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1. General

1.1. How does the Backup Deposit Box software work?

The Online Backup Suite consists of 3 main modules:

1. Client software – Online Backup Manager (**OBM**) or A-Click Backup Client (**ACB**)
2. Server software – Backup Deposit Box (**BDB**)
3. Optionally, a replication server – Replication Server (**RPS**)

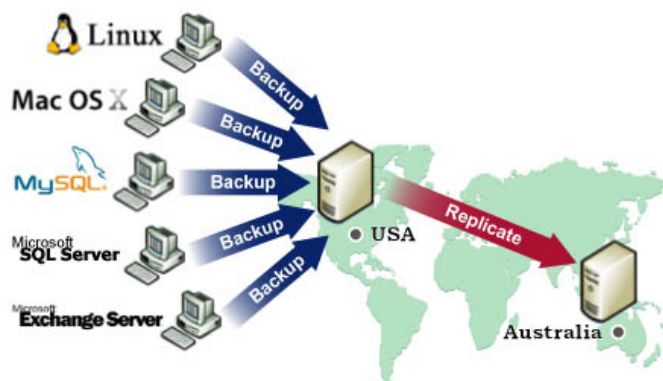
OBM is a sophisticated client application that is targeted for technically savvy end-users and for network administrators. It has a user-interface for easy yet robust backup configuration. It allows users to upload selected files to the Backup server and runs scheduled backup jobs. It also allows users to create different backup sets for different backup purposes. Besides file backup, OBM can back up a number of application databases, such as those for MS Exchange, MS SQL, Oracle, MySQL, Lotus Domino, and others. OBM supports Windows 2000, XP, 2003, Linux, Mac OS X, Novell NetWare, and Sun Solaris.

ACB is a 'lite' client application with basic file backup functionality and an intuitive user-interface. It is targeted for end-users (vs. network administrators). It allows users to upload selected files to the Backup server and runs scheduled backup jobs.

BDB is a server application that receives and stores backup data from OBM and ACB clients. It is usually located at a backup service provider location. It has a web-based Management Console that enables users to manage their own backup account or restore their own backup data. BDB supports Windows, Linux and Mac OS platforms.

RPS is another server application running on two paired backup servers at two different backup service locations. It provides redundancy for the service's BDB servers. If one of the BDB servers fails, the other still has a copy of all client backups.

The relationships are depicted in the diagram below.



OS Supported:
Windows, Linux, Mac OS X, Novell NetWare, and Sun Solaris

Application Supported:
Microsoft SQL Server, Microsoft Exchange Server, Oracle Database, MySQL Database,
and Lotus Domino / Notes

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1.2. What is the recommended bandwidth?

It really depends on the kind of data to be backed up, e.g. for personal file backups, the daily data transfer is usually very limited, while MS Exchange backup could be significant. You may want to use the following white paper as a reference:

<http://MyBox.BackupDepositBox.com/obs/download/BDB-Backup-Speed.pdf>.

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1.3. How do I run Online Backup Manager with Microsoft ISA 2004?

To connect OBM to BDB through Microsoft ISA Server, please do the following to enable the [Web Proxy] service on the ISA Server:

1. Open [Start] -> [Programs] -> [Microsoft ISA Server] -> [ISA Server Management]
2. On the left panel, select [Microsoft Internet Security and Acceleration Server] -> [SERVER] -> [Configuration] -> [Networks]
3. On the top menu, select [Action] -> [New] -> [Network]. Enter a "Network Name" (e.g. Internal) and define the IP address range for your internal network (e.g. 192.168.1.0 - 192.168.1.255)
4. Double click the new network that should now be added to on the bottom panel
5. Select the [Web Proxy] tab
6. Check both [Enable Web Proxy clients] and [Enable HTTP] checkboxes and choose a [HTTP port] for the web proxy service
7. (Optional) Press the [Authentication] button, check the [Basic] checkbox and the [Require all users to authenticate] checkboxes if you want to enable and enforce proxy authentication
8. Press the [OK] button to make the changes and press the [Apply] button to apply the changes
9. Open [Online Backup Manager] from the system tray and press the [Options] button
10. In the [Proxy Setting] section, select the [Proxy] radio button
11. Enter the hostname/IP address of the ISA server in the [Proxy Address] text field and the TCP port for web proxy service on your ISA Server in the [Port] text field
12. Press the [OK] button to connect to the server

If you run into any problems connecting to the BDB from OBM using ISA Server, please do the following to check if your request is being blocked:

1. On the left panel of [ISA Server Management], select [Microsoft Internet Security and Acceleration Server] -> [SERVER] -> [Monitoring]
2. Then select the [Logging] tab that appears on the right panel. Click the [Edit Filter] link and create a filter with the following values:
 - [Log Record Type] equals [Web Proxy Filter]
 - [Destination IP] equals [The IP address of Offsite Backup Server]
3. Press the [Start Query] button
4. Open [Online Backup Manager] again and try connecting to the BDB using the same procedure above.

Check if there are any errors generated in the log table.

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1.4. How do I install OBM on FreeBSD?

You can either run OBM on a Linux version of Sun Java JDK (performance might not be optimized) or on a FreeBSD native Java SDK.



Please do the following for the Linux version of Sun Java JDK option:

1. Install Linux binary compatible port to the FreeBSD machine
2. Install the Linux version of Sun Java 1.4.2 or above JDK onto the FreeBSD machine
3. Create a symbolic link from \$OBM_HOME/jvm to \$JAVA_HOME (installed in previous step)
4. Run \$OBM_HOME/bin/RunBackupSet.sh [BACKUP_SET_NAME] to run your backup
5. Run \$OBM_HOME/bin/Scheduler.sh to start the backup scheduler

Please do the following for the FreeBSD native Java SDK option:

1. Install Linux binary compatible port to the FreeBSD machine
2. Install the Linux version of Sun Java 1.4.2 or above JDK onto the FreeBSD machine
3. Compile the FreeBSD native Java 1.4.2 SDK using the JDK compiler installed in the previous step
4. Install the FreeBSD native Java 1.4.2 SDK onto the FreeBSD machine
5. Create a symbolic link from \$OBM_HOME/jvm to \$JAVA_HOME (installed in previous step)
6. Run \$OBM_HOME/bin/RunBackupSet.sh [BACKUP_SET_NAME] to run your backup
7. Run \$OBM_HOME/bin/Scheduler.sh to start the backup scheduler

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1.5. How do I install OBM on SCO Unix?

Please do the following to install OBM on SCO:

1. Install Java 1.4.x or above onto your SCO Unix box
2. Download obm-linux.tar.gz and expand it to \$OBM_HOME (e.g. /usr/local/obm)
3. Delete \$OBM_HOME/jvm and create a symbolic link from \$OBM_HOME/jvm to the SCO Unix Java VM
4. Run \$OBM_HOME/bin/BackupManager.sh to set up your backup set (or run \$OBM_HOME/bin/Configurator.sh if you are in command line mode. Then use the OBM Management Console to set up your backup sources and other settings)
5. Run \$OBM_HOME/bin/RunBackupSet.sh [BACKUP_SET_NAME] to run your backup
6. Run \$OBM_HOME/bin/Scheduler.sh to start the backup scheduler

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1.6. How do I install OBM on AIX?

Please do the following to install OBM on AIX:

1. Install Java 1.3.x or above (Java 1.4.2 or above recommended) onto your AIX box
2. Download obm-linux.tar.gz and expand it to \$OBM_HOME (e.g. /usr/local/obm)
3. Delete \$OBM_HOME/jvm and create a symbolic link from \$OBM_HOME/jvm to the AIX Java VM
4. Run \$OBM_HOME/bin/BackupManager.sh to set up your backup set (or run \$OBM_HOME/bin/Configurator.sh if you are in command line mode. Then use the web interface to set up your backup sources and other settings)
5. Run \$OBM_HOME/bin/RunBackupSet.sh [BACKUP_SET_NAME] to run your backup
6. Run \$OBM_HOME/bin/Scheduler.sh to start the backup scheduler

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1.7. The Windows version of OBM installer hangs, what could be the problem?

There are a few things that could create errors during or after executing the installer.

1. Make sure there is enough disk space on the machine.



2. Make sure you do not have any anti-virus software or pcAnywhere running, as this may create problems with InstallAnywhere installers.
3. There are also problems with InstallAnywhere installers and Dell OpenManager. If OpenManager is installed on the target system, be sure to disable it before installing OBM.
4. Hardware could cause errors as well. Try setting your [hardware acceleration display setting] to off. There are problems with certain versions of Java running along with certain video cards.
5. This may only be a Java problem.

Also, be sure the file size is valid and you are transferring the file in binary mode.

Java Testing

Please try running any of the Swing demos that came with the Java runtime in 1.4.X and see if it hangs on Windows. In order to fix this problem, some knowledge bases on the Internet suggest updating DirectX to at least DirectX 8.1. Most machines that got this problem had DirectX 7.0 installed. (You can use the "dxdiag" command to find out the DirectX version)

SUN recommends two workarounds for certain video card issues

1. The following will pass properties to the installer's Virtual Machine:
In Advanced Designer – Project -> Config -> Additional Arguments
set that to "-Dsun.java2d.d3d=false -Dsun.java2d.noddraw=true" without the quotes.
2. Set the following lax property in your LaunchAnywhere for your application's JVM:
lax.nl.java.option.additional=-Dsun.java2d.d3d=false -Dsun.java2d.noddraw=true

Add the same line to the uninstaller lax file, using a modify file action in your installer in post-install.

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1.8. The Installer doesn't seem to work. How can I manually install OBM on Windows?

To manually install OBM on Windows, you'll need to copy and zip the program directory (e.g. C:\Program Files\OBM) from another machine with OBM installed. Then do the following on the machine you wish to manually install:

1. Create the directory C:\Program Files\OBM
2. Unzip the OBM program directory archive to C:\Program Files\OBM
3. Run C:\Program Files\OBM\bin\install.bat
4. Run C:\Program Files\OBM\bin\Install-Scheduler.bat

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1.9. The Installer doesn't seem to work. How can I manually install OBM on Mac?

Try manually installing OBM on your Mac with the following instructions:

1. Choose Save, not Open, at
<http://MyBox.BackupDepositBox.com/obs/download/obm-mac.zip>
2. Expand obm50-mac.zip into /Applications/OBM
3. Run "chmod -R 755 /Applications/OBM" using Terminal
4. Double-click the "Online Backup Manager" icon in the /Applications/OBM folder

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1.10. Error occurred when Installing OBM on Novell.

Some users would have problems when trying to install OBM on Novell Netware. (The machine had met all the system requirements: Netware v5.1 and Netware Java v1.3.1). The user could receive the following error message during installation.



```
Exception in thread "main"  
Java.lang.noclass def found error.obm  
Java: class obm exited with status 1
```

Check the following

Please check if the OBM_HOME environment variable in SYS:\OBM\bin\BackupManager.ncf is correct.

```
envset OBM_HOME=SYS:\OBM  
envset OBM_CLASSPATH=$OBM_HOME\bin;$OBM_HOME\bin\obm.jar;  
$OBM_HOME\bin\obm-lib.jar  
envset LIB_PATH=$OBM_HOME\bin  
java -mx384m -Djava.library.path=$LIB_PATH -cp $OBM_CLASSPATH obm SYS:\OBM
```

Please change the SYS:\OBM environment variable to your installation directory.

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1.11. Are there any command line tools for OBM?

Yes, there are scripts in the [OBM Program Home]\bin and they are described below:

Windows

- Decrypt.bat: decrypts the specified backup files
- install.bat: installs the OBM icon to the System Tray and registers the Online Backup Scheduler as a service
- Install-Scheduler.bat: registers the Online Backup Scheduler as a service
- RegisterVSS.bat: re-registers Microsoft's Volume Shadow Copy service DLLs
- Remove-Scheduler.bat: un-registers the Online Backup Scheduler service
- Restore.bat: restores the specified snapshot of the backup set to the specified location
- RunBackupSet.bat: runs the specified backup set
- RunOBM.bat: launches the Online Backup Manager user interface
- Run-Scheduler.bat: starts the Online Backup Scheduler service
- SeedLoad.bat: runs seed load for the specified backup set to the specified location
- Uninstall.bat: removes the OBM icon from the System Tray and un-registers the Online Backup Scheduler service

Linux

- BackupManager.sh: launches the Online Backup Manager user interface
- Configurator.sh: configures client parameters such as Backup Server address, username/password, encrypting key, etc.
- Decrypt.sh: decrypts the specified backup files
- Restore.sh: restores the specified snapshot of the backup set to the specified location
- RunBackupSet.sh: runs the specified backup set
- Scheduler.sh: starts the Online Backup Scheduler service
- SeedLoad.sh: runs seed load for the specified backup set to the specified location
- StopScheduler.sh: stops the Online Backup Scheduler service

**You may have to set some variables in these scripts.*

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1.12. How does OBM detect changes in files? Does it use the Archive bit? Some tape backup software resets the Archive bit. Would this affect OBM when backing up the same data?

OBM compares timestamps of files on the offsite server with the corresponding copies on the sending machine. The archive bit is not used since it does not detect relocated files. Therefore, tape backup, or any other kind that changes the archive bit, would not affect OBM, and OBM does not affect them.

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1.13. Does OBM copy the same set of files regularly?

After the initial upload, subsequent backup jobs will only transfer the modified or new data to the Backup server. It depends on the nature of the data, but normally, less than 2% of all data is modified per day.

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1.14. Transfer Block Size is 128Kb by default. Is there a reason for this?

Backup data is transferred in blocks (instead of file by file) to minimize connection negotiation roundtrips. This setting is optimal for the backup operation. This is not the TCP/IP block size.

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1.15. How can I back up a huge data set over the Internet?

If you have a lot of data (e.g. 300GB) to back up to the backup server, it would take a considerable amount of time to perform the first full backup over the Internet. You can try the following method:

1. Use the **Seed Loading Utility** to back up your backup set to a local external hard disk (instead of directly transfer to the backup server)
2. Send the external hard disk to your backup service provider.
3. The backup service provider will then load all your backup files from your external hard disk into your backup account. This could save days (even weeks) of performing your first full backup.

Subsequent backups are incremental. Only new or updated files will be uploaded to the server. The amount of data transfer over the Internet should be relatively small.

Please refer to the User's Guide for details on the "**Seed Loading Utility**".

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1.16. What is the best way to restore a huge data set?

Your backup service provider can copy the data of the particular backup set on the BDB to removable media, e.g. external hard disk or DVDs, and ship it to you. You can then use the "**Decrypt Files Tool**" in OBM to restore the backup data.

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1.17. Does In-File Delta backup require a temporary working directory?

OBM requires temporary storage for the delta file before it gets sent to the BDB server.

For example:

If you have a 10GB file that has already been backed up to the server and you have updated 10MB of this file, you need to have at least 10MB of free space in the temporary directory for the delta file. You do not need 10GB of free disk space.



Also, if you want to back up 5 different 10GB files, you will only need 10MB of free space, not 5 x 10MB, because each delta file will be automatically deleted right after it has been backed up. The temporary space will be re-used for each of the 5 transactions.

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1.18. What is the average compression ratio?

All backup files are compressed and encrypted before uploading to the backup server. The average compression ratio for a text-based file is around 4:1. However, no further compression can be made on files that are already in compressed format (e.g. JPG, ZIP). In general, you can assume a 2:1 compression ratio when you are backing up a file set with a variety of types.

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1.19. Can I change my encrypting key?

The encrypting key for any one backup set cannot be changed. This is necessary for the integrity of the backup set. Different backup sets may have different keys, but the key used to restore a set must be the same one used to create that set.

You need to recreate your Backup Set if you really want to change your encrypting key.

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1.20. The “Use Login Password as Encrypting Key” option was selected when creating the backup set. Why can’t I restore the backup data with my most current login password?

By selecting the “User Login Password as Encrypting Key” option when creating a backup set, OBM will set your login password as the encrypting key for the backup set. Once set, even if you change your login password afterward, the encrypting key will remain as your original password. In other words, if you have changed your login password, you still need to use the original password to decrypt and restore the backup set.

Currently, if the encrypting key is forgotten or lost, the backup set can never be restored. It is not possible to restore without the key used in the creation of the set.

You can find out more from

<http://MyBox.BackupDepositBox.com/obs/download/EncryptingKey.jpg>

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1.21. What kind of encryption is used by OBM?

There are two encryption types used:

1. **Encryption of backup data** - This is being done by 128-bit symmetric key encryption (AES, TripleDES, TwoFish), what is currently being used by most banks.
2. **Encryption of backup traffic** - This is being done by 1024 bit RSA public key encryption. The strength of the encryption depends on the key size you use when you generate your CSR before submitting to your Certificate Authority (CA). 1024 bit is what is being used by most CAs.

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1.22. When I select the backup option “local hard drive” to back up to an external hard drive, it fails in the middle of the process. Why?

Please check if the external hard drive is in FAT32 format. And also check whether there is any folder containing more than 32000 files and there is no file bigger than 4GB, a FAT32 limitation. You may try to convert the FAT32 volume to NTFS.

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1.23. Scheduled backup jobs are not running on my Windows machine. Why?

Please try the following:

1. Check if [Control Panel] -> [Administrative Tools] -> [Services] -> [Online Backup Scheduler] is available and started
2. Check if C:\Program Files\OBM\home.txt contains the home directory for your backup account (e.g. C:\Documents and Settings\Administrator\obm)
3. Check if C:\Program Files\OBM\jvm\bin\SchedulerOBM.exe exists
4. Check if C:\Program Files\OBM\log\Scheduler\info.log contains the startup loading entry, e.g.
 - i. [2005/12/12 12:42:44] OS Name=Windows XP
 - ii. [2005/12/12 12:42:44] OS Version=5.1
 - iii. [2005/12/12 12:42:44] Scheduler Version=5.0.1.3e
 - iv. [2005/12/12 12:42:44] Java Vendor=Sun Microsystems Inc. Version=1.4.2_10
 - v. [2005/12/12 12:42:44] [info] Starting Scheduler, User:'backup-account', Home:'C:\Documents and Settings\Administrator\obm'
5. Check if C:\Documents and Settings\Administrator\obm\log\Scheduler\debug.log contains the debugging information for your scheduler

If your system settings are not the same as above, please download a new installer (obm-win.exe) from our website and try again.

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1.24. I am having problems with my scheduled backup. Why?

If you are backing up files from a network drive, please check if you have included the valid “Network Resources Authentication” information for the backup set. This is required for scheduled backups that access any network resources.

You can refer to the following screenshot:

<http://MyBox.BackupDepositBox.com/download/Network-Resources-Authentication.jpg>

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1.25. I cannot get proxy authentication to work with OBM. Why?

If you are using port 80, please check whether your proxy server accepts “HTTP CONNECT” calls on port 80. You may also want to try other ports like 443 to see if your proxy server accepts that.

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1.26. Can I back up an entire Operating System?

Yes and No. You can backup/restore the operating system by doing the following, but this is not hard disk imaging:

To back up all files including the operating system, please do this:



1. Add all files to your backup source
2. Add a System State backup type to your backup account (Windows only)

To restore all files including the operating system, please do this:

1. Re-install the operating system and applications
2. Restore the System State backup to your machine (Windows only)
(To restore the System State data on a server that is a domain controller, you must first start your server in "Directory Services Restore Mode"). To access "Directory Services Restore Mode", press F8 during startup and select it from the list of startup options. Restore the System State.
3. Restore all files to your machine

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1.27. When setting up a Microsoft SQL backup set, I cannot list the available SQL servers. What can I do?

You can try running "osql -L" at a command prompt. You should see the following:

```
Servers:  
  (local)  
  SQLSERVER1\INSTANCE1  
  SQLSERVER2\INSTANCE2
```

If you have a firewall installed, please disable it. UDP Broadcast must be allowed.

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1.28. Why are the Microsoft SQL Server databases missing from the backup source list?

If you have firewall installed on your network, please make sure UDP port 1434 is allowed on the SQL Server.

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1.29. How do I set the recovery model of a MS SQL database to FULL?

You can change the recovery model by running the following commands with each of the database that you want to run transaction log backup.

```
C:\> osql -E -S SQLSERVER1\INSTANCE1 -Q "ALTER DATABASE xxx SET RECOVERY FULL"
```

Where

SQLSERVER1\INSTANCE1 = the SQL Server and the corresponding instance

xxx = the name of the database

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1.30. Windows network map drive connections are not stable. Why?

You may want to try editing a few Windows Parameters.

SMB Size

When running applications that copy or move a large amount of data to a remote server, the speed of such action is determined by network speed and by the SMB (a protocol related to Windows drive mapping) size.

NT/2000 negotiates the SMB size and will generally set this to 4K blocks for applications that are moving or copying data to a remote server. By increasing this block size, you will allow the server to complete its file copies faster. This will increase the performance of the application making the copy/move calls.



HKEY_LOCAL_MACHINE\System\Current Control Set\Services\LanmanServer\Parameters

"SizReqBuf" = REG_DWORD

Set Value To: 16000 = HEXDEC

Ref: <http://support.microsoft.com/default.aspx?scid=kb:en-us:320829>

Map Drive Auto Disconnect Settings

Reference: <http://support.microsoft.com/kb/138365/EN-US/>

<http://support.microsoft.com/default.aspx?scid=kb:en-us:297684>

HKEY_LOCAL_MACHINE\System\Current Control Set\Services\LanmanServer\Parameters

Autodisconnect to: ffffffff

Creating a .bat file for better performance

If you are still having problems, you may want create a bat file and schedule this file to run every 10 minutes. Try:

.bat file settings:

```
-----  
ping mapdrv  
ping 192.168.1.15  
net config server /autodisconnect:-1  
net use /persistent:yes  
net use "\\mapdrv\DATA STORAGE1"  
net use "\\192.168.1.15\DATA  
net use d: \\192.168.1.15\DATA STORAGE1  
net use e: "\\mapdrv\DATA STORAGE1"  
dir d:\  
dir e:\  
-----
```

- mapdrv = your Network Attached Storage (NAS) device network name
- 192.168.1.15 = mapdrv

In addition, create a host file on the server hosting the program with the following entry in it:

- mapdrv = 192.168.1.15

And if you are on a 2003 server, refer to the following:

Reference: <http://support.microsoft.com/default.aspx?scid=kb:en-us:890553>

For Windows 2000, you may want to install the following Hotfix:

Windows2000-KB903237-x86-ENU

Reference: <http://support.microsoft.com/default.aspx?scid=kb:en-us:903237>

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1.31. There is an error when backing up files on a remote NetWare server. What can I do?

If you want to back up \\SERVER\SHARE that is located on a NetWare server and you are getting a "**Network drive is not accessible**" error message, try adding the following command as a [Pre-backup command]

```
net use \\SERVER\SHARE [PASSWORD] /USER:[DOMAIN | MACHINE_NAME]\[USERNAME]
```

This will authenticate the current process with the NetWare server and therefore allow your backup to run correctly.

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1.32. What are the advantages and disadvantages of backing up multiple computers using a single backup account?

Advantages

- You require less backup accounts
- You can use one username and password to configure the backup setting for all backup sets

Disadvantages

- Whenever a new backup set is created under the backup account, you need to go back to all computers using the same backup account to uncheck the **“Run scheduled backup on this computer”** option for the new backup set (Since the backup setting is saved on the offsite backup server and the new backup set is the default to run, it affects all computers, i.e. the option for the new backup set is checked).
- Improper configuration could easily cause problems that are difficult to debug.

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1.33. Does the OBM upgrade the installation of Java on a client machine, or does it install a separate copy for its own use?

OBM uses its own copy of Java and leaves the system Java VM intact.

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1.34. Is it possible to do incremental or differential backups with MySQL?

Yes and No. Our In-File Delta feature ensures that only the changed data blocks within the dump file are uploaded to the Backup Server. MySQL backup is done with a SQL Dump file, and it generates a single file. In-File Delta can upload just the changed portion of the file, even though mysqldump cannot do an incremental dump.

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1.35. How does the “Remove retention files for overlap policy” under Advanced Retention Policy work?

In general, daily snapshots followed by a weekly snapshot or a monthly snapshot, etc. will be removed; weekly snapshots followed by a monthly snapshot or a quarterly snapshot, etc. will be removed; and so on.

This is illustrated by the following example.

Assume today is 17Jan06, and the Advanced Retention Policy is as follows:

- Daily: retain for 7 days
- Weekly: retain for 4 weeks (the job will be performed on Saturday)
- Monthly: retain for 3 months (the job will be performed on the 1st of each month)

If **“Remove retention files for overlap policy”** is NOT enabled:

Then a total of 14 snapshots (7+4+3) will be kept on the server, i.e.:

(*Daily*): 10Jan06, 11Jan06, 12Jan06, 13Jan06, 14Jan06, 15Jan06, 16Jan06
(*Weekly*): 24Dec05, 31Dec05, 7Jan06, 14Jan06
(*Monthly*): 1Nov05, 1Dec05, 1Jan06

If **“Remove retention files for overlap policy”** is enabled:

Then only the following snapshots are kept: 1Nov05, 1Dec05, 1Jan06, 14Jan06, 15Jan06, 16Jan06.



Specifically, the weekly policy overrides the daily policy so 10Jan06, 11Jan06, 12Jan06 and 13Jan06 will be removed. The monthly policy overrides the weekly policy, and 24Dec05, 31Dec05 and 7Jan06 will be removed.

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1.36. What is incremental backup and how does In-File Delta work?

In an incremental backup, only modified files will be uploaded to the Backup Server.

In-File Delta is applicable to the physical files to be uploaded to the Backup Server. It does not matter whether it is a MS SQL database file, MS Exchange transaction log file or any normal file in a File Backup Set. Only the changed blocks, in comparison to the original file, will be uploaded.

For each modified file, OBM would determine whether the entire file or only delta file should be uploaded. If the entire file is to be uploaded, the old version of the file will be moved to the Retention area. If only the delta file is to be uploaded, the previous delta files will be moved to the Retention area and the Data area will contain the original full backup file, checksum file and the latest delta file of this file.

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1.37. How does the “Auto” block size work under In-file Delta settings?

If the block size is set to “Auto”, the effective block size (Started from OBM v5.0.1.7) will be chosen from the following table based on the file size of the updated file:

File Size	Delta Block Size
0 - 500M	4k
500M - 2G	8k
2G - 8G	16k
8G - 15G	32k
> 15G	64k

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1.38. What happens when we do In-File Delta backup on a directory?

When you do backup, the Online Backup software will do the following:

1. Check if any files are added, updated or deleted (the calculation of these files are based on files having the same filename).
2. New files will be uploaded to the server in whole.
3. Deleted files will be removed from Data area and placed into the Retention area on the Backup server.
4. Updated files will be processed by the In-File Delta option (i.e. only changed data blocks within the files will be uploaded to the Backup Server)

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1.39. Does OBM have to stop an application when doing online backups?

OBM can back up application data while an application is still running. We have special agents for MS Exchange Server, MS SQL Server, Oracle, Lotus Notes and MySQL, which allow these applications to be backed up while they are active. With the **Volume Shadow Copy** feature started from OBM v5.0, we are able to back up other types of applications while they are active.

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1.40. What are Off-line Backup, Logout Backup Reminder and Local Backup features?

Off-line Backup is designed for notebook users who are off-line most of the time, and cannot rely on a backup schedule to back up regularly. The backup interval allows notebook users to specify the interval that they would like their data to back up. If this interval has elapsed, backup will run automatically once this machine is connected.

Logout Backup Reminder asks if backup should be done at logout or shutdown.

Local Backup allows an extra copy of backup to be kept on a local hard disk when backup is running.

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1.41. Why is my OBM running backup once every hour?

You might have "**Off-line Backup**" enabled for every hour. Please do the following to disable that:

1. Log on to OBM
2. Select the backup set in the left panel
3. Select the [Extra Backup] node under the backup set node in the left panel
4. Uncheck the [Enable off-line backup] checkbox under the "Off-line Backup" section
5. If you want to do this to all backup sets, please repeat the previous steps for each backup set

Press the [Save Setting] button on the toolbar

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1.42. How do I disable "logout backup reminder"?

To disable the "**System Logout Backup Reminder**", please do the following:

1. Log on to OBM
2. Select the backup set in the left panel
3. Select the [Extra Backup] node under the backup set node in the left panel
4. Uncheck the [Enable System Logout Backup Reminder] checkbox under the "System Logout Backup Reminder (Windows)" section
5. If you want to do this to all backup sets, please repeat the previous steps for each backup set

Press the [Save Setting] button on the toolbar

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1.43. How do I upgrade OBM from V4.5 on Linux?

Please do the following for this upgrade:

1. Shut down the backup scheduler by running "touch \$OBM_HOME/ipc/Scheduler/stop"
2. Make the directory ~/.obm
3. Move old \$OBM_HOME/log and \$OBM_HOME/config to ~/.obm
4. Rename \$OBM_HOME to \$OBM_HOME.bak
5. Install new OBM to \$OBM_HOME and expand all files into \$OBM_HOME
6. Run \$OBM_HOME/bin/BackupManager.sh (or \$OBM_HOME/bin/Configurator.sh if in command line mode) to configure your backup set. All your old settings should still be there.
7. Run \$OBM_HOME/bin/Scheduler.sh to start the backup scheduler (you must have run \$OBM_HOME/bin/BackupManager.sh or \$OBM_HOME/bin/Configurator.sh once, before starting up the scheduler)



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1.44. How do I change the .obm path for Novell?

Please take a look at SYS:\OBM\home.txt. It contains the path to the .obm directory. You can do the following to make the changes:

1. Stop the scheduler
2. Change the entry in SYS:\OBM\home.txt to another directory
3. Copy the .obm directory from the existing location to the new location
4. Start the scheduler
5. Open "SYS:\OBM\bin\BackupManager.ncf" and append the updated .obm path to the end of the whole command line.

Example

```
java -mx384m -Djava.library.path=$LIB_PATH -cp $OBM_CLASSPATH obm  
SYS:\OBM C:\[new location]\.obm
```

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1.45. The MS SQL or MS Exchange database backup job stores 2 copies of the spooled database file in the "temporary directory" (tagged with different datetimes). This has taken up extra disk space. Is this necessary?

If you have interrupted any of the backup jobs, the file tagged with the datetime of the corresponding backup job will be renamed to its original file name just before it is uploaded. This is necessary as we need to ensure that the snapshot of different dates will not overwrite each other.

If a backup job is still running, just let it run to completion. If backup has been stopped, just remove all files tagged with the corresponding datetime in the "temporary directory" and try to perform a **full database backup** again.

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1.46. What do I have to do in order to back up open files?

You need to be on OBM v5.0 or above, as well as have support from the underlying Operating System (OS). Windows XP and 2003, by default, come with **Volume Shadow Copy**, which allows the backup of open files. For older platforms, e.g. Windows 9x/ME/NT/2000 or NetWare, we recommend using a third party open file manager (e.g. St. Bernard Open File Manager - <http://www.stbernard.com/>) if open file backup is required.

**Open file option is not required on Linux/Unix/Mac OS X because no files are held exclusively open by applications, normally a limitation, but in this case a useful feature.*

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1.47. How does Volume Shadow Copy work?

Please refer to:

<http://technet2.microsoft.com/WindowsServer/en/Library/2b0d2457-b7d8-42c3-b6c9-59c145b7765f1033.msp#>

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1.48. In Windows, when OBM is creating a Shadow Copy Set, it gets the “[ERROR] E_UNEXPECTED” error. What can I do?

This is a Microsoft Volume Shadow Copy issue. Microsoft's recommendation is to try re-registering the Volume Shadow Copy Service. If you are on Win XP Pro, you can simply run the batch file available in C:\Program Files\OBM\bin\RegisterVSS.bat or use the one we provide for you at

<http://MyBox.BackupDepositBox.com/download/RegisterVSS.bat>

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1.49. How do I back up Oracle 7.3.4 on NetWare?

To back up Oracle 7.3.4 on NetWare 5.1, you need to do the following:

1. Back up all Oracle 7.3.4 data files, control files, and pfile.
2. Use "exp" (export utility) to dump the Oracle database to a dump file (use the pre-backup command in OBM)
3. Use OBM to back up this file

It is not possible to use the Oracle agent.

When you need to restore the database, just restore all data files, control files, pfile to the original location and use "imp" (import utility) to put the data back into the Oracle database.

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1.50. How do I back up NTFS permissions?

For version 5.1 or later, NTFS permissions are also backed up. For other versions, please do the following:

1. Download and install
<http://www.microsoft.com/downloads/details.aspx?FamilyID=E8BA3E56-D8FE-4A91-93CF-ED6985E3927B&displaylang=en>
2. Add a pre-backup command to dump the NTFS permissions of all files you want to back up into a dump file. For example, if you want to have all files under the C:\ drive saved to C:\NTFS-Permission.txt, please add

```
"C:\Program Files\Windows Resource Kits\Tools\subinacl" /noverbose  
/outputlog=C:\NTFS-Permission.txt /subdirectories C:\*.* /display
```

to your pre-backup command.

3. Add "C:\NTFS-Permission.txt" to the [Backup Source] of this backup set

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1.51. How do I restore NTFS permissions?

For version 5.1 or later, the backed up NTFS permissions will be restored automatically. For other versions, assuming the NTFS Permissions are being stored in "C:\NTFS-Permission.txt", please do the following:

1. Restore "C:\NTFS-Permission.txt" from the backup server using OBM
2. Apply all NTFS permissions to all your backup files by running:

```
"C:\Program Files\Windows Resource Kits\Tools\subinacl" /playfile  
C:\NTFS-Permission.txt
```

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1.52. How do I back up file permissions in Linux?

For version 5.1 or later, Linux file permissions are also backed up. For other versions, please do the following:

1. Add a pre-backup command to dump the Access Control List of all files you want to back up into a dump file. For example, if you want to have all files under /home saved to /ACL.txt, please add:

```
cd /; getfacl -R home > ACL.txt
```

to your pre-backup command.

2. Add "/ACL.txt" to the [Backup Source] of this backup set

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1.53. How do I restore file permissions in Linux?

For version 5.1 or later, the backed up Linux file permissions will be restored automatically. For other versions, assuming the Access Control Lists are being stored in "/ACL.txt", please do the following:

1. Restore "/ACL.txt" from the backup server using OBM
2. Apply all Access Control Lists to all your backup files by running

```
cd /; setfacl --restore=ACL.txt
```

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1.54. How do I remove OBM completely from my Windows machine?

If you want to completely remove OBM from Windows, after uninstalling the software from [Control Panel] -> [Add or Remove Programs], please do the following:

- Ensure that the OBM installation directory is deleted (sometimes not removed automatically)
- Remove the C:\Documents and Settings\administrator\.obm\ folder (intentionally left undeleted, since important information is there about the user, backup sets, and the encryption keys)

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1.55. Does OBM work with dial-up connections?

Yes. It makes no difference to OBM if the connection is always on or not.

And this is nice: If you want Windows to connect to the ISP automatically when a backup starts, you can go to [Control Panel] -> [Internet Options] -> [Connections] and select "Always dial my default connection".

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1.56. The OBM crashes when opening [Backup Source] of a Lotus Domino/Notes backup set. What can I do?

Check to see if you can find the hs_err_pid?????.log file under [OBM Home], and if it contains the error "Unable to complete restart processing, err = Recovery Manager: Error from Logging Subsystem", please do the following:

1. Go to [Configuration], select [All Server Documents] and choose your corresponding server.
2. [Disable] Transactional logging at Basics



3. Go to [Control Panel] -> [Administrative Tools] -> [Services] and restart [Lotus Domain Server] Service
4. Go to [Configuration] -> select [All Server Documents] and enable Transaction Logging
5. Make sure your logging style is "Archived"
6. Go to [Services] and restart Lotus Domain Server Service again

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1.57. How do I restore a machine from my System State backup?

To recover a machine from scratch, do the following:

1. Re-install the operating system (or restore a drive image – see step 2)
2. Re-install all applications installed (you can accomplish the same result as both step 1 and step 2 by re-imaging a hard drive from an image taken of the whole system after any updates and software installations. Use imaging software like Ghost, Drive Image Pro, Acronis, or StorageCraft to do so. If you do this, start by using the image instead of performing step 1 and the re-installation of applications of step 2.
3. Restore the System State backup. This will update the recovered system with the latest configuration and settings.
4. Restore all data files to the recovered system.

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1.58. What is the limit on file size that BDB can back up?

There is no limitation on the file size at the application level. Instead, this limitation is imposed by the underlying operating system. With modern operating systems, you should have no problem backing up files at a few TB in size (e.g. NTFS has a file size limit of 16TB).

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1.59. Is 128-bit SSL secure enough for communication between OBM and BDB?

Under most situations, 128-bit is already more than enough for commercial use (Please see <http://MyBox.BackupDepositBox.com/download/BDB-Security.htm>). Also, encryption strength doesn't rely solely on the number of bits used in the encryption. The choice of a random source and random salt are just as important. In addition, the backup data are encrypted and compressed before sending, which enhances the security.

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1.60. How is data privacy being maintained on BDB?

All data are encrypted with the user's defined encrypting key before they are sent to the online backup server. The encrypting key is not stored on the BDB server or any other device. Without the encrypting key, the backup files are useless to anyone, including the owner and staff at BDB/ITG. The backup user is the only person who can decrypt the backup files to reveal/use the original content.

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1.61. What is the purpose of the Retention area?

Deleted and modified files in the current backup are moved to the **Retention area** in BDB, where they will stay as defined by the retention policy of the backup set. You can restore those files that are still in the Retention area. The purpose of the Retention area is to facilitate



retrieval of historical snapshots of a backup set, i.e. to have prior backup versions, not just the latest version.

Note that the data in the Retention area still counts towards your quota. To save more versions, your usage may necessitate an increase in your quota, which may increase your charges. Conversely, to reduce your charges, if fewer versions are retained and the result drops the storage to less than another quota price point, you could change your plan to one that has a lesser charge. Retained versions stay in the Retention area as defined by your retention policy.

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1.62. May I see an example of how the Retention area works?

Suppose you have 10GB of initial data which grows by 200MB (0.2GB) per day, and on each day 100MB (0.1GB) of the data is modified or deleted from the source machine. Assume you take the default retention policy setting of 7 days. Then,

Day 0: Data = 10G; Retention = 0; Total quota used = 10G;
Day 1: Data = 10.2G; Retention = 0.1G; Total quota used = 10.3G;
Day 2: Data = 10.4G; Retention = 0.2G; Total quota used = 10.6G;
...
Day 7: Data = 11.4G; Retention = 0.7G; Total quota used = 12.1G;
Day 8: Data = 11.6G; Retention = 0.7G; Total quota used = 12.3G;
(The 0.1G from Day 1 is removed from the Retention area)
Day 9: Data = 11.8G; Retention = 0.7G; Total quota used = 12.5G;
(The 0.1G from Day 2 is removed from the Retention area)
...and so on

Therefore if data is not being modified or deleted frequently, then the size of Retention area should be minimal.

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1.63. Is it possible to keep 5 years of backup? If so, do I need to set the retention policy to 1825 days?

Yes. You might set days to 1825 or not to accomplish this. It depends on your backup requirements. If you need to be able to restore any of the snapshots for any of those 1825 days, then yes, you need to set a 1825-day retention policy.

On the other hand, if you only need the snapshots of 31 December for 5 years, then you can make use of the "Advanced Retention Policy" feature, where you have options to keep yearly, quarterly, monthly, weekly or daily snapshots. With this flexibility, you should be able to configure your desired backup policy to meet your needs without unnecessary storage and costs.

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1.64. Unmodified files are not uploaded to BDB regularly. Is this normal?

Only files that have been deleted or have been updated by a newer version are stored in the Retention Area. All other files stay in the Data Area as the current copy and they are not affected by the retention policy. In other words, unmodified files could stay in the BDB forever.

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1.65. Is there a tool to verify the integrity of the backup data on BDB?

The BDB software already has a built-in checksum mechanism to ensure integrity. When a file is uploaded, the BDB server verifies the checksum before marking it as a successfully transferred file.



In addition, there is a weekly "**Rebuild User Storage**" batch job, configurable under [Manage System] -> [Routine Job] -> [System Job] section in the BDB Management Console that staff at BDB may use. This is to ensure that all backup files are validated and no errors occur when users need to restore files.

The settings are as follows:

- Enable File Validation
 - Verify "Filesize & Checksum" - Verify the backup file size with its expected values, and the checksum of the backup file with the value saved during upload
 - Verify "Filesize Only" – Only verify the backup file size with its expected values

**Note that if the [Enable File Validation] is unchecked, it would not validate if the actual file size has changed.*
- Corrupted File Action
 - "Log information only" - Just log it in the system log and do nothing
 - "Move to retention dir" - Back it up in [User Homes]\[User Login]\errFiles and remove this file from the Data area

You may request this process be performed on your data at any time. Do so by e-mail. There is no charge as long as it is requested once per month or less. If requested more often, the additional labor for the job and a reply e-mail report will be charged at our current published rate, which you may find on the Backup Deposit Box web page.

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1.66. How do I rename a backup account on BDB?

You can request this from the staff at BDB. See the BDB web page support area.

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1.67. Can I change the Backup Client type between ACB User and OBM User?

Yes. You need to make the request by email.

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1.68. Is it possible to move backups from one account to another? Can the data be merged into an existing account?

Yes, it is possible. You may make the request by email.

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1.69. What is the average speed for replication?

The following is data obtained from the replication speed test conducted using two machines (for both BDB and RPS) running Intel Xeon 3.2GHz with 2GB of RAM over a 2M/2M DSL line with both SSL and encryption enabled:

```
485 04:22:10 PM Replicating 'D:\BDB-Data\system\logfiles\log04b5.alf' (9.9M)
486 04:22:53 PM Replicating 'D:\BDB-Data\system\logfiles\log04b6.alf' (10M)
487 04:23:37 PM Replicating 'D:\BDB-Data\system\logfiles\log04b7.alf' (9.8M)
488 04:24:24 PM Replicating 'D:\BDB-Data\system\logfiles\log04b8.alf' (9.9M)
489 04:25:08 PM Replicating 'D:\BDB-Data\system\logfiles\log04b9.alf' (9.8M)
490 04:26:53 PM Replicating 'D:\BDB-Data\system\logfiles\log04ba.alf' (9.9M)
491 04:27:48 PM Replicating 'D:\BDB-Data\system\logfiles\log04bb.alf' (9.9M)
```



The following is data we obtained from a similar test over 100Mb Ethernet:

```
103 08:11:38 PM Replicating 'E:\Project\Testing\bdb\v50\conf\rpsSend.xml.9' (929)
104 08:11:38 PM Replicating
'E:\Project\Testing\bdb\v50\webapps\bdb\download\obm-linux.tar.gz' (38.5M)
105 08:12:29 PM Replicating
'E:\Project\Testing\bdb\v50\webapps\bdb\download\obm-mac.zip' (12M)
106 08:12:45 PM Replicating
'E:\Project\Testing\bdb\v50\webapps\bdb\download\obm-netware.zip' (6.7M)
107 08:12:54 PM Replicating
'E:\Project\Testing\bdb\v50\webapps\bdb\download\obm-solaris.tar.gz' (6.6M)
108 08:13:02 PM Replicating
'E:\Project\Testing\bdb\v50\webapps\bdb\download\obm-win.exe' (39.5M)
109 08:13:56 PM [End] Refreshing File
```

Total throughput of 837 MB/hour and 2.63 GB/hour for 2M/2M DSL and 100MBit LAN Ethernet respectively can be reached. If you are not getting close to this speed with similar network and machine setup, please check your I/O, network subsystem, or CPU usage to see if there is a bottleneck.

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2. Common Error Messages

2.1. "Quota Exceeded"

This means that the backup account has run out of its allocated quota. Please contact BDB to increase your backup quota.

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2.2. "Access is denied"

This means that the file is not accessible by OBM. Please check if the system account that runs OBM has read access permission to the mentioned file.

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2.3. "Checksum incorrect" / "Uploaded file size incorrect"

This error occurs when the backup file uploaded to the BDB server is corrupted. Corrupted backup files will not be stored on the backup server. However, it will be attempted again during the next backup job.

If more than one backup job of the same backup set is being run on more than one computer at the same time, you might get this error. Please check if you have installed the client software (OBM) with the same backup account on more than one computer.

Also, please check the file C:\Program Files\OBM\home.txt and see if you have more than one ".obm" record in the file C:\Documents and Settings\Administrator\.obm that refers to the same backup account on the BDB server. If you can find such entries, simply remove the redundant lines from this file and restart the computer.

Sometimes this problem can be caused by network instability. If this only happens occasionally, you can safely ignore this error.

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2.4. "File 'obm-delta.tmp' does not exist on server" / "File 'obm-chksum.tmp' does not exist on server"

For OBM v5.0.1.4 or before, please:

1. Upgrade your OBM to a newer version.
2. Delete the obm-delta.tmp or/and obm-chksum.tmp files from your "temporary backup directory", (e.g. C:\Backup\MSExchange\1137065709669).

For later versions of OBM, you can simply do step 2 to remove the problematic files which were left behind during the backup operations of previous versions.

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2.5. "C:\xxx\yyy\zzz.txt has been removed already"

There is latency between the backup agent with the list of files to be backed up and the time these files are actually backed up. If any of these files are removed between this latency, an informative message, "C:\xxx\yyy\zzz.txt has been removed already", will be logged in the backup log report. Under most conditions, you don't need to worry about this since files created and then removed in this situation are usually temporary files. It is used by some other applications and it is not necessary to back up these files.

If you are using In-File Delta, please make sure the "Temporary directory for storing backup files" setting of your OBM is pointing to a writable directory with plenty of disk space.

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2.6. "The process cannot access the file because another process has locked a portion of the file"

You get this message when backing up "C:\xxx\yyy\zzz.txt" because another application has made a read-exclusive lock on "C:\xxx\yyy\zzz.txt". The backup agent, therefore, is unable to open the file to read its content. Please try the following to resolve this problem:

- Enable the Volume Shadow Copy option for the corresponding backup set if you are on Windows 2003 or XP.
- If you are on an older version of Windows, you may need to obtain a generic "Open File Manager", like St. Bernard Open File Manager - <http://www.stbernard.com/>, in order to back up the locked file(s).
- If the locked file is a database file held open by one of our supported applications (e.g. Microsoft SQL Server, Microsoft Exchange Server, Oracle, Lotus Domino/Notes, MySQL), simply use the corresponding add-on module to back up the database.
- If the locked file is not important (e.g. C:\pagefile.sys), simply exclude the locked file from your backup source. By doing so, this message will not appear again.
- If the locked file is a file held open by some other third party applications, you can use the [Pre/Post Command Line Tool] to shutdown/restart the application that is locking the file before/after a backup job to make sure that no locks are on files during backup.

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2.7. "The process cannot access the file because it is being used by another process"

This means that the file is currently locked by another process (or program). Please shut down the program locking this file before running the online backup program again. You can also refer to "[What do I have to do in order to back up open files](#)" for more information (for the file backup set type only).

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2.8. "Premature end of input"

It means that the client software has a problem downloading the list of files to be backed up from the backup server. It will retry getting the list again. This is nothing to worry about. OBM logs this as information rather than as a warning.

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2.9. "Invalid XML Character" / "XML document structures must start and end within the same entity"

Please try the following:

1. Log on to the web interface of this backup account (vs. use OBM)
2. Go to the [File Explorer] page and browse to the directory reported that contains this problem
3. Check if there are any file names containing strange characters; if there are, delete them
4. Try backup again

If this does not work, contact BDB staff to have them try increasing the "connectionTimeout" attribute within the "Connector" tag inside [BDB Home]\conf\server.xml to a larger value (e.g. connectionTimeout="180000" or connectionTimeout="600000"). This should help solve the problem.

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2.10. "Incorrect Function"

Please check if you have any antivirus or personal firewall software installed. Disable it from scanning the related data and traffic and note if the problem persists.

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2.11. "HTTP/1.1 502 Proxy Error"

The specified Secure Sockets Layer (SSL) port is not allowed. ISA Server is not configured to allow SSL requests from this port. Most Web browsers use port 443 for SSL requests. Refer to <http://support.microsoft.com/kb/283284>

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2.12. "[Microsoft][ODBC SQL Server Driver][SQL Server]The statement BACKUP LOG is not allowed while the recovery model is SIMPLE"

You need to change the Recovery model to FULL. If you are using Microsoft SQL Server 7.0/2000, please refer to the following screenshots:

1. <http://MyBox.BackupDepositBox.com/download/SQL7-TuncateLogOnCheckpoint.jpg>
2. <http://MyBox.BackupDepositBox.com/download/SQL2000-FullModel.jpg>

If you are using MSDE, please issue the following command:

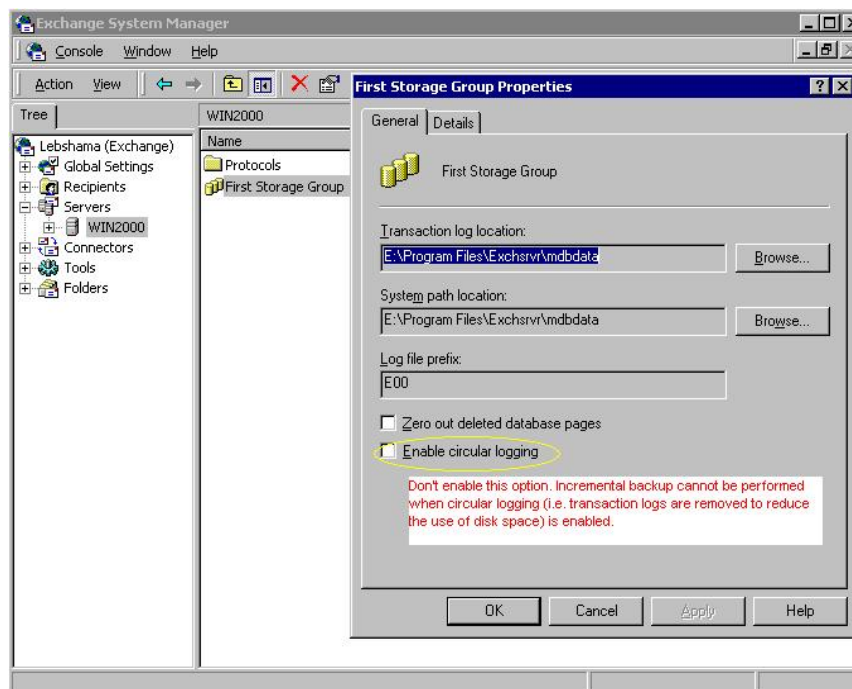
```
osql -E -S [Server Name] -Q "ALTER DATABASE [Database Name] SET RECOVERY FULL"
```

These will enable the transaction logging option for your MSDE databases and allow incremental/differential backup to be run with no problems.

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2.13. "CEXBackup::backupService:HrESEBackupSetup: Error Number 0xc800020e: An incremental backup cannot be performed when circular logging is enabled"

You need to disable circular logging in MS Exchange. Please uncheck the [Enable circular logging] option as shown below and restart the "Microsoft Exchange Information Store" service after you are done.



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2.14. "CEXBackup::backupStorageGroup:HrESEBackupTruncateLogs: Error Number 0xc7ff1004: (null) "

This is an error returned by the Microsoft API and is a Microsoft issue. Please try to restart the "Microsoft Exchange Information Store" service. If the problem persists, you may want to schedule the service to restart on a daily basis.

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2.15. "CEXBackup::backupStorageGroupLog:HrESEBackupGetLogAndPatchFiles: Error Number 0xc8000232: Some log or patch files are missing"

If you have just disabled the MS Exchange circular logging option, please try running a full backup again. This should fix the problem.

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2.16. "CEXBackup::backupFile:WriteFile: Error Number 0x6: The handle is invalid"

This is MS Exchange having a problem in writing to the Temporary spooling directory. Please ensure that the system account running MS Exchange has the Full access right to that directory. If it is a network drive, please use a UNC path (e.g. [\\server\share](#)), and make sure that "Network Resources Authentication for Windows" is properly set for the corresponding backup set.

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2.17. "Path 'C:\Temp\MSSQLServer\1137040769567' does not exist"

If you get this error while you are doing MS SQL or MS Exchange backup, please try to use a UNC path (e.g. [//server/share](#)) in "Temporary directory for storing backup files" under



[Backup Source Settings]. Please make sure that your OBM is on the same machine as MS SQL or MS Exchange. Please also ensure that you have included the appropriate **"Network Resources Authentication for Windows"** information in the backup set.

For MS SQL Server, you may want to check whether it can spool the database file correctly by running the following command:

```
(Windows Authentication mode)
osql -E -Q "DECLARE @dbname char(64) SET @dbname = 'xxx' BACKUP DATABASE
@dbname TO DISK = '//server/share/abc.txt' WITH SKIP"
```

OR

```
(SQL Server Authentication mode)
osql -U USERNAME -P PASSWORD -Q "DECLARE @dbname char(64) SET @dbname = 'xxx'
BACKUP DATABASE @dbname TO DISK = '//server/share/abc.txt' WITH SKIP"
```

Note:

USERNAME/PASSWORD = the database username/password
xxx = the database that you would like to back up
//server/share/abc.txt = the location for the database spooling file

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2.18. "Expect log sequence 'xxx' but found 'SERVERNAME\Microsoft Information Store\First Storage Group\E000xxx.log'"

This occurs when the log sequence of MS Exchange was altered by other backup software, e.g. NTBackup. When the Backup Manager next performs a MS Exchange backup, the Exchange log sequence may not match the one that it is expecting. With the broken sequence, the Exchange server cannot be restored to its latest state.

To resolve this problem, you need to deactivate all other backup software that is operating on MS Exchange, and then you need to perform a Full MS Exchange database backup manually via the Backup Manager.

Alternatively, instead of backing up transaction logs during the weekdays, you can consider doing Full Exchange Database backup on a daily basis with the In-File Delta option enabled. This should avoid interference from other backup software while keeping the amount of upload data to a minimum.

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2.19. "The last backup jobs of *.stm (2006-10-30-13-40-21) and *.edb (2006-11-04-03-05-00) don't match for database 'ServerX\Microsoft Information Store\First Storage Group\Mailbox Store (ServerX)'"

For MS Exchange backup, *.stm and *.edb are backed up in pairs. If this error occurs, it implies that during a previous backup, there was a problem with either the *.stm or *.edb file. If this happens, please perform a Full MS Exchange backup manually via the Backup Manager to resolve this problem.

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2.20. "No *.stm found for database 'ServerX\Microsoft Information Store\First Storage Group\Mailbox Store (ServerX)'"

This suggests that the .stm file on your server may have been corrupted or found missing. To resolve this error, please perform a Full MS Exchange backup manually via OBM.

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2.21. Exception in thread "main" java.lang.UnsatisfiedLinkError: /usr/local/obm/jvm/lib/i386/libawt.so: libXp.so.6: cannot open shared object file: No such file or directory...

This is caused by a missing library in Fedora Core 6. To resolve this, just open a terminal window. From here type in the command 'yum install libXp' (please note that the command is case sensitive), this will ask you if it is OK to download the package. Just type 'Y' and the libXp library will be installed. Once installed, just run the command

```
"sh $OBM_HOME/bin/RunBackupManager.sh"
```

You should find that the OBM will open up and you should be able to create the backup set via the GUI interface.

When running the 'yum install' command, you may see the following error:

```
Loading "installonlyn" plugin  
Existing lock /var/run/yum.pid: another copy is running. Aborting.
```

This is because the background YUM updater service is running. To stop it, run:

```
/etc/init.d/yum-updatesd stop
```

Once the process has been stopped, you should be able to run the command 'yum install libXp' without any problems. When done, restart the background updater service.

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***** End of FAQ *****