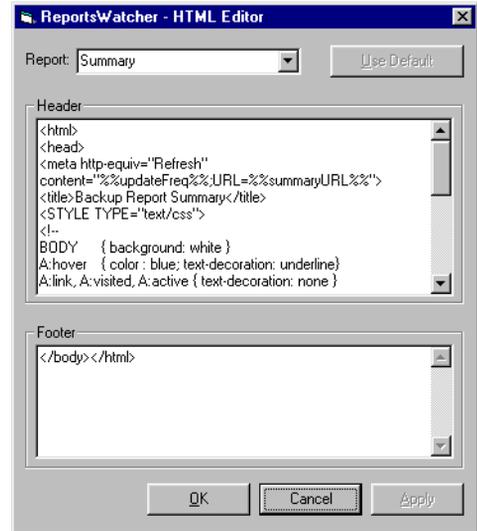
Options

Click the Options button to change Reports-Watcher's update time interval or other options.



HTML

Click the Edit HTML button to change Reports-Watcher's HTML code. You can edit the HTML for each of the five different report types.



VIEWING THE REPORT

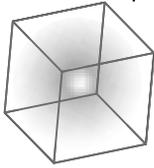
You can view the report on any computer with a web browser. Open the index.htm file in the HTML summaries folder. The index summarizes available reports. It has a variety of report formats. To view details of a particular backup computer's report, click the report name. To view details of successful backs, failed backups, or volumes never backed up, click the numbers in the appropriate table cells.

SOURCE CODE

ReportsWatcher is a Visual Basic application and its source code is included in the Reports-Watcher folder. You may customize it for your own personal use.

Improvements

If you have customized ReportsWatcher and you would like to share your improvements with others, Dantz would love to hear about it. For more information, visit the Dantz web site at www.dantz.com/extras.



DISASTER RECOVERY

- BACK UP FIRST
- USING THE WIZARD
- PREPARING MULTIPLE COMPUTERS

Retrospect 5.1 includes a new disaster recovery preparation wizard that will give you complete instructions on how to restore a specific computer in the event of a crash or after you have reformatted or replaced a hard disk.

BACK UP FIRST

Before you use this wizard, you must perform a complete backup of your computer's startup volume and any other hard disks or partitions you will want to restore after a disaster. The *Retrospect User's Guide* explains how to back up in Chapter 4 • Immediate Operations.

■ **NOTE:** A backup is not completely ready for restoring after a disaster unless the backup used the All Files selector or the All Files Except Cache Files selector.

You can do a backup right now by clicking the Retrospect Directory's Automate tab and clicking the EasyScript button. Follow its instructions to set up a backup script, then when you are done, choose EasyScript Backup from the Run menu and click Execute in the dialog that follows.

USING THE WIZARD

Choose Prepare for Emergency Restore from the Window menu.

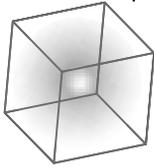


Follow the instructions of the wizard.

When the wizard has summarized your disaster recovery instructions, print them and keep them in a safe place with the backup set media and a copy of the catalog file.

PREPARING MULTIPLE COMPUTERS

The preparation and emergency restore instructions created by the wizard are custom for and specific to that one computer. You can use the wizard with another computer as the target for restoring and it will create custom instructions for that particular computer, whether it is running Windows 95 or 98, Windows NT 4.0 Workstation or Server, or Windows 2000 Professional or Server.



ERRATA

- UPGRADING FROM RETROSPECT 5.0
- UPGRADING FROM RETROSPECT FOR MACINTOSH
- UPDATING RETROSPECT CLIENTS
- ADDING A BACKUP DEVICE
- SOUNDS
- NT SERVER SERVICES FOR MACINTOSH
- NT REGISTRY QUOTA ALERT
- MICROSOFT NETWORKING VOLUMES
- DHCP BACKUP FOR WINDOWS NT SERVER
- NT PASSTHROUGH

UPGRADING FROM RETROSPECT 5.0

To upgrade to Retrospect 5.1, run the new setup program, which detects the Retrospect 5.0 installation and gives you the option of updating it. Select this option and the setup program will upgrade the software while preserving your Retrospect configuration (scripts, clients, custom selectors, preferences, and so on).

If you previously modified the Retrospect Launcher service (which is rare), your changes will not be used for the new service installed with Retrospect 5.1. Change the service as detailed under “Microsoft Networking Volumes” on page 23.

UPGRADING FROM RETROSPECT FOR MACINTOSH

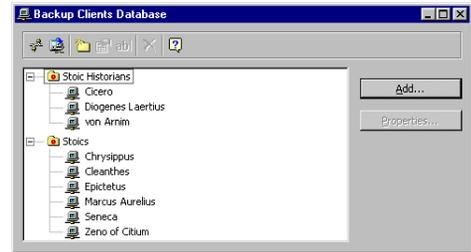
Retrospect for Windows does not read media, backup sets, or catalogs made by Retrospect for Macintosh. You can log in Retrospect clients (Macintosh and Windows) which were logged in to Retrospect for Macintosh, and their activator codes are automatically used as license codes by Retrospect for Windows. Dantz recommends you update Windows clients to version 5.1 and update Macintosh clients to version 4.2. (Use Update Clients from the toolbar in the client database window to update clients over the network. See the Retrospect Clients Installation Notes and *Retrospect User’s Guide* for details on updating clients to the latest versions.)

UPDATING RETROSPECT CLIENTS

If you are using previous versions of the client software, you can update it over the network from Retrospect.

Go to the Retrospect Directory’s Configure tab then click the Clients button. The backup clients database window appears, listing all client com-

puters currently logged in for use with Retrospect.



The client database window.

Click Update clients from the toolbar.

Retrospect asks you to specify the location of the most recent version of the Retrospect client software. You can choose a client update file for Windows clients or a different file for Macintosh clients.

■ **NOTE:** There are two different Windows client update files. One file automatically restarts the Windows client computers immediately following the update, another does not. Because a newly-updated client must be restarted for the update to take effect and for the client to be accessible to Retrospect, Windows clients updated with the non-restarting update file must be manually restarted at the client workstations.

Select the appropriate client update file on your hard disk, the Retrospect CD, or the Retrospect Clients CD, and click Open. After your confirmation, Retrospect begins updating the client software on selected client computers.

■ **NOTE:** If a client computer has virus protection software installed, it may require confirmation at the client computer before allowing the update to continue.

When the update is complete, Retrospect reports the results in a dialog and the operations log. Click OK.

To confirm the status of each client update, open the operations log. (To do this click the

Reports tab then click the Log button, or choose Log from the Window menu.)

Restart each client computer. The update does not take effect on a client computer until it is restarted.

ADDING A BACKUP DEVICE

When you install a new backup device on your computer, you may need to take some extra steps to satisfy Windows' New Hardware wizard. If you are installing a CD-R or CD-RW device or a new removable device such as a Zip, Jaz, DVD-RAM, or SuperDisk, follow the instructions included with it to install required device drivers. If you are installing a tape drive, follow the appropriate steps below, according to your operating system. No action is required for Windows NT 4.0.

Windows 95

After installing the tape drive, turn on or restart the computer. When the New Hardware wizard appears, select "Do not install a driver (Windows will not prompt you again)" and click OK.

Windows 98 and 2000

After installing the tape drive, turn on or restart the computer. When the New Hardware wizard appears, select "Search for the best driver for your device (recommended)" and click OK. In the Search selection dialog, select only the floppy disk drive as the search destination. When the wizard reports "Windows was unable to locate a driver for this device," click Next to continue. When the wizard reports "Windows has not installed a driver for this device," click Finish.

SOUNDS

After installing Retrospect, the Sounds control panel includes the Retrospect events Attention

Sound and Completion Sound. You may assign available sounds to these events.

NT SERVER SERVICES FOR MACINTOSH

Retrospect's Sharing script option locks out users from shared volumes during backups. The lock out option behaves differently for Services For Macintosh network volumes. Macintosh users do not get warned before they are locked out and all Services For Macintosh shared volumes are locked out at once, even if they are not all being actively backed up. All are locked while any one is backed up with the sharing lock out option enabled. This script option is not enabled by default.

NT REGISTRY QUOTA ALERT

If you get a "registry quota" alert under Windows NT, you must take the following steps to increase the registry size.

1. Open the System control panel.
2. Click the Performance tab.
3. Click the Change button for Virtual Memory.
4. Change the maximum registry size to something higher, typically double the current value.

MICROSOFT NETWORKING VOLUMES

If you want to set up unattended backups through Microsoft Networking instead of through Retrospect client software, you must take additional steps.

Windows 95 and 98

Simply log in to Microsoft Networking.

Windows NT 4.0

1. Open the Services Control Panel.
2. Select Retrospect Launcher and then click the Startup button.
3. In the “Log On As” section select This Account. LocalSystem will appear in the field to the right.
4. Change “LocalSystem” to the account you want to use and then enter your password in the two password fields. (This allows automatic backup while logged in as the specified account, or while logged out.)
5. Restart Windows.

Windows 2000

1. Open the Services management console.
2. In the list of services, select Retrospect Launcher and then click the Properties toolbar button.
3. In the service properties window, click the Log On tab, and in its “Log on as” section, select This Account. LocalSystem appears in the field to the right.
4. Change LocalSystem to the account you want to use and then enter your password in the two password fields. (This allows automatic backup while logged in as the specified account, or while logged out.) Click OK.
5. Restart Windows 2000.

DHCP BACKUP FOR WINDOWS NT SERVER

Page 157 of the *Retrospect User's Guide* describes backing up DHCP server information. The instructions neglect creating the configbk folder as in step 4 below. The instructions below replace the corresponding instructions on page 157.

To Back Up the DHCP Database for Windows NT

1. Start the registry editor, Regedt32.exe.
2. Navigate through the following path:

```
HKEY_LOCAL_MACHINE
System
CurrentControlSet
Services
DHCP Server
Parameters
Backup Database Path
```

3. Change the Backup Database Path entry to “\%SystemRoot%\configbk\dhcp” then exit the registry editor.
4. In the Windows Explorer, determine whether the system includes a dhcp folder in a configbk folder in the operating system folder. For example, C:\WinNT\configbk\dhcp. If not, create the folder or folders at that path.
5. Restart the computer. The DHCP Manager now copies its files to the backup folder once per hour.
6. Do your regular Retrospect backups, making sure they include the configbk folder in the Windows NT folder.

NT PASSTHROUGH

Under Windows NT and 2000, Retrospect 5.1 no longer requires the ASPI layer to communicate with tape, CD-R, and CD-RW drives. Retrospect 5.1 communicates directly with tape and CD devices using the NT Passthrough API of Windows NT and 2000 if ASPI is not installed.