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Restore Requests

The IT department will request a specific backup from a specific server on (a) specific date(s). Upon identification of the correct media number (tape), if the tape for a specific date is not present at the corporate location, it needs to be retrieved from the storage vendor, Iron Mountain. Only authorized employees can make these requests to Iron Mountain. Pre-arrangements need to be made for additional people making requests. Authorized users will be added at the discretion of Company's IT department.

Note: If the reader has not done this process before, please check with someone who has done this prior for approval.

Here is a sample email request stating the server name, files and dates:

We need to request backup tapes with the following details:

Server Name:
ABC123!@#

Files:
J:\Backups\F\ B TSVQWMB05 Exchange Full SG4.bkf

Dates:
January 18th 2009

Files:
J:\Backups\F\ B TSVQWMB05 Exchange Full SG5.bkf

Dates:
January 19th 2009

Step 1: Log on to [System Name] remote desktop by going to **Start > Programs > Veritas NetBackup > Backup, Archive, and Restore.**

Step 2: Go to **File > Specify NetBackup Machines and Policy Type.** In the window that appears, make the appropriate selections and then click **OK.**

Sample: Server Back Up Procedures

- **Server to use for backups and restores:** select [System Name].
- **Source client for restores (or virtual client for backups):** select the server name from the email.
- **Destination client for restores:** select the server name from the email.
- **Policy type for restores:** typically **MS-Windows-NT** is the appropriate choice. For more information about Policies, check out the Policies folder on the left side in the Activity Monitor–[System Name].

Step 3: In the NetBackup History panel, find the requested date(s). Select the entire column. (The blues represent incremental backups. The greens represent the full backups.) Note the tape numbers for your reference.

Step 4: See and complete the **Error! Reference source not found.** process.

Step 5: After the requested tapes have arrived (tapes are delivered every Thursday), load these tapes into the robotic tape library. Complete this by:

- Opening the StorageTek Robotic Library by pushing the **Open CAP** button on the panel.
- Pull out the required number of baskets from the tape panel one by one.
- Load the requested tapes into the baskets with the labels on the outside. The tapes do not have to be inserted in any specific labeled order.
- Load the basket(s) into the tape panel.
- Close the panel.

Step 6: Complete Steps 1 through 3 again.

Step 7: Click the **Preview Media Required for Restore** button. In the left side menu, it's the fifth button from the top.

Step 8: Click the **Start Restore of Marked Files** button. (second button from the top on the menu.)

Step 9: The Restore Marked Files window comes up. **Select the Restore everything to a different location (maintaining existing structure) radial button.** For the Destination field, create a new folder within the location.

Step 10: Click the **Start Restore** button.

Step 11: Email the sender of the request stating that the restore has been completed and the location of where the file is stored.

Sample: Server Back Up Procedures

Manually Unloading Full Tapes and Loading Scratch Tapes (into the tape panel)

This procedure can only be performed when tapes are full with data and the tapes have already been ejected from the robotic tape library. If this has been performed correctly, the full tapes are waiting in the baskets. Each time full tapes are ejected, scratch tapes should be prepared for loading ahead of time.

Step 1: Determine the number of scratch tapes needed for the robotic library.

Step 2: Obtain the new tapes from the locked cabinet outside of the server room.

Step 3: Take the tapes out of the individual plastic boxes.

Step 4: Open the StorageTek Robotic Library. Do this by pushing the **Open CAP** button on the panel.

Step 5: Pull out the each of the five baskets from the tape panel one by one. Make sure to segregate these full tapes from the scratch tapes.

Step 6: Pull the full tapes out of the baskets. Place the full tapes into the data transport container.

Step 7: Load the new tapes into the baskets with the labels facing outside. The tapes do not have to be inserted in any specific labeled order.

Step 8: Insert the baskets filled with tapes back into the tape panel of the StorageTek Robotic Library.

Step 9: Close the tape panel.

Manually Loading Unlabeled Cleaning Tapes When Service Required Light is Blinking

When there are no barcode-labeled cleaning tapes available, the black storage locker may have a few unlabeled tapes remaining. Use this process below to manually clean the tape drives. If barcode labeled cleaning tapes are unavailable and the “Service Required” orange light is blinking, you will need to manually perform the process below.

Step 1: Pull aside the unlabeled cleaning tape(s). They are found in the black.

Step 2: Open the StorageTek library door by pushing the **Open DOOR** button on the panel. You will see a **Service Required** orange light blinking showing that there is an issue.

Step 3: Use the appropriate key from the keyring to open the library door.

Step 4: Insert the unlabeled cleaning tape into the mouth of the tape drive where the blinking is located.

Sample: Server Back Up Procedures

Step 5: Wait for the cleaning tape to finish cleaning. This may take quite a few minutes. When it is complete the blinking light will turn off.

Step 6: Remove the cleaning tape from the robotic library and place it back in the black locker.

Step 6: Close and lock the library door.

Step 7: Hang the keyring back up at the top of the cage.