# Apprentice Information Systems, Inc.

It is important that you check the backup daily when you exchange the tape for the next day's backup. Here are a few quick steps to check to ensure you are getting a normal backup.

Your server screen should be at the backup screen, which will either say "Backup Exec – Administration Console" or "Backup Exec – Job Manager" at the top of the screen illustrated below. If you do not have these screens appearing on your monitor, press ALT-ESC on your keyboard repeatedly till you get to the backup screen.

Command I	Prompt - rcoasele				- 🗆 X					
Schedule	r: Online	Backup Exec -	Job Manager	Up time: 4:00 Tue, May 20, 2003 08	1:17:16 3:31:16					
Session Status										
	Status	Partition	Job Name	Uperation						
▶ 1	Ready				4					
Messages Initializing Low Administration backup unit. Initializing Concurrent unit. Initializing Channel unit. Initializing Queue Services unit. Initializing Session unit. The following storage devices were found for use with Backup Exec: Session 1 Drive 1 Descr: HA:1 ID:6 LUN:0 DELL PV-100T-DDS4 Initializing Scheduler unit. 05/17/03 12:19a - Backup completed on session 1. Status: Normal +05/20/03 12:20a - Backup completed on session 1. Status: Normal										
< 2>	Enter> - Sessi trl+X> - Exit <f1> - Help</f1>	on detail/utiliti	es <ctrl+o> <ctrl+t> <f9></f9></ctrl+t></ctrl+o>	- Change options - Offline/online - More instructions						

(Fig. - 1)

If your backup screen looks like Fig. - 1 above, follow the instructions on page 2 under the title "Early versions of Backup Exec."



(Fig. - 2)

If your backup screen looks like Fig. - 2 above, follow the instructions on the next page under the title "Later versions of Backup Exec."

Checking the Backup

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## Early Versions Of Backup Exec (Fig. - 1)

Your backup was SUCCESSFUL for the last day of backup when:

- The "Session Status" says ready and does not say ACTIVE in red.
- In the "Messages" section at the bottom of the backup box, the date, time, and completion status appears.
- It is normal to see messages that the backup is purging older backup catalog files no longer used.

There is a PROBLEM if:

- You get an ACTIVE status in the session status box or a backup completed with error message beside it.
- Please contact Apprentice Information Systems, Inc. at (479) 631-8054 or *support@apprenticeis.com*.

# Later Versions Of Backup Exec (Fig. - 2)

If your screen does not look like Fig. - 1, select the Job Logs option from the Administration menu using your arrow keys.

Your backup was SUCCESSFUL for the last day of backup when:

- The topmost entry in the Job Log says "Normal" as shown below.
- The completion date and time match the day for the backup procedure you are checking

🖾 Command Prompt - reconsole										
Backup Exec - Administration Console - VALIDATION										
Administration		Media_	Jobs D	rives	Options	About				
ľ	r		Job Log							
I	Job Name	Operation	User Name	Comple	tion Time	Status				
	►STFCAT08 STFCAT06 RestoreJob_2 RestoreJob_1 CatalogJob_6 STFRES6 STFRES5 CatalogJob_5 SALCAT01 STFRES STFCAT01	CATALOG CATALOG RESTORE RESTORE CATALOG RESTORE CATALOG CATALOG RESTORE CATALOG CATALOG	TAPE . ROGERS TAPE . ROGERS	05/19/ 05/08/ 04/21/ 04/21/ 04/07/ 04/07/ 04/07/ 04/07/ 03/07/ 03/06/ 03/06/ 	03 02:43p 03 03:45p 03 11:00a 03 10:44a 03 10:25a 03 11:11a 03 09:08a 03 09:00a 03 09:39a 03 09:39a 03 12:25p 03 10:51a /2003 09:06	Normal Normal Error Error Normal Error Normal Cancel Error Normal 5:07 AM				
	<pre><esc> - Exit <enter> - Vie <f1> - Help</f1></enter></esc></pre>	t window v log v	<spa< td=""><td>ceba<del>r</del>&gt; - <del> - <f5> -</f5></del></td><td>Select/Dese Delete reco Choose filt</td><td>elect ord and log ters</td><td>g</td></spa<>	ceba <del>r</del> > - <del> - <f5> -</f5></del>	Select/Dese Delete reco Choose filt	elect ord and log ters	g			

There is a PROBLEM if:

- You do not see your latest job listed at the top of the Job Log screen.
- At the right side of the log for the top listing it does not say "normal".
- If there is a blinking active alert in the top right corner near the About menu.
- If you have an error message in the status column or a blinking active alert.
- Please contact Apprentice Information Systems, Inc. at (479) 631-8054 or *support@apprenticeis.com*.

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### **Storage of Backup Tapes**

We recommend—

- Storing your backup tapes in a fireproof safe. The safe does not need to be locked, but make sure it is closed.
- Take at least one backup tape offsite each week in case of natural disaster, fire or other hazards which may occur in the office.

# **Backup Verification Service**

Even a successful backup procedure can let you down in extreme circumstances. Apprentice Information Systems, Inc. offers a service that will VERIFY that your backup system is backing up the files correctly and sufficiently.

You can help protect your data with this service by insuring you are getting a good backup of your data. AIS will also have a copy of your backup at our location, in case those at your site are lost or damaged beyond repair.

- The service is offered on a monthly basis or as a periodic service.
- It can be billed as an option on your annual maintenance agreement.
- All expenses (mailing, tape, verification) are included in a \$145 monthly plan.
- Periodic service is \$199 for each backup verified.

For more information please email us at <u>support@apprenticeis.com</u>.

### Write Protection

In order to ensure you will get a good backup for the following night, you must check for write protection on your tape. Write protection must be turned off so the server can write data to the tape.

There are currently three types of tapes being used by our customers. These types are the Travan, DDS, and the SDLT formats. To find which tape you have, select the figure below which best looks like yours and follow the directions accordingly.

#### Travan

The illustration shows the Travan cartridge with the write-protect switch in the non-protected (read/write) or unlocked position.



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### DDS



### **SDLT**

Write-protection switch on SDLT tape. Switch must not be showing red dot through it.

