
SCO ARCserve/Open from Cheyenne Release and Installation Notes

Table of Contents

About this book

This book provides the information you need to install and use SCO® ARCserve®/Open from Cheyenne® products on UnixWare® 7 systems. It is intended for a person who has some system administration experience.

You will find the information you need more quickly if you are familiar with:

- How this book is organized
- Related documentation
- Typographical conventions

How this book is organized

This book describes:

- new SCO ARCserve/Open from Cheyenne features not covered in the product documentation.
- the SCO ARCserve/Open products and optional products that are provided, and information you

need to know before proceeding with an installation.

- installing and removing SCO ARCserve/Open products.
- configuring SCO ARCserve/Open.
- using SCO ARCserve/Open online documentation, starting SCO ARCserve/Open, and performing a quick backup of your system.
- limitations and workarounds relating to the SCO ARCserve/Open products.
- troubleshooting information for the most common problems you might encounter while using SCO ARCserve/Open.

Related documentation

- *SCO ARCserve/Open Client Agent Installation Guides* (online)
- *SCO ARCserve/Open User Guide* (online)
- *SCO ARCserve/Open Changer Guide* (online)
- *SCO ARCserve/Open Error Messages* (online)
- *SCO ARCserve/Open Command Line Manual Pages* (located in **man** Section 1)

Typographical conventions

This publication presents commands, filenames, keystrokes, and other special elements in these typefaces:

Example . . . . Used for:

lp or **lp**(1)
commands, device drivers, programs, and utilities (names, icons, or windows); the letter in parentheses indicates the reference manual section in which the command, driver, program, or utility is documented

/new/client.list
files, directories, and desktops (names, icons, or windows)

root system, network, or user names

filename
placeholders (replace with appropriate name or value)

<Esc>
keyboard keys

`Exit program?`
system output (prompts, messages)

yes or **`yes`**
user input

‘‘Description’’
field names or column headings (on screen or in database)

Cancel
button names

Edit menu names

Copy menu items

File --> Find --> Text
sequences of menus and menu items

open or **open**(2)
library routines, system calls, kernel functions, C keywords; the letter in parentheses indicates the reference manual section in which the file is documented

$HOME
environment or shell variables

SIGHUP
named constants or signals

‘‘adm3a’’
data values

employees
database names

orders
database tables

buf C program structures

`b_b.errno`
structure members

Chapter 1

New features in SCO ARCserve/Open Release 2.2.0

This chapter describes new features for SCO ARCserve/Open from Cheyenne Release 2.2.0 that are not discussed in the SCO ARCserve/Open documentation, including:

- bar code reading for autochangers,
- SNMP message traps, and
- support for backing up and restoring NDS trees.

Bar code reading

SCO ARCserve/Open is now equipped to read bar code labels for tape cartridges that are accessed through tape autochangers. This feature helps reduce the initialization time that is typically associated with high capacity changers.

This section describes:

- how bar code reading works
- enabling and disabling bar code reading

How bar code reading works

When bar code reading is enabled through the SCO ARCserve/Open Device Manager, the autochanger scans for labels on each loaded cartridge tape. When a new bar code label is encountered, the corresponding tape is inserted in the tape drive and the label and the tape's volume header are read.

This information is then stored in files in the bar code tape database directory, */usr/lib/ARCserve/tapedb*. A separate file is created for each unique tape label that is read.

NOTE: This bar code tape database is completely separate from the other SCO ARCserve/Open databases. The SCO ARCserve/Open database server process does not access any part of the bar code tape database.

If the changer scans a tape label that has already been encountered, the tape information is extracted from the database, saving the need to insert the tape into the tape drive.

NOTE: When using the bar code reading feature, all formatting and erasing of tapes **must** be accomplished using the options on the changer-specific **Device Management** menu, as opposed to the standard **Device Management** menu. (Note that, depending on whether you select a single drive or a changer in the list of available devices, the **Device Management** menu and the toolbar toggle between the standard and changer-specific options.)

It you do not use the changer-specific **Device Management** menu in this case, the tape database is not updated to reflect the new state of the tape.

In addition, it is recommended that you **only** remove tapes from the changer using the changer-specific **Device Management** menu, so that the tapes' information is properly removed from the tape database.

Enabling and disabling bar code reading

To enable or disable bar code reading for an individual changer:

1. Select **Device Management** from the Quick Access window.
2. Select **Device Group Configuration**.
3. Select the SCSI ID for the desired changer.
4. Select **Changer**.
5. Select **Enable** or **Disable** in the ‘‘Bar Code Reading’’ field.

Note that, by default, bar code reading is disabled.

SNMP message traps

Simple Network Management Protocol (SNMP) traps are now supported in SCO ARCserve/Open. This feature allows warnings and error messages from SCO ARCserve/Open and Client Agent workstations to be ‘‘trapped’’ to a centralized network management console, allowing administrators to manage their systems more efficiently.

HP® OpenView® on both UNIX® and Microsoft® Windows® systems is certified for use with SCO ARCserve/Open. However, you should be able to send SCO ARCserve/Open message traps to any network management station on which you can load the SCO ARCserve/Open MIB.

NOTE: SCO ARCserve/Open’s activity log still receives all warnings and error messages when using SNMP message traps.

See also:

- ‘‘Setting up to use SNMP message traps with SCO ARCserve/Open’’
- ‘‘Customizing SNMP message severity levels’’

Setting up to use SNMP message traps with SCO ARCserve/Open

To use SNMP to trap messages from SCO ARCserve/Open, you must:

1. Configure SNMP on the SCO ARCserve/Open server to include the SNMP community name and the IP address or host name of the network management station you are using.
2. Load the SCO ARCserve/Open Management Information Bases (MIB) file on the network management station.
3. Turn on the SNMP trap feature for each relevant SCO ARCserve/Open function -- Backup, Restore, Merge, and Scan.

Configuring SNMP on the SCO ARCserve/Open server

To enable SCO ARCserve/Open to send SNMP traps, you must first configure the SNMP configuration files on your UnixWare 7 system to include:

- the SNMP community name, and
- the IP address of the network management station on which you would like to receive and display SCO ARCserve/Open messages. (You can also specify the system’s associated host name, as defined in the */etc/hosts* file.)

  An IP address or host name must be entered for each console on which you want to receive the messages.

To specify the SNMP community name (i.e., the session name), edit the */etc/netmgt/snmpd.comm* file. It is recommended that you specify a community name of ‘‘public’’. Use the format specified in the comments at the top of the *snmpd.comm* file.

CAUTION: It is very important that the SNMP community name is present in */etc/netmgt/snmpd.comm.*

To specify the network management station to which you want the SCO ARCserve/Open traps sent, edit the */etc/netmgt/snmpd.trap* file. Supply the management station’s IP address (or host name), using the format specified in the comments at the top of the *snmpd.trap* file.

Loading the SCO ARCserve/Open MIB file

The SCO ARCserve/Open MIB file is called *ARCserve.mib* and is located in the */usr/lib/ARCserve* directory.

This MIB file must be loaded onto your network management station before it can interpret the SCO ARCserve/Open trap messages. Refer to your network management station documentation for information on how to do this.

Turning on SNMP message traps

Before SNMP messages can be sent to the network management console, you must enable them within SCO ARCserve/Open.

SNMP messages can be enabled (or disabled) for the Backup, Restore, Scan, and Merge Managers, on a per-manager basis:

1. Select the desired Manager from the SCO ARCserve/Open Quick Access window.
2. Select the **Reporter** option from the Manager-specific menu (i.e, **Backup** menu, **Restore** menu, and so forth).
3. In the ‘‘Message Type’’ field, toggle SNMP alerts on or off.

By default, SNMP messages for all Managers are disabled.

To enable SNMP messages for all of these Managers, you must perform the above steps in each Manager window. Or, you can selectively enable traps for only the Managers you desire.

Customizing SNMP message severity levels

The SCO ARCserve/Open SNMP Configuration Manager allows you to change the severity level that is assigned to each trapped message.

The SNMP Configuration Manager is accessed from the **Utility** menu on the SCO ARCserve/Open Quick Access window.

See also:

- ‘‘Assigning severity levels to messages’’
- ‘‘Configuring messages for SCO ARCserve/Open modules’’

Assigning severity levels to messages

Each SNMP message can be assigned one of four severity levels:

Critical
These messages require immediate attention, such as a failed backup or the need to load media.

Warning
These messages correspond to error or warning situations where SCO ARCserve/Open’s operation resumes without intervention.

Normal
These messages consist of standard notifications, such as the start and/or completion of a job.

Disabled
These messages are not trapped and therefore not displayed.

Configuring messages for SCO ARCserve/Open modules

SCO ARCserve/Open allows you to configure messages on a module basis, where a module corresponds to a class of Client Agents associated with a particular platform.

Messages associated with a particular Client Agent can be configured using the **Module** menu in the SNMP Configuration Manager -- simply select the appropriate Client Agent. Client Agent modules are listed in this menu depending on whether or not the corresponding severity file exists in the *\/usr/lib/ARCserve/nls/C* directory.

Backing up and restoring an NDS tree

SCO ARCserve/Open is now capable of backing up and restoring NetWare® Directory Services™ (NDS) trees. This section describes how to:

- select an NDS tree for backup
- restore an NDS tree

NOTE: To backup and restore a NetWare 4.x NDS tree, SCO ARCserve/Open must be running on the same server where the NDS tree was created or replicated, and the SCO ARCserve/Open server must belong to the NDS tree.

The SCO ARCserve/Open server **only** permits the backup and restore of its own NDS tree -- and this is the only NDS tree that is visible from the Backup and Restore Managers.

For more information on NDS and how it is implemented within UnixWare 7, refer to ‘‘Administering NetWare Services (NWS)’’ in the SCOhelp online documentation.

Selecting an NDS tree for backup

Select the NDS tree for backup in the same way you would any other server or node.

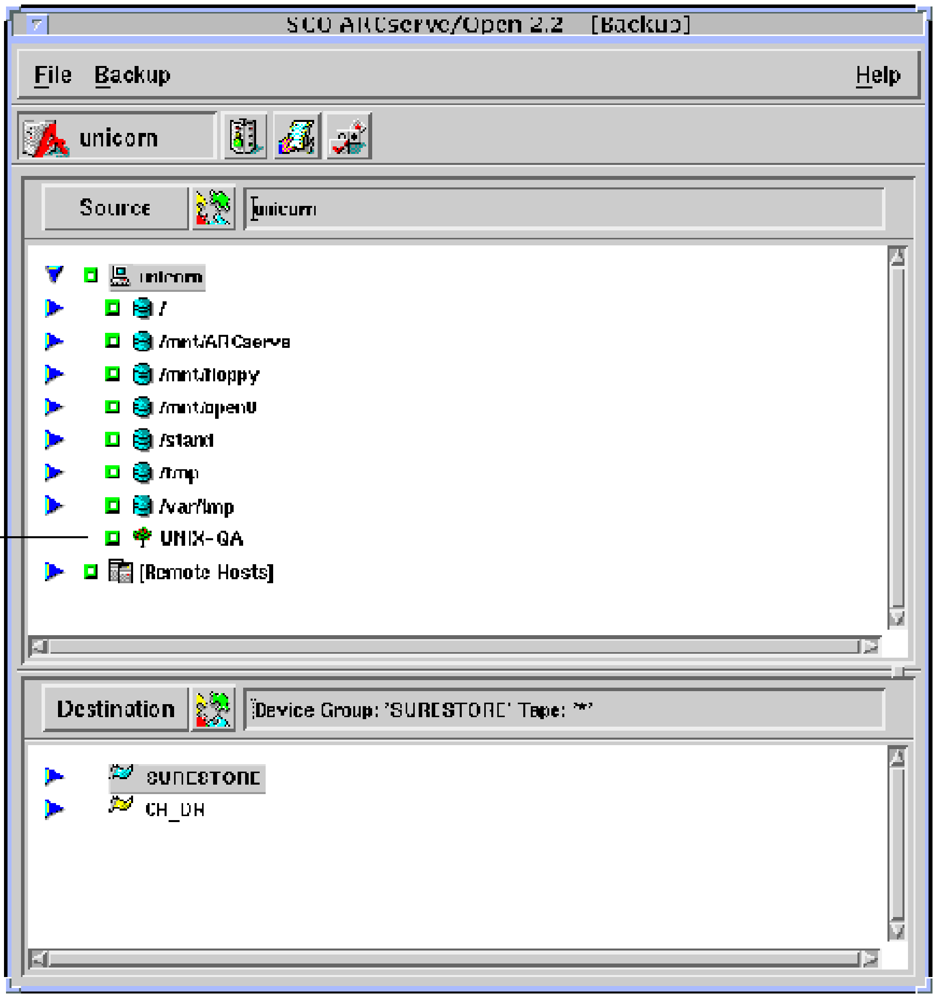
NOTE: You must have *admin* rights to perform a backup of an NDS tree. (The *admin* user is the equivalent of the *supervisor* user in NetWare 3.x.)

The NDS tree (associated with the SCO ARCserve/Open server) is displayed within the server’s directory tree, which is visible within the Source area of the Backup Manager window.

To back up an NDS tree:

1. In the Source area of the Backup Manager window, expand the directory tree associated with the local server.

   The NDS tree is displayed along with the server’s existing filesystems, as shown below:



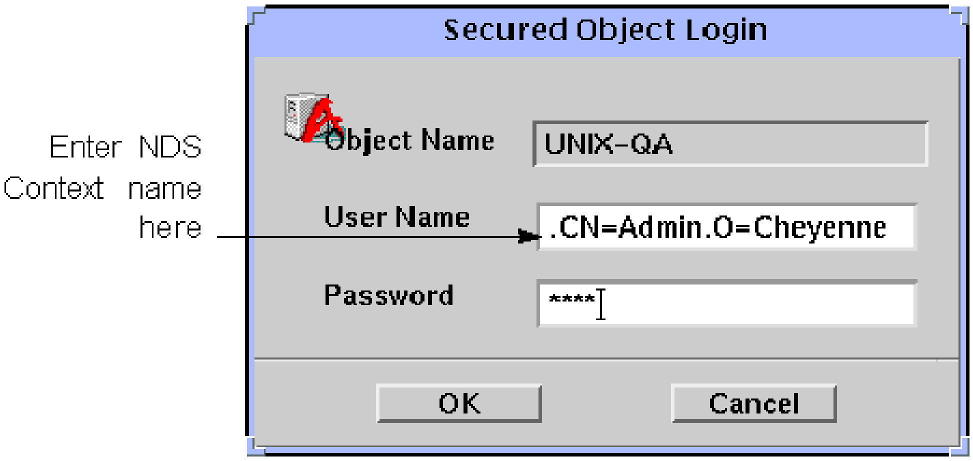
Click here to expand the host server's directory tree

The NDS Tree associated with the "unicorn" host server

2. Select the target NDS tree that you want to backup by clicking on the box directly to its left.

   Once selected, you see the Secured Object Login dialog box.

3. Enter the user name and password for the selected NDS tree:


Enter NDS Context name here

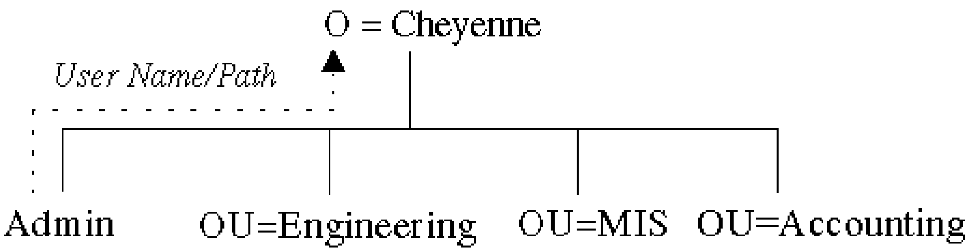
Object Name: UNIX-QA

User Name: .CN=Admin.O=Cheyenne

Password: ****

The NDS user name is equivalent to the NDS *context name*. The NDS context name consists of the object's full path, starting with *Admin* leaf and ending at the root of the tree.

Given the NDS structure implemented below:



the syntax for entering a valid user name (NDS path) is:

```
.CN=Admin.0=Cheyenne
```

4. In the Destination area of the Backup Manager window, select the tape device group and tape for the backup job.

5. Click on the **Run** button to execute the backup job.

Restoring an NDS tree

You can use either Tape View or Tape Session to restore your NDS trees. This section outlines the steps for restoring NDS objects using the Tape Session view. For information on using Tape View, see the *SCO ARCserve/Open User Guide*.

NOTE: You will not be able to use the Tape Session view if you do not have Queue Operator permissions. If you are not a Queue Operator, you can only use the Tape View to restore from your own sessions.

Finding the NDS session to restore

When using the Tape Session view, you are required to select the tape session that you want restored. To locate the correct session containing the NDS information:

- Run the Report Manager and view the SCO ARCserve/Open activity log, called *archsvr.log*. This file will tell you the session you need to use.

Restoring the NDS tree using Tape Session

To restore an NDS tree using the Tape Session view:

1. In the toolbar on the Restore Manager window, click on the *Tape Session* button.

   SCO ARCserve/Open reads directly from your tape devices and displays the tape groups that you are using.

2. Select the tape that you want to use for the restore operation.

3. Click on *Source* and select the session containing the NDS tree that you want to restore.

Click to change the device you are using for the restore job.