

Quick Start Guide

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This Quick Start Guide is designed to help you install and use a CommCell® configuration to which you can later add other components.

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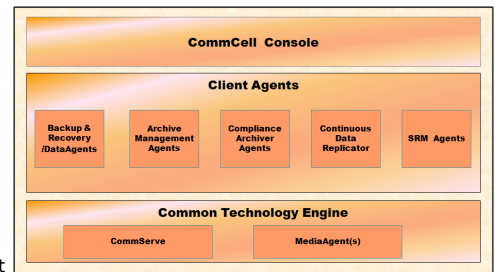
CommCell Installations

INTRODUCTION

The software provides a powerful set of storage management tools that help you move and manage your critical data. These tools enable you to store and retrieve data associated with computer systems in your enterprise.

The system consists of integrated software modules which can be grouped together in a CommCell® configuration. Each CommCell configuration consists of the following main components:

- One or more of the following **Client Agents**:
 - ***iDataAgents*** that perform the backup and restore operations
 - **Archive Management Agents** which includes agents for **Migration Archiving** and **Compliance Archiver** agents
 - **ContinuousDataReplicator** to perform data replication from a source Client to a destination Client
 - **Storage Resource Manager (SRM)** Agents for analyzing and reporting of information on local storage resources.
- **Common Technology Engine (CTE)** components consisting of:
 - One **CommServe®**
 - One or more **MediaAgents**



Once installed and configured, these CommCell elements can be controlled and monitored from a single unified **CommCell Console**.

CLIENT AGENTS

Client Agents are software modules that perform data protection and data recovery operations for specific operating systems or applications. Multiple agents may be used to protect all types of data residing on a computer. The following sections provide a brief description of each of these Client Agents.

DATAAGENTS

iDataAgents are software modules that are used for backing up and restoring data. The system provides a variety of *iDataAgents*, each one designed to handle a different kind of data. If a given computer has two or more types of data, it requires one *iDataAgent* for each data type. For example, to secure all the data on a computer where a Microsoft Exchange Server resides, you would need the following *iDataAgents*:

- One Windows File System *iDataAgent* to back up the computer's file system.
- One Microsoft Exchange Database *iDataAgent* to back up the database.

In the CommCell® Console, such a configuration would appear as two *iDataAgents* on a client computer.

ARCHIVE MANAGEMENT AGENTS

This includes 2 types of Agents. They are:

• MIGRATION ARCHIVER AGENTS

Migration Archiver Agents are software modules that are responsible for periodically moving unused or infrequently used data on their host computers to secondary storage, thereby reducing the size of data on the primary storage. The system provides several Agents, each one designed to handle a different kind of data. Migration Archiver Agents reduce the duration of backup windows by reducing the amount of data to be backed up by an *iDataAgent*.

• COMPLIANCE ARCHIVER AGENTS

Compliance Archiver Agents are software modules that are designed for long term storage and indexing of data to meet security and compliance standards. The primary function of Compliance Archiver Agents is to preserve data outside of the operational environment. Compliance Archiver removes the data from the source client once it has been archived and/or indexed. In this way, large amounts of data can be stored, for example, and reviewed at a later time.

CONTINUOUSDATAREPLICATOR AGENT

ContinuousDataReplicator (CDR) agents are software modules that provide protection of application data and file systems, by replicating data from a source computer to a destination computer in nearly real-time. High availability of protected data in a consistent state is accomplished through the creation of Recovery Points, using snapshots created on the destination computer, which can be mounted, made available as shares, or recovered using Copyback. In addition, backups can be made from the snapshots of file system data or application data in a consistent state for point-in-time recovery.

STORAGE RESOURCE MANAGEMENT (SRM)

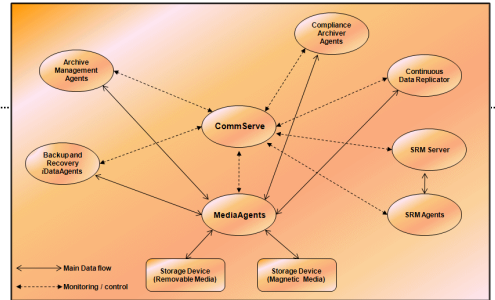
SRM software provides the ability to discover, identify, and track available storage resources such as disks, file systems, and network shares to provide detailed analysis in the form of reports and summaries. SRM software consists of the SRM Server which provides the reporting engine that obtains the data from the various SRM Agents which are client agents that collect data from the various operating systems and applications.

COMMON TECHNOLOGY ENGINE

Common Technology Engine consists of software modules that provide the necessary tools to manage and administer the Client Agents and also manage the storage media associated with the CommCell® configuration. The following sections describe the components of the Common Technology Engine.

COMMSERVE®

The CommServe® Server ties the CommCell® components together; it is the coordinator and administrator of the CommCell component. The CommServe Server communicates with all agents in the CommCell to initiate data protection, management and recovery operations. Similarly, it communicates with MediaAgents when the media subsystem requires management. The CommServe Server maintains a database - also referred to as the CommServe Database Engine - containing all the information relating to the CommCell configuration.



MEDIAAGENTS

The MediaAgent transfers data between the client computer(s) and the storage media. Each MediaAgent communicates locally or remotely to one or more storage devices, which contains the storage media. The system provides support for a wide variety of storage devices.

COMMCELL® CONSOLE

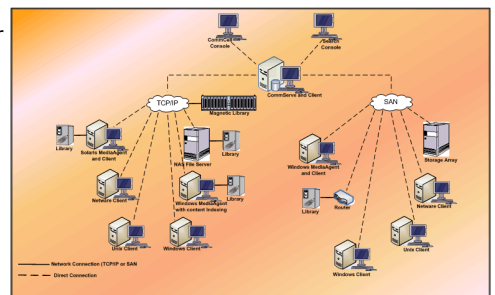
The CommCell Console is the graphical user interface that allows you to control and manage CommCell group. The CommCell Console can be run in two ways:

- As a stand-alone application, which can be installed directly on any computer that can communicate with the CommServe® storage manager.
- As a remote web-based application using Java Web Start, which allows you to remotely access the CommCell Console using the web browser.

COMMCELL INSTALLATIONS

The entire software is modular and can reside on the same and/or separate computers depending on your needs. Some administrators may have a dedicated CommServe computer and a dedicated MediaAgent computer. Others may want to back up the file system data on the CommServe Server and therefore install the client software on the CommServe computer as well. Still others may use the same computer to serve as the CommServe, MediaAgent, and a client. The software supports any and all of these configurations.

The illustration provides an example of CommCell Architecture.



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CommCell® Software Deployment

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- Selecting Multiple Components
- Flexibility and Scalability

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OVERVIEW

GETTING STARTED

The following sections provide a broad overview of the CommCell® software deployment process.

SATISFY THE SYSTEM REQUIREMENTS

Before installing any component, carefully read the product's **Release Notes** and the **System Requirements** and **Pre-Install Requirements** for CommCell® component. System Requirements and Pre-Install Requirements contain the basic requirements for installing the component. Release notes contain any important issues you should be aware of prior to using the product. Refer to **Books Online** to access this information.

INSTALL COMMCELL® COMPONENTS

The CommCell® components must be deployed in the following order.

1. CommServe® Software (See Install the CommServe® Software for detailed instructions.)
2. MediaAgent Software (See Install the MediaAgent - Windows for detailed instructions.)
3. File System iDataAgent Software (See Install the Microsoft Windows File System iDataAgent for instructions on installing the Windows File System iDataAgents.)

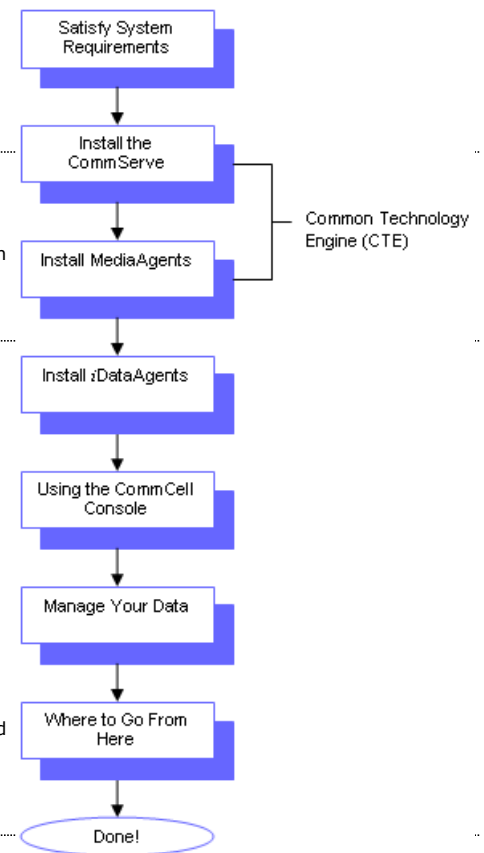
See the appropriate install procedures in **Books Online** for instructions on installing other agents.

Installation always begins with the installation of the CommServe software which connects all of the components within a CommCell® configuration.

Next, MediaAgents are installed, and storage libraries, drives, media and copy managers are configured using the **Library and Drive Configuration** window.

Finally, agents are installed on the computers containing the data you wish you manage. These are installed last and require that the CommServe® software and MediaAgent software to be already installed.

The flowchart on the right summarizes the major steps for deploying the software.



USING THIS GUIDE

The procedures provided in this Quick Start Guide describe the installation of the CommServe® server software, MediaAgent and File System iDataAgent components on separate (discrete) computers running the Windows operating system.

The installation steps will differ if multiple components are installed on a client computer.

SELECTING MULTIPLE COMPONENTS

Multiple components may be selected at the time of installation. You will be required to enter a common path for the software, as well as any component-specific parameters. The selected components are then installed in the correct sequence. For example, if you intend to use the same computer as both the CommServe and a MediaAgent, the install program will prompt you for all of the required setup parameters in one session. Furthermore, installs are restartable in the event of a cancelled or failed installation. The user has the option of resuming the install, or restarting the installation process.

FLEXIBILITY AND SCALABILITY

The software is flexible to allow many possible configurations and can therefore be deployed to precisely match your data management and environment needs. For example, a computer can act as both a CommServe® Server and a MediaAgent. As your needs grow, MediaAgents, libraries and client computers can be added.

OTHER DEPLOYMENT SCENARIOS

The software supports a heterogeneous computing environment, comprised of Windows, NetWare, Unix and Linux computers and can be deployed in the following scenarios:

- Clustered Environments
- NetWare Clients and MediaAgents
- Unix Clients and MediaAgents
- Network Attached Storage (NAS)
- Storage Area Networks (SAN)

For more information on these components, see **Books Online**.

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Install the CommServe Software

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Install Requirements

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- Cluster Selection
- Select Components for Installation
- Install Remaining Cluster Nodes
- Setup Complete

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INSTALL REQUIREMENTS

The following procedure describes the steps involved in installing the CommServe on both clustered and non-clustered environment.

A Microsoft SQL Server 2008 database instance (Enterprise Edition) with the appropriate service pack will be automatically installed while installing the software.

Review the following Install Requirements before installing the software:

GENERAL

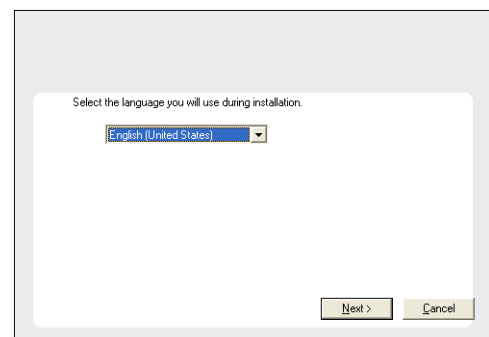
- Do not install the CommServe® on a computer that has Microsoft Exchange Server or an Oracle database.
- Make sure that you have the latest Software Installation Disc before you start to install the software. If you are not sure, contact your software provider.
- Close all applications and disable any programs that run automatically, including anti-virus, screen savers and operating system utilities. Some of the programs, including many anti-virus programs, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.

CLUSTER SPECIFIC

- In a clustered environment, Microsoft SQL Server 2008 (Enterprise Edition) with the appropriate service pack must be installed and clustered prior to installing the CommServe software. The CommServe software automatically uses the default or the named instance created during the SQL installation.
For more information, see Pre-Installing SQL Database for CommServe - Clustered Environment.
- SQL Server cannot be installed on a Cluster Quorum disk.

INSTALL PROCEDURE

1. Run **Setup.exe** from the **Software Installation Disc**.
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

NOTES

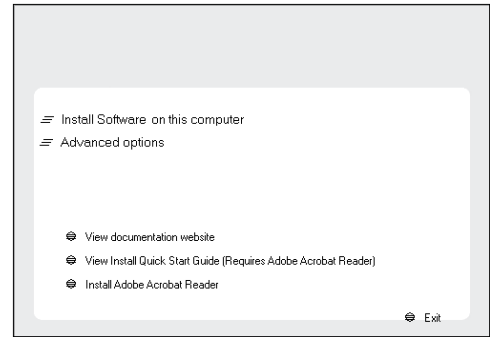
- The options that appear on this screen depend on the computer in which the software is being installed.

RELATED TOPICS

System Requirements

Verify that the computer in which you wish to install the software satisfies the System Requirements.

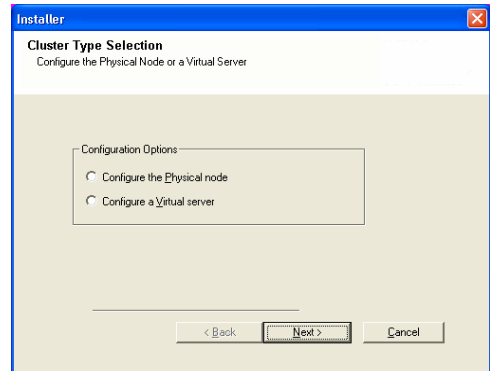
4. Select **I accept the terms in the license agreement**.
Click **Next**.



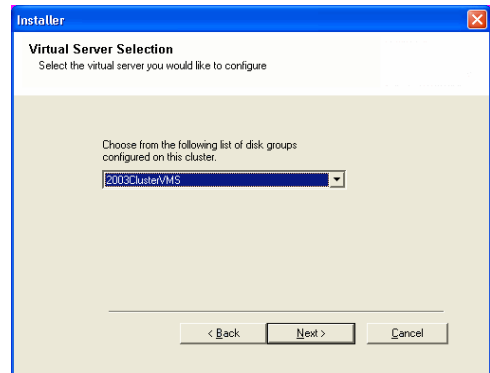
CLUSTER SELECTION

If you are installing in clustered environment, follow the steps below. For non-clustered environment, skip to Select Components for Installation.

5. Select **Configure a Virtual Server**.
Click **Next** to continue.



6. Select the disk group in which the cluster group resides.
Click **Next** to continue.



SELECT COMPONENTS FOR INSTALLATION

7. Select the following component(s) to install:
 - Expand **CommServe Modules** and click **CommServe**.
 - Clear **SRM Server**.

- Click **YES** to install Microsoft .NET Framework package.

NOTES

- This prompt is displayed only when Microsoft .NET Framework is not installed.
- Once the Microsoft .NET Framework is installed, the software automatically installs the Microsoft Visual J# 2.0 and Visual C++ redistributable package.

- Specify the SQL Server System Administrator password.

Click **Next**.

NOTES

- This is the password for the administrator's account created by SQL during the installation.

- Click **Yes** to set up a dedicated instance of Microsoft SQL Server for the CommServe Server.

- Verify the Installation Path for the Database Engine.

Click **Browse** to change the default location.

Click **Next**.

NOTES

- This is the location where you want to setup the Microsoft SQL Server System databases.
- If you plan to perform VSS enabled backups on the CommServe computer, it is recommended that the CommServe database is not installed on the system drive. VSS restores could cause system state restore issues.
- The install program installs the database instance.

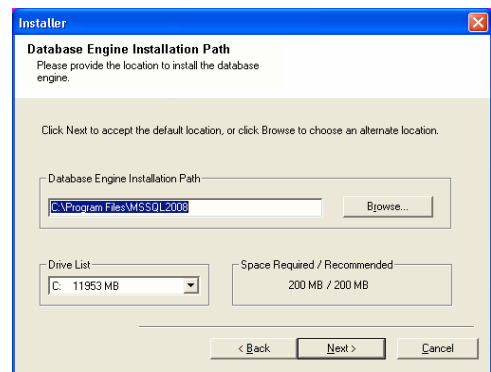
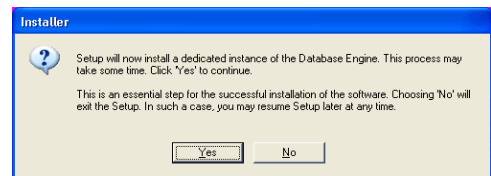
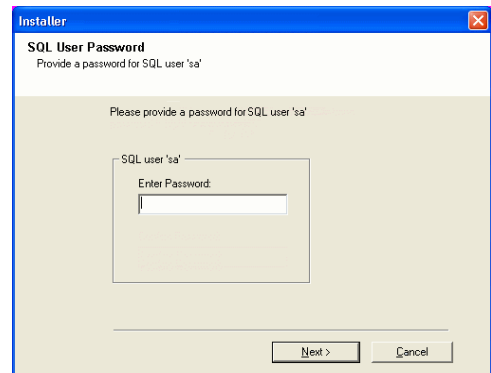
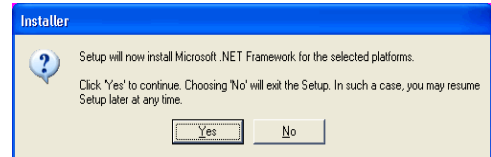
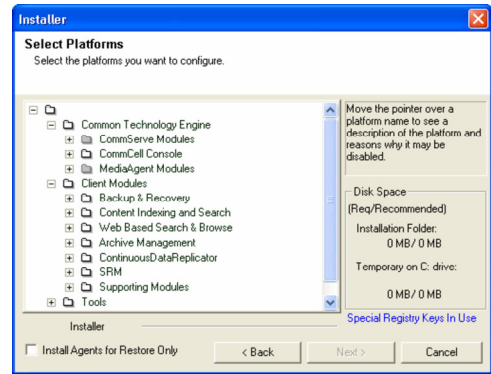
- Verify **MSSQL Database Installation Path**.

Click **Browse** to change the default location.

Click **Next**.

NOTES

- This is the location where you want to install Microsoft SQL Server.
- This step may take several minutes to complete.



13. If this message is displayed, click **Reboot Now** to continue. The install program will automatically resume from the point of failure after the reboot.

If the install program does not automatically resume after the reboot:

- Click the **Start** button on the Windows task bar, and then click **Run**.
- Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.

NOTES

- Click the **Skip Reboot** option if it is displayed and continue with the installation. You can reboot at a later time if the option is displayed.

14. Click **Next**.

NOTES

The **CommServe Client Name** and **CommServe Host Name** are automatically populated.

15. Select **Add programs to the Windows Firewall Exclusion List**, to add CommCell programs and services to the Windows Firewall Exclusion List.

Click **Next**.

This option enables CommCell operations across Windows firewall by adding CommCell programs and services to Windows firewall exclusion list.

It is recommended to select this option even if Windows firewall is disabled. This will allow the CommCell programs and services to function if the Windows firewall is enabled at a later time.

16. Verify the default location for software installation.

Click **Browse** to change the default location.

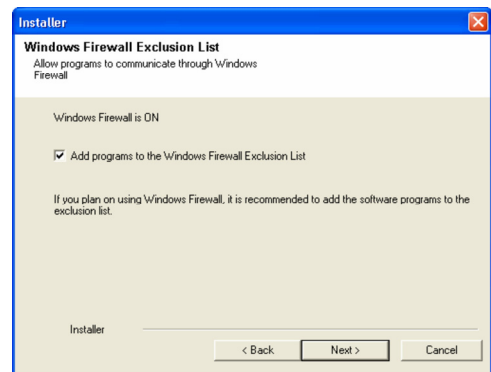
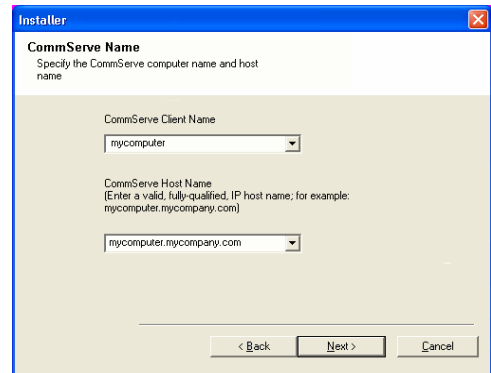
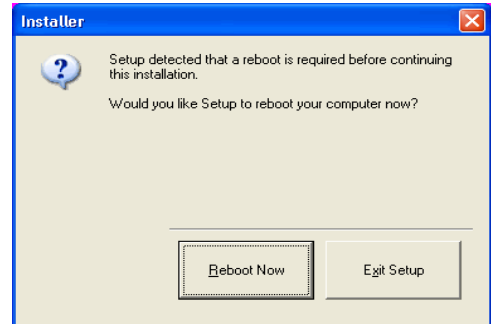
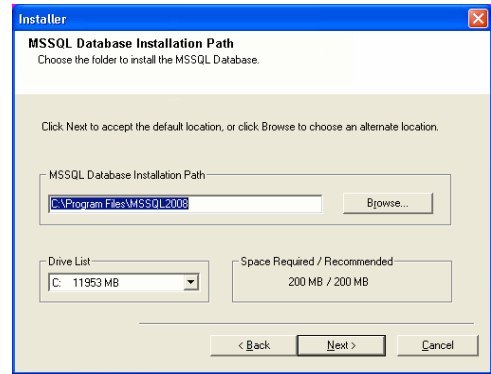
Click **Next**.

NOTES

- Do not install the software to a mapped network drive.
- Do not use the following characters when specifying the destination path:

/ : * ? " < > | #

It is recommended that you use alphanumeric characters only.



17. Verify the location of the database.
Click **Browse** to change the default location.
Click **Next**.

NOTES

- Do not specify a mapped network drive.
- Ensure that the drive has at least 1GB of free space.
- The directory file path selected should not be located on a FAT drive. A FAT drive cannot be supported as the location for this database because it does not allow a temporary sparse file to be generated when creating the database snapshot, which is required for data verification.

18. Select the **Create a New Database** option and click **Next** to continue.

NOTES

- This screen may look different from the example shown.

19. Enter the network or local path where Disaster Recovery Backup files should be stored.

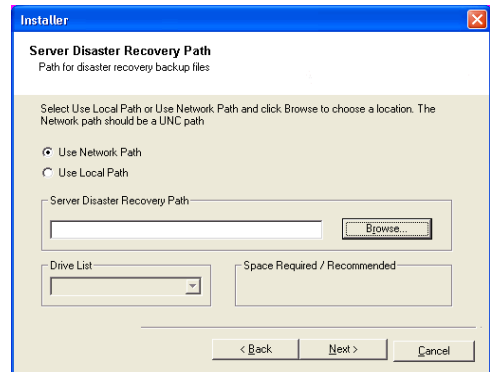
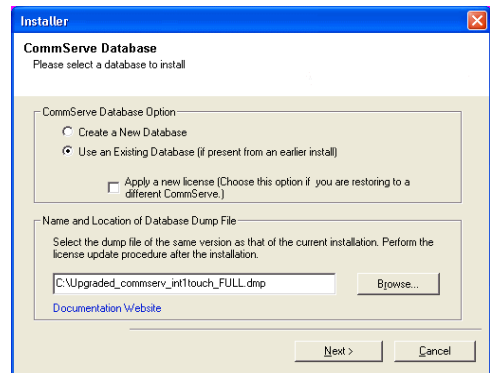
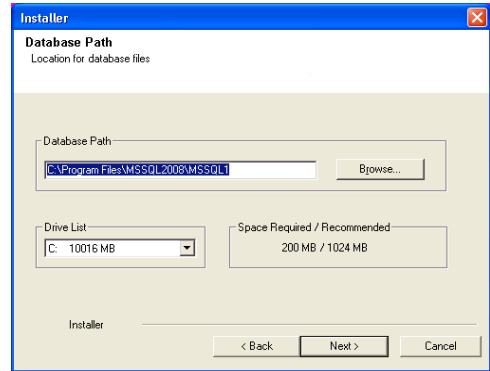
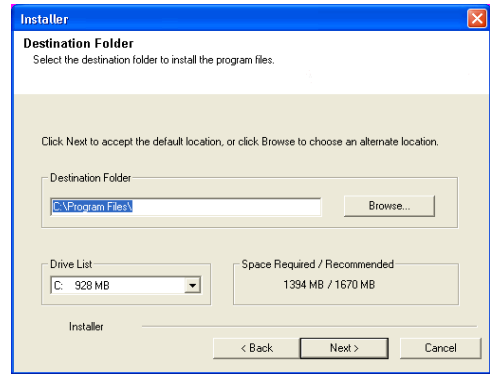
Click **Next**.

NOTES

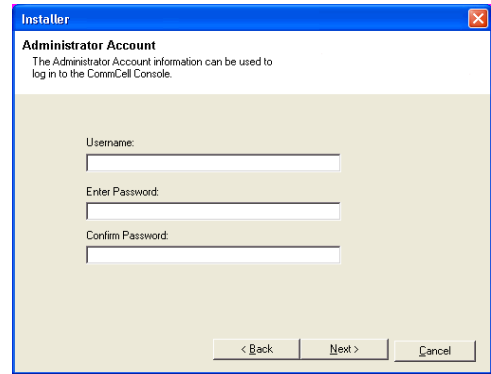
- If you selected **Use Network Path**, you must enter the **Network share username** and the **Network share password**.
 - The Network share username is the domain\username of the user that has administrative rights to the Disaster Recovery Backup destination path.
 - The Network share password is the password of the network share username.

20. Enter the **CommCell Username** and **CommCell Password**.

Click **Next**.



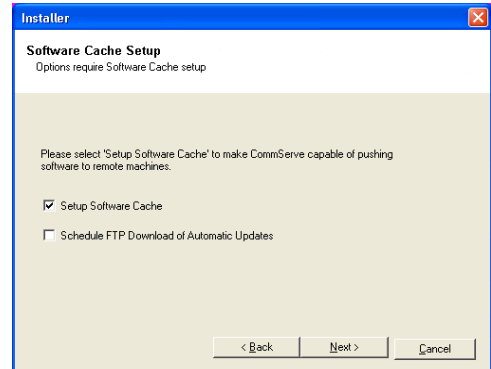
21. Select **Setup Software Cache** option to download the software updates automatically.
- Select **Schedule FTP Download of Automatic Updates** option to schedule automatic FTP downloading of software updates.
- Click **Next**.



22. Specify the path where the update files from the FTP site should be stored.
- Click **Next**.

NOTES

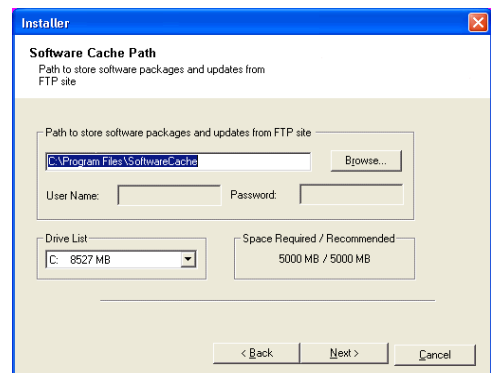
- This prompt will be displayed if the **Setup Software Cache** option was enabled.



23. Click **Next**.

NOTES

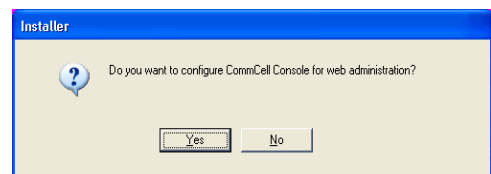
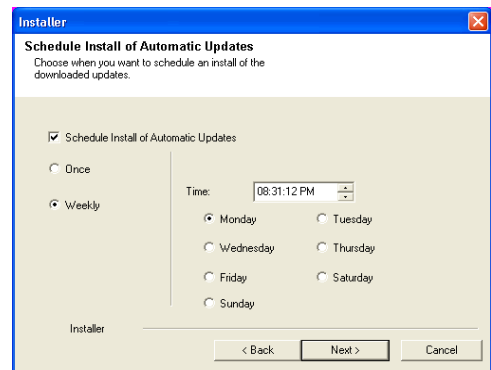
- Schedule Install of Automatic Updates allows automatic installation of the necessary software updates on the computer on a single or weekly basis. If you do not select this option, you can schedule these updates later from the CommCell Console.



24. Click **Yes** to configure the CommCell Console for web administration, or Click **No** to continue without configuring the CommCell Console for web administration.

NOTES

- The Internet Information Server (IIS) must be installed on this computer in order to configure for web administration.
- Configuring this computer for web administration allows you to:
 - Access the CommCell Console and Books Online from a remote computer using a Web browser.
 - View CommCell reports via a Web browser.

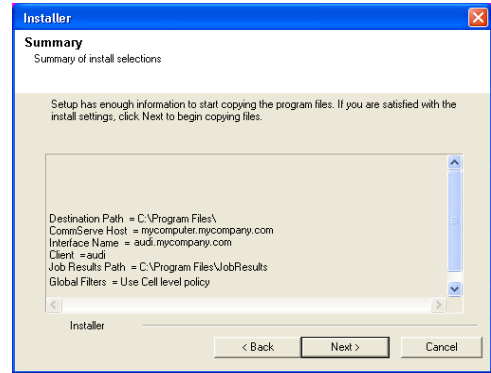


- o Access Books Online by clicking the Help button (the icon with a ?) in the CommCell Console.

25. Click **Next**.

NOTES

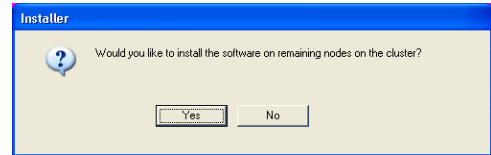
- The install program now starts copying the software to the computer. This step may take several minutes to complete.



INSTALL REMAINING CLUSTER NODES

If you are installing in clustered environment, follow the steps below to install on remaining nodes of the cluster. For non-clustered environment, skip to Setup Complete.

26. To install/upgrade the software on the remaining nodes of the cluster, click **Yes**.
To complete the install for this node only, click **No**.

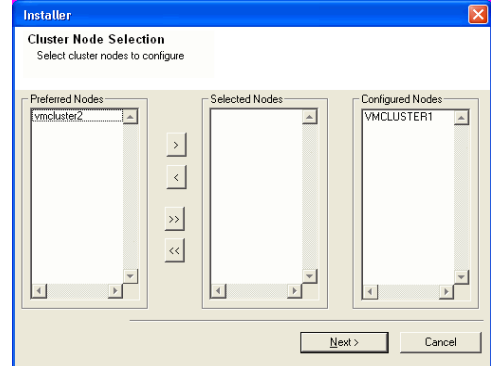


27. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

NOTES

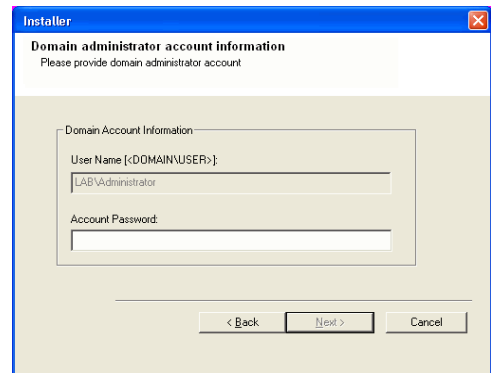
- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed. For more information, see Multi Instancing.

When you have completed your selections, click **Next** to continue.



28. Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install/upgrade of the cluster nodes you selected in the previous step.

Click **Next** to continue.



29. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

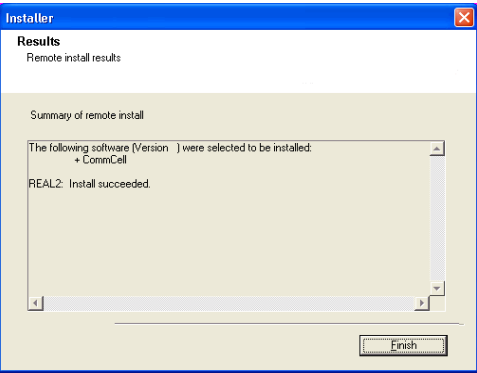
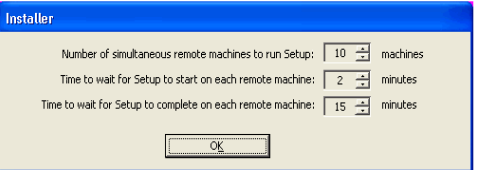
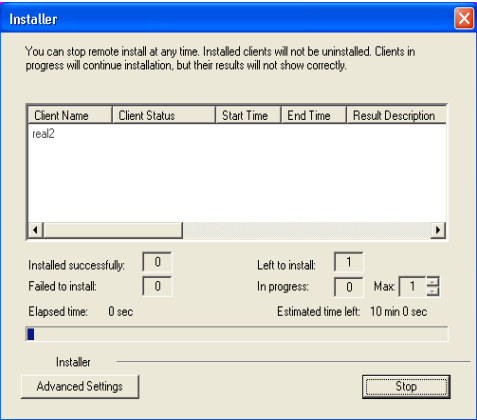
Click **Stop** to prevent installation to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
- Time allocated for Setup to complete on each node, after which the install attempt will fail.

NOTES

- If, during the remote install of a cluster node, setup fails to complete or is interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see *Manually Installing the Software on a Passive Node*.



30. Read the summary for remote installation to verify that all selected nodes were installed successfully.

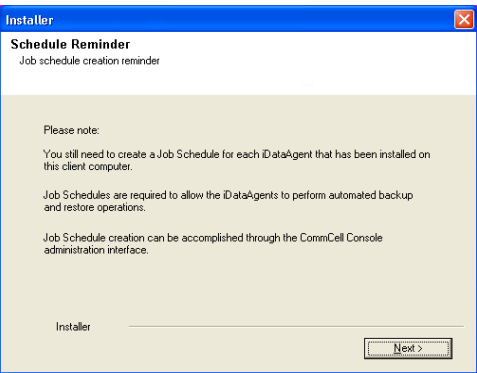
NOTES

- If any node installation fails, you must manually install the software on that node once the current installation is complete. (See *Manually Installing the Software on a Passive Node* for step-by-step instructions.)
- The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.

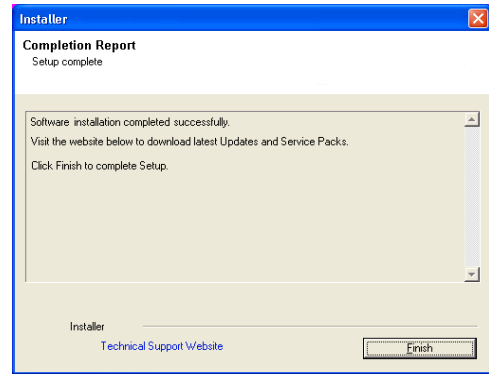
Click **Next** to continue.

SETUP COMPLETE

31. Click **Next**.



32. Click **Finish**.



33. Proceed as follows, based on your installation configuration:

- If you installed both the CommServe software and the CommServe database in the cluster group:
 - a. If the passive node was not available while installing the software, you must manually install the software on the passive node now. (See [Manually Installing the Software on a Passive Node](#) for step-by-step instructions.)
 - b. Fail over the disk group containing the CommServe to the passive nodes at least once, so that the configurations to the passive node occur. This must be done before installing any other software components. The install program updates the passive nodes on the cluster so that the virtual server can fail over. A program to create the CommServe Data Source Name (DSN) is launched automatically on each passive node.
 - c. Fail back the nodes, then continue on to the MediaAgent installation.
 - d. You must install the CommCell Console on a physical node of the cluster before proceeding. For instructions, see [Install the CommCell Console - Windows](#).
- If you installed the CommServe software on the active physical node, and the SQL database resides in the cluster group, you must now install the CommServe software on every passive node as well. For step-by-step instructions, see [Manually Installing the Software on a Passive Node](#).

POST-INSTALL CONSIDERATIONS

GENERAL

- Review [Install Considerations](#) after installing the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell® console.

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Install the MediaAgent - Windows

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INSTALL REQUIREMENTS

The following procedure describes the steps involved in installing the Windows MediaAgent on both clustered and non-clustered environment. The Windows MediaAgent is installed on a computer that satisfies the minimum requirements specified in System Requirements - MediaAgent.

Review the following Install Requirements before installing the software:

GENERAL

- The MediaAgent can only be installed after the CommServe® software has already been installed. Also, keep in mind that the CommServe® software must be running (but not necessarily on the same computer) before you can install the MediaAgent.
- This version of the software is intended to be installed where the CommServe Server is in 9.0.0.
- Ensure that you have an available license on the CommServe for the MediaAgent. Also, if you wish to install the NDMP Remote Server, make sure that you have an appropriate license.
- Do not install the MediaAgent on a compressed drive.
- Close all applications and disable any programs that run automatically, including anti-virus, screen savers and operating system utilities. Some of the programs, including many anti-virus programs, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.
- Ensure the account under which the **Bull Calypso Communications Service (GxCVD)** runs has Full permissions to all files and folders on drives where backups will occur. By default the iDataAgent uses the System account, which should have access to all objects on the client.
- Verify that you have the software installation disc that is appropriate to the destination computer's operating system.

Make sure that you have the latest software installation disc before you start to install the software. If you are not sure, contact your software provider.

NETWORK

- If your MediaAgent computer has multiple Network Interface Cards and IP addresses, make certain that all network communication paths are working. Also, make sure that the network interface to be used in the MediaAgent installation is set as the first one to be bound on the network. For more information on Network Interface Cards, see Network Requirements.

CLUSTER SPECIFIC

- The MediaAgent can be installed from the active node in the cluster group using the following procedure. The software can also be automatically installed on all available passive nodes when the software is installed in the cluster group, or you can choose to install any passive node(s) separately.
- Check the following on the cluster computer in which you wish to install the software:
 - Cluster software is installed and running.
 - Active and passive nodes are available.
 - Disk array devices configured with access to the shared array.
 - Public Network Interface Card is bound first, before the private Network Interface Card. (Does not apply to NetWare Cluster.)

BEFORE YOU BEGIN

- Log on to the computer that will serve as the MediaAgent as a local Administrator or as a member of the Administrators group on that computer.
- On a clustered computer, ensure that you are logged on to the **active node** as the Domain User with administrative privileges to all nodes on the cluster.

INSTALL PROCEDURE

GETTING STARTED

1. Place the Software Installation Disc for the Windows platform into the disc drive.

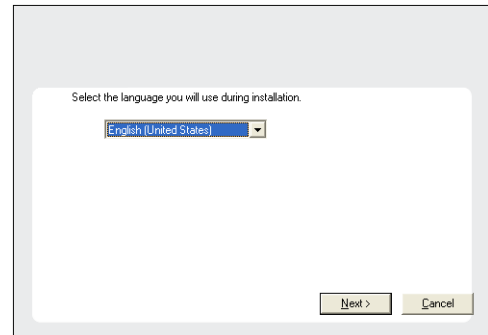
After a few seconds, the installation program is launched.

If the installation program does not launch automatically:

- Click the **Start** button on the Windows task bar, and then click **Run**.
- Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.

NOTES

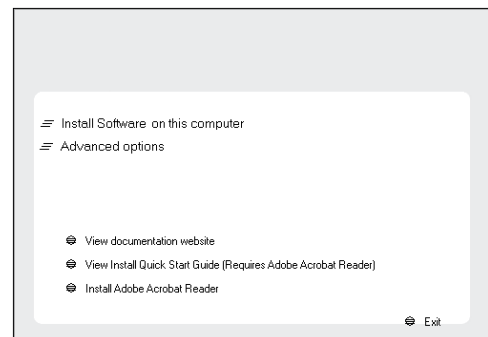
- If you are installing on Windows Server Core editions, mount to Software Installation Disc through command line, go to the **AMD64** folder and run **Setup.exe**.
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

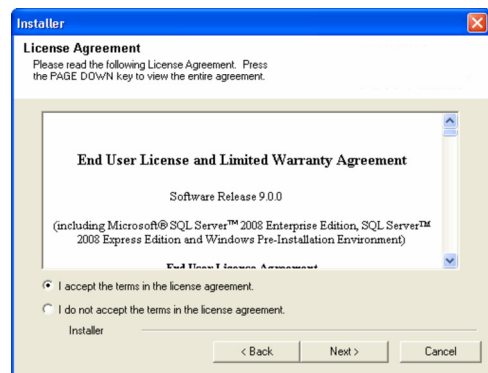
NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



4. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.



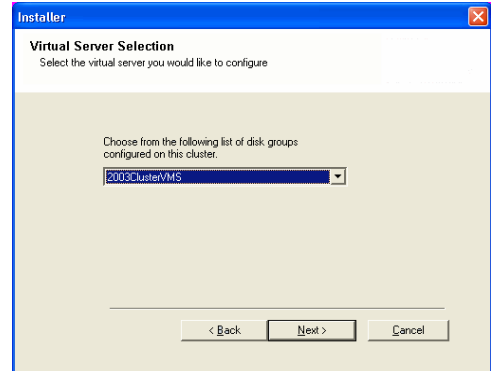
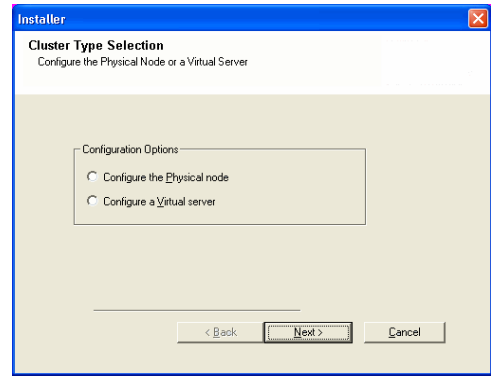
CLUSTER SELECTION

If you are installing in clustered environment, follow the steps below. For non-clustered environment, skip to Select Components for Installation.

5. Select **Configure a Virtual Server**.

Click **Next** to continue.

6. Select the disk group in which the cluster group resides.
Click **Next** to continue.



SELECT COMPONENTS FOR INSTALLATION

7. Select the component(s) to install.

NOTES

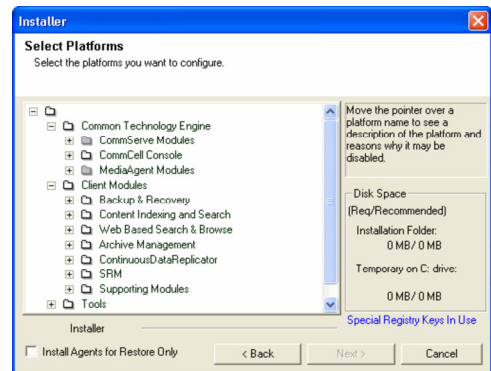
- Your screen may look different from the example shown.
- Components that either have already been installed, or which cannot be installed, will be dimmed. Hover over the component for additional details.
- If you wish to install the agent software for restore only, select **Install Agents for Restore Only** checkbox. See Installing Restore Only Agents for more information.
- The **Special Registry Keys In Use** field will be highlighted when `GalaxyInstallerFlags` registry key is enabled. Move the mouse pointer over this field to see a list of registry keys that have been created in this computer.

Click **Next** to continue.

To install the MediaAgent, under `Common Technology Engine` expand the `MediaAgent Modules` and select `MediaAgent`.

Optionally you can also select the following MediaAgent components at this time:

- `NDMP Remote Server` - Select this option if your MediaAgent has a library attached and is used by a NAS NDMP client to backup data. (Requires that you have an appropriate license on the CommServe.)



CONFIGURATION OF OTHER INSTALLATION OPTIONS

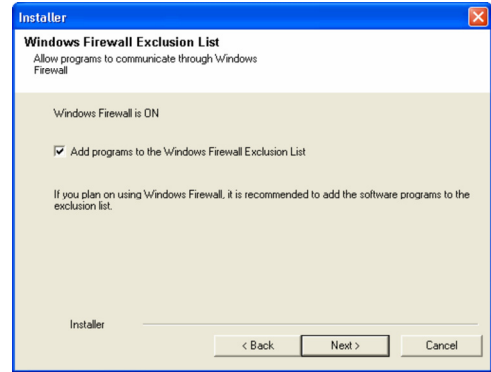
8. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next** to continue.

For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

If firewall configuration is not required, click **Next** to continue.

You can either select this option during install or add the programs and services after installation. For adding the programs and services after installation, see [Configure Windows Firewall to Allow CommCell Communication](#).

Click **Next** to continue.



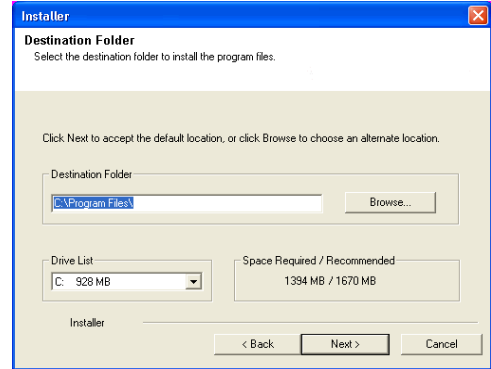
- Specify the location where you want to install the software.

NOTES

- Do not install the software to a mapped network drive.
- Do not use the following characters when specifying the destination path:
/ : * ? " < > | #
It is recommended that you use alphanumeric characters only.
- If you intend to install other components on this computer, the selected installation directory will be automatically used for that software as well.
- If a component is already installed in this computer, this screen may not be displayed. The software will be automatically installed in the same location that was previously specified.

Click **Browse** to change directories.

Click **Next** to continue.



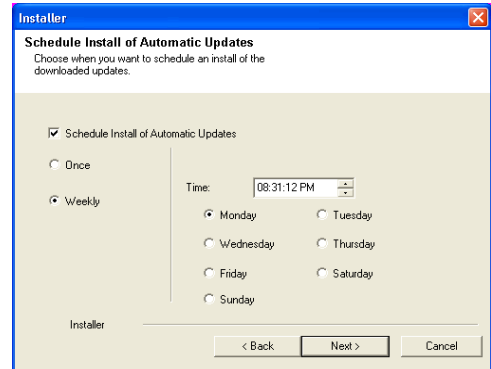
SCHEDULE AUTOMATIC UPDATE

- If necessary, select this option to schedule an automatic installation of software updates.

NOTES

- Schedule Install of Automatic Updates allows automatic installation of the necessary software updates on the computer on a single or weekly basis. If you do not select this option, you can schedule these updates later from the CommCell Console.
- To avoid conflict, do not schedule the automatic installation of software updates to occur at the same time as the automatic FTP downloading of software updates.
- If a component has already been installed, this screen will not be displayed; instead, the installer will use the same option as previously specified.

Click **Next** to continue.

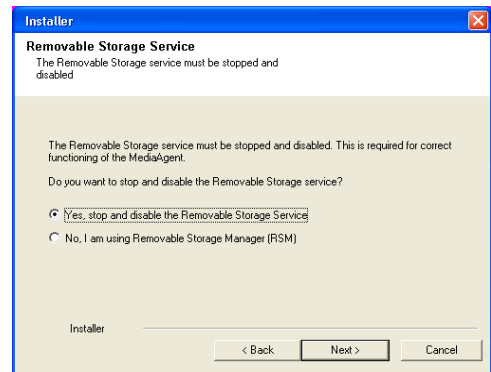


- Select **Yes** to stop Removable Storage Services on the MediaAgent.

NOTES

- This prompt will not appear if Removable Storage Services are already disabled on the computer.

Click **Next** to continue.



VERIFY SUMMARY OF INSTALL OPTIONS

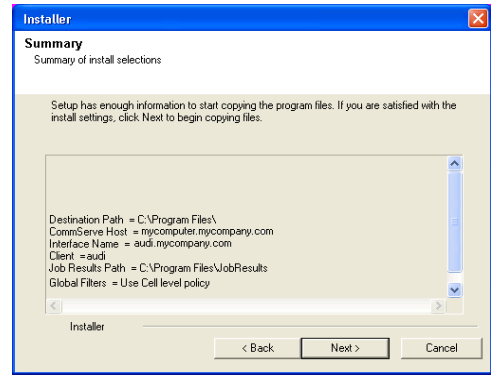
- Verify the summary of selected options.

NOTES

- The **Summary** on your screen should reflect the components you selected for install, and may look different from the example shown.

Click **Next** to continue or **Back** to change any of the options.

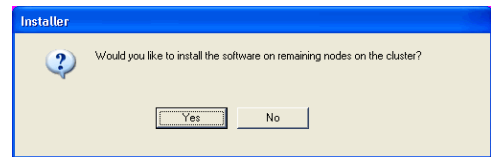
The install program now starts copying the software to the computer. This step may take several minutes to complete.



INSTALL REMAINING CLUSTER NODES

If you are installing in clustered environment, follow the steps below to install on remaining nodes of the cluster. For non-clustered environment, skip to Setup Complete.

17. To install/upgrade the software on the remaining nodes of the cluster, click **Yes**.
To complete the install for this node only, click **No**.

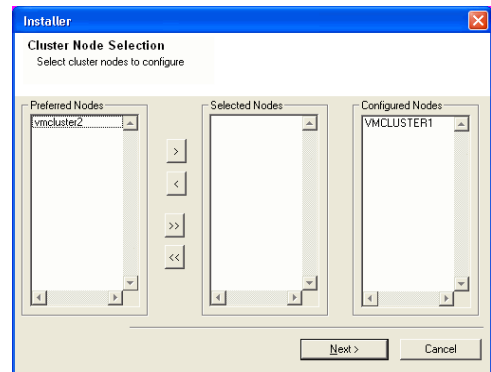


18. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

NOTES

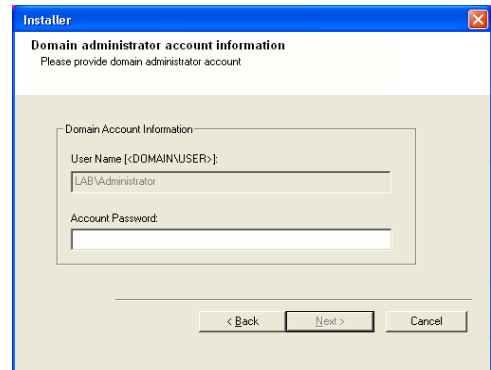
- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed. For more information, see Multi Instancing.

When you have completed your selections, click **Next** to continue.



19. Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install/upgrade of the cluster nodes you selected in the previous step.

Click **Next** to continue.



20. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

Click **Stop** to prevent installation to any nodes after the current ones complete.

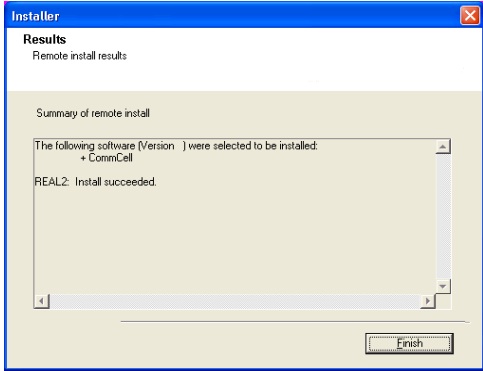
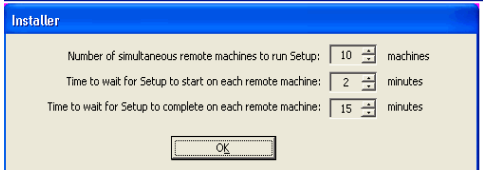
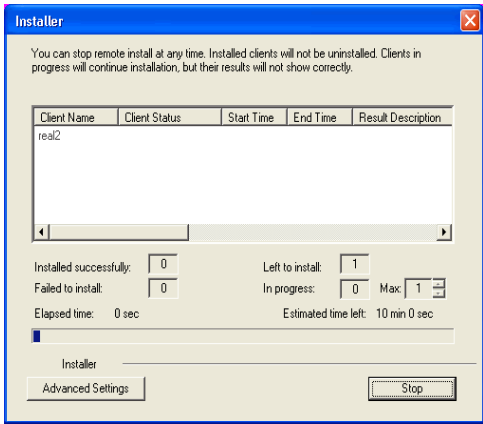
Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
- Time allocated for Setup to complete on each node, after which the install attempt will fail.

NOTES

- If, during the remote install of a cluster node, setup fails to complete or is

interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see *Manually Installing the Software on a Passive Node*.



- 21. Read the summary for remote installation to verify that all selected nodes were installed successfully.

NOTES

- If any node installation fails, you must manually install the software on that node once the current installation is complete. (See *Manually Installing the Software on a Passive Node* for step-by-step instructions.)
- The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.

Click **Next** to continue.

SETUP COMPLETE

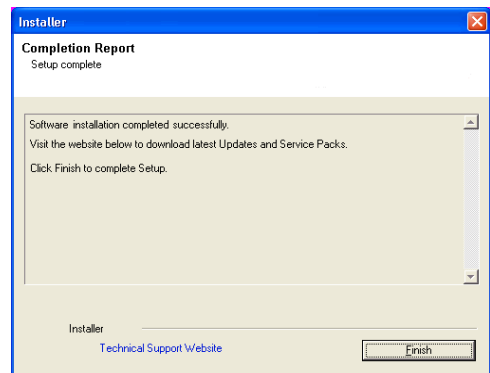
- 22. Setup displays the successfully installed components.

NOTES

- The **Setup Complete** message displayed on your screen will reflect the components you installed, and may look different from the example shown.
- If you install an Agent with the CommCell Console open, you need to refresh the CommCell Console (F5) to see the new Agents.
- If **Reboot Now** button is displayed make sure to reboot the computer before performing any other operations from the computer.

Click **Finish** to close the install program.

The installation is now complete.



POST-INSTALL CONSIDERATIONS

GENERAL

- Review Install Considerations after installing the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.

Install the Microsoft Windows File System *iDataAgent*

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- Install Remaining Cluster Nodes
- Setup Complete

Post-Install Considerations

INSTALL REQUIREMENTS

The following procedure describes the steps involved in installing the Windows File System *iDataAgent* on both clustered and non-clustered environment.

The Windows File System *iDataAgent* is installed on the computer from which the *iDataAgent* secures data. (This computer is referred to as the *Client* computer in this install procedure.)

Verify that the computer in which you wish to install the software satisfies the minimum requirements specified in System Requirements - Microsoft Windows File System *iDataAgent*.

Review the following Install Requirements before installing the software:

GENERAL

- Review Install Considerations before installing the software.
- Agents should be installed only after the CommServe and at least one MediaAgent have been installed in the CommCell. Also, keep in mind that the CommServe® software and MediaAgent must be installed and running (but not necessarily on the same computer), before you can install the Agent.
- Close all applications and disable any programs that run automatically, including anti-virus, screen savers and operating system utilities. Some of the programs, including many anti-virus programs, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.
- Ensure there is an available license on the CommServe software for the Agent.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

CLUSTER SPECIFIC

- The Windows File System *iDataAgent* can be installed from the active node in the cluster group using the following procedure. The software can also be automatically installed on all available passive nodes when the software is installed in the cluster group, or you can choose to install any passive node(s) separately.
- For a File System *iDataAgent* in a cluster group, a *Virtual File System* license is required. For more information about cluster license requirements, refer to Clustering Support - License Requirements.
- Check the following on the cluster computer in which you wish to install the software:
 - Cluster software is installed and running.
 - Active and passive nodes are available.
 - Disk array devices configured with access to the shared array.
 - Public Network Interface Card is bound first, before the private Network Interface Card. (Does not apply to NetWare Cluster.)

BEFORE YOU BEGIN

- Log on to the client as local Administrator or as a member of the Administrators group on that computer.
- On a clustered computer, ensure that you are logged on to the **active node** as the Domain User with administrative privileges to all nodes on the cluster.

INSTALL PROCEDURE

GETTING STARTED

1. Place the Software Installation Disc for the Windows platform into the disc drive.

After a few seconds, the installation program is launched.

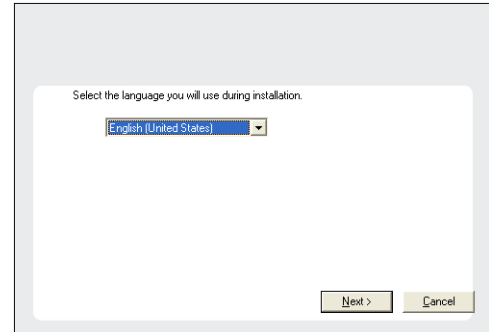
If the installation program does not launch automatically:

- Click the **Start** button on the Windows task bar, and then click **Run**.
- Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.

NOTES

- If you are installing on Windows Server Core editions, mount to Software Installation Disc through command line, and run **Setup.exe**.
- If remotely installing to other physical nodes of the cluster, ensure you mount the software installation disc on a UNC path or a shared location (e.g., `\\machine_name\shared_directory_name`).

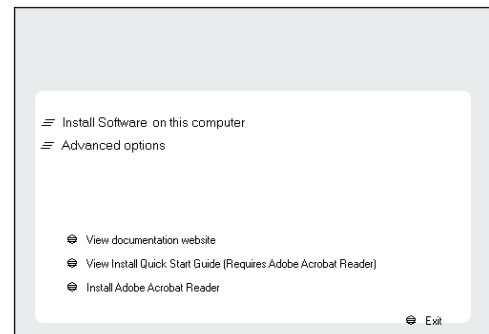
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

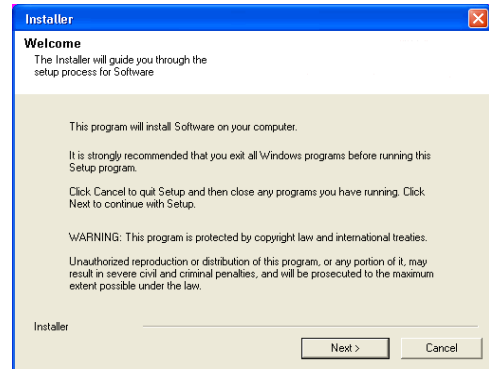
NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



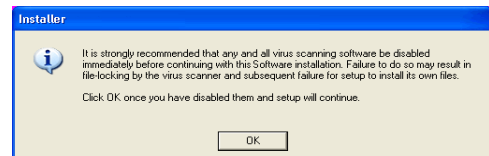
4. Read the Welcome screen.

Click **Next** to continue, if no other applications are running.



5. Read the virus scanning software warning.

Click **OK** to continue, if virus scanning software is disabled.



6. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.

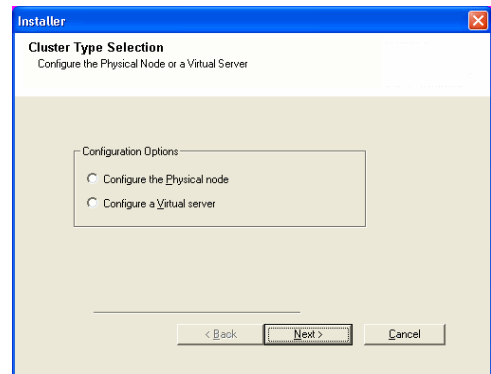


CLUSTER SELECTION

If you are installing in clustered environment, follow the steps below. For non-clustered environment, skip to Select Components for Installation.

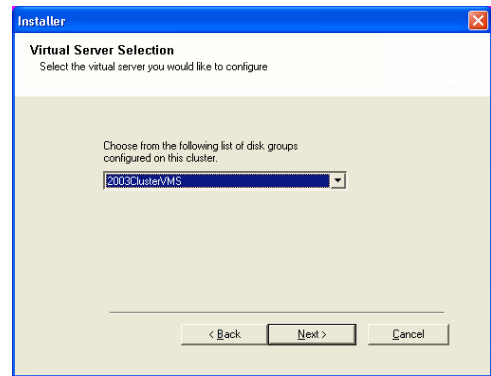
7. Select **Configure a Virtual Server**.

Click **Next** to continue.



8. Select the disk group in which the cluster group resides.

Click **Next** to continue.



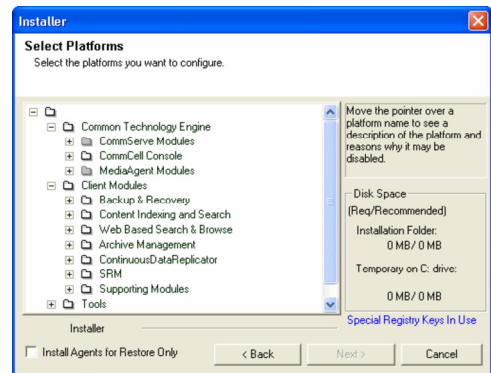
SELECT COMPONENTS FOR INSTALLATION

9. Select the component(s) to install.

NOTES

- Your screen may look different from the example shown.
- Components that either have already been installed, or which cannot be installed, will be dimmed. Hover over the component for additional details.
- If you wish to install just the Driver for File Archiver on the physical computer for the Add-on Archiver in a cluster configuration, select the following:
 - Windows File System iDataAgent
 - Driver for File Archiver
 - Install Agents for Restore Only
 See Installing Restore Only Agents for more information.
- The **Special Registry Keys In Use** field will be highlighted when GalaxyInstallerFlags registry key is enabled. Move the mouse pointer over this field to see a list of registry keys that have been created in this computer.

Click **Next** to continue.



To install the Microsoft Windows File System *iDataAgent*, expand the following Client Modules folder, Backup & Recovery folder and File System folder. Then select the following:

- Windows File System *iDataAgent*

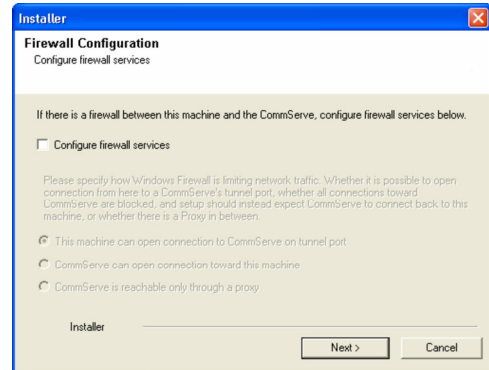
For Add-On Archiver feature expand Client Modules | Archive Management and select Driver for File Archiver.

CONFIGURATION OF OTHER INSTALLATION OPTIONS

10. If this computer and the CommServe is separated by a firewall, select the **Configure firewall services** option and then click **Next** to continue.

For firewall options and configuration instructions, see Firewall Configuration and continue with the installation.

If firewall configuration is not required, click **Next** to continue.



11. Enter the fully qualified domain name of the CommServe Host Name. This should be TCP/IP network name. e.g., computer.company.com.

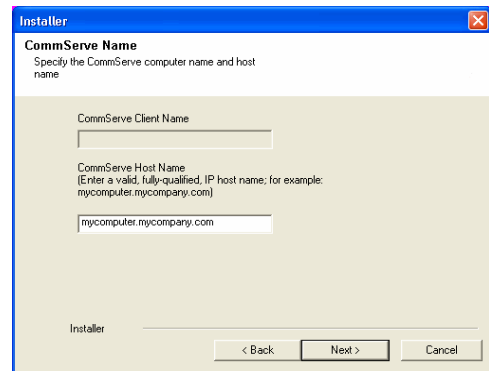
NOTES

- The CommServe client name is the name of the computer. This field is automatically populated.
- Do not use space and the following characters when specifying a new name for the CommServe Host Name:

```
\\`~!@#%&*()+=<>/?,[\]{}:;'"
```

- If a computer has already been installed, this screen will not be displayed; instead the installer will use the same Server Name as previously specified.
- If you do not specify the CommServe Host Name, a window will be prompted to continue in decouple mode. Click **Yes** to continue to Decoupled Install. Click **No** to specify a CommServe Name and continue with the installation.

Click **Next** to continue.

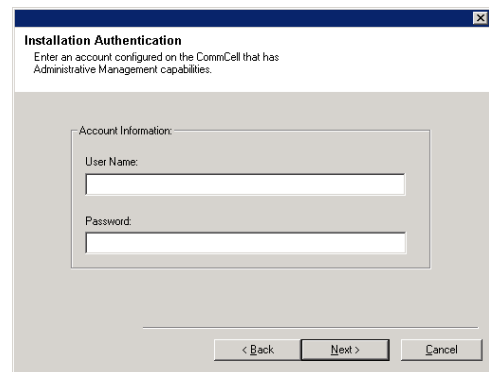


12. Enter the **username** and **password** associated with an external domain user account or a CommCell user account to authorize the installation of this agent.

NOTES

- This window will be displayed when the **Require Authentication for Agent Installation** option is selected in the **CommCell Properties**. For more information, see Authentication for Agent Installs.

Click **Next** to continue.



13. Enter the following:

- The local (NetBIOS) name of the client computer.
- The TCP/IP IP host name of the NIC that the client computer must use to communicate with the CommServe Server.

NOTES

- Do not use spaces when specifying a new name for the Client.
- The default network interface name of the client computer is displayed if the computer has only one network interface. If the computer has multiple network interfaces, enter the interface name that is preferred for communication with the CommServe Server.
- If a component has already been installed, this screen will not be displayed; instead, the install program will use the same name as previously specified.

Click **Next** to continue.

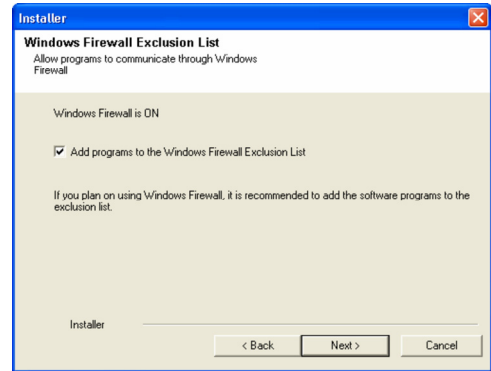
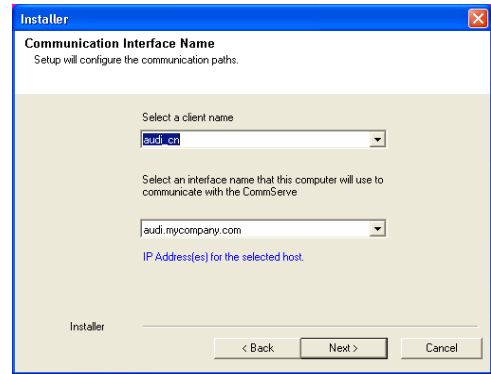
14. Select **Add programs to the Windows Firewall Exclusion List**, if you wish to add CommCell programs and services to the Windows Firewall Exclusion List.

NOTES:

- If Windows Firewall is enabled on the computer, this option is selected by default and must be enabled to proceed with the installation.
- If Windows Firewall is disabled on the computer, you can select this option to add the programs and services to enabled CommCell operations across the firewall, if the firewall is enabled at a later time.

You can either select this option during install or add the programs and services after installation. For adding the programs and services after installation, see Configure Windows Firewall to Allow CommCell Communication.

Click **Next** to continue.



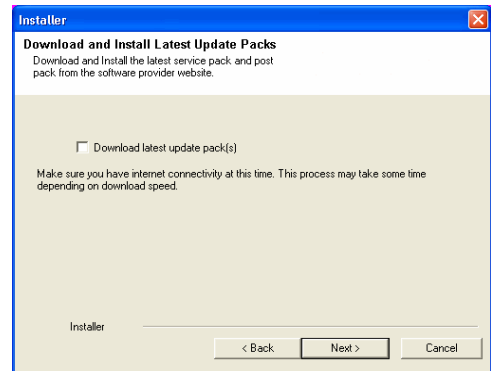
DOWNLOAD AND INSTALL LATEST PACKS

15. Select **Download latest update pack(s)** to automatically download and install the latest service packs and/or post packs if applicable at the end of this agent install.

NOTES

- Internet connectivity is required to download updates.
- Updates are downloaded to the following directory:
`<software installation>/Base/Temp/DownloadedPacks.`
 They are launched silently and installed automatically for the first instance.

Click **Next** to continue.



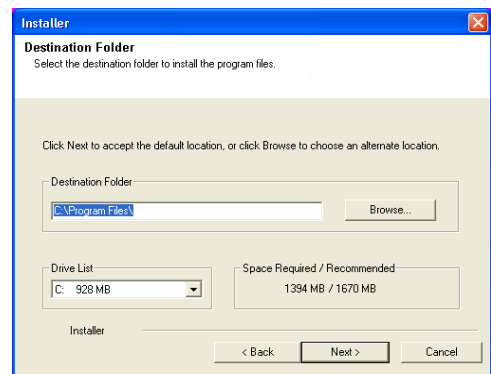
16. Specify the location where you want to install the software.

NOTES

- Do not install the software to a mapped network drive.
- Do not use the following characters when specifying the destination path:
`/ : * ? " < > | #`
 It is recommended that you use alphanumeric characters only.
- If you intend to install other components on this computer, the selected installation directory will be automatically used for that software as well.
- If a component is already installed in this computer, this screen may not be displayed. The software will be automatically installed in the same location that was previously specified.

Click **Browse** to change directories.

Click **Next** to continue.



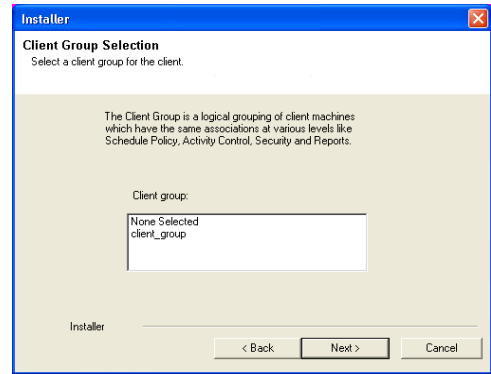
CLIENT GROUP SELECTION

17. Select a Client Group from the list.

Click **Next** to continue.

NOTES

- This screen will be displayed if Client Groups are configured in the CommCell Console. For more information, see Client Computer Groups.



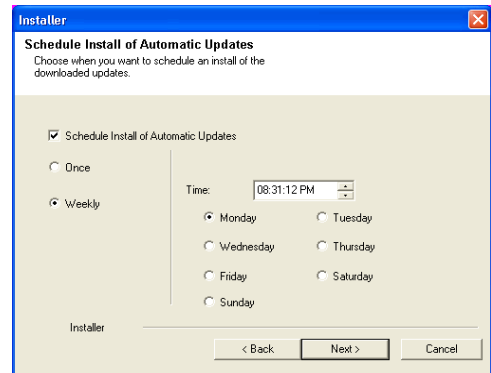
SCHEDULE AUTOMATIC UPDATE

18. If necessary, select this option to schedule an automatic installation of software updates.

NOTES

- Schedule Install of Automatic Updates allows automatic installation of the necessary software updates on the computer on a single or weekly basis. If you do not select this option, you can schedule these updates later from the CommCell Console.
- To avoid conflict, do not schedule the automatic installation of software updates to occur at the same time as the automatic FTP downloading of software updates.
- If a component has already been installed, this screen will not be displayed; instead, the installer will use the same option as previously specified.

Click **Next** to continue.



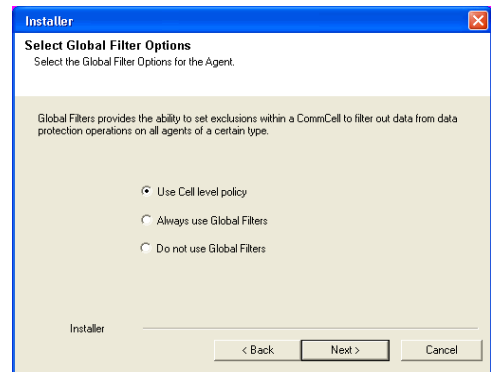
GLOBAL FILTERS SELECTION

19. Select the necessary Global Filter option for the default subclient and Click **Next** to continue.

NOTES

- Select **Use Cell level Policy** to inherit the global filter policy configuration set for the CommCell, i.e., if the **Use Global Filters on All Subclients** option is selected in the **Global Filters** dialog box (from the CommCell Console's Control Panel), then this policy will be applied to the default subclient as well. If is not selected, then the global filters will not be applied to the default subclient.
- Select **Always use Global filters** to apply the global filters policy to the default subclient regardless of the policy set for the CommCell.
- Select **Do not use Global filters** to disregard applying the global filters to the default subclient regardless of the policy set for the CommCell.

Click **Next** to continue.



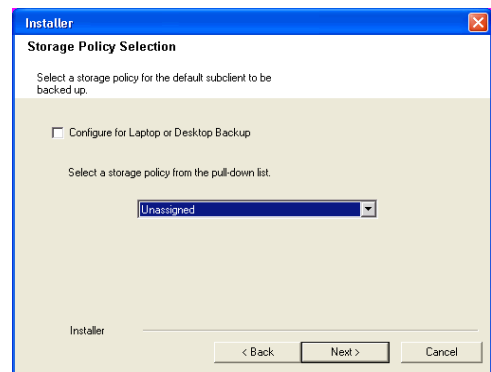
STORAGE POLICY SELECTION

20.
 - Select **Configure for Laptop or Desktop Backup** option to install **Backup Monitor** utility which allows you to view the backup job summary of your client computer. See Backup Monitor for more information.
 - Select the storage policy through which you want to back up/archive the agent.

NOTES

- A storage policy directs backup data to a media library.
- If desired, you can change your storage policy selection at any time after you have installed the client software.
- This screen may appear more than once, if you have selected multiple agents for installation. You will be prompted to configure the storage policy association for each of the selected agents.

Click **Next** to continue



VERIFY SUMMARY OF INSTALL OPTIONS

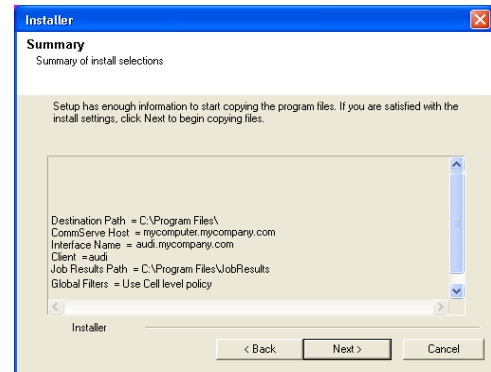
21. Verify the summary of selected options.

NOTES

- The **Summary** on your screen should reflect the components you selected for install, and may look different from the example shown.

Click **Next** to continue or **Back** to change any of the options.

The install program now starts copying the software to the computer. This step may take several minutes to complete.

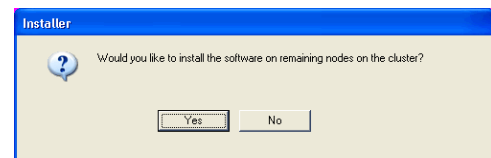


INSTALL REMAINING CLUSTER NODES

If you are installing in clustered environment, follow the steps below to install on remaining nodes of the cluster. For non-clustered environment, skip to Setup Complete.

22. To install/upgrade the software on the remaining nodes of the cluster, click **Yes**.

To complete the install for this node only, click **No**.

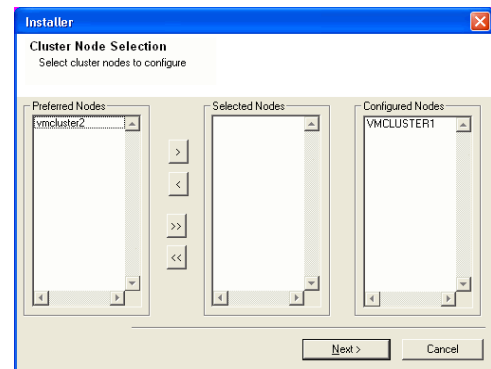


23. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

NOTES

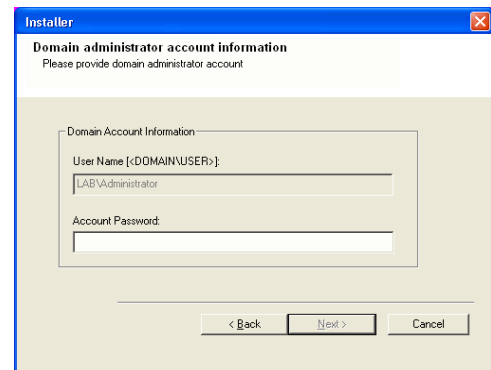
- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed. For more information, see Multi Instancing.

When you have completed your selections, click **Next** to continue.



24. Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install/upgrade of the cluster nodes you selected in the previous step.

Click **Next** to continue.



25. The progress of the remote install for the cluster nodes is displayed; the install can be interrupted if necessary.

Click **Stop** to prevent installation to any nodes after the current ones complete.

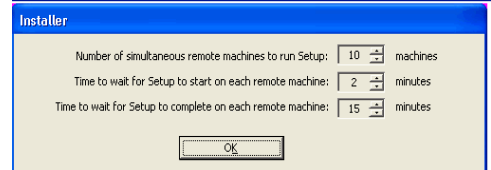
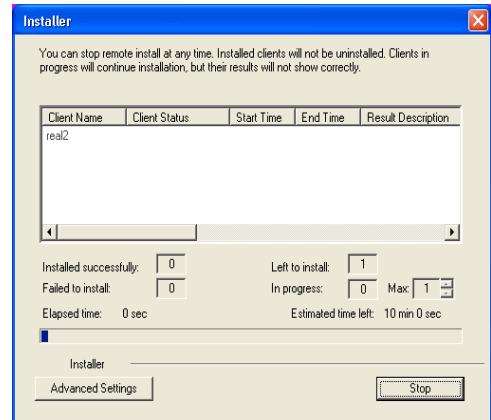
Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the install attempt will fail.
- Time allocated for Setup to complete on each node, after which the install attempt

will fail.

NOTES

- If, during the remote install of a cluster node, setup fails to complete or is interrupted, you must perform a local install on that node. When you do, the install begins from where it left off, or from the beginning if necessary. For procedures, see Manually Installing the Software on a Passive Node.

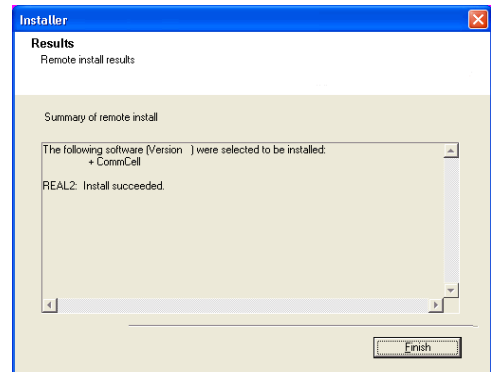


26. Read the summary for remote installation to verify that all selected nodes were installed successfully.

NOTES

- If any node installation fails, you must manually install the software on that node once the current installation is complete. (See Manually Installing the Software on a Passive Node for step-by-step instructions.)
- The message displayed on your screen will reflect the status of the selected nodes, and may look different from the example.

Click **Next** to continue.

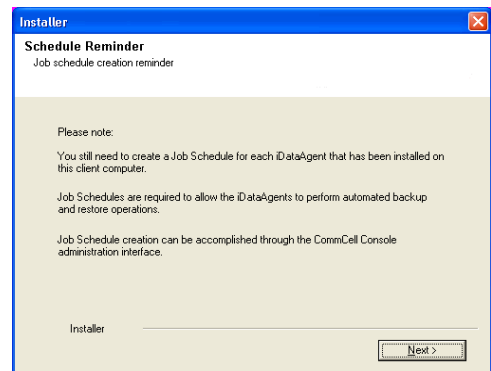


SETUP COMPLETE

27. Click **Next** to continue.

NOTES

- Schedules help ensure that the data protection operations for the Agent are automatically performed on a regular basis without user intervention. For more information, see Scheduling.



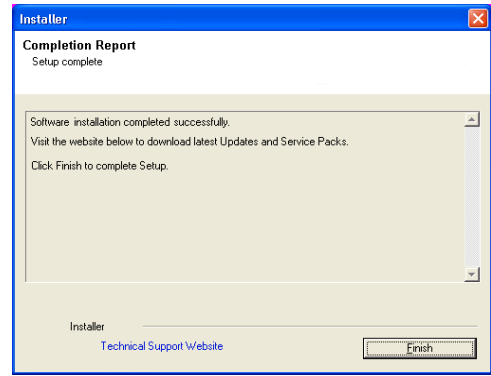
28. Setup displays the successfully installed components.

NOTES

- The **Setup Complete** message displayed on your screen will reflect the components you installed, and may look different from the example shown.
- If you install an Agent with the CommCell Console open, you need to refresh the CommCell Console (F5) to see the new Agents.
- If **Reboot Now** button is displayed make sure to reboot the computer before performing any other operations from the computer.

Click **Finish** to close the install program.

The installation is now complete.



POST-INSTALL CONSIDERATIONS

GENERAL

- Review Install Considerations after installing the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.

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Using the CommCell® Console

The CommCell Console is the graphical user interface that allows you to control and manage a CommCell group. Using the CommCell Console, you can initiate a variety of tasks such as the following:

- Establish and change configurations of CommCell entities (e.g., storage policies, etc.)
- Start or schedule backups, restores, or administrative jobs
- Monitor ongoing jobs
- Evaluate success of completed jobs
- Monitor system events

STARTING THE COMMCELL® CONSOLE

1. Launch the CommCell Console from the **Start | Programs** menu, or by clicking the CommCell Console icon on your desktop.

The CommCell Logon information window appears.

2. Type the user name and password and click **OK**.

This is the user name and password that you entered in the **CommCell Account** dialog box, during installation.

3. A warning prompt may be displayed if you are using an Evaluation license. Click **OK** to continue.

In a few moments, the CommCell Console is displayed and is ready for use.

COMMCELL® CONSOLE COMPONENTS

The CommCell Console contains three main components, the CommCell Browser, Job Controller, and Event Viewer.

COMMCELL® BROWSER

The CommCell Browser presents all objects in the CommCell group in a tree structure. These objects are displayed under the following categories: Client Computers, CommCell Users, CommCell User Groups, Storage Resources, and Storage Policies. The Browser is divided into two panes: the CommCell tree is displayed in the left pane and the right pane displays detailed information about the CommCell object selected in the left pane.

JOB CONTROLLER

The Job Controller displays information about running operations (backups, restores, etc.). You can view events, view details, and kill, suspend, or resume jobs using this tool. For more information on the Job Controller, see **Books Online**.

EVENT VIEWER

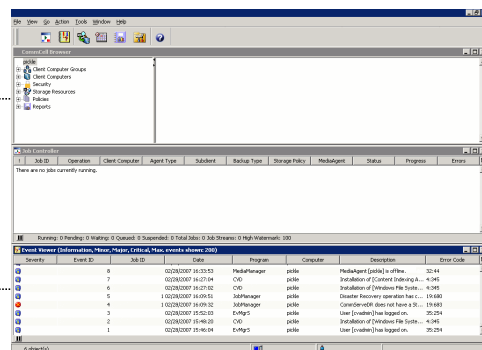
The Event Viewer displays events generated by jobs. Each event contains information about the process and its associated severity levels. Events can be filtered based on different criteria. For more information on the Event Viewer, see **Books Online**.

LANGUAGE SUPPORT

The CommCell® Console can be viewed in a variety of different languages. For information on supported languages, see Support Information - Languages.

By default, the CommCell Console will be displayed in the supported language currently running on your operating system. For example, if you are running the CommCell Console on a Windows computer, the CommCell Console will be displayed in the language set in the **Regional and Language Options** dialog box provided that language is supported by the software. Conversely, if the language running on your operating system is not supported by the software, the CommCell Console will be displayed in English.

If you wish to run the CommCell Console in a supported language that is different from the language used for your operating system (for example, you wish to run the CommCell Console in Italian while your operating system runs in English), you can configure the CommCell Console to run in the supported language by modifying the CommCell Console's Java command parameters. Note that the appropriate fonts and characters for the supported language must be available on the computer. For more information, see CommCell Console.



Back Up Your Data

TABLE OF CONTENTS

Overview

Running a Backup

View Backup History

Browse and Restore Data

OVERVIEW

After installing the CommCell® components, it is necessary to exercise some basic operations to ensure that your system is ready for use. This chapter describes how to perform such basic operations such as running a backup, browsing and restoring data, and viewing backup history for an iDataAgent. For more information, see **Books Online**.

RUNNING A BACKUP

To run a backup:

1. From the CommCell® Browser, expand **Client Computers** by double-clicking **Client Computers | <Computer name> | iDA File System | defaultBackupSet**.
The default and other subclients (if available) is displayed on the right-pane.
2. Right-click the **default** subclient and then click **Backup**.
The **Backup Options** dialog box will be displayed.
3. Select the **Full** option from the **Select Backup Type** pane.
4. Select the **Run Immediately** option from the **Job Initiation** pane.
5. Click **OK**.
You can track the progress of the backup in the **Job Controller** window.

VIEW BACKUP HISTORY

To view backup history:

1. From the CommCell® Browser, right-click the **default** subclient and then click **Backup History**.
The **Backup History Filter** dialog box will be displayed.
2. Click **OK**.
The **Backup Job History** window displays the backup job that was just executed. (Once you start performing regular backups, a list of all the backup jobs for the subclient will be displayed.)
By right-clicking a row in the **Backup Job History** window, you can view the following information:
 - o the files, if any, that failed to be backed
 - o details of the backup job
 - o media for the backup job
 - o events for the backup job
 - o the list of files that were backed up
 - o log files

BROWSE AND RESTORE DATA

To browse and restore data:

1. From the CommCell® browser, right-click the backup set that contains the data that you want to browse, and click **Browse Backup Data** from the shortcut menu.
2. From the **Browse Backup Data** dialog box, select **Browse the Latest Data**. Click **OK** to continue.
3. From the **Browse Backup Data** window, select the files and/or directories that you want to restore and then click **Recover All Selected**.
4. From the **Restore Options** dialog box, select the restore options that you want to use.

It is recommended that you restore the data to a different location on the same computer by changing the restore destination.

Click **OK** to run the restore job.

5. You can track the progress of this running restore job from the **Job Controller** or the **Event Viewer** window.

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Where to Go From Here

Once you have installed the Express software, and have run backups and verified your data, you are ready to start using the CommCell Console to administer your CommCell. You can:

- Schedule Backups
- Schedule Reports
- Configure Alerts
- Add Agents
- And much more

SCHEDULE BACKUPS

Now that your clients have been installed, you can begin scheduling your backups. Scheduling your backups helps to ensure that the backups within the CommCell® group are automatically performed on a regular basis. You can schedule backups at various levels of the browser tree by right-clicking the entity that you want to back up and by selecting the appropriate menu options. For more information on scheduling backups, see **Books Online**.

To schedule a backup:

1. From the CommCell Browser, right click the subclient that you want to back up and then click **Backup** from the shortcut menu.
2. From **Backup Options for Subclient**, select **Full Backup** and **Schedule**.
3. Enter the schedule you want for the backup job in the **Schedule Details** dialog box.
4. Click **OK** to schedule the backup job.

SCHEDULE REPORTS

Now that you have run successful backups and have scheduled them, you should now schedule reports for daily administration purposes (e.g., a Job Summary Report, Audit Trail Report). The software provides a number of predefined reports that are useful for keeping in touch with the overall status of your system. For more information on scheduling reports, see **Books Online**.

- When scheduling reports, you need to:
 - Setup the mail server and the sender's address on the General tab of the CommCell® Properties window.
 - Select the users who will receive the reports.
 - Specify the times (e.g., daily, weekly, monthly, etc.) when these reports will run.

To schedule a report:

1. From the CommCell Browser, select the **Reports** icon or select **Reports** from the **Tools** menu.
2. Select the report you want from the **Report Selection** screen.
3. Select any options in the **General**, **Time Range** and **Output** tabs of the **Report Selection** screen where applicable.
4. Once you have selected your options, click **Schedule**. The **Select Users and Name** dialog box appears.
5. Include the users who will receive the reports into the **Users to be Notified** field.
6. Click **OK**. The **Schedule Details** dialog box is displayed. Make your selections in the **Schedule Details** dialog box. Click **OK**.

CONFIGURE ALERTS

An Alert is a message sent by the CommServe® manager to inform the message recipient that a particular event has occurred or user action has been taken. (e.g., a backup job has succeeded or failed, your library is below a low media threshold, or your disk library is out of space). This message can be sent to any e-mail address and/or pager.

When configuring alerts, you need to:

- Setup the mail server and the sender's address on the **E-Mail & IIS Configuration** dialog box.
- Configure the alert in the **Add Alert Wizard** dialog box.

To configure an alert:

1. From the **Tools** menu in the CommCell console, click **Control Panel**, and then double-click **Alerts**.
2. From the **Alerts** window, click **Add**.
3. Follow the steps in the **Add Alert Wizard** dialog box.
4. When you have finished and have confirmed your options in the **Summary** step, click **Finish**.

5. The alert is displayed in the **Alerts** window. Click **OK**.

Your configuration is set.

OTHER OPERATIONS

The software has many more features that you will find useful. Refer to **Books Online** for information on these features.