

3X Systems Remote Backup Appliance Support FAQ

This collection of Frequently Asked Questions is aimed at providing basic support information. Areas covered are Connectivity/Setup, Hardware, Backup, Restore and Updates.

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CONNECTIVITY/SETUP

Q – I can't connect to the Manager from outside the LAN

A – If you can access the Manager from inside the LAN but cannot access it from “outside”, then port forwarding is almost certainly the problem.

- 1) Use the “Communication Diagnostics” in the Manager’s Administration section, under “Diagnostics”. This will show if the backup appliance can be accessed from the Internet, and the external IP address.
- 2) Verify that port 443 is open and available for outbound and inbound TCP communication; this is the port the manager uses. Port 443 is the default setting, and it can be modified. Depending on your network, other services may already be using that port, such as Outlook Web Access.

Q - Can I restrict access to the appliance?

A – You can and should use a strong password on the Manager interface, as you would on any other server. You can also restrict access to the both Manager and the Backup Service by creating an IP address “whitelist” for each component (only traffic from those IPs or ranges will be accepted). This is available in the Manager under Administration ->System Settings ->Network Settings.

Q – On a 2003 Server with Microsoft Forefront Security installed, the 3X Client Agent never completes the registration process – the agent reports “transmitting data to vault”.

A – Forefront may cause the registration to hang, even though the rules are set to allow the 3X Client Agent process. A workaround is to temporarily disable Forefront, and the registration will complete. You can then restart Forefront.

Q – I can't complete the registration on a remote Client, it seems to time out.

A – Verify that port 5543 is open for TCP communication; this is the port the Client Agent uses. Port 5543 is the default setting, and it can be modified. Verify that is what you are using in your case. If you are using the locator service, you should also verify that it shows the correct connection information for your Appliance (IP address and ports used). The locator is available here: <http://www.3x.com/locator/>

Q – My Windows XP Firewall pops up with a “Java [TM] Platform SE Binary” warning, should I unblock this?

A –Yes, the Client Agent uses Java. Unblocking this request will allow the Client to communicate with the RBA vault device.

Q – How can I verify that my appliance is accessible to Clients outside my local LAN?

A – In the Manager, click Administration ->Diagnostics ->Communication, and you can use the “Check for vault accessibility from internet” utility. If this fails, you should verify that you are forwarding the appropriate port on your firewall (default is TCP 5543).

Q – I have more than one Remote Backup Appliance on my LAN, how can I set up external access for each one as I only have one public IP address?

A – Each RBA requires two ports to be accessible to provide all functions. The Manager console is accessed through port 443 by default; but this can be modified in the Administration-System Settings panel, so you could simply increment the ports for each RBA unit you have. The Backup Service (Client agent) default port is 5543, which can also be modified. Port forwarding should be set for outbound and inbound TCP communication on the ports in question.

Q – When running a backup, why does the data rate shown beside the progress bar seem slow compared to the network speed?

A – The rate refers to the rate data is being written to the Appliance, not the transmission rate across the LAN or WAN.

HARDWARE

Q – What is the power draw on the 3X Remote Backup Appliance?

A – The power draw, in amperes, is listed below:

Standard configuration has 2x500GB drives, the Tera configuration has 2x1TB drives.

| Form Factor | Idle | Under load |
|-----------------|-------|------------|
| Rack (standard) | 0.65A | 0.85A |
| Rack (Tera) | 0.70A | 0.90A |
| Cube (Standard) | 0.75A | 0.85A |
| Cube (Tera) | 0.75A | 0.95A |

Q – What environmental conditions does the 3X Remote Backup Appliance need?

A – The 3X RBA is a high performance PC based appliance, and should be given the same physical considerations any server or high end workstation would need:

- 1) Good quality AC power, preferably using a UPS or other backup power.
- 2) Normal humidity and temperature levels, with adequate air circulation.

Q – How do I shut down the Remote Backup Appliance?

A – On both the Rack and Cube form factors, press and release the power button. This initiates a graceful shutdown, which should complete within 30 seconds. If you force a shutdown by holding in the power button, you should expect a potentially much longer start up time as a file system check will run.

BACKUP

Q – Do I need to “Generate a new key” for each Client I install?

A – No, Clients can use the same key, even in multi-hosting environments. You may want to generate a new key if that key becomes public knowledge and you think anyone might try to install a Client on and outside PC – they would not be able to use the old key for a new Client installation from that point on. Existing installed clients are not adversely affected.

Q – How do I backup Microsoft Exchange?

A – When creating a backup set, use the drop down menu to select “Exchange” instead of the default “Filesystem”. You will then be prompted to select the Information Store to be backed up.

Q – How does the Exchange backup module handle logs during the backup?

A – The Exchange module follows the Microsoft procedure outlined in the following MSDN article:

[http://msdn.microsoft.com/en-us/library/ms878511\(EXCHG.65\).aspx](http://msdn.microsoft.com/en-us/library/ms878511(EXCHG.65).aspx)

Briefly, When HrESEBackupSetup is called the storage groups are prepared so they can be read. For each storage group, all databases, logs, and patch files are backed up. HrESEBackupTruncateLog is then called to “delete logs after backup” if the “truncate logs” option for the Exchange backup set is enabled.

Q – When I run and Exchange backup, it seems to do nothing for a while, then the progress “jumps” to 20% and sits there for a while. Is this normal?

A – Yes. The Exchange backup progress will increment as each file in the set is transmitted. Typically, there may be four or five files (or more, depending on your Exchange setup), the largest one being the

.edb file, which is usually transferred first. In this case, after the first of the 5 files has completed, the job will show 20% complete.

Q – How do I backup a Microsoft SQL database?

A – There are three options:

- 1) You can directly back up the database using a filesystem backup. Microsoft has included the capability for the VSS service to cleanly backup a running **MS SQL 2005** database. See MSDN article here: <http://www.microsoft.com/technet/prodtechnol/sql/2005/sqlwriter.msp>
- 2) You can use the backup capability built into SQL to create a backup file, which you can then backup using our filesystem backup agent. If you use the SQL backup feature to create a daily file to be backed up by the 3X RBA, make every effort to use the same filename for the file each time. Otherwise, the RBA will not transmit just the smaller “delta” file change, but will need to retransmit the whole new daily backup file.
- 3) When creating a backup set, use the drop down menu to select “SQL” instead of the default “filesystem” backup. You will be prompted to select the database to back up. *This option will be available soon.*

Q – Is there a more detailed view showing exactly which files and folders will be backed up?

A – Yes, in the Client you can click the “Preview” button to see this information for a particular backup set. Go to the “Backup Sets” tab, select the backup set you are reviewing and click ‘Preview’.

Q – I started a backup and it does not seem to be doing anything yet, it’s not showing any progress.

A – If you have a large set of smaller files, it can take some time for a backup process to enumerate the files before the actual transmission of data starts. Remember, the RBA is a “smart” device; it is arranging which files it needs to transfer to represent a full snapshot. You may get a better idea of the progress by looking at the Client interface.

Q – Can I monitor the bandwidth being used for backups?

A – Not directly at the moment; however, if you can monitor the traffic on the backup service port (the port used by the Client Agent), you can get a representation of the bandwidth being used. The default port is TCP 5543.

Q - Can I schedule an individual backup set to run more than once per day?

A - Yes, by using the “CRON Scheduling” feature when you create a new schedule you can run backups hourly, every half hour, etc. Obviously, you would want to avoid situations where the backups are scheduled so closely that they are constantly running. Details are currently available in the online Administrators Guide here: http://www.3x.com/content/support_documentation.php

Q – If I have two backups sets scheduled to start at the same time for the same Client computer, will they run simultaneously?

A – No, one job will complete and the other will start immediately afterwards. Each *Client* can run one backup job at a time, although the *Backup Appliance* can handle multiple backup jobs simultaneously.

Q – Can I have two backup sets with the same name if they are not for the same Client computer?

A – Yes, if you are running the Production Release software (version 1.14.5) or later.

Q – Can I cancel a backup job that is in progress?

A – Yes, you may need to wait a moment for the process to stop. You can also refresh the Manager browser window to confirm the job's status.

Q - When you mark the a backup set to save for 5 generations, does that mean the entire set is flagged, or specific files? For example, a Word document is not touched for a couple of months. Will that file be kept past the 5 generations of the backup set?

A - A copy of the Word document will be present on the appliance if it was included in the most recent 5 backup sets. 5 backup sets are kept; if the file has not been changed in any of these backup sets, only one version of the file will be present.

Q - Do exclusions win over inclusions, for example:

-----Backup up Documents and Settings was selected first

-----Exclude mp3s on C:\

Would MP3s be backed up under Documents and Settings, but nowhere else?

A – Yes; mp3 files will not be backed up anywhere within this backup set as defined, exclusions win over inclusions *within a backup set*. If you created a second backup set which did not feature the exclude, then MP3s won't be excluded from the second set.

Q – What does “CFE” mean in the “Event Details” area of the History tab? Most jobs say “Success”, but some say “CFE”. Is something wrong?

A – Nothing is wrong; CFE stands for “Common File Elimination”. Identical files in different locations are backed up once (with pointers to the other instances), rather than being backed up multiple times. This provides the ability to backup and restore these duplicate files more efficiently.

Q – I have a 100GB system, yet the pie chart on the Manager says my system is protecting well over that figure?

A - You have 100GB physical capacity on the system, which includes de-duplicated and/or compressed data. This can give a total storage capacity of perhaps 2 to 3 times the physical capacity of the drives.

Further, as the system also uses de-duplication when making additional backups (meaning deltas are generally very small, but still represent a full snapshot of all the data in a backup set), the “Total Data Protected” can be thought of as much more than the physical capacity of the system.

RESTORE

Q – I am having trouble restoring encrypted files.

A – Make sure you select the “Restore Security Information” check box when restoring these files. In the production release of the system software, this is checked by default.

Q – Can I restore an Exchange store to an alternate location?

A –The Production release of the system software allows you to restore to the Recovery Storage Group, and use that feature’s benefits.

Q – How do I restore the “System State”?

A – When the System State is restored from the Appliance, it restores a .bkf file. This file can be opened and the components restored using NT Backup. NT Backup can be run from All Programs -> Accessories -> System Tools -> Backup.

UPDATES

Q – How do I update the system software?

A – A notification of an available update appears in the Manager console, under the Administration – Software section. If the Automatic download feature is selected, the updates will be downloaded, ready to be installed when you choose.

Q – How do I update the Client software? *Client upgrades will typically accompany system upgrades.*

A – Client upgrades will occur automatically if the Clients are set to do so:

- 1) In the Manager, under Client Management->Default Client Settings->Software Update tab, verify that “Automatically install Client updates/upgrades” is checked. This will ensure **new** Client installations will be automatically updated in the future.
- 2) Make sure existing Clients are configured to automatically install Client updates & upgrades. To do this, in the Manager under Client Management->Manage Clients select the Client and click on “Manage Client” link. Then click on Options tab and then “Software Updates” sub-tab. Make sure that the Client is set to “Automatically install Client updates/upgrades”.
- 3) If a Client does not appear to automatically update, you may force an update by running the “Client Software (Patch)” from the Manager, under “Manage Clients”. Do NOT use the “Client Software (Full)” installation to force a Client upgrade.

Note that the Client upgrade process does NOT force a reboot of the computer, in the event one is needed, in case the computer is in use.