

StoreWay DPA Supervision Appliance (RBM)

Version 2.6

Installation and User's Guide

STOREWAY DPA



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Supervision Appliance (RBM)

Version 2.6

Installation and User's Guide

Software

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Chapter 1. StoreWay DPA supervision and administration appliance

This online help system has two major sections:

- > "How to use the Supervision Appliance" page 11 : describes the steps for performing an action (creating users, modifying groups, managing alarms etc.).
- > "Description of the menus and pages" page 29 : details the content of each menu and associated pages.

How to connect to the Storeway DPA Supervision Appliance

- > Open an Internet browser on a workstation connected to the network and enter the name of the Supervision Storeway DPA or its IP address in the address bar.

For example, the address can be either: **http://Storeway DPA_name** or **http://192.168.0.10**).

The login window appears.

Login page

This page has two fields to identify and authorize the user to access the system.

- > **User ID**: name of the user recognized as the administrator or as a user with supervisory access to the backup data.
- > **Password**: password chosen by the user.
- > Click on the **Connection** button to confirm the data entered and open the corresponding pages.

If both the user ID and password are recognized, you will access the general interface of the Supervision Appliance.

Logout button

The **logout button** closes the interface and takes you back to the login window.

See also:

"Familiarize yourself with the different sections of the supervision page" page 12

Details of the administration menu

Vertical toolbar for use by the administrator of the Supervision Appliance

- > **Define Groups icon** (): create and update supervised appliances by group.
- > **Define Users icon** (): define user IDs and passwords to be used for logging onto the Supervision Appliance.
- > **Define Settings icon** (): configure the Supervision Appliance and the settings for synchronization with other supervised appliances, network settings, date and time, updates, backup and restore settings.
- > **Icon used to access alarms** on the Supervision Appliance ().
- > **Icon used to access synchronization** (): consult synchronization reports and launch a full synchronization with a Storeway DPA.

Horizontal toolbar for the menu of the Supervision Appliance

- > **settings/Systems and applications**: consult settings of supervised appliances

by group.

- > **settings/Backups**: consult the backup profiles and data retention periods on supervised StoreWay DPA.
- > **settings/Users**: configure the users who can connect to the various Storeway DPA.
- > **backups**: consult backup reports.
- > **alarms**: consult alarms.
- > **reports/Backups**: consult backup and system supervision reports.
- > **reports/Storage space**: consult graphs providing an overview of data volumes.

Interface menus

Action bar

The **action bar** at the bottom of the screen contains action buttons (confirm, delete, etc) linked to the content in the center of the screen.

Central section of screen

The **center of the screen** contains general information at start up and the content of pages opened by the various menus.

Navigation bar

The **left-hand side** of the screen contains buttons used for appliance setup: the links on these pages open the relevant page for the action that you wish to perform.

Navigation bar

The **navigation bar** shows the tree structure or list of objects corresponding to the open menu.

Online help

The **online help button** opens a new window with a description of the current page.

Perform a manual backup

To carry out an immediate backup of the Storeway DPA:

> Click on the **Backup** button.

The appliance immediately generates a backup file of all settings and results of synchronization with supervised Storeway DPA, which you can retrieve by clicking on the link and saving it out to your disk.

Supervision menu

The supervision menu buttons **settings|backups|alarms|reports** give you access to the supervision pages.

Chapter 2. How to use the Supervision Appliance

See:

["Shutdown and restart the Supervision Appliance" page 12](#)

["Define supervision settings" page 24](#)

["Define groups" page 13](#)

["Consult the list of users" page 15](#)

["Consult alarm information" page 16](#)

["Synchronize a Appliance manually" page 18](#)

["Back up the Supervision Appliance" page 20](#)

["Restore the Supervision Appliance from a boot file" page 21](#)

["Display alarms on the Supervision Appliance" page 22](#)

["Launch synchronization" page 19](#)

["Supervise systems and applications" page 23](#)

["Consult backup results by group" page 25](#)

["Supervise alarms" page 26](#)

["Consult backup reports" page 27](#)

["Consult the list of media used" page 28](#)

Shutdown and restart the Supervision Appliance

- > Click on the icon to consult or update the internal settings of the Supervision Appliance.
- > Click on the **System shutdown** folder on the left on the screen.
The System shutdown window opens.
- > Click on the **Halt** or **Restart** button, depending on the action you wish to perform.

NOTE: It is always preferable to proceed as described to shutdown the appliance, in order to ensure that your files are properly backed up to disk. Switching off the device by cutting off the mains power supply may result in a loss of data and backup errors.

Familiarize yourself with the different sections of the supervision page

See:

["Details of the administration menu" page 8](#)

Define groups

You would like to set up the Supervision Appliance or modify how the systems to be supervised are organized.

- > Click on the icon  to open the navigation bar for the Supervision Appliance with the directory tree of groups.

The list of previously declared backup appliances is displayed on the left-hand side of the screen in a tree structure format where necessary.

Consult the contents of a group

The elements are displayed in alphabetical order. Some elements are preceded by a small folder icon which indicates that they belong to a group.

- > Click on the small folder icon for the group to open a branch of the tree structure, and repeat as necessary to browse the tree structure.
- > Click on an item in the group tree structure on the left-hand side of the page.

An **Edit item** page opens for each selected level (Backup group or appliance) and displays its properties.

Add a group

- > Click on the first icon , to define a new group.

The **Create group** page opens.

- > Fill in the **description** and add a **comment** if you wish.
- > Select the group to which the items belongs from the list.

The first group corresponds to the root of the directory tree. You can change its name if you wish.

- > Click on the **Create** button.

The tree structure on the left-hand side of the page is updated.

Delete a group

- > Click on the  icon to open the navigation bar with the directory tree of groups.
- > Click on a group in the tree structure on the left-hand side of the page.

The **Assign to group** page opens and displays the properties of the group: there must be no items attached to it.

- > Click on the **Delete** button.

The tree structure on the left-hand side of the page is updated.

Modify the organization of the groups

- > Click on the icon  to open the navigation bar with the directory tree of groups.
- > Click on a group in the tree structure on the left.

The **Edit group** page opens and displays the properties of the group.

- > Modify the description or the attachments of the group by making your selection from the list.

- > Click on the **Update** button.

The tree structure is updated.

Modify attachment of a Storeway DPA to a group

- > Click on the icon to open the navigation bar with the directory tree of groups.
- > Click on a group in the group tree structure on the left-hand side of the page.
- > Click on the in front of the name of a Storeway DPA on the left-hand side of the page.
The **Assign to group** page opens and displays the properties of the supervised appliance.
- > Modify the attachment to the group by making your selection from the list.
- > Click on the **Update** button.

The tree structure on the left-hand side of the page is updated.

Modify attachment of a Storeway DPA to a group

- > Click on the icon to open the navigation bar with the directory tree of groups.
- > Click on a group in the group tree structure on the left-hand side of the page.
- > Click on the in front of the name of a Storeway DPA on the left-hand side of the page.
The **Assign to group** page opens and displays the properties of the supervised appliance.
- > Modify the attachment to the group by making your selection from the list.
- > Click on the **Update** button.

The tree structure on the left-hand side of the page is updated.

Delete attachment to a group

- > Click on the  icon to open the navigation bar with the directory tree of groups.
- > Click on a Storeway DPA in the tree structure on the left-hand side of the page.
The **Assign to group** page opens and displays the properties of the group.
- > Click on the **Delete** button.

This deletes the attachment of Storeway DPA to the group and moves it to the root of the tree structure.

The tree structure on the left-hand side of the page is updated.

Add a Storeway DPA to be supervised

The settings for the centralization of information are specified on each supervised Storeway DPA. A full synchronization must have been launched to initialize the Supervision Appliance.

Once the first synchronization is complete, a new item is displayed at the root of the directory tree prior to assignment to groups. An alarm on the Supervision Appliance indicates that there is a new machine to be supervised.

Add a Storeway DPA to be supervised

The settings for the centralization of information are specified on each supervised Storeway DPA. A full synchronization must have been launched to initialize the Supervision Appliance.

Once the first synchronization is complete, a new item is displayed at the root of the directory tree prior to assignment to groups. An alarm on the Supervision Appliance indicates that there is a new machine to be supervised.

Consult the list of users

- > Click on the icon on the left-hand side of the page to consult or update the list of Storeway DPA users.

The list of user names is displayed on the left-hand side of the screen. Each name is preceded by the icon which corresponds to a user description.

All users created have the same administrator rights as the admin account (right to define supervision settings and to consult information from the backup appliances).

Define a user of the Supervision Appliance

- > In the left-hand part of the user interface, click on the  icon.
A user management page opens.
- > Fill out all the fields.
- > Click on the **Create** button.

Modify the password of an existing user

- > Click on the  icon of an existing user in the list.
The user management page opens.
- > Modify the information as necessary.
- > Click on the **Update** button.

Delete a user ID

- > Click on the  icon of in the list.
The Supervision Appliance user management page opens.
- > Select the user you wish to delete.
- > Click on the button **Delete**.

Consult alarm information

The alarms from the Supervision Appliance are displayed in the same way as those from a supervised appliance.

The color of the **alarm** button indicates the seriousness of the alarm. The figure shown on the button indicates the total number of alarms that need your attention.

- > **Green**: no alarms
- > **Yellow**: minor alarms, non-critical
- > **Orange**: major alarm, i.e. one that has prevented a backup from being performed
- > **Red**: presence of a critical alarm, i.e. one preventing all backup operations

EXAMPLE: "Abrupt shutdown detected", indicates that a supervised appliance has been forced to shut down unexpectedly due to a power outage, for instance.

Possible actions:

- > Read and understand the alarm details page.
- > Leave the alarm as it is and process it later.
- > Resolve the problem indicated by the alarm.
- > Deactivate a minor alarm
- > Reactivate an alarm.

The actions to be taken with alarms are identical both for alarms from supervised appliances and alarms from the backup appliance.

Processing alarms from the supervised appliances updates the status of the alarm on the supervised appliance on the next synchronization.

Consult the alarm and acknowledge it

You consult the list of the alarms, and, where necessary, confirm that the issue has been resolved.

The alarm consultation window opens at a summary of active alarms for the consulted group

- > Click on the **Alarm** button in the menu or at the bottom of the screen .
A table providing an overview of active alarms for the selected level of the tree structure is displayed.
- > Select the backup appliance concerned in the tree structure.
The alarm consultation window opens at the active alarms page.
- > Check the box(es) alongside the alarm(s) that you have reviewed and that you wish to archive in the alarms history.
- > Click on the **Acknowledge** button.

The alarm is moved to the **alarms** tab for the current day (or to the appropriate tab if it is an older alarm) which can be accessed via the **Alarms history** tab. A tick indicates that you have processed the alarm. It is no longer included in the number of current alarms on the alarms button.

The alarms history of the Storeway DPA concerned is updated on the next synchronization.

Deactivate an alarm

You consult the list of alarms and consider that the issue is minor or has already been resolved and that you do not wish to be warned each time the problem reoccurs.

- > Click on the **Alarm** button in the menu or at the bottom of the screen .
The alarm consultation window opens at the active alarms page.
- > Check the box next to the alarm you consider to be unimportant.
- > Click on the **Inactivate** button.

The alarm moves to the pages accessible via the **Alarms history** and **Inactivated alarms** tabs. It is no longer included in the number of current alarms on the alarms button.

WARNING: A deactivated alarm is not displayed again if the cause of the error reoccurs.

The alarms history of the Storeway DPA concerned is updated on the next synchronization.

Reactivate an alarm

A deactivated alarm is not displayed again if the cause of the error reoccurs.

Reactivate an alarm is used to enable alarm messages to be displayed again if the cause of the error reoccurs.

- > Click on the **Alarm** button in the bottom left-hand corner of the screen.
The alarm consultation window opens at the active alarms page.
- > Click on the **Inactivated alarms** tab.
- > Check the alarm to be reactivated.
- > Click on the **Reactivate** button.

The alarm is moved back to the main page. It will be re-included in the number of active alarms on the alarms button if the incident that caused it reoccurs.

Synchronize a Appliance manually

This operation needs to be performed if you wish to re-include a Storeway DPA which has had to be restored as part of a disaster recovery process. This operation must also be performed to resolve a situation in which the two Storeway DPA are no longer in phase.

This procedure re-enters the details of the new machine and the information it contains into the database of the Supervision Appliance.

- > Click on the  button.
- > Click on the name of the supervised Storeway DPA in the tree structure on the left-hand side of the page.
The page displays the synchronization history.
It contains reports on the most recent synchronization operations and their status.
A **Full synchronization** button is displayed at the bottom of the page.
- > Click on **Full synchronization**.

The status is always either green (successful), blue (running) or red (error).

Synchronization is performed in several stages and at a subsequent point in time: a synchronization request is first sent to the FTP server. When the supervised Storeway DPA connects to the FTP server, it executes the command and sends back its entire database to the Supervision Appliance.

Familiarize yourself with the list of statuses

Color	Status	Description
Blue	Running	Operation in progress at the time of synchronization
Green	Complete	Operation completed
Red	Error	Operation failed

Launch synchronization

- > Click on the  button to display the synchronization history.
- > Click on a backup appliance in the navigation bar.
- > Click on the **Full synchronization** button to launch a full synchronization of all information with a supervised Storeway DPA.

List of media

The list of media specifies the following items:

- > **Name:** This is the label physically written to the media (tape or DVD), which is its unique identifier.
- > Any tapes that have been externalized are also listed.
- > **Name:** This is the label physically written to the media (tape or DVD), which is its unique identifier.
NOTE: As data is compressed by the Storeway DPA, the actual volume of data backed up to tape is more than the total theoretical volume that can be stored on the tape. It varies depending on the type of data backed up and the rate of data compression that can be achieved with such data.
- > **Status:** This shows the cartridge status.

Back up the Supervision Appliance

To be able to recover the configuration of the Supervision Appliance (organization of groups, etc.) in the event of a major disaster (after a disk crash, for example), you must back up the Supervision Appliance.

This procedure creates an sbk file which contains the appliance settings (groups, network synchronization, database of supervised machines, etc.).

This main purpose of this procedure is to recover the configuration of the machine itself as the data from the supervised machines can always be retrieved by a full synchronization.

- > Click on the icon  to consult or update the internal settings of the Supervision Appliance.
- > Click on the **Backup & Restore** folder.
- > Click on the **Backup** button at the bottom of the page.

The backup is either written to a network disk or saved out directly by the user.

Restore the Supervision Appliance from a boot file

In the event of a major event (after a disk crash, for example), it is sometimes necessary to back up the Supervision Appliance. Starting with a new supervision v, we will retrieve all the data that was previously on the disk. This procedure uses the security backups saved to the network disk.

When backups are performed, a backup file of the Supervision Appliance's settings and database is stored on the network disk and/or on tape. It has a **.sbk** extension and may be quite a large file.

- > Click on the  icon to consult or update the internal settings of the Supervision Appliance.
- > Click on the **Backup & Restore** folder.
- > Click on the **Restore** button at the bottom of the page.
- > Check the **Restore** button from a restore file (extension **.sbk**) option.
- > Click on the **Browse** button to select the boot file.

The access path is then indicated in the field provided for this purpose.

- > Click on the **Restore** button at the bottom of the page.

The Storeway DPA Supervision Appliance then begins its restoration cycle, which starts by reading the security backup.

After a few minutes, the Storeway DPA Supervision Appliance goes offline: it then restores its internal parameters before restarting.

After restarting, the Storeway DPA Supervision Appliance checks that its internal storage spaces are adequate for the newly restored data.

This phase may take up to thirty minutes, during which time the Supervision Appliance displays the restore message:

- > **The Supervision Appliance is not available:restore in progress**

Once the restore is complete, Storeway DPA tells you that it is operational again and invites you to reconnect.

- > Connect to the Storeway DPA.

Once reconnected, the following alert is displayed:

Storeway DPA restore completed: the restore process is complete

This message indicates that the restore operation went smoothly and has been successfully completed.

Restoring the appliance database

In the event of a major disaster or if you make a configuration error, you may need to restore the Supervision Appliance and all the supervision data.

The restore procedure uses security backups that the Storeway DPA has stored to the administrator's hard disk or to a network location.

- > Click on the **Update** button.
- > Specify the path to the backup file (**.sbk** extension).
- > Click on the **Restore** button.

The file is loaded then the database shuts down and resets. You will need to login in again to re-access the appliance.

Display alarms on the Supervision Appliance

- > Click on the  button to display the page used to consult the Supervision Appliance alarms.
- > You can also click on the first button at the bottom of the screen.

This page lists the Supervision Appliance alarms (in particular, synchronization information).

See also:

["Consult the alarm and acknowledge it" page 16](#)

["Deactivate an alarm" page 17](#)

["Reactivate an alarm" page 17](#)

Supervise systems and applications

This menu displays the names of the systems and applications declared on each Storeway DPA.

- > Click on the **settings** menu.
- > Then click on the second menu line **Systems and applications** to consult the number of systems and applications.
- > Existing elements are displayed in a series of different tabs.
- > Click on the chosen group or Storeway DPA in the navigation bar.
 - The content of the page varies depending on the chosen item.
 - The total number of systems and applications is displayed for each group and the list of systems and applications is displayed along with their description and status for each supervised Storeway DPA.
 - **Systems** tab: All systems are displayed.
 - **Applications** tab: Applications are displayed.
- > Click on the tabs to change view.

Define supervision settings

You would like to install the Storeway DPA backup system or to update some of its specifications.

- > Click on the **settings/Storeway DPA** menu to consult or update the internal settings of the Storeway DPA.
A tree structure is displayed on the left-hand side of the screen. Each folder corresponds to a **settings** page.
- > Click on the item that you wish to modify (Date and time, Network, Storeway DPA update, etc.)
The contents of the page are displayed.
- > Fill in the fields or modify the settings and click on the **Update** button.

Supervise backup profiles

- > Click on the **settings/Backup profiles** menu.
The number of profiles and the list of profiles is displayed for each group and for each supervised Storeway DPA.
 - > Click on the chosen group or Storeway DPA in the navigation bar.
 - > You can also click on a group or a machine to display the list.
- The content of the page varies depending on the chosen item.

Consult user information

The main use of this page is that it displays the e-mail of the local administrator of the Storeway DPA.

- > Click on the **settings** menu.
- > Click on the second line of the menu: **Users**
- > Click on the group or the name of the chosen Storeway DPA in the navigation bar on the left-hand side of the page.
The total number of users is displayed for each group and the users are listed by type for each supervised Storeway DPA (by default the administrators tab opens first).
- > If necessary, click on one of the other tabs to view the list of other types of users.
The table is refreshed to show the chosen view.

Consult backup results by group

For each supervised Storeway DPA, the list of the most recent backup reports is displayed by day, by week, by fortnight or by month. These reports are generated automatically according to the time on the supervision Storeway DPA.

- > Click on the **backups** menu.
- > Click on the chosen group in the navigation bar to consult the backup results.
- > Select a Storeway DPA and click on one of the **period** tabs on the page depending on the date of the backup which you wish to check.

The number of backup reports for each group is displayed along with their status.

You can filter the view according to status (select a criterion and click on the **Filter** button on the right of the screen).

- > To view details, click on one of the groups or a Storeway DPA on the page or on another group in the navigation bar.

For each supervised Storeway DPA, the backup reports are listed along with their status, sorted in their totality or by day, week, fortnight or month.

Consult backups by result

- > Click on the **Backups** menu.
- > Click on the group to view a summary of results or click on the name of the chosen Storeway DPA in the navigation bar to consult the backup details.
- > Click on one of the **period** tabs on the page depending on the date of the backup which you wish to check.

For each group, the number of backup reports is listed along with their status, and for each supervised Storeway DPA the backup reports are listed along with their status, sorted by day, by week, by fortnight or by month.

- > To view details for a Storeway DPA which belongs to this group, click on the image of the folder on the page.

The backups are listed in chronological order (most recent first).

You can filter the view according to status (select a criterion and click on the **Filter** button on the right of the screen).

The table is refreshed to show results corresponding to the chosen criterion.

Supervise alarms

- > Click on the **Alarms** menu or on the second alarms button in the bottom left of the page (its color and the number of alarms show the severity of the alarms).
- > Click on the group to view a summary of results or click on the name of the chosen Storeway DPA in the navigation bar or on the page itself to consult the backup details.

You can then use the various tabs to acknowledge, deactivate or reactivate alarms.

See also:

["Consult the alarm and acknowledge it" page 16](#)

["Deactivate an alarm" page 17](#)

["Reactivate an alarm" page 17](#)

["Consult alarm information" page 16](#)

Consult backup reports

This page provides a graphic overview of the statistics from backup reports.

- > Click on the **Reports** menu.
- > Click on the second line of the menu: **Backups**
- > Select a Storeway DPA from the list in the left-hand menu and click on one of the tabs: **Daily reports, Weekly reports, Monthly reports or Yearly Reports** depending on the desired scope of overview.
- > Click on the group to view a summary of results or click on the name of the chosen Storeway DPA in the navigation bar to consult the backup details.

The volume of backed up data is displayed for each group and each supervised Storeway DPA by type (total or incremental backup), number of objects and backup success rate.

- > To view details for a Storeway DPA which belongs to this group, click on the image of the folder on the page.

Consult the list of media used

This page provides an overview of storage volume reports and lists the media used.

- > Click on the **Reports** menu.
- > Click on the second line of the menu: **Storage space**
- > Click on the **Disks and media** tab on the page.
- > Click on the group to view a summary of results or click on the name of the chosen Storeway DPA in the navigation bar to consult the details.

The volume of data backed up to disk is displayed for each group along with the level of disk space usage, the number of tapes declared and the volume of data backed up to external media.

- > To view details for a Storeway DPA which belongs to this group, click on the image of the folder on the page.

For each appliance, the backup tapes are listed along with their status, the volume of data backed up and the most recent operations.

A line of status selection options can be used to restrict the list to only those results corresponding to a chosen criterion.

Chapter 3. Description of the menus and pages

The appliance administration pages can be accessed from the bar on the left-hand side of the page.

The **settings/ Backups/Alarms/Reports** supervision pages can be accessed from the menu at the top of the screen.

["Groups" page 30](#)

["Management of user IDs" page 32](#)

["Define Settings" page 33](#)

["Alarms menu" page 40](#)

["Synchronization menu" page 37](#)

["settings menu" page 38](#)

["Backups menu" page 41](#)

["Reports menu" page 42](#)

Groups

The navigation bar on the left of the screen contains the functions for describing the groups and Storeway DPA to be supervised.

- > Click on the button  to consult, modify or create groups of machines to be supervised.
Items that have already been created are displayed in the tree structure.
Groups are shown by a small folder icon
The Storeway DPA is represented by a small black box.
The content of the pages varies depending on the object selected (group or item).

Edit groups

The **Description** may be modified:

- > **Name:** The name of the group. This can be a geographical (machine room, building A), organizational (Accounts department) or other type of group.
- > **Comments:** This is a description of the group. The comments are displayed in a help bubble when the mouse cursor moves over the group in the tree structure on the left-hand side of the screen.
- > **Linked to Group:** The name of the group to which it is attached: by default, / indicates all.

When creating a group, in **Edit group** mode you have to specify the name of a group to which the groups or Storeway DPA have already been assigned to and only the comments and group attachment fields are accessible.

Assign groups

This page which can be accessed by clicking on the button on the right-hand side of the screen displays the tree structure of supervised appliances within your company.

The groups allow you to sort backup appliances according to geographical or thematic considerations.

Each backup appliance may be then attached to a group.

Creating nested groups can be useful if you manage a large number of systems. A summary can then be provided for each level.

It is possible to attach groups to one another: for example, to assign the machine room group to the workshop group.

The **Description** may not be modified:

- > **Name:** The name of the Storeway DPA.
- > **MAC address:** Unique identifier of the machine's network card (Medium Access Card)
- > **Linked to Group:** The name of the group to which it is attached: by default / indicates that the Storeway DPA has not yet been assigned to a group

Possible actions:

["Define groups" page 13](#)

["Modify the organization of the groups" page 13](#)

["Modify attachment of a Storeway DPA to a group" page 14](#)

["Delete a group" page 13](#)

"Delete attachment to a group" page 14

Management of user IDs

This page which can be accessed by clicking on the button on the left-hand side of the screen displays the user IDs for users of the Storeway DPA Supervision Appliance:

All the users in this list have access to information on Supervision Appliance settings and can consult information relating to the settings, backups, alarms and reports on all the supervised Storeway DPA.

Description	
Name:	User IDs for the users of the Supervision Appliance
Comments:	Details displayed in the help bubble
Full name:	Used to receive any reports by e-mail.
E-mail address:	
Password:	Independent of the local password
Re-enter password:	Re-enter the same password entered in the previous field to confirm your entry

See also:

["Define a user of the Supervision Appliance" page 15](#)

["Modify the password of an existing user" page 15](#)

["Delete a user ID" page 15](#)

Define Settings

This menu contains the functions used to describe backup rules and provides several types of information:

- > Choice of **Retention** period for backup data.
- > Description of the **Backup Profiles** (backup schedules and backup type (total or incremental) and details of which machines and applications are assigned to these profiles.
- > E-mail of **Backup Reports**.
- > **Cartridge Validation**.

Each of these types of information is accessible via the navigation bar on the left-hand side of the screen.

These pages, which can be accessed by clicking on the button on the right-hand side of the screen, are used to define the settings of the Storeway DPA Supervision Appliance:

["Define Settings - System shutdown" page 33](#)

["Define Settings - Date and Time" page 33](#)

["Define Settings - Centralization" page 34](#)

["Define Settings - RBM Update" page 34](#)

["Define Settings - Network" page 35](#)

["Define Settings - Storeway DPA Backup and restore" page 35](#)

["Define Settings - Overview" page 36](#)

Define Settings - System shutdown

This page, which can be accessed from the navigation bar by clicking on , displays the time for which the system has been online since the last system shutdown and can be used to execute an immediate shutdown or restart of the Supervision Appliance.

Wherever possible, the appliance must be shutdown or restarted from this page.

This method is infinitely preferable to cutting off the electrical power supply: the appliance then saves all its data before shutdown.

If the power supply is cut off without going through this interface, the appliance will perform a full check of its entire configuration when it is rebooted. In this case, it will take longer for the appliance to restart and may result in it deleting elements that it considers to be uncertain, such as "lost" backups, media "closed due to incident" or "unknown" media.

Define Settings - Date and Time

This page which can be accessed by clicking on the  button, then by clicking on **Date and Time** in the navigation bar, is used to set the date, time and time zone.

You are strongly advised to configure the backup appliance and the Storeway DPA to use the same time server.

WARNING: In order to ensure that there is good level of consistency between the backed-up data, it is essential not to have too greater date and time difference between the Supervision Appliance and the supervised Storeway DPA. Manually modifying the system date and time on the

workstations may result in serious inconsistencies when searching for files.

To modify the date or time, select the type of setting. This can be manual or by synchronization with a default Internet time server (Network Time Protocol) or with an internal NTP server.

For manual settings

- > Select the new date and time and then click on the **Update** button at the bottom of the page.

For synchronization with a time server

- > Select the default time server or indicate its address, where appropriate.
- > Click on the **Update** button at the bottom of the page.
- > To modify the time zone of the Storeway DPA, select the new time zone required and then click on the **Update** button at the bottom of the page.
- > Select a time zone.
- > Click on the **Update** button at the bottom of the page to save all changes on the page.

Define Settings - Centralization

This page, which can be accessed by clicking on the button, then by clicking on **Centralization** in the navigation bar, has two tabs.

Define Settings - RBM Update

This page, which can be accessed by clicking on the  button, then by clicking on **Update** is used to upgrade the Supervision Appliance software.

Customers who have signed a maintenance agreement with Storeway DPA will receive regular Storeway DPA software updates. These updates will improve its functionality or correct certain problems.

An update will come in the form of a file with a ".sbu" extension. It will be sent by e-mail to the administrator who then downloads it to his/her workstation.

The update is installed in two stages:

Loading the update: This operation consists of transferring the update file to the Storeway DPA.

The **Browse** button is used to view the file tree structure in order to select the update file.

- > Click on the **Upload file** button to upload the file to the Storeway DPA.

Installing the update

- > Check the update that you wish to install from the list of updates available for installation and then click on the **Install** button.

A list of previously installed updates is displayed at the bottom of the page, along with their name, status and installation date.

Define Settings - Network

This page, which can be accessed by clicking on the  button, then by clicking on **Network** in the navigation bar, is used to define the network communications settings.

Certain information about your network configuration is essential to the Supervision Appliance to enable it to communicate with the rest of your IT hardware, perform backups and send you e-mail reports.

- > **IP address:** The network address of the appliance so that it can be contacted by other systems.
- > **Subnet mask:** A filter that limits the list of addresses that Storeway DPA can contact to those of your network.

The other elements are optional and may be useful depending on the specific characteristics of your configuration.

- > **Gateway:** This is the address of a gateway which allows you to leave the delimited network defined by the subnet mask, in order to perform backup of remote machines, for example.
- > **Domain name:** This is the DNS domain name, if you have one.
This information allows Storeway DPA to identify itself on your network using your domain name, observing the specified identification rule.
- > **Mail server:** This information allows Storeway DPA to send you e-mails, to inform you of cartridge requirements or to provide you with reports about its overall activity.
- > **Primary DNS:** This information allows identification of the DNS server, which has a directory of your network machines' addresses. If you complete this information, Storeway DPA will request the address of the systems that it should backup from your DNS server. Otherwise, you will need to specify the addresses of these systems to the Storeway DPA (see next paragraph).
- > **Secondary DNS:** This information allows identification of a second DNS server, if you have one. This second DNS server will be interrogated by Storeway DPA if the primary DNS server does not respond.

If you do not have a DNS server, you must update the **Host File** section of the page.

If no DNS server is available, the IP addresses of the client systems to be backed up must be specified to the Storeway DPA in the **host** file list below to be able to match the name of each server with its IP address.

The **Update** button confirms modifications made to the contents of the page.

Define Settings - Storeway DPA Backup and restore

This page, which can be accessed by clicking on the configuration button () , then clicking on the Storeway DPA **backup & restore** link displays the list of scheduled backups and can be used to execute a backup or to back up the data necessary to restore the Supervision Appliance itself.

In order to limit the impact of potential major incidents (fires, theft, system crash, etc.), it is necessary to perform security backups of the machine which controls the Supervision Appliance. This backup exports all the appliance's internal data, which will allow you to restore this data when necessary and to get the machine back to its original state prior to the major incident.

You can select how regularly the backup is to be performed and specify where it is to be stored: if you select backup to disk the backup is then stored to a Windows or Unix disk, mounted by CIFS or NFS.

You must have write permissions on the machine in question.

> Click on the **Backup** button.

Define Settings - Overview

This information page displays various elements of the configuration. These elements are provided for information only.

Synchronization menu

This page which can be accessed by clicking on the button on the left-hand side of the screen displays the synchronization history.

Group synchronization overview window

The group overview window lists all the supervised Storeway DPA for each group and indicates the result of synchronization.

Synchronization is considered to be late when two hours have passed since it was scheduled to take place.

Appliance synchronization details window

- > Click on a backup appliance in the navigation bar.
The synchronization history provides a report on the last automatic synchronization and its status, as well as the history of all synchronizations for the month and their status.
- > The **Full synchronization** button launches a full synchronization of all information on the Supervision Appliance with the selected Storeway DPA: a request is sent to the remote Storeway DPA for it to send all the information collected since it entered activity. This feature is to be used if a synchronization error has occurred.

settings menu

This menu opens a second menu line with the **Systems and applications**, **Backup profiles** and **Users** options.

settings/Systems and applications menu

This page consisting of two tabs displays the description of machines (systems) and applications to be backed up, whether or not they are active, by group and by supervised appliance.

Group overview window for settings/Systems and applications

The group overview page lists all systems and applications for each group and provides details in the **Systems** and **Applications** tabs of the status and number of each of the systems or applications belonging to this group.

Details of the settings/Systems and applications menu

The page in the **Systems** or **Applications** tabs provides details of the name, description and status (Active or Inactive) of each of the systems or applications listed in alphabetical order.

If a system or application is shown as *Active* this means that the backup appliance will take it into account.

settings/Users pages

Group overview page for Settings - Users

The overview page lists the name of the users configured for each group by profile type (administrators, read-only users).

It is advisable to specify the real name of the administrator for each supervised appliance to make it easier to identify them (by default the full name is administrator).

settings/Users page details

In supervision mode, this page shows the user IDs for users who consult the backup or activity reports for the selected Storeway DPA appliance.

For each appliance, the page lists all authorized users (administrators, read-only users) with full name, user ID, e-mail address and any comments.

E-mail addresses will be displayed where available:

Description:

Name: Identification of users independent of system name.

Full name: Used to differentiate between user IDs (user name for example).

Comments: See the help bubble for more information.

E-mail: Email address to receive reports.

settings/Backup profiles pages

The backup profiles determine how the backups are scheduled (frequency, data retention periods, time intervals, etc.), as well as the location of data to be backed up (directories, systems).

This overall view summarizes the various different profiles available.

Alarms menu

Alarm details page

This page displays the list of active alarms for the Supervision Appliance or for each supervised Storeway DPA selected in the tree structure on the left-hand side of the page.

The other tabs show the **deactivated alarms** and the **alarm history**, which sorts alarms by the date they were triggered into current day, last week, last fortnight, last month and prior alarms).

The list displays the information in columns under the following headings:

- > **Name:** Type of alarm
- > **Subject:** Source of alarm (name of Storeway DPA where applicable)
- > **Status:** The color indicates the seriousness of the alarm (in ascending order of severity: yellow, orange and red)
- > **Dates:** Date of the first alarm and date of the most recent alarm
- > **Comments:** Explanation of the reasons for the alarm and guidance on possible action to be taken
- > **NB (number):** Number of alarms of the same type triggered (this number may sometimes be very high, if the alarm detection settings are configured to a high frequency)

See also:

["Consult the alarm and acknowledge it" page 16](#)

["Deactivate an alarm" page 17](#)

Alarms button

- > The **first alarm button** shows the alarms for the Supervision Appliance and is displayed in various colors (yellow, orange, red) depending on the seriousness of the alert. The number of alarms is shown on this button. It opens the page used to consult the content of, and manage alarms generated by the supervision Storeway DPA.
- > The **second alarm button** provides a summary of the alarms for the supervised systems and is displayed in various colors (yellow, orange and red) depending on the seriousness of the most important alert. The total number of active alarms is shown on this button. It opens the page used to consult the content of, and manage alarms generated by the supervised appliances.

Group alarms overview window

The group overview page shows the number of active alarms for each group.

Backups menu

The **Backups** menu shows the number of backup results for the group by type of result and date. You can access details of the backup results (date, status, number of objects backed up, volume) for each Storeway DPA in the group.

Group overview page for settings/Backup profiles

The group overview page shows the number of profiles for each group.

Appliance details page for settings/Backup profiles

The page lists the following information for each appliance: profile name, full backup frequency and retention period, incremental backup frequency and retention period, as well as any comments relating to the backup profile.

Reports menu

This menu opens a second menu line with the **Backup reports** and **Storage space reports**.

Schedule automatic security backups

- > Click on the **Plan** button to modify the security backup schedule.
The configuration screen is displayed. It is divided into two parts.
The first part displays the schedule of security backups that are already programmed. To delete one of the planned backups, check the relevant "Delete" box at the end of the line and then click on the **Update** button.
The second part of the screen allows you to schedule new security backups.
- > Select first of all the frequency of the backups: every day or every week, at a given time.
- > Then select the backup mode: automatic backup to tape or backup on network share. If you select the latter option, you must then choose between a Windows or Unix/Linux share disk, enter the name of the system to which the disk belongs, the network path (share name), the user name and, where appropriate, the domain name and the password for the user, who has access rights to the shared disk.
- > Click on the **Update** button.

Following a successful backup to tape, Storeway DPA sends an e-mail to the administrator with a boot file attached. This file must be saved: it will allow you to easily restore the Storeway DPA in the event of a major incident.

reports/Backup pages

For each group or each Storeway DPA selected in the tree structure on the left of the page, this page shows the information from the backup reports in graphic form (the tabs show the last ten items of information by day, week, month and year).

The references provided at the bottom of the graph are the dates for daily reports, week numbers for weekly reports and months for monthly reports.

Information is compiled at the end of the period. No annual report is provided until there has been a full year of backups.

The backup reports are started periodically:

- > Daily reports each night at 00h24.
- > Weekly: each Monday morning at 01h24.
- > Monthly: every first day of the month at 2h24.
- > Yearly: 1st day of the year at 3h24.

Each report groups information from the relevant period 24h, 7 days ...

- > **Total volume** : total GB of backed up data.
- > **Total number of objects backed up**.
- > **Success rate**: calculated as a ratio of the number of backups which succeeded and which failed (independent of the volume or number of backed up objects).

reports/Storage page

This page has two tabs.

See:

["Reports - Disks and media tab" page 44](#)

["Reports - Data information tab" page 44](#)

Reports - Disks and media tab

These pages provide information on the references of the backup tapes and on the contents of the drives or libraries (for LB models).

The backups in the Storeway DPA are provisionally saved to disk, before being transferred to tape. In the event of a problem with the cartridges, data is backed up to the Storeway DPA's hard disk while awaiting resolution of the problem.

It is nonetheless necessary to load the cartridges: a disk that has too little available space may result in corrupt backups (backups cannot be performed when the disk is full).

These pages provide information on the content of media: tapes, DVDs, disks and libraries.

This page provides a summary of the media used by the various backup profiles throughout the week. This table helps you to plan your media checks.

Reports - Data information tab

This tab allows you to visualize graphs and charts of statistics relating to the storage space used for data backups: The tabs display different views of the information in the form of pie charts or bar charts (Filling, by age or by system).

Displayed level of disk space usage: percentage of disk space taken up by backups.

Cartridge Status

The various cartridge statuses are shown below:

Status	Meaning
Blank	Does not have a Storeway DPA label
Empty	Has a Storeway DPA label Does not contain any stored data or has been emptied
Initiated	Has a Storeway DPA label Contains stored data May continue to be used for storing new data
Closed	Has a Storeway DPA label Contains stored data Blocked from being used for storing new data until it is recycled, following a cartridge rotation
Closed following incident	Has a Storeway DPA label Contains stored data Blocked from being used for storing new data until it is recycled, after an incident

Full	Has a Storeway DPA label Full with stored data May not be used for storing new data until it is recycled
Unknown	Has a Storeway DPA label Is unknown to Storeway DPA: this cartridge may come from another Storeway DPA, or have been deleted from the Storeway DPA database. It cannot be used by Storeway DPA until it has been deleted (operation which deletes the cartridge's Storeway DPA label)

In order to make it easier to identify cartridges, the Storeway DPA gives names to blank and unknown cartridges: blank cartridges are named "spare#####" and unknown cartridges are named "...-LF#####" , where ##### is a number.

These unknown cartridges (lost and found) may come from other Storeway DPA or may contain backups that are not in the Storeway DPA database (restoration from previous file).

- > **Last writing:** The last writing date indicates the date of the last backup or of the last cartridge recycle. When a cartridge is write-protected, it is this date that marks the start of the data retention period. At the end of this period, the cartridge may be automatically emptied and reused.
- > **Location:** Physical location of the cartridge as recognized by the Storeway DPA. A cartridge may be in the drive, in a slot in a library, in the mailbox of a library or even be located externally (cartridge is also said to be "off-line").

This page allows you to identify tapes used by the Storeway DPA, their location and where appropriate, to empty or delete their contents.

NOTE: For the Storeway DPA MB models, even if the cartridge in the drive cannot be used for backups, and even if the drive is empty, the backups may still run without any disruption, by storing the data to disk.

When a valid cartridge is subsequently inserted in the drive, the data will be copied to it. For both series, you have a breakdown of used disk space.

For MB models, the page presents the volume of data to copy for each retention period: backed up data is migrated to different cartridges, and disappear from the disk depending on the disk space requirements).

For LB models, the page presents the disk space occupied for each retention period (because on LB, backed up data remains on the disk drives, and it is PRA processing which writes critical data to tape).

Chapter 4. Glossary

Application

Application: Software or database that saves internal data to be backed up.

RBM: Storeway DPA web interface

Abbreviation of Remote Backup Management. This acronym refers to the Storeway DPASupervision Appliance.

DRP: Disaster Recovery Plan

Specific backup procedure for applications and systems included in a Disaster Recovery Plan for use after a major incident.

For Storeway DPA, this procedure also applies to the restore operation from tapes backed-up and stored off-site.

Location

Location: Physical or virtual location for classifying the systems backed-up by Storeway DPA.

Incremental backup

An incremental backup only backs up files that have been modified since the last backup.

NTP

NTP: Internet or internal time server using NTP (Network Time Protocol).

Supervision appliance

Storeway DPA containing a appliance for centralizing the information stored by other Storeway DPAs supervised by a central administrator.

System

System: Computer or machine (workstation or server to be backed up), recognized by its name (hostname). Each Storeway DPA system may only have one operating system.

Total Backup

A total backup performs a backup of all files on a given system.

For the Storeway DPA LB series, the page shows the volume of data to copy for each retention period: backed-up data is migrated to different cartridges and is removed from the disk depending on disk space requirements.

For the Storeway DPA MB series models, the page shows the space taken up on the disk for each retention period (since with the MB Storeway DPA, backed-up data remains on the library disks, written to tape during processing related to DRP)

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