

CA ARCserve® Backup

This document addresses the most frequently asked questions about CA ARCserve Backup r12.5. For additional details about the new features of this release, please refer to the CA ARCserve Backup r12.5 fact sheet, or go to arcserve.com

Q: What are the top new features of CA ARCserve Backup r12.5?

A: CA ARCserve Backup r12.5 extends the capabilities of the product with a host of robust new features and functionality, including:

INTEGRATED DATA DEDUPLICATION Improves the economics of disk-based backup solutions by enabling longer retention periods, providing you with a cost-effective means of reducing storage needs, protecting critical data and integrating, configuring and managing deduplication in your existing backup environment.

ENHANCED VIRTUALIZATION SUPPORT Allows you to perform image- and file-level backup and restores in VMware and Microsoft Hyper-V Server 2008 environments, and establish a schedule for full, image-level and daily incremental backups as your needs dictate. In addition, new, unique “1-step” granular recovery provides you with a fast and simple process you can employ to recover the data residing on virtual servers.

DASHBOARD WITH SRM REPORTING Offers graphical insight into your backup environment and allows you to monitor the status of all backup activities, find the nodes that are taking the longest, locate backed up data, discover if data is encrypted and ready for disaster recovery and track volume, disk and memory usage on each of your production servers.

ACCESS CONTROL AND AUDITING Integrates Windows authentication into the audit and role management process, improving your ability to determine and control which users have full access to backup resources and which ones have limited permissions.

ENCRYPTION KEY MANAGEMENT Provides password management capabilities for encryption keys, shortening the time it takes to recover encrypted backup data and eliminating the need to repeatedly provide passwords for recovery purposes.

MEDIA ASSURE TECHNOLOGY Validates that the data on your backup media is readable and writable, helping you report on the usability of all media and verify if it is accessible without identification.

ORACLE RMAN AND 64-BIT PLATFORM COMPATIBILITY Simplifies the backup of Oracle databases and supports the backup of Oracle databases on both 32- and 64-bit platforms.

AGENT DEPLOYMENT PACKAGES Leverage a wizard-like application that lets you simultaneously install and upgrade CA ARCserve Backup agents on multiple remote hosts, so you can ensure that you are running the most current versions of all agents in your backup environment.

Q: Who is eligible for a free upgrade?

A: All customers with an active maintenance contract are eligible for a complementary upgrade. Any customers running CA ARCserve Backup r12 without maintenance can receive a free upgrade if they purchased the product 60 days prior to the general availability of CA ARCserve Backup r12.5 or 30 days after its release.

Q: How can I order my free upgrade to CA ARCserve Backup r12.5?

A: Contact your authorized CA reseller to request your free upgrade. Your sales representative will process an order in the amount of \$0, and you will receive your upgrade DVD in the mail.

Q: Do I need to un-install and re-install CA ARCserve Backup when upgrading my system?

A: There is no need to un-install or re-install CA ARCserve Backup when making an upgrade.

The process is very simple:

- Insert your upgrade DVD into the server you wish to upgrade
- The software wizards will ask you if you want to upgrade from the previous version of CA ARCserve Backup
- Choose “yes” and follow the prompts
- The process will upgrade the database, logs, jobs, alerts and other related information
- No reboot is required

Q: Do I have to upgrade all of my servers to CA ARCserve Backup r12.5 at the same time?

A: No, you can install the CA ARCserve r12.5 upgrade on your backup servers at your convenience. However, the product’s centralized management function will only work across servers that have been upgraded to r12.5.

Q: Do I have to upgrade all of my backup client agents to r12.5?

A: In order to take full advantage of the new features in CA ARCserve Backup r12.5, you will have to upgrade all of your backup client agents.

Q: How long does the upgrade take?

A: The upgrade process takes less than an hour — roughly 10 to 15 minutes per backup server. To further simplify the process, CA ARCserve Backup r12.5 includes an agent deployment utility, which simultaneously upgrades a select set of agents on multiple servers.

Q: Will an upgrade disrupt my operations?

A: All upgrades to CA ARCserve Backup r12.5 are non-disruptive and do not require a server reboot.

Q: Do I have to pay extra for the data deduplication feature?

A: No, data deduplication is included as a standard feature in CA ARCserve Backup r12.5.

Q: Can I leverage the new data deduplication feature across all of my backups?

A: Yes, data deduplication can be used across all of your backups. To enable it, simply re-submit your backup jobs after selecting the checkbox that activates data deduplication.

Q: Can I extend data deduplication to my existing backups already on disk?

A: Data deduplication cannot be applied to any existing backups currently on disk, but it will work for any new backups run after you activate the feature.

Q: Do I have to reconfigure my backup jobs on virtualized servers to take advantage of the enhanced VMware and Microsoft Hyper-V Server 2008 support?

A: If you currently use CA ARCserve Backup to support virtual servers, then you will have to modify your backup processes to take advantage of the enhanced virtualization functionality — including granular restores — in CA ARCserve Backup r12.5.

Q: Will the new access controls require me to create new logins?

A: No, your existing logins are compatible with the new access controls.

Q: Can I use my Windows accounts to login to CA ARCserve Backup?

A: Yes, both local Windows accounts and domain Windows accounts will be allowed to login to CA ARCserve Backup.

Q: Can I assign different roles to Windows users in CA ARCserve Backup?

A: Yes. For example, you can assign one Windows user to the role of administrator and another user to the role of backup operator. In addition, CA ARCserve Backup allows you to assign multiple roles to a single user.

Q: I am currently encrypting my CA ARCserve Backup jobs — how does the new encryption key management functionality work with my existing encrypted backups?

A: The new encryption key management feature will not work with previously encrypted backups — however, it is easy to apply this feature to all of your encrypted backups following your upgrade to CA ARCserve Backup r12.5. Simply modify your backup jobs so they save passwords and any backups performed from this point on will use key management.

Q: I am currently using an a-la-carte pricing model for CA ARCserve Backup. Can I shift from the a-la-carte pricing model to the simplified pricing (SP) model when I upgrade to CA ARCserve Backup r12.5?

A: Depending on your current pricing status, you are eligible for the following upgrade options:
Free upgrade to CA ARCserve Backup r12.5 (see question 2 for eligibility requirements)

- A la carte to a la carte
- SP to SP

Customers on maintenance — paid upgrade options for:

- Managed capacity to SP — upgrades from terabyte (TB) pricing to SP are based on the number of servers or instances in virtual environments that need backup *
- A la carte to SP*

Customers not on maintenance — paid upgrade options for:

- A la carte to SP without maintenance*

Please note that SP refers to CA ARCserve Backup Suites (File Server, Email, Database, Application, etc.) and a-la-carte pricing includes only the base product — with all options and agents purchased separately. To learn more about CA's Simplified Pricing model for CA ARCserve Backup Suites, contact your local CA Account Representative or visit ca.com/contact/rmdm.

Q: What platforms does CA ARCserve Backup r12.5 support?

A: CA ARCserve Backup r12.5 supports the following platforms, environments and applications:

Backup server:

- Windows Server 2000, 2003 and 2008, including Small Business Server and Essential Business Server editions:

Client agents:

- Windows
- NetWare
- UNIX
- Linux
- AS/400
- Mac OS X

Applications:

- Microsoft Exchange Server
- Microsoft SQL Server
- Microsoft SharePoint Server
- Microsoft Hyper-V
- VMware
- Oracle
- SAP
- Lotus Domino
- Informix
- Sybase
- Open File Agent with Microsoft Volume Shadow Copy Service support

*You may be eligible to upgrade at a reduced price. Discounts vary depending on your current options and maintenance status. Contact your authorized CA Reseller for further details.

Q: Where can I get additional technical information about CA ARCserve Backup r12.5?

A: For additional technical information, please go to support.ca.com/prodinfo/arcserve.