



hp storage solutions

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application note

Integrating the Rapid Recovery for Exchange 2000 Solution with CA BrightStor ARCserve Backup

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description

The existing Rapid Recovery for Exchange solution provides procedures for calling various backup applications as part of an automated process for clone based backups of an Exchange 2000 database. This document extends the capabilities of the Rapid Recovery for Exchange 2000 solution by providing the necessary procedures for using clone volumes of Exchange 2000 databases as backup sources using the CA BrightStor ARCserve backup application.

scope

Solution: Rapid Recovery for Exchange 2000

Software: hp StorageWorks business copy eva V2.1 or greater

Third Party Products: CA BrightStor ARCserve Backup for MS Exchange

Operating System: Microsoft Windows Advanced Server 2000 SP3

Storage: Enterprise Virtual Array (EVA)

Application: Microsoft Exchange 2000 Enterprise Edition SP3

issue

The CA BrightStor backup application requires changing the log-on properties for switchboard services on the Business Copy client. CA BrightStor requires a change from system account to administrator account. The CA BrightStor backup application was previously not supported for backing up Business Copy created clones as part of the Rapid Recovery for Exchange 2000 solution.

resolution

Business Copy EVA v2.1 provides specific procedures for manually modifying switchboard services, allowing integration with the CA BrightStor backup application.

required actions

Upgrade to Business Copy EVA v2.1 in instances where clone based backups of Exchange 2000 are required in conjunction with CA BrightStor based backups.

procedure

Modifying Switchboard Services

By default, Business Copy processes executed by the SUSPEND, RESUME, LAUNCH, and LAUNCHUNDO job operations have the permissions of the System account. The CA BrightStor backup application restricts access to certain accounts and/or requires privileges that are not available to the System account. These cases can be supported by changing the account used by the Business Copy host agent service (Switchboard).

To make this change for Windows 2000 host computers:

1. Choose *Start > Run*
2. Type `services.msc`
3. Click *OK*

The Services window opens.

4. Right-click on the Switchboard service and select *Properties*

The Switchboard Properties dialog box displays.

5. Click the *LogOn* tab
6. Check *This account*
7. Type the desired account name and password.
8. Click *OK*

9. Verify that no Business Copy jobs are running

If Business Copy jobs are running, wait until the job completes.

10. Restart the Switchboard service to allow the changes to take effect.

Launching CA BrightStor Backups from within Business Copy

BrightStor commands are run on the Exchange recovery server at the command line. Business Copy launches the necessary backup scripts, which reside on the Host Agent. Backup commands are customized for a static backup process and have to be changed if a volume name or drive letter is changed.

The BrightStor command `ca_backup` can be used within a Business Copy script with the following variables:

- `-filesystem` tells BrightStor which volumes are to be backed up
- `-username` is the BrightStor domain account that has sufficient permissions to back up the volumes
- `-password` is the password for the BrightStor domain account
- `-runjobnow` tells BrightStor to run the job immediately, rather than refer to a pre-set schedule

example script—Brightstor.cmd

```
REM *** This file will issue commands to CA BrightStor ARCserve and run a full
backup of the ***
REM *** below Volumes SG1 (O:), SG1LOG (P:)
```

```
ca_backup -filesystem O: -filesystem P: -username caroot -password <password> -runjobnow
```

**for more
information**

hp StorageWorks business copy eva Technical Support Page

http://h20000.www2.hp.com/bizsupport/TechSupport/Home.jsp?locale=en_US&prodTypeId=12169&prodSeriesId=315919

Rapid Recovery for Exchange 2000 Solutions

<http://h18006.www1.hp.com/products/storageworks/solutions/rrex2k/index.html>

For questions or comment, please contact us at:

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