

# **PATROL<sup>®</sup> for CA ARCserve<sup>®</sup> Backup by OTL Software**



## **User Guide**

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# Customer Support

You can obtain technical support by using the Support page on the OTL Software web site or by contacting Customer Support by telephone or e-mail. To expedite your inquiry, please see “Before Contacting OTL Software,” below.

## Support Web Site

You can obtain technical support from OTL Software 24 hours a day, seven days a week by accessing the technical support web site at <http://www.otl.co.nz/support>. From this site, you can:

- read overview about support services and programs that OTL Software offers
- log a support call online
- check OTL Software contact information, including e-mail addresses, fax numbers, and telephone numbers

Click [here](#) to ensure you have the latest version of the OTL Software KMs.

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## Before Contacting OTL Software

Before you contact OTL Software, please have the following information available so that a technical support analyst can begin working on your problem immediately:

- KM product information:
  - product name
  - product version
  - license serial number
- monitored application information:
  - CA ARCserve Backup version
- operating system information:
  - machine type
  - operating system type, version, and service pack or patch details
  - system hardware configuration
- PATROL information:
  - PATROL Agent version
  - PATROL Console version and platform details
  - BMC ProactiveNet Performance Management Portal version and platform details
- sequence of events leading to the problem
- commands and options needed to reproduce the problem
- messages received:
  - product error messages
  - messages from monitored application
  - messages in PATROL Console system output window (SOW)



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# About this Guide

PATROL for CA ARCserve Backup (ARC KM) User Guide contains detailed information about the applications, commands, and parameters that the ARC KM provides. The guide also contains instructions for loading and configuring the Knowledge Module (KM). For more detailed information, refer to the ARC KM online help.

This guide should be used with the appropriate PATROL user guide for your Console, which describes how to use PATROL to perform typical tasks.

This chapter discusses the following topics:

- Who Should Read This Guide . . . . . xiv
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# Who Should Read This Guide

This guide is intended for backup administrators, system administrators, and anyone who monitors backup systems. This guide assumes that you are familiar with your host operating system and ARCserve. You should know how to perform a basic set of actions in a window environment, including

- choosing menu commands
- moving and resizing windows
- opening icon windows
- dragging and dropping icons
- using mouse controls for your system

# How This Guide Is Organised

This manual is organized as follows:

<b>Chapter</b>	<b>Title</b>	<b>Purpose</b>
1	"Introduction"	provides an overview of the features and components of the KM.
2	"Getting Started"	provides information on setting up and accessing the KM and provides basic information about the KM.
3	"Menu Summary"	discusses the menus that the KM offers.
4	"Parameter Summary"	discusses the parameters that the KM offers.
5	"Monitoring ARCserve Backup"	provides tasks that ypu perform using the KM.
Index	"Index"	lists index entries.

## Related Publications

PATROL product documentation consists of both hardcopy and online publications. PATROL hardcopy documentation is divided into the following categories based on function:

Category	Document	Purpose
PATROL Base Documents	PATROL for UNIX Getting Started	provides procedures and examples to introduce PATROL Console for Unix.
	PATROL for Agent Reference Manual	describes the PATROL Agent and explains how it interacts with other PATROL components. It also describes configuration utilities and Management Information Base (MIB) tables used with the Agent.
	PATROL for Unix User Guide	contains task-oriented information on how to fill out appropriate dialog boxes to manage the computers, applications, and parameters that PATROL is capable of managing using the PATROL Console for UNIX.
	PATROL for Windows User Guide (Volume 1)	introduces you to PATROL components, object hierarchy, and the GUI using the PATROL Console for Windows. It also contains task-oriented information about how to start PATROL components, load KMs, and discover applications.
	PATROL for Windows User Guide (Volume 2)	contains the task-oriented information about how to monitor and manage computers, applications, and parameters using the PATROL Console for Windows.
	PATROL for Windows User Guide (Volume 3)	describes how to customise your PATROL monitoring environment using the PATROL Console for Windows.
	PATROL Command Line Interfaces Reference Manual	describes the PATROL command line interfaces for the PATROL Agent and the PATROL Console.
	PATROL Console Charting Server for Unix Reference Manual	describes how you can collect and plot system and application data in a real-time chart or graph.
PATROL Installation Documents	PATROL Installation Guides	describe how to run the installation program to load the platform-specific PATROL Agents, PATROL Consoles, and PATROL KMs.

<b>Category</b>	<b>Document</b>	<b>Purpose</b>
PATROL Integration Documents	PATROLVIEW user guides	describe the PATROLVIEW products. PATROLVIEW allows you to fully integrate PATROL with leading enterprise management products.
	PATROLINK for CA-Unicenter Reference Manual	provides information about installing and configuring the PATROLINK product for your particular site. PATROLINK allows you to connect to PATROL from the CA-Unicenter console.
PATROL Event Manager (PEM) Documents	PATROL Event Manager Console for Unix User Guide	describes the stand-alone Event Manager Console for Unix provided with the PATROL product. The PEM Console is a graphical user interface that allows you to manage the events generated by PATROL as it monitors your applications.
	PATROLWATCH for Web Browsers User Guide	provides the ability to view PATROL monitored hosts and applications using the Internet and platform-specific browsing technology.
	PATROLWATCH for Windows User Guide	describes the standalone event manager for Windows.
PATROL Knowledge Module (KM) Documents	Specific PATROL Knowledge Module user guides	contain task-oriented information for loading and modifying individual PATROL KMs used in monitoring and managing operating systems, databases, Knowledge Modules, and applications.



Category	Document	Purpose
PATROL Software Development Kit (SDK) Documents	PATROL Script Language Reference Manual	describes the PATROL Script Language (PSL) data types, syntax, operators, statements, and built-in functions.
	PATROL Script Language Debugger for Unix Reference Manual	discusses the PSL debugger available through the PATROL Developer Console for Unix. The PSL debugger provides an interactive GUI environment for debugging PSL processes and scripts in the PATROL Agent.
	PATROL Online Help Developers Guide	provides guidelines and procedures for implementing a BMC Software Help File. The PATROL <i>Online Help Developers Guide</i> includes elements of style, design, and presentation.
	PATROL Knowledge Module Developers Style Guide	presents the objectives, methods and requirements of PATROL Knowledge Module development and includes these topics: <ul style="list-style-type: none"> <li>• KM Style</li> <li>• setup application</li> <li>• packaging and structure</li> <li>• efficiency and usage</li> </ul>
	PATROL API Reference Manual	describes the PATROL API, a series of functions defined in a C header file that allow a user-written non-PATROL program to connect to PATROL or read a PATROL event log circular file.
Utility Document	PATROL KM Migrator User Guide	describes how you can incorporate your KM customisations into the current version.
Supplemental Documents	Release Notes and Technical Bulletins	explain the latest updates to PATROL products.

These hardcopy publications can be requested from BMC Software, Inc., or can be viewed on BMC Software's Internet World Wide Web site (<http://www.bmc.com/>) when you have registered for Customer Support. Each PATROL Console and each KM come with an extensive online help facility that is available through the PATROL Console **Help** menu option. The online documentation contains reference information about PATROL Console features and options and about KM parameters.

# Documentation Sequence

The following tables provide the suggested sequence for using PATROL documentation. An asterisk denotes additional documentation that may be applicable to your job function.

# When Used with the PATROL Console for Unix

If you work as a...	then read these documents in the order shown:											
	PATROL Installation Guide - Specific	PATROL for Unix Getting Started	PATROL Agent Reference Manual	PATROL for Unix User Guide	PATROL Command Line Reference Manual	PATROL Charting Server Reference Manual	PATROL KM User Guide(s) - Specific	PATROL API Reference Manual	PATROL PSL Reference Manual	PATROL KM Developer's Style Guide	PATROLVIEW™ Guide(s) - Specific	PATROLWATCH™ Guides
<b>Project Engineer</b> - responsible for implementing PATROL and rollout	1	2	3	4							5	6
<b>Systems Administrator/Network Manager</b> - responsible for administering Unix or other operating systems and networks	1	2	3	4	5	6	7				8	9
<b>Database Administrator</b> - responsible for monitoring and administering databases		1		2			3				4	5
<b>Operator</b> - responsible for monitoring environments	1	2	3	4			5				6	7
<b>Help Desk Personnel</b> - responsible for troubleshooting user problems		1		2			3				4	5
<b>Applications Programmer/Developer</b> - responsible for developing KMs		1		2	3	4	5	6	7	8	9	10

# When Used with the PATROL Console for Windows

If you work as a...	then read these documents in the order shown:											
	PATROL Installation Guide - Specific	PATROL for Unix Getting Started	PATROL Agent Reference Manual	PATROL for Unix User Guide	PATROL Command Line Reference Manual	PATROL Charting Server Reference Manual	PATROL KM User Guide(s) - Specific	PATROL API Reference Manual	PATROL PSL Reference Manual	PATROL KM Developer's Style Guide	PATROLVIEW™ Guide(s) - Specific	PATROLWATCH™ Guides
<b>Project Engineer</b> - responsible for implementing PATROL and rollout	1	2	3	4							5	6
<b>Systems Administrator/Network Manager</b> - responsible for administering Unix or other operating systems and networks	1	2	3	4	5	6	7				8	9
<b>Database Administrator</b> - responsible for monitoring and administering databases		1		2			3				4	5
<b>Operator</b> - responsible for monitoring environments	1	2	3	4			5				6	7
<b>Help Desk Personnel</b> - responsible for troubleshooting user problems		1		2			3				4	5
<b>Applications Programmer/Developer</b> - responsible for developing KMs		1		2	3	4	5	6	7	8	9	10

# Where to Look for Information

The following table summarizes where to look for more information on using PATROL, Knowledge Modules, and PATROL integration products to perform typical tasks.

<b>If you want information about...</b>	<b>See the...</b>
adding computers to Patrol	<i>PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 1)</i>
changing the behavior of the PATROL console or the PATROL Agent by using a script or operating system command line	<i>PATROL Command Line Interfaces Reference Manual</i>
changing the PATROL Agent configuration	<i>PATROL Agent Reference Manual</i>
changing various parameters in a real-time environment	<i>PATROL Console Charting Server Reference Manual or the PATROL for Windows User Guide (Volume 2)</i>
connecting to PATROL from a network manager	<i>PATROLVIEW user guides and the PATROLINK for CA-Unicenter Reference Manual</i>
defining your monitoring environment	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1)</i>
KMs in general	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1)</i>
KM versioning and customizations	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 3)</i>
managing monitored objects	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 2)</i>
specific applications	<i>appropriate Knowledge Module's user guide and online help</i>
specific menu commands	<i>appropriate Knowledge Module's user guide and online help</i>
specific parameters	<i>appropriate Knowledge Module's user guide and online help</i>
starting and stopping the PATROL Console	<i>PATROL installation guides, PATROL for Unix Getting Started, and the PATROL Windows User Guide (Volume 1)</i>
starting and stopping the PATROL Agent	<i>PATROL installation guides, PATROL for Unix Getting Started, and the PATROL Windows User Guide (Volume 1)</i>

<b>If you want information about...</b>	<b>See the...</b>
managing events	<i>PATROL for Unix User Guide, the PATROL Event Manager Console for Unix User Guide, or the PATROL for Windows User Guide (Volume 2)</i>
the PATROL interface	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1)</i>
the PATROL Script Language (PSL)	<i>PATROL Script Language Reference Manual</i>
working with menu commands	<i>PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 2)</i>
working with parameters	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 2)</i>
working with tasks	<i>PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 2)</i>
unloading the KM	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1)</i>
customizing commands (PATROL Developer Console required)	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 3)</i>
customizing a computer class (PATROL Developer Console required)	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 3)</i>
customizing an InfoBox (PATROL Developer Console required)	<i>PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 3)</i>
defining an application (PATROL Developer Console required)	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 3)</i>
defining a parameter (PATROL Developer Console required)	<i>PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 3)</i>
PSL commands and writing PSL scripts (PATROL Developer Console required)	<i>PATROL Script Language Reference Manual</i>
debugging your PSL scripts (PATROL Developer Console required)	<i>PATROL Script Language Debugger for Unix Reference Manual or the PATROL for Windows User Guide (Volume 2)</i>

# Conventions

This guide contains detailed procedures about using the PATROL for CA ARCserve Backup with the PATROL Console for Unix and the PATROL Console for Windows. When instructions for the two Consoles differ, you'll see a heading such as “**With the PATROL Console for Unix**” or “**With the PATROL Console for Windows**”.

The following special elements have been used in this guide to make it easier for you to use:

---

## Note

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Notes provide additional information about the current subject.

---

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## Warning

---

Warnings alert you to situations that can cause problems, such as the loss of data, if you do not follow the instructions carefully.

---

All syntax, operating system terms, and literal examples are presented in this font.

*Italics in a command string* signify variables.

Text enclosed in angle brackets (< >) denotes variable information. Replace the variable information with the information it represents.

The word *choose* is used in instruction text in the context of carrying out a series of menu choices to invoke some function. For example, “Choose **File => Save.**”

In hardcopy documents, the symbol >> denotes one-step instructions.

# Mouse Controls

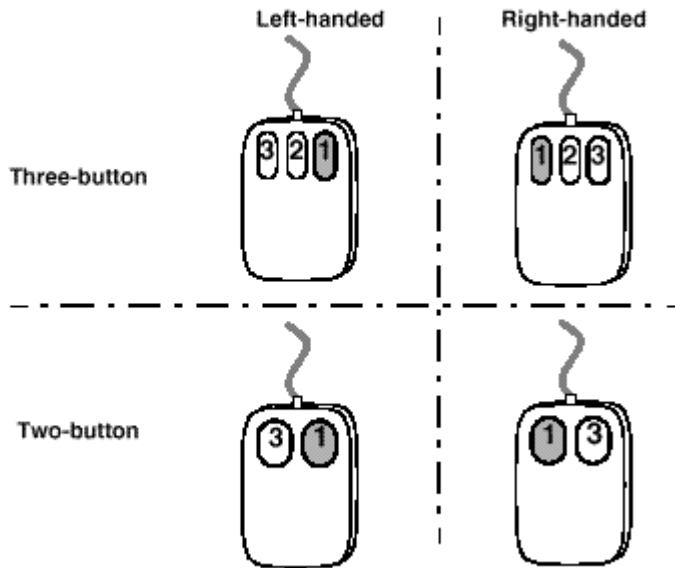
Please note the function of the mouse buttons in all PATROL windows using:

Unix		Windows		Function
Button	Action	Button	Action	
MB1	Click ... Double-Click ...	Left mouse button	Click ... Double-click ...	Selects an icon, menu command, or button; opens an icon's container.
MB2	Using MB2, click ...	-	-	Displays an icon's InfoBox.
MB3	Using MB3, click ...	Right mouse button	Right-click the ...	Displays an icon's pop-up menu.

## With the PATROL Console for Unix

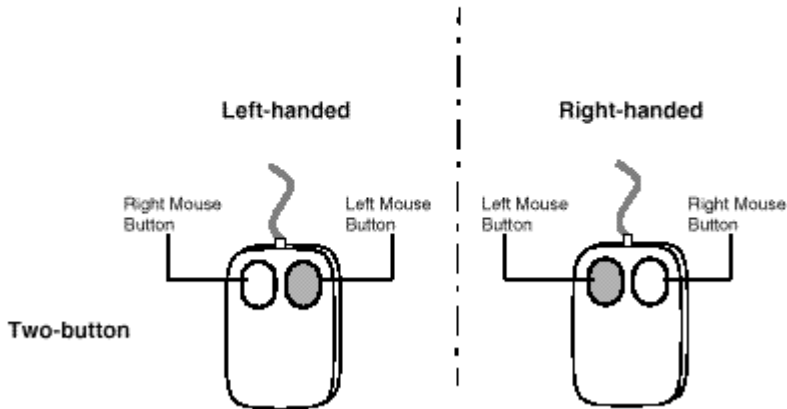
The following figure shows the names and positions of the buttons on right- and left-handed three- and two-button mouse devices when used with the PATROL Console for Unix. MB2 is simulated on a two-button mouse by simultaneously pressing the two buttons (MB1 and MB3).





**With the PATROL Console for Windows**

The following figure shows the names and positions of the buttons on right- and left-handed two-button mouse devices when used with the PATROL Console for Windows.



### **With any PATROL Console**

One-button mouse devices such as those used by Apple Macintosh assign MB1 (or left mouse button) to the single mouse button and use a user-selectable combination of option and arrow keys to simulate MB2 and MB3 (or right mouse button). Refer to the documentation for the Macintosh X Window emulation software for details.

---

# Introduction

This chapter provides you with a brief overview of the PATROL<sup>®</sup> for CA ARCserve<sup>®</sup> Backup by OTL Software (also referred to as the ARC KM). The following topics are discussed:

PATROL for CA ARCserve Backup .....	1-2
Features .....	1-2
Supported Operating Systems .....	1-3
Supported Versions .....	1-3
Disk and Memory Usage .....	1-4
Components .....	1-5
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Where to Go from Here .....	1-16

# PATROL for CA ARCserve Backup

A Knowledge Module is a set of files that contain knowledge in the form of command descriptions, application, parameters, and recovery actions that PATROL can use to monitor CA ARCserve Backup.

The PATROL for CA ARCserve Backup (also referred to as the ARC KM) allows you to analyze ARCserve Backup status and performance information quickly and easily. You can clearly identify peaks, troughs, and trends in the performance of backup, archive, recovery and restore processes.

By enabling you to detect problems, optimize systems, analyze trends, plan capacity, and manage multiple hosts simultaneously, the ARC KM helps you ensure that your ARCserve Backup installation runs efficiently 24 hours a day.

## Features

Key features of the ARC KM include:

- Monitoring the availability and connectivity of the ARCserve Backup server
- Monitoring server database and log sizes and performance
- Monitoring ARCserve Backup event log for specified warnings and errors
- Monitoring the size, rate, duration and detailed object information of backup, archive, recovery and restore jobs
- Monitoring configured tape drives
- Monitor tape labels mounted in tape drives
- Monitor the Job Log directory size and growth rate

## Supported Operating Systems

The PATROL for CA ARCserve Backup can be run on all Microsoft Windows operating systems supported by CA ARCserve Backup and PATROL Agent.

CA ARCserve Backup installation is identified by looking for this Windows registry path and its sub-keys:

*HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\.*

Therefore the PATROL Agent user should have read access to this registry path.

---

### Note

---

64-bit installation of CA ARCserve Backup may not be detected through the 32-bit PATROL Agent, unless the above registry path is copied under: *HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432NODE\.*

---

## Supported Versions

The PATROL for CA ARCserve Backup supports the following versions for PATROL and ARCserve:

### **CA ARCserve Backup:**

- versions 6.5 and above running on any Microsoft Windows platform.

### **PATROL Agent:**

- version 3.4.20 and above running on any Microsoft Windows platform.

### **PATROL Console:**

- version 3.4 and above running on Microsoft Windows or Unix platforms.

### **BMC ProactiveNet Performance Management Portal:**

- version 2.5 and above.

## Security Requirements

PATROL for CA ARCserve Backup requires the PATROL Agent user to have executable access to several of the ARCserve Backup executables.

By default, ARCserve Backup is installed and runs as the administrator user. As part of the setup for the Knowledge Module, PATROL Agent user must be able to be run the following executables:

- asver.exe
- tapetest.exe

## Disk and Memory Usage

When monitoring a standard installation of ARCserve Backup using the ARC KM the PATROL Agent will consume approximately 380K of additional system memory. An ARCserve Backup server configured with additional clients, save groups and devices will consume additional memory resources as per other KMs used by the PATROL Agent.

When monitoring a standard installation of ARCserve Backup using the ARC KM the PATROL Agent will generate approximately 200K of history data per day. An ARCserve Backup server configured with additional clients, save groups and devices will generate more history data as per other KMs used by the PATROL Agent.

---

### Note

---

The number of monitored ARCserve Backup component instances can be reduced using the **Set Instance Limits** menu.

---

# Components

The ARC KM consists of the application classes described in Table 1-1:

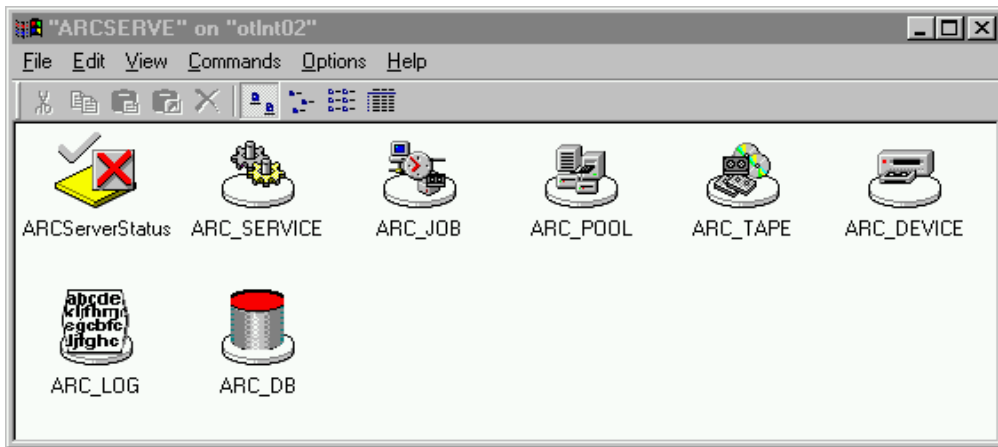
**Table 1-1 PATROL for CA ARCserve Backup Components**

<b>Application Class</b>	<b>Description</b>	<b>Parent/Child Relationship</b>
ARC_SERVER	displays and configures ARCserve server information	None (Top level)
ARC_JOB_CONTAINER	container for job information	Child to ARC_SERVER
ARC_JOB	displays job information	Child to ARC_JOB_CONTAINER
ARC_SERVICE_CONTAINER	container for service information	Child to ARC_SERVER
ARC_SERVICE	displays service information	Child to ARC_SERVICE_CONTAINER
ARC_TAPE_CONTAINER	container for tape information Only displays for Microsoft SQL Server Database types	Child to ARC_SERVER
ARC_TAPE	displays tape information Only displays for Microsoft SQL Server Database types	Child to ARC_TAPE_CONTAINER
ARC_POOL_CONTAINER	container for pool information Only displays for Microsoft SQL Server Database types	Child to ARC_SERVER
ARC_POOL	displays pool information. Only displays for Microsoft SQL Server Database types	Child to ARC_POOL_CONTAINER
ARC_LOG_CONTAINER	container for log information also has LOG directory storage parameters	Child to ARC_SERVER
ARC_LOG	display log information	Child to ARC_LOG_CONTAINER
ARC_DB	Displays Database storage information if the Database type is internal or VLDB	Child to ARC_SERVER

**Table 1-1 PATROL for CA ARCserve Backup Components**

<b>Application Class</b>	<b>Description</b>	<b>Parent/Child Relationship</b>
ARC_DEVICE	Displays Tape Devices	Child to ARC_DEVICE_CONTAINER
ARC_DEVICE_CONTAINER	container to ARC_DEVICE	Child to ARC_SERVER
ARC_MEDIA	Displays tape media status	Child to ARC_DEVICE

Figure 1-1 displays the icons for each successfully configured ARC KM application class.









**Figure 1-1 PATROL for CA ARCserve Backup Application Icons**






## Applications and Icons

Table 1-2 contains information on each application in the ARC KM. For information on parameter icons, refer to the *PATROL for Unix User Guide* or the *PATROL for Windows NT User Guide (Volume 2)*.

**Table 1-2 ARC KM Icons, Names, Application Classes, and Descriptions**

Icon and Name	Application Class	Description
 CA ARCserve Backup	ARC_SERVER	Represents the ARCserve Backup server
 ARC_SERVICE	ARC_SERVICE	Represents the ARCserve Backup services
 ARC_JOB	ARC_JOB	Represents the ARCserve Backup jobs
 ARC_POOL	ARC_POOL	Represents ARCserve Backup pools  Only visible if ARCserve Backup Database type is Microsoft SQLServer
 ARC_TAPE	ARC_TAPE	Represents ARCserve Backup tapes  Only visible if ARCserve Backup Database type is Microsoft SQLServer
 ARC_DEVICE	ARC_DEVICE	Represents the ARCserve Backup Devices

**Table 1-2 ARC KM Icons, Names, Application Classes, and Descriptions**

Icon and Name	Application Class	Description
 ARC_LOG	ARC_LOG	Represents the ARCserve Backup logs
 ARC_DB	ARC_DB	Represents ARCserve Backup database
 ARC_MEDIA	ARC_MEDIA	Represents ARCserve Backup tape media

## Hierarchical Structure

PATROL for CA ARCserve Backup is organized as groups of application classes. Figure 1-2 shows each icon from Table 1-2 in a graphical representation of the ARC KM's hierarchical structure.

---

### Note

The top level icon for ARC KM is a single instance of the ARC\_SERVER application class, labeled CA ARCserve Backup. Only one installed version of ARCserve Backup will be monitored. Automatic discovery will initially detect the currently active version of ARCserve Backup.

---

By double-clicking an application class icon, you will find the parameters that monitor your ARCserve Backup system. Instead of parameters, some application classes may contain additional application classes, application instances, or both. For example, within the ARC\_DEVICE application class, you will find one icon for each monitored Tape Drive.

---

**Note**

---

The ARC\_LOG application class currently only monitors the ARCSERVE.LOG file instance

---

Within each of these discovered Tape Drives will be an icon for each Tape Label Instance.

Each of these are application classes. The icon for each node represents an instance of the ARC\_MEDIA application class.

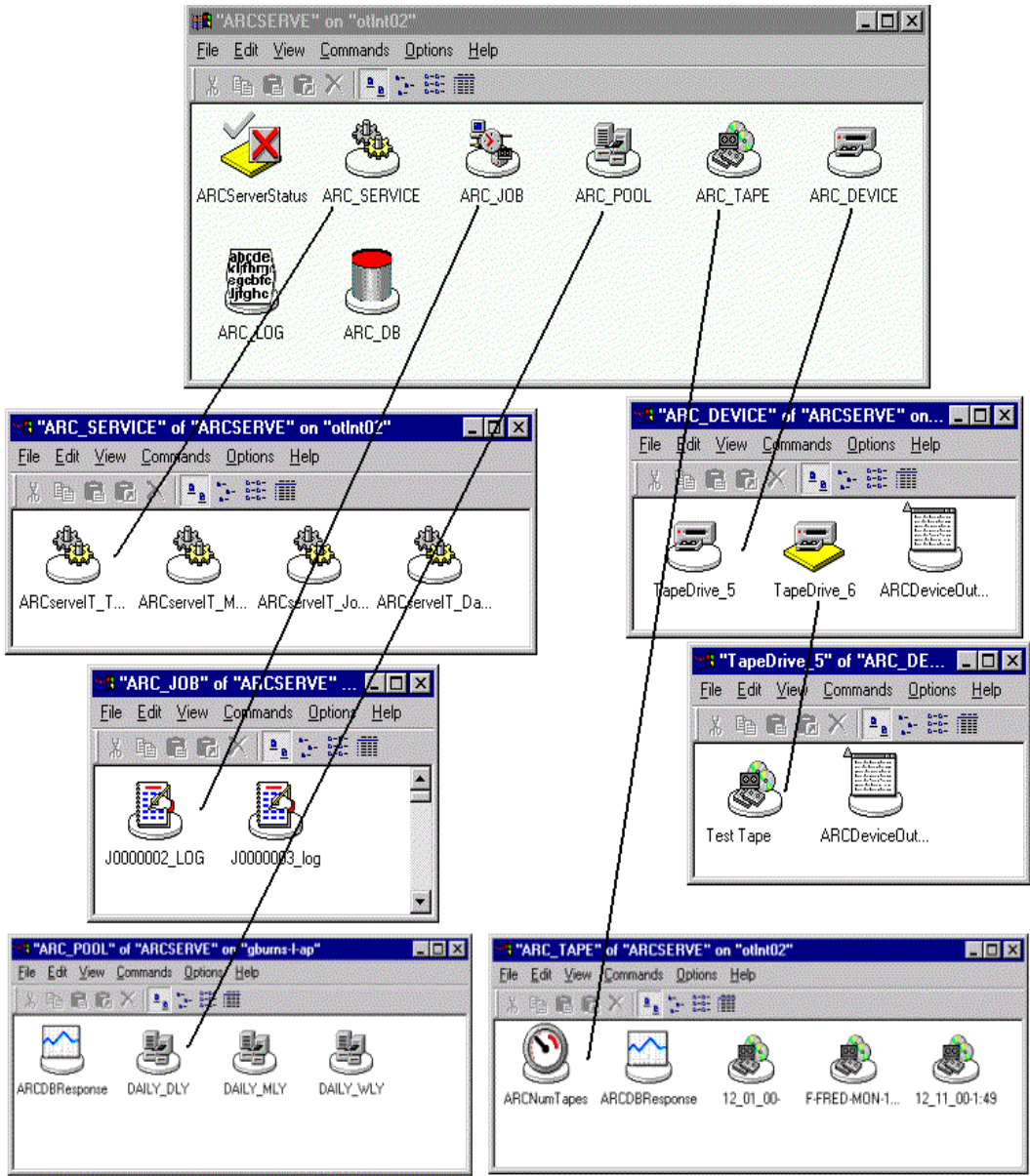


Figure 1-2 ARC KM Object Hierarchy

## Instance Naming

Each application in the KM uses a naming convention to differentiate the particular instance.

### ARC\_SERVER Application Instance Naming

There is only one instance of the ARC\_SERVER application and this is labeled **CA ARCserve Backup** or **ARC\_SETUP** depending on whether the KM has been configured and licensed or not.

### ARC\_JOB Application Instance Naming

Each instance is a translation of the log file name. The label replaces the “.” character with an underscore “\_”.

### ARC\_SERVICE Application Instance Naming

There are a number of instances for the ARC\_SERVICE class. They are labelled as the Displayed Service Name as seen on the **Control Panel => Services** window. The actual instance names are the names of the services entries in the registry.

### ARC\_TAPE Application Instance Naming

Each instance is a translation of the Tape Label. Spaces and back-slashed are converted to underscores and dashes.

### ARC\_POOL Application Instance Naming

Each instance is a translation of the Tape Pool Name. Any spaces in the label will be replaced with an underscore.

### ARC\_LOG Application Instance Naming

There is currently only 1 instance in the ARC\_LOG Application class. This has been hard-coded to point to the ARCSERVE.LOG file. The instance name has the “.” character replaced with an “\_”.

## ARC\_DEVICE Application Instance Naming

Each tape device detected in ARCserve Backup is assigned an ID by ARCserve. For the instance label, this ID number has been pre-pended by "TapeDrive\_" for readability.

## ARC\_MEDIA Application Instance Naming

Each Instance of ARC\_MEDIA is labelled as the Tape Label. If the tape is missing or blank a replacement label has been used, "No Tape Mounted or Blank Label". These Instances are created under the associated ARC\_DEVICE Instance.

## ARC\_DB Application Instance Naming

There are No Instances for the ARC\_DB application class. This application collects file space information for its own instance. (/ARC\_DB/ARC\_DB).

## InfoBoxes

InfoBoxes display summary information about an instance or application.

## ARC\_SERVER Application InfoBox

Listed below are the InfoBox items currently available for the **ARC\_SERVER** application instance called **CA ARCserve Backup**:

**Table 1-3 ARC\_SERVER Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
ARCserve Install Directory	Base Directory where ARCserve is installed
ARCserve Log Directory	Directory where LOG files reside
ARCserve Description	ARCserve version/installation (e.g. Advanced or Workgroup)
ARCserve Version	Version number of ARCserve
ARCserve Database	Defines the ARCserve Database being used

**Table 1-3 ARC\_SERVER Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
ARCserve Database Location	Location of the ARCserve Database if Internal or VLDB
ISAdmin	Is Administrator Component installed?
ISManager	Is Manager Component Installed?
ISServer	Is Server Component Installed?
Patrol Agent Version	Version of Patrol Agent
KM Version	Version number for the Installed KM
KM Release Date	Release Date for the installed KM

**ARC\_JOB\_CONTAINER Application Infobox**

Listed below are the InfoBox items currently available for a **ARC\_JOB\_CONTAINER** application instance:

**Table 1-4 ARC\_JOB\_CONTAINER Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
Max Average Throughput	Highest Average Throughput of an Individual Job
Highest Throughput Job	Highest Throughput of an Individual Job

**ARC\_JOB Application Infobox**

Listed below are the InfoBox items currently available for a **ARC\_JOB** application instance:

**Table 1-5 ARC\_JOB Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
ARCAvgThroughput	Average Throughput of Job
ARCAvgVerifyThroughput	Average Throughput of Verify Operation
ARCElapsedTime	Elapsed Time of Job
ARCElapsedVerifyTime	Elapsed Time of Verify Job
ARCTapeSessionNum	Tape Session Number

**Table 1-5 ARC\_JOB Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
ARCTapeVerifySessionNum	Job Session Number of Verify
ARCTotalDirectories	Total Directories Backed Up for this Job
ARCTotalDisk	Total Disk Backed Up for this Job
ARCTotalFiles	Total Files Backed Up for this Job
ARCTotalMedia	Total Media Used for this Job
ARCTotalSkips	Number of files skipped for this Job
ARCTotalVerifyDirectories	Number of Directories Verified for this Job
ARCTotalVerifyDisk	Total Disk Verified for this Job
ARCTotalVerifyFiles	Number of Files Verified for this Job
ARCTotalVerifyMedia	Amount of data verified on media
ARCTotalVerifyMismatches	Number of mismatched files between backup and the media contents
ARCTotalVerifySkips	Number of files skipped during the verify

### **ARC\_SERVICE\_CONTAINER Application InfoBox**

There are currently no InfoBox items for the **ARC\_SERVICE\_CONTAINER** Application Class.

### **ARC\_SERVICE Application InfoBox**

There are currently no InfoBox items for the **ARC\_SERVICE** Application Class.

### **ARC\_TAPE\_CONTAINER Application InfoBox**

There are currently no InfoBox items for the **ARC\_TAPE\_CONTAINER** Application Class.



## ARC\_TAPE Application Infobox

Listed below are the InfoBox items currently available for a **ARC\_TAPE** application instance:

**Table 1-6 ARC\_TAPE Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
Tape ID	The Unique Tape ID
Tape Name	The Assigned Tape Name
SID	Instance Name (- for debugging)

## ARC\_POOL\_CONTAINER Application InfoBox

There are currently no InfoBox items for the **ARC\_POOL\_CONTAINER** Application Class.

## ARC\_POOL Application InfoBox

There are currently no InfoBox items for the **ARC\_POOL** Application Class.

## ARC\_LOG\_CONTAINER Application InfoBox

There are currently no InfoBox items for the **ARC\_LOG\_CONTAINER** Application Class.

## ARC\_LOG Application InfoBox

There are currently no InfoBox items for the **ARC\_LOG** Application Class.

## ARC\_DEVICE\_CONTAINER Application InfoBox

There are currently no InfoBox items for the **ARC\_DEVICE\_CONTAINER** Application Class.

## ARC\_DEVICE Application InfoBox

Listed below are the InfoBox items currently available for a **ARC\_DEVICE** application instance:

**Table 1-7 ARC\_DEVICE Application InfoBox Items**

<b>Info Item</b>	<b>Meaning</b>
Device Label	Label of Tape Device

## ARC\_MEDIA Application InfoBox

There are currently no InfoBox items for the **ARC\_MEDIA** Application Class.

## ARC\_DB Application InfoBox

There are currently no InfoBox items for the **ARC\_DB** Application Class.

## Where to Go from Here

The following table suggests topics that you should read next:

<b>If you want information on...</b>	<b>Refer to...</b>
How to use online help	<b>Help =&gt; Using Help</b> from the PATROL Console menu bar.
How to load and configure the PATROL KM	Chapter 2, "Getting Started," and the Help
What a certain menu command does	Chapter 3, "Menu Summary," and the Help
What a certain parameter does	Chapter 4, "Parameter Summary," and the Help
How to perform a task using this KM	Chapter 5, "Monitoring ARCserve Backup," and the Help

---

# Getting Started

This chapter provides you with information that you will need to get started with the PATROL<sup>®</sup> for CA ARCserve<sup>®</sup> Backup by OTL Software. The following topics are discussed:

Preparing to Use ARC KM. . . . .	2-2
KM Requirements . . . . .	2-2
Licensing Requirements for the KM . . . . .	2-2
Software Requirements for the KM. . . . .	2-2
Installing the KM . . . . .	2-3
Installing the KM (Using BMC Installation Utility) . . . . .	2-3
Preparing to Install or Upgrade (Using All in One Exe/Zip File) . . . . .	2-4
Installing the KM on a Unix Platform . . . . .	2-5
Installing the KM on a Microsoft Windows Platform . . . . .	2-6
Installing or Upgrading the PAR file on BPPM Portal . . . . .	2-7
Loading the KM . . . . .	2-8
Preparing to Load the KM . . . . .	2-8
Loading the KM on PATROL Console . . . . .	2-8
Loading the KM on PATROL Central . . . . .	2-9
Loading the KM on BPPM Portal . . . . .	2-10
Configuring the KM . . . . .	2-11
Licensing the KM . . . . .	2-13
Verifying the Configuration . . . . .	2-13
Discovery Cycle. . . . .	2-16
Help . . . . .	2-17
Accessing Help . . . . .	2-17
Where to Go from Here . . . . .	2-18

## Preparing to Use ARC KM

After installing ARC KM, you must perform certain tasks before you can use the KM. If the KM has not been installed, refer to “Installing the KM” on page 2-3 for installation procedures.

Before proceeding, refer to the section “Supported Operating Systems” and “Supported Versions” on page 1-3.

## KM Requirements

This section describes the software and information requirements for setting up this KM.

## Licensing Requirements for the KM

A valid license is required before you can use the KM. The ARC KM is shipped with a built-in 30 day trial key, which is deployed automatically when the product is first installed and loaded onto a PATROL Agent. The trial key will only work on a fresh installation and it will not license any subsequent installations.

For more information on licensing, see the “Licensing the KM” on page 2-13 below.

## Software Requirements for the KM

You must meet the general operating system platform and software requirements described under “Supported Operating Systems” and “Supported Versions” on page 1-3.

# Installing the KM

This section describes steps required to install or upgrade the PATROL for CA ARCserve Backup.

## Installing the KM (Using BMC Installation Utility)

1. Check all prerequisites have been met.
2. Download the latest *Installation Utility* from BMC EPD site and extract the contents to create **bmc\_products** directory under a temporary directory.
3. Extract the contents of the ARC KM distribution file (**arc\_km\_v14xx.zip** on Microsoft Windows platforms or **arc\_km\_v14xx.tar** on Unix platforms) to the same temporary directory, created in Step 2.
4. Start the *Installation Utility* (**setup.exe** on Microsoft Windows platforms or **setup.sh** on Unix platforms), follow the instructions and install the required components of the KM. Table 2-1 describes the contents of the ARC KM distribution file.

Table 2-1 Contents of the Distribution File for Installation Utility

File	Description
<b>arcagt14xxw</b>	MS Windows PATROL Agent installation utility files
<b>arcon14xxu</b>	PATROL Console for Unix installation utility files
<b>arcon14xxw</b>	PATROL Console for MS Windows installation utility files
<b>arccs14xxu</b>	PATROL Central Console Server for Unix installation utility files
<b>arccs14xxw</b>	PATROL Central Console Server for MS Windows installation utility files
<b>arcws14xx</b>	PATROL Central Web Server for Unix and PATROL Central Web Server for MS Windows installation utility files
<b>otl-arc-solution-1.4.xx.par</b>	BMC ProactiveNet Performance Management Portal PAR file

## Preparing to Install or Upgrade (Using All in One Exe/Zip File)

1. Check all prerequisites have been met.
2. Extract the contents of the distribution file to a temporary folder. This distribution file can be obtained as a Microsoft Windows self-extracting file (**arc.exe**), zip file (**arc.zip**) or a compressed tar file (**arc.tar.z**). Zip files can be extracted using WinZip application or PKUNZIP command (Microsoft Windows platforms) or uncompress and tar command (Unix platforms). Table 2-2 describes the contents of the ARC KM distribution file.

**Table 2-2 Contents of the Distribution File**

<b>File</b>	<b>Description</b>
<b>arc_ug14.pdf</b>	User Guide
<b>arc_rn&lt;release_date&gt;.pdf</b>	Release Notes
<b>arcagt14.exe</b>	MS Windows PATROL Agent installation file
<b>arc_r14_console.tar</b>	PATROL Console for Unix installation file
<b>arcon14.exe</b>	PATROL Console for MS Windows installation file
<b>arconserver14.tar</b>	PATROL Central Console Server for Unix installation file
<b>arccs14.exe</b>	PATROL Central Console Server for MS Windows installation file
<b>arcwebserver14.tar</b>	PATROL Central Web Server for Unix installation file
<b>arcws14.exe</b>	PATROL Central Web Server for MS Windows installation file
<b>otl-arc-solution-1.4.xx.par</b>	BMC ProactiveNet Performance Management Portal PAR file

3. Read the Release Notes, and confirm all requirement for this release have been met.
4. If you are upgrading the ARC KM, please follow the steps described under “Uninstalling the KM” on page 5-12 to uninstall the old version of the KM before attempting to install the new version.

# Installing the KM on a Unix Platform

1. Copy or ftp appropriate installation files under the paths for the relevant systems as shown in Table 2-3.

**Table 2-3 Unix Platform Installation Files and Extraction Paths**

<b>File</b>	<b>Path</b>
<b>arc_r14_console.tar</b>	<b>\$PATROL_HOME/</b> on PATROL Console for Unix  <i>Example:</i> <b>/opt/bmc/Patrol3/</b> or <b>/opt/bmc/Patrol3/Solaris29-sun4/</b>
<b>arcconserver14.tar</b>	<b>\$PATROL_ROOT/</b> on PATROL Central Console Server for Unix  <i>Example:</i> <b>/opt/bmc/Patrol7/</b>
<b>arcwebserver14.tar</b>	<b>\$BMC_ROOT/webcentral/</b> on PATROL Central Web Server for Unix  <i>Example:</i> <b>/opt/bmc/webcentral/</b>

2. Extract the contents of the installation **.tar** file as PATROL user, using:  

```
tar xvf <file name>
```
3. Remove the installation **.tar** file copied in Step 1.

## Installing the KM on a Microsoft Windows Platform

1. Copy or ftp appropriate installation files to a temporary folder (such as **C:\temp**) on the relevant system.
2. Double-click the file and extract the contents of the self-extracting files to relevant paths as shown in Table 2-4

**Table 2-4 MS Windows Platform Installation Files and Extraction Paths**

<b>File</b>	<b>Path</b>
<b>arcagt14.exe</b>	%PATROL_HOME%\ on monitored servers for CA ARCserve Backup for Microsoft Windows  <b>Example:</b> <b>C:\Program Files\BMC Software\Patrol3\</b>
<b>arcon14.exe</b>	%PATROL_HOME%\ on PATROL Console for MS Windows  <b>Example:</b> <b>C:\Program Files\BMC Software\Patrol3\</b>
<b>arccs14.exe</b>	%PATROL_ROOT%\ on PATROL Central Console Server for MS Windows  <b>Example:</b> <b>C:\Program Files\BMC Software\Patrol7\</b>
<b>arcws14.exe</b>	%BMC_ROOT%\WebCentral\ on PATROL Central Web Server for MS Windows  <b>Example:</b> <b>C:\Program Files\BMC Software\WebCentral\</b>

3. Remove the self-extracting installation file copied in Step 1.



## Installing or Upgrading the PAR file on BPPM Portal

The PAR file enables BMC ProactiveNet Performance Management Portal to retrieve the KM data from the PATROL Agent.

1. Log on to the BMC ProactiveNet Performance Management Portal with portal credentials, and select the **Portal** tab.
2. Under **Tasks** in the navigation pane, select **Performance Managers**.
3. Click **Upload**
4. Click **Browse** and then select the PAR file extracted under the temporary folder on the local system. (**otl-arc-solution-1.5.xx.par**) extracted under the temporary folder on the local system.
5. Click **Upload**.

---

### Note

If you are upgrading the PAR file on BMC ProactiveNet Performance Management Portal, the initial Status of the newly uploaded PAR solution on Portal is “**Unpublished**”.

To push-out the new version to effect the upgrade process, select the checkbox next to the new version PAR solution on Portal, and click **Publish**.

---

# Loading the KM

This section provides instructions to load ARC KM on Microsoft Windows and Unix platforms.

Before you load the ARC KM, you must install the KM on PATROL Console and PATROL Agent systems, following the instructions in “Installing the KM” on page 2-3.

## Preparing to Load the KM

1. Start the PATROL Console and update the connection to all PATROL Agent systems where the ARC KM is installed.
2. Check the value of the PATROL Agent tuning variable, “/AgentSetup/AgentTuning/pslInstructionMax”, and if necessary, increase it.

## Loading the KM on PATROL Console

1. From the PATROL Console menu bar, choose **File => Load KM...**
2. Select the **ARC\_LOAD.kml** file, and click **Open** or **OK**. The ARC KM will be loaded to the PATROL Console, and all connected PATROL Agents will start discovering the CA ARCserve Backup environment. If the automatic discovery successfully finds the CA ARCserve Backup server installation, **ARC\_SETUP** instance will be instantiated, as shown in Figure 2-1.

---

**Note**

---

This automatic discovery may take up to 5 minutes to instantiate the **ARC\_SETUP** instance. Look for any error messages on the PATROL Console System Output Window (SOW) during the initial discovery..

---



**Figure 2-1** ARC\_SETUP Icon

3. Select **File => Save Configuration** to save the new list of loaded KMs as the PATROL Console user preference.
4. Repeat the above steps on each PATROL Console.

## Loading the KM on PATROL Central

1. Right click on the **PATROL Main Map**, and choose **Load Knowledge Modules...** A wizard box will display a list of all managed systems.
2. Select the managed systems where the ARC KM is to be loaded, and click **Next>**. The wizard will display a list of all available **.kml** files for the managed systems you selected.
3. Select the **ARC\_LOAD.kml** file for each managed system, click **Next>** and **Finish**.

---

**Note**

---

If you cannot find the **ARC\_LOAD.kml** file in the wizard list for any system you selected, then the KM has not been installed on that system. Check that you have followed the instructions in “Installing the KM” on page 2-3.

---

The ARC KM will be loaded to the PATROL Central Console Server, and all connected selected managed systems will start discovering the CA ARCserve Backup environment. If the automatic discovery successfully finds the CA ARCserve Backup server installation, the **ARC\_SETUP** instance will be instantiated, as shown in Figure 2-1.

---

**Note**

---

This automatic discovery may take up to 5 minutes to instantiate **ARC\_SETUP** instance.

---

4. Repeat the above steps for each PATROL Central Management Profile where ARC KM is to be unloaded.

## Loading the KM on BPPM Portal

1. Logon to BMC ProactiveNet Performance Management Portal with appropriate credentials to add infrastructure elements.
2. Click on **Configure** tab.
3. Under **Tasks**, select **Elements** to open the Elements page.
4. Click in **Add**.
5. Select **Infrastructure Element**, and click **Next**.
6. Select appropriate RSM, and click **Next**.
7. Enter the label for the element, select **PATROL Integration**, and click **Next**.
8. Select/create a group name, and click **Next**.
9. Select appropriate method to discover the PATROL Agent hosts, and click **Next**.
10. Fill the required details for discovering the PATROL Agents, and click **Commit**.

# Configuring the KM

---

## Note

---

This version of the ARC KM cannot be configured from BMC ProactiveNet Performance Management Portal. Use PATROL Console or PATROL Central Console to access the KM configuration menus (KM commands) described below.

---

Once the OTL Software ARC KM has been loaded the ARC\_SETUP icon will appear. This allows the user to define the ARCserve installation directory, and to enter KM license information.



**Figure 2-2** ARC\_SETUP Icon

At this point the KM needs to be licensed and configured before the KM is able to start operation.

PATROL for CA ARCserve Backup is shipped with a free 30 day trial license. As soon as KM is installed and loaded to the PATROL Agent on a new managed node, the trial license will be automatically activated. The trial license gives full monitoring capability for the KM, and works only once on a managed node.

If you want to purchase a permanent license key, contact your local reseller or OTL Software Limited. To generate the license key, you will need to provide your system architectre details.

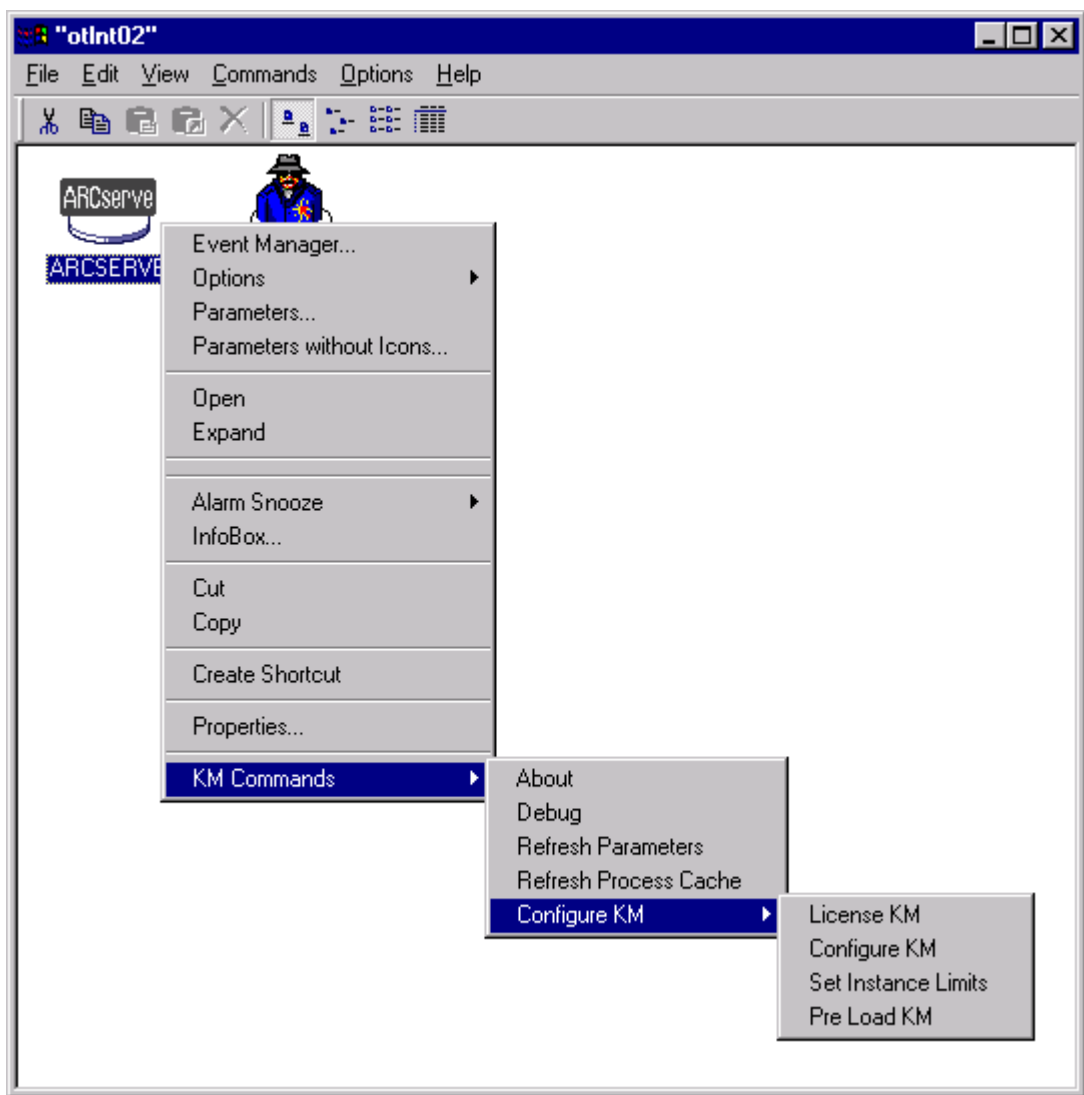
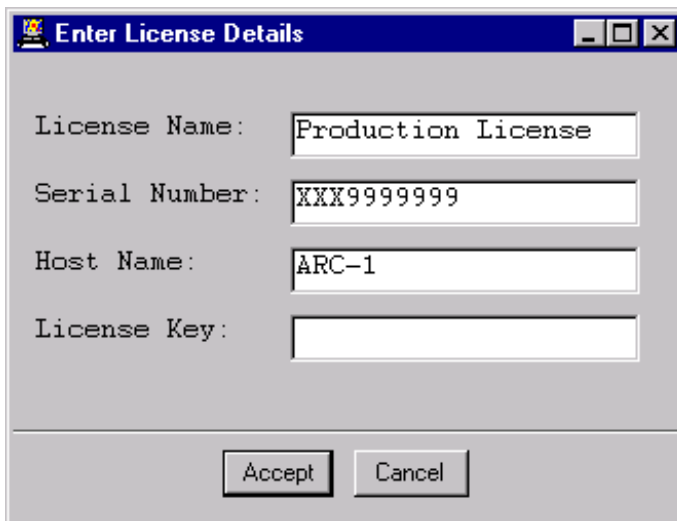


Figure 2-3 CA ARCserve Backup Application Menu

## Licensing the KM

Licensing the KM is performed by selecting a menu item available the from ARC\_SETUP icon on the PATROL Console, **ARCserve KM Setup => License ARCserve KM**.



The image shows a Windows-style dialog box titled "Enter License Details". It has a blue title bar with a small icon on the left and standard window controls (minimize, maximize, close) on the right. The main area is light gray and contains four text input fields, each with a label to its left: "License Name:" containing "Production License", "Serial Number:" containing "XXX9999999", "Host Name:" containing "ARC-1", and "License Key:" which is empty. At the bottom of the dialog are two buttons: "Accept" and "Cancel".

Figure 2-4 ARC KM License Menu

This window allows the user to license the ARC KM. The KM is licensed on a per-server basis.

Once the licensing has been successful, the main **ARC\_SETUP** icon will be replaced with **CA ARCserve Backup**.

## Verifying the Configuration

ARC KM does not require any configuration, if it uses ARCserve Backup default database. If the Microsoft SQLServer database is used as ARCserve Backup database, the COM Interface will require updating. The remainder of the KM is automatically configured by the discovery process.





- ARCserve Database DSN.

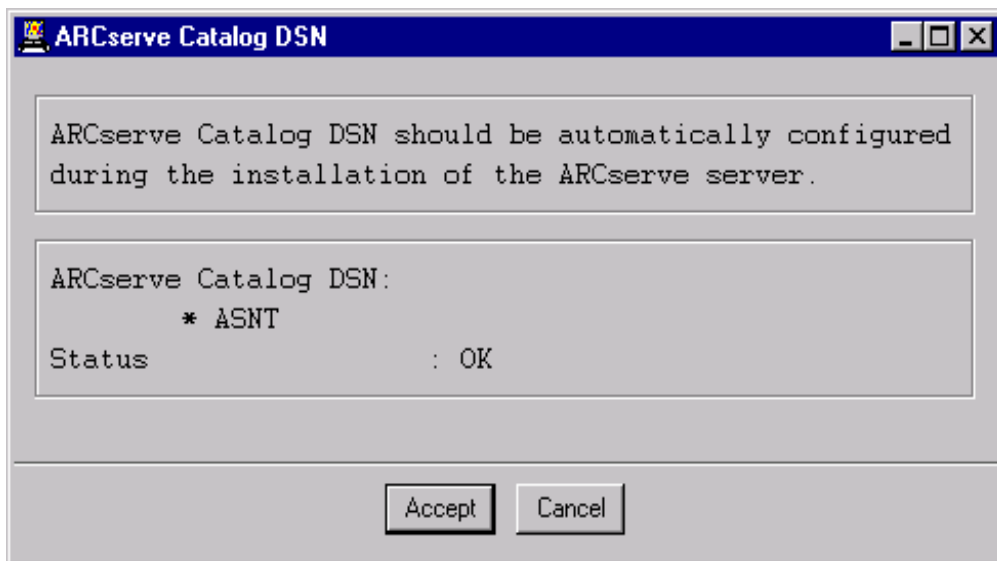


Figure 2-7 DSN Dialog

- The COM settings of the PATROL Agent.

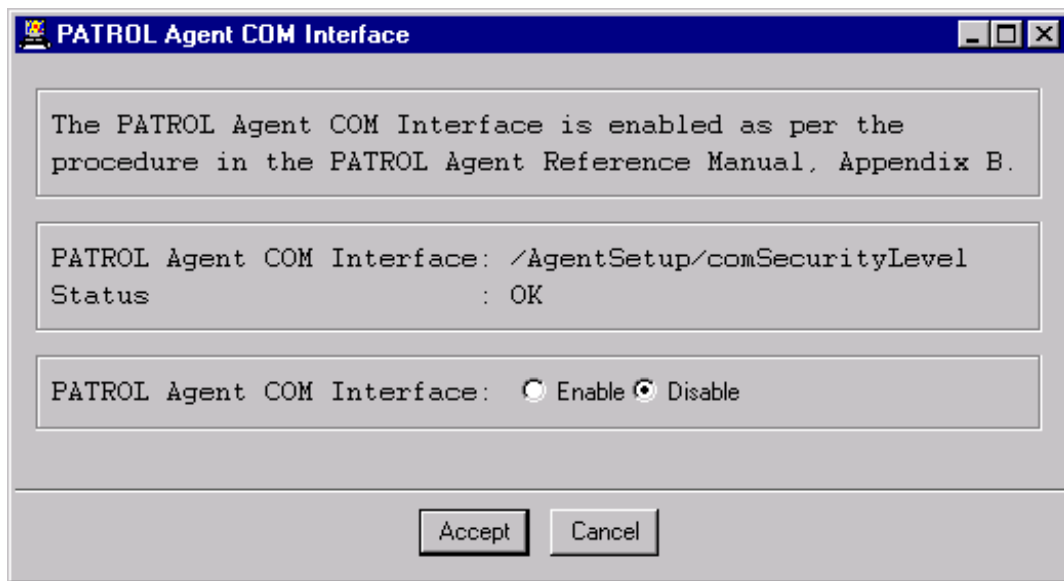


Figure 2-8 COM Interface Dialog

The COM Interface menu allows the user to control the connection to the ARCserve Backup database. This option is only required if the database type is Microsoft SQLServer.

Once the configuration parameters have been re-discovered, the window changes to display **OK** as in the figure below.

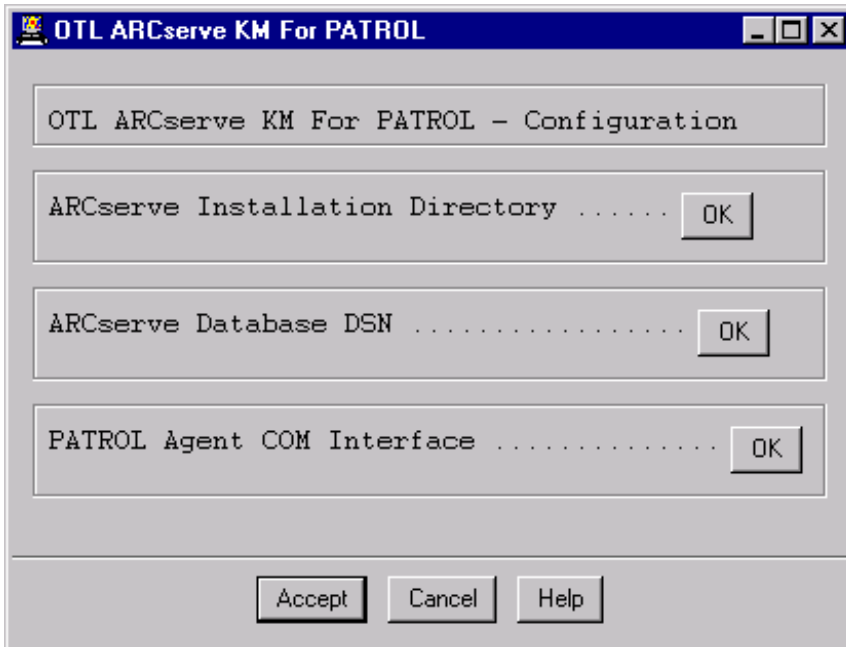


Figure 2-9 Configuration Dialog

## Discovery Cycle

It will take up to 15 minutes for the discovery cycle to automatically find all of the storage pools, policy domains, nodes, drives and libraries present in the system. Discovery can be forced by choosing **ARCserve KM Setup => Refresh Process Cache** from the ARC application instance menu and **Utilities => Patrol => Force Discovery** from the computer instance menu.

# Help

Help describes the function of the currently displayed window or dialog box and the use of its elements. The task in this section describe how to access help.

## Accessing Help

*Summary:* You can access help from the PATROL Console through the List of Applications Classes window, the parameter window, and the parameter pop-up menu.

---

### To Access Help from the List of Applications Classes Window with the PATROL Console for Unix

- » Choose **Help => This Application** from the List of Applications Classes window.

### To Access Help from Context-Sensitive Parameter Help with the PATROL Console for Unix

- » Perform one of these actions:
  - Choose **Info** from any parameter pop-up menu.
  - Choose **Help** from any parameter window.

### To Access Help from Context-Sensitive Parameter Help with the PATROL Console for Windows

- » Right-click any parameter pop-up window and choose **Help On**.

## Where to Go from Here

The following table suggests topics that you should read next:

<b>If you want information on...</b>	<b>See...</b>
How to use help	<b>Help =&gt; Using Help</b> from the PATROL Console for Unix menu bar.
What a certain menu command does	Chapter 3, "Menu Summary," and the OTL Software ARC KM help.
What a certain parameter does	Chapter 4, "Parameter Summary," and the OTL Software ARC KM for PATROL help.
How to perform a task using this KM	Chapter 5, "Monitoring ARCserve Backup."

---

## Menu Summary

This chapter summarises the application menus for PATROL<sup>®</sup> for CA ARCserve<sup>®</sup> Backup by OTL Software (also referred to as the ARC KM). The application menu architecture is provided in a table for each of the application classes.

When a Knowledge Module (KM) is loaded, its associated menu commands are added to the KM area of a menu. The KM area of a menu is below the menu's horizontal line. Menu commands above the line belong to the Console.

This chapter describes KM menu commands only. The KM help system provides further details about these menu commands. For descriptions of Console menu commands, refer to the appropriate PATROL user guide for your Console.

The following topics are discussed in this chapter:

Accessing Application Menus . . . . .	3-2
ARC_SERVER Application Menu . . . . .	3-3
ARC_SERVICE_CONTAINER Application Menu . . . . .	3-5
ARC_SERVICE Application Menu . . . . .	3-7
ARC_JOB_CONTAINER Application Class Menu . . . . .	3-8
ARC_JOB Application Class Menu . . . . .	3-10
ARC_LOG_CONTAINER Application Class Menu . . . . .	3-11
ARC_LOG Application Class Menu . . . . .	3-12
ARC_MEDIA Application Class Menu . . . . .	3-15
Where to Go from Here . . . . .	3-16

# Accessing Application Menus

To access application menu items, perform the following steps:

---

**Note**

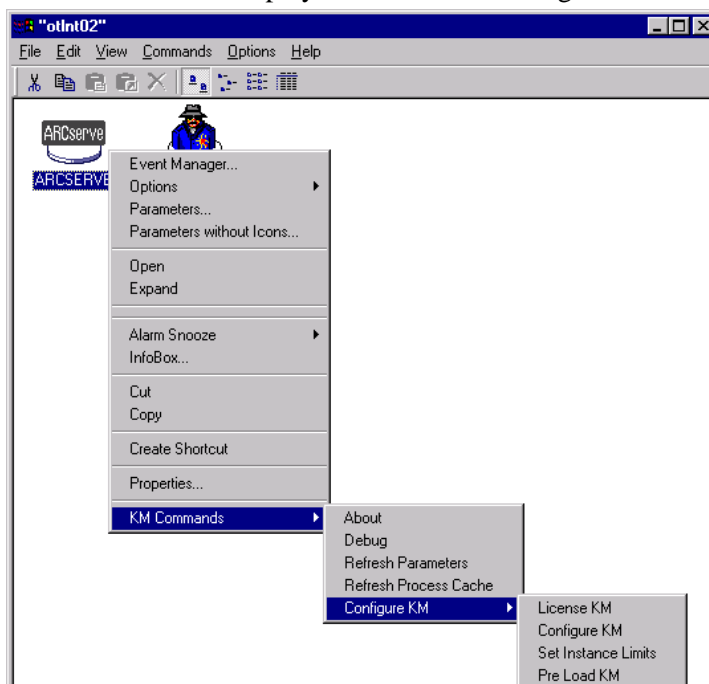
A summary of each menu item is provided later in this section.

---

**Step 1** To access the application menu, perform one of the following actions:

- **With the PATROL Console for Unix**, click and hold MB3 on a PATROL Console icon.
- **With the PATROL Console for Windows**, right-click a PATROL Console icon.

The main menu is displayed as shown in the figure below.



**Figure 3-1 Application Menus**

**Step 2** Select the appropriate menu item to perform the required task.

# Menu Summary

This section describes the ARC KM application menus for the following application classes.

- ARC\_SERVER Application Menu
- ARC\_SERVICE\_CONTAINER Application Menu
- ARC\_SERVICE Application Menu
- ARC\_JOB\_CONTAINER Application Class Menu
- ARC\_JOB Application Class Menu
- ARC\_LOG\_CONTAINER Application Class Menu
- ARC\_LOG Application Class Menu
- ARC\_MEDIA Application Class Menu

---

**Note**

---

The ARC\_DB, ARC\_DEVICE, ARC\_DEVICE\_CONTAINER, ARC\_POOL, ARC\_POOL\_CONTAINER, ARC\_TAPE, and ARC\_TAPE\_CONTAINER application classes do not have menu items for performing specific functions.

---

## ARC\_SERVER Application Menu

The ARC\_SERVER application menu is available from the CA ARCserve Backup or ARC\_SETUP icon as shown in Figure 3-1.

The ARC\_SERVER application menu has the following menu items:

**Table 3-1 Menu Items for ARC\_SERVER Application**

Menu	Action
About	Displays Information about KM Manufacturer and Version
Debug	Opens Debug Dialog box to set debugging on/off
Refresh Parameters	Forces Refresh of ARC_SERVER Parameters (Collectors)
Refresh Process Cache	Forces a refresh of the PATROL Agent Process cache
Configure KM	This sub-menu Access the Configuration Menus.

<b>Menu</b>	<b>Action</b>
License KM	This option provides access to the License Dialogue box for entering License details. The ARC_SERVER Icon will display ARC_SETUP and be OFFLINE until this process is performed. See Chapter 2, "Licensing the KM"
Configure KM	This option allows the configuration information to be displayed. Most of the items are created from the Discovery Process. See Chapter 2, "Verifying the Configuration"
Set Instance Limits	This option provides access to the Set Instance Limit Dialogue box, where the maximum number of Patrol Instances to be created within the KM, can be controlled.
Pre Load KM	Adds ARC_LOAD.kml to Agent "/AgentSetup/preloadedKMs" variable. This menu item does not return any confirmation.



# ARC\_SERVICE\_CONTAINER Application Menu

The ARC\_SERVICE\_CONTAINER menu shown in Figure 3-2 provides access to configuring the services that ARCserve requires. These services can be enabled or disabled.

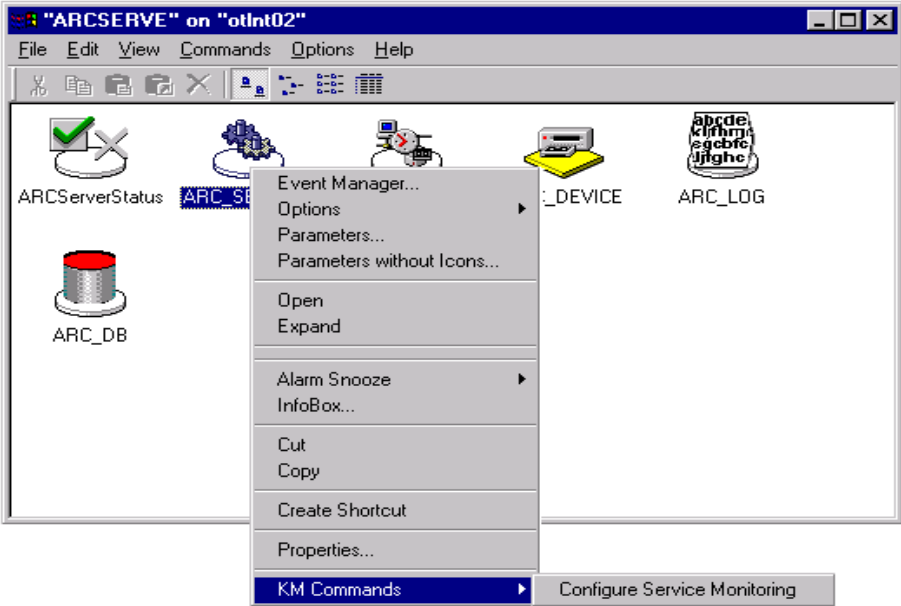


Figure 3-2 ARC\_SERVICE\_CONTAINER Application Menu

The ARC\_SERVICE\_CONTAINER application menu has the following menu items:

Menu	Action
Configure Service Monitoring	This Option will start a dialog menu to enable and disable services to be monitored. By default, all installed services are enabled.

Table 3-2 Menu Items for ARC\_SERVICE\_CONTAINER Application

Figure 3-2 is the Service Configuration Dialog Box from the menu in Figure 3-2.

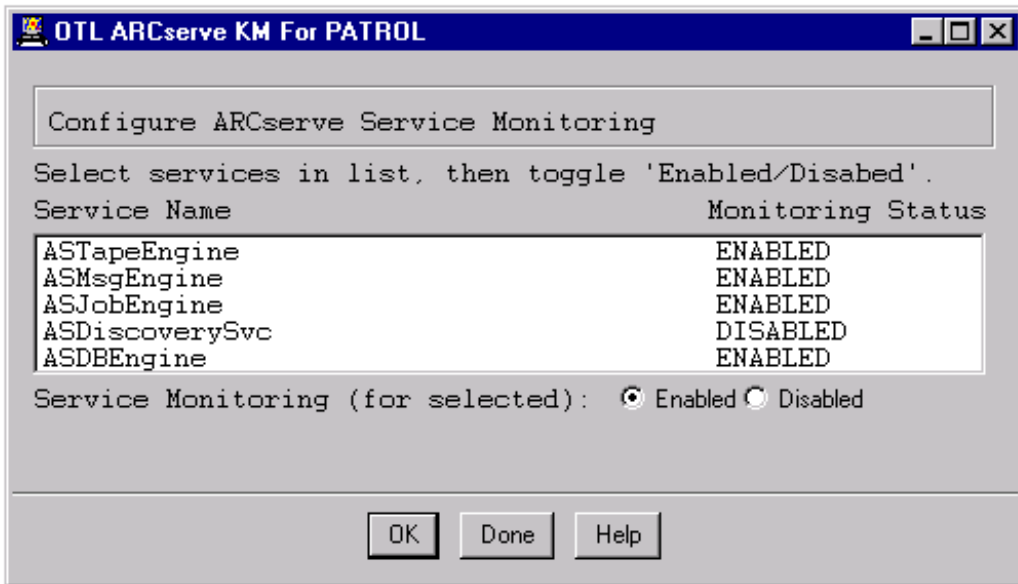


Figure 3-3 ARC\_SERVICE\_CONTAINER Service Configuration Menu

### Configure Service Monitoring

To Configure Service Monitoring, complete the following steps.

1. Select the Service(s) you want to modify.
2. Select **Enabled** to Enable Monitoring or **Disabled** to disable monitoring of the selected service(s).
3. Select **OK** to update the window and confirm your choices.
4. Select **Done** to close the window and save your settings.

# ARC\_SERVICE Application Menu

The ARC\_SERVICE menu shown in Figure provides the ability to start “stopped” services. This allows the PATROL console user to start services set to manual or that have been stopped by an external command.

## Start Service Menu

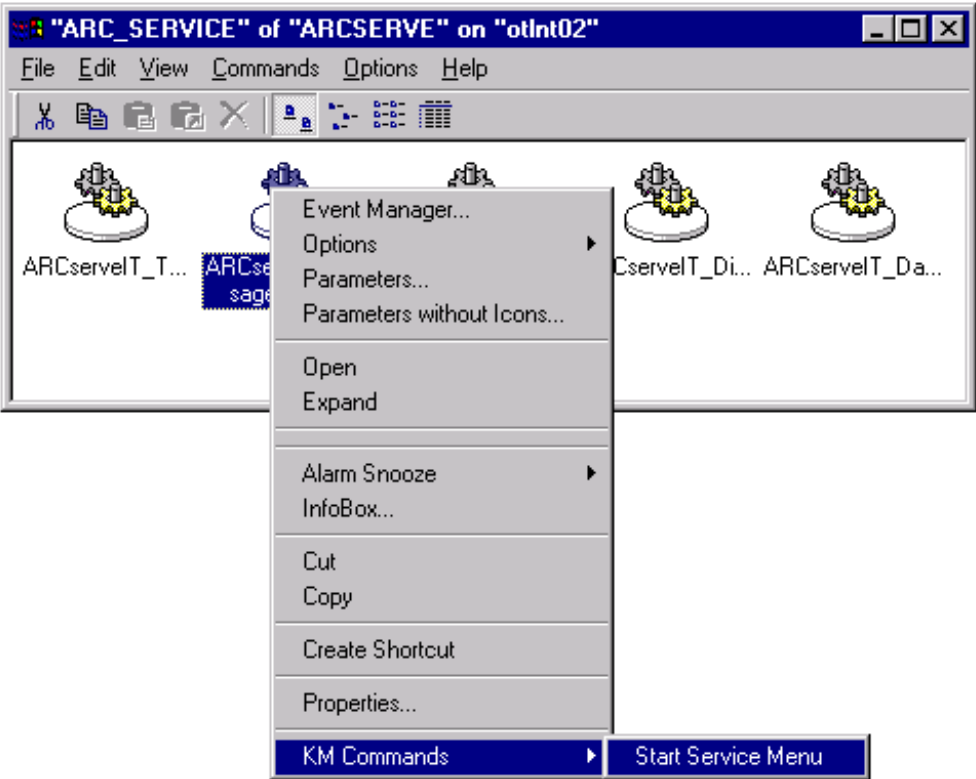


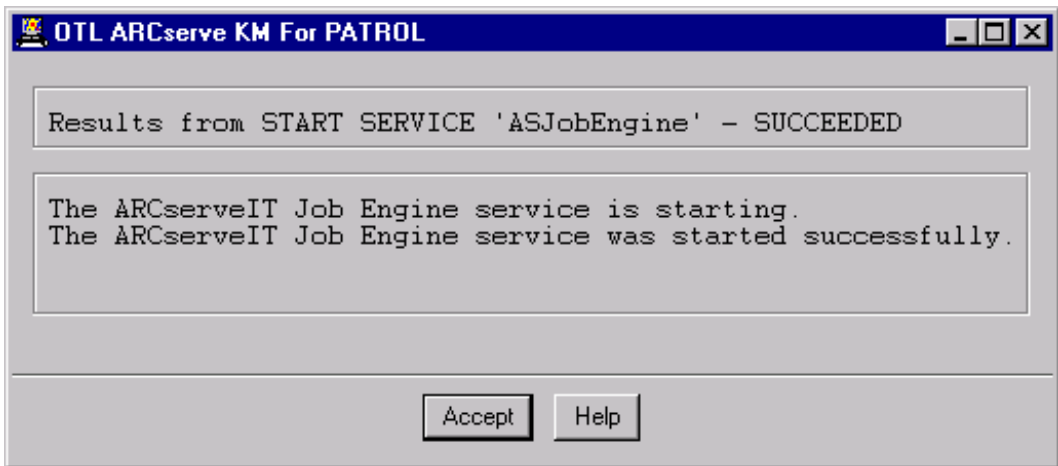
Figure 3-4 ARC\_SERVICE Application Menu

The ARC\_SERVICE\_CONTAINER application menu has the following menu items:

Menu	Action
Start Service Menu	This option allows the PATROL Console operator to start the selected service. See Figure 3-5

**Table 3-3 Menu Items for ARC\_SERVICE Application**

The result of the START command will appear in a response dialog box in Figure 3-5.



**Figure 3-5 Service Start Response Window**

## ARC\_JOB\_CONTAINER Application Class Menu

The ARC\_JOB\_CONTAINER Application Class menu provides access to the following menu items.:

Menu	Action
Clear Alarms	This option opens a dialog box to select the parameter alarms in the ARC_JOB_CONTAINER application class. These parameters are summary information about the JOB instances located in this container. See Figure 3-6

**Table 3-4 Menu Items for ARC\_JOB\_CONTAINER Application**

The following figure shows the menu if any parameters are in WARNING or ALARM state.



**Figure 3-6 Clear Job Alarm Menu**

### **Clear Job Menu Instructions**

1. Select Items to clear
2. Click the Accept Button

---

**Note**

---

Items in the ARC\_JOB\_CONTAINER Class will be refreshed at each collection interval, thus clearing the ALARM or WARNING state is not permanent. However, JOBS that have already been screened will not change the ALARM state.

---

## ARC\_JOB Application Class Menu

The ARC\_JOB Application Class menu provides access to the following menu items.:

Menu	Action
View Job Log	This option opens a dialog box view the contents of the Job Log File selected. See Figure 3-7
Clear Job Alarms	This option opens a dialog box to select the parameter alarms in the ARC_JOB application class. These parameters are summary information about the JOB instances located in this container. See Figure 3-7

**Table 3-5 Menu Items for ARC\_JOB\_CONTAINER Application**

Figure 3-7 shows the contents of the Job Log. Select OK to clear and exit the screen.

Figure 3-7 shows the menu if any jobs are in WARNING or ALARM state.



**Figure 3-7 ARC\_JOB Class Clear Job Alarm Menu**

## Clear Job Menu Instructions

1. Select Items to clear
2. Click the Accept Button

---

### Note

---

Items in the ARC\_JOB Class are not updated by the collector. Once the ALARM or WARNING state has been changed, it can't be undone.

---

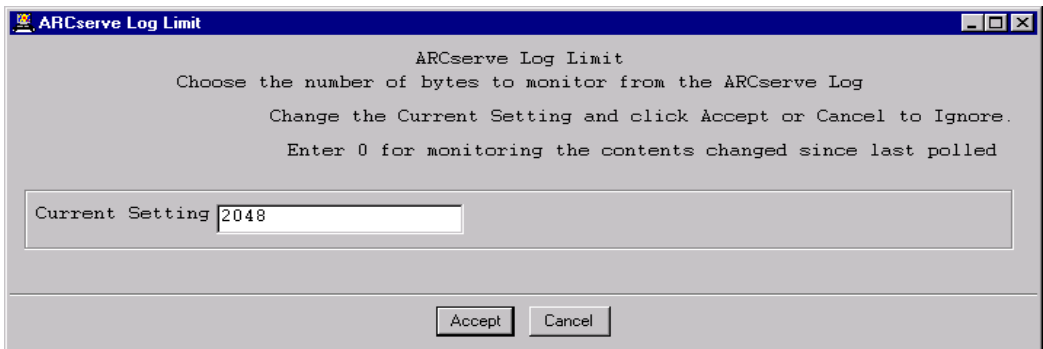
## ARC\_LOG\_CONTAINER Application Class Menu

The ARC\_LOG\_CONTAINER Application Class menu provides access to the following menu items.:

Menu	Action
Configure Log Limits	This menu option opens a dialog box to configure the amount of data read and filtered by the ARC_LOG collector. It defaults to 2K (2048 bytes)

**Table 3-6 Menu Items for ARC\_LOG\_CONTAINER Application**

Figure 3-8 is the menu for configuring Log Limits.



**Figure 3-8 Configure Log Limits Menu**

# ARC\_LOG Application Class Menu

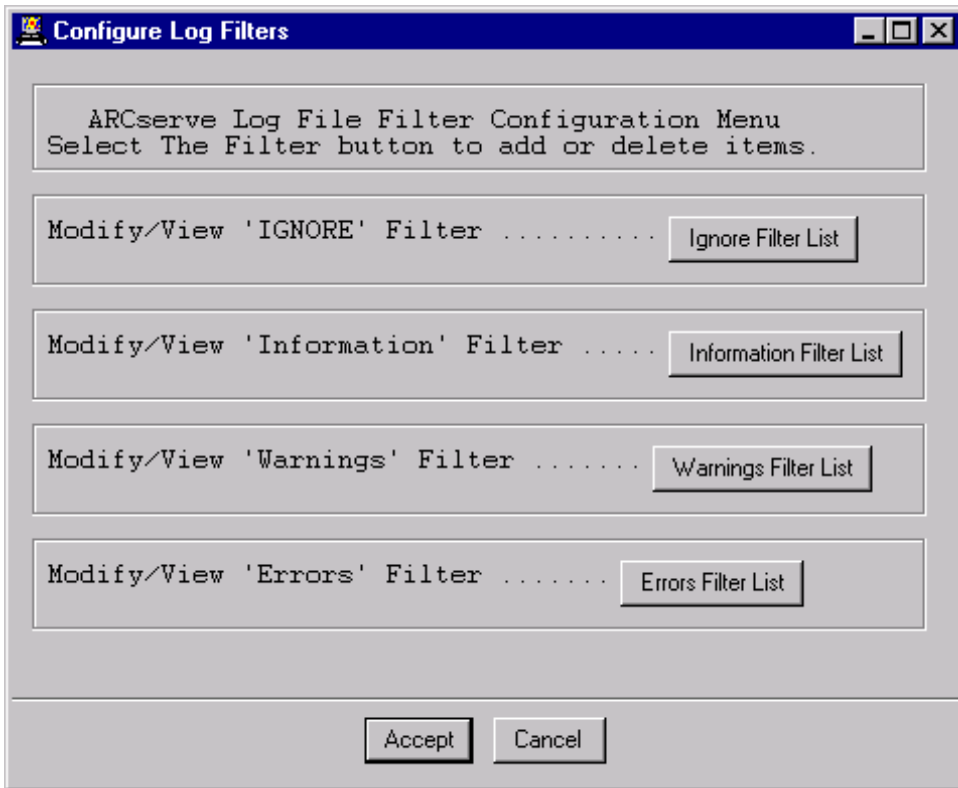
The ARC\_LOG Application Class menu provides access to the following menu items.:

Menu	Action
Log Monitor Configuration	This menu item opens a dialog box to configure the filtering strings for the ARCSERVE.LOG file.
Clear Log Alarm	This menu item opens a dialog box to clear parameters that are in ALARM or WARNING state.

**Table 3-7 Menu Items for ARC\_LOG Application**

## Log Monitor Configuration Menu

Figure 3-9 is the configuration menu for the log filtering.



**Figure 3-9 Configure Log Filters Menu**



## Configure Log Filters

To configure the Log Filters complete the following steps.

---

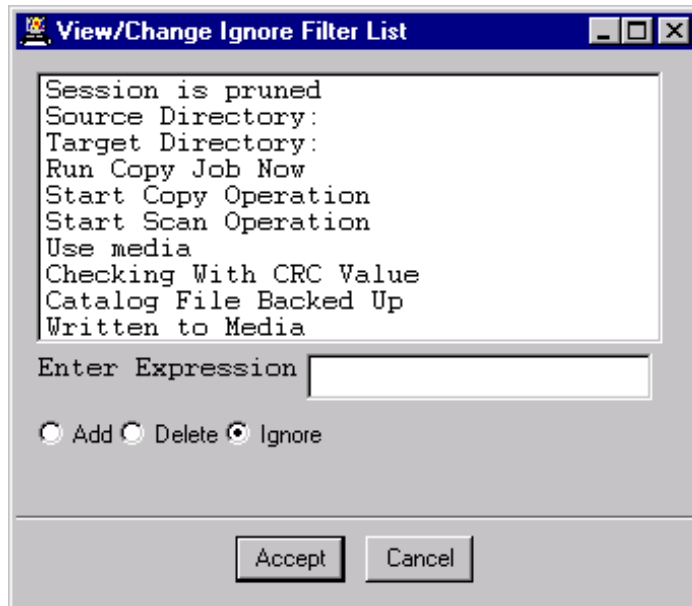
### Note

---

WARNING: Configure 1 filter at a time. Inconsistent results may occur if more than 1 filter is adjusted at a time

---

1. Select the **button** of the Filter you wish to modify from Figure 3-9.



**Figure 3-10 Filter List Menu**

2. Enter an expression in the **Enter Expression** field and choose **Add** to add an item to the current list.
3. Select an Expression from the list and choose **Delete** to delete an existing entry from the list.

4. Select **Accept** to confirm your changes and save or **Cancel** to close the window and **Ignore** any changes.

---

**Note**

---

The **Ignore** option is selected by default so changes to the entries will be ignored, irrespective of whether **Accept** or **Cancel** is clicked, if this is not changed. Also, multiple selections of selecting a file and adding an entry are ignored and may cause inconsistent results.

---

Once **Accept** is pressed, the menu in Figure 3-9 returns.

5. Select **Accept** to accept all changes or **Cancel** to abort changes.

### Clear Log Alarm Menu

Figure 3-11 show the menu for Clear Log Alarm. This menu will provide a choice of items that are in ALARM or WARNING state.

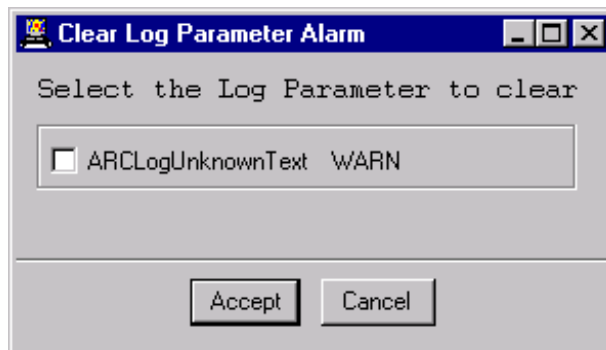
---

**Note**

---

Since the Log Collector only reads new data at each collection interval, Clearing the alarm is only relevant for the time between collections. For longer periods of ALARM suppression, use the **Alarm Snooze** menu option.

---



**Figure 3-11 Clear Log Alarm Menu**

## ARC\_MEDIA Application Class Menu

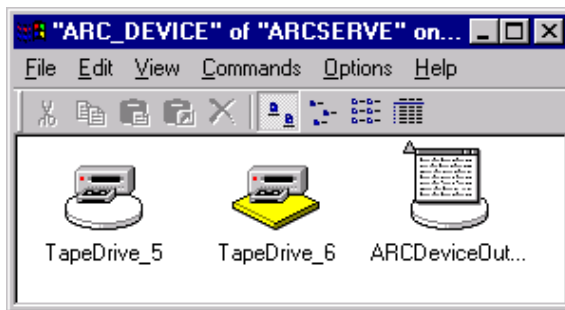
The ARC\_MEDIA Application Class Menu provides access to clear alarm and warning events to **Tape Mount errors** detected on the Tape Devices.

Menu	Action
Clear Tape Alarm	This menu item opens a dialog box to clear parameters that are in ALARM or WARNING state.

**Table 3-8** ARC\_MEDIA Application Class Menus

### To Clear Tape Alarms

To clear a Tape Alarm, open the “ARC\_DEVICE Application Class” on page 3-15.



**Figure 3-12** ARC\_DEVICE Application Class

Next open the “Figure 3-13ARC\_MEDIA Clear Tape Alarm Menu” in Figure 3-13. Select **Clear Tape Alarm** from the Tape Instance menu. The Alarm will clear until the next change of state of the Tape.

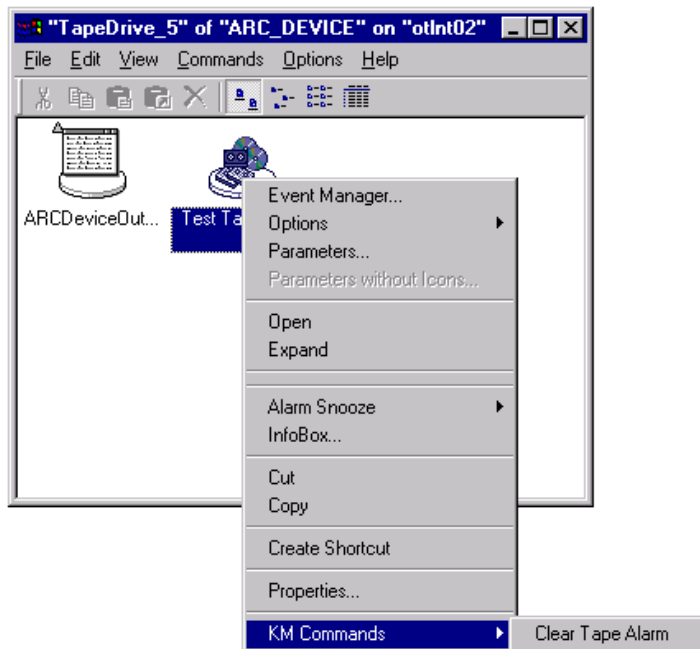


Figure 3-13 ARC\_MEDIA Clear Tape Alarm Menu

## Where to Go from Here

The following table suggests topics that you should read next:

If you want information on...	See...
How to load the ARC KM KM	Chapter 2, “Getting Started.”
What a certain parameter does	Chapter 4, “Parameter Summary,” and the ARC KM help.
How to perform a task using this KM	Chapter 5, “Monitoring ARCserve Backup.”

# Parameter Summary

This chapter provides a summary of parameters for the PATROL for CA ARCserve Backup (also referred to as the ARC KM). Refer to the *PATROL for Unix User Guide* and the *PATROL for Windows User Guide (Volume 3)* for additional information about the different types of parameters and their functions. Refer to the KM help system for details about KM-specific parameters. The following topics are discussed:

Functional Parameter Summary . . . . .	4-1
Parameter Default Values . . . . .	4-11
Where to Go from Here . . . . .	4-16

## Functional Parameter Summary

ARC KM has various parameters that provide statistical information about resources, operating status, and performance. Table 4-1 provides information that you can use when selecting or reviewing the appropriate parameters that are used in monitoring the KM.

**Table 4-1 ARC KM Parameter Summary**

Parameter	Description	See Also Page
<b>ARC_SERVER Application Class</b>		
ARCDBColl	This collector sets consumer parameters in the ARC_DB application class.	4-1

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCDeviceCollector	This collector sets consumer parameters in the ARC_DEVICE and ARC_DEVICE_CONTAINER application classes.	4-2
ARCJobCollector	This collector sets consumer parameters in the ARC_JOB and ARC_JOB_CONTAINER application classes.	4-2
ARCLogCollector	This collector sets consumer parameters in the ARC_LOG and ARC_LOG_CONTAINER application classes.	4-2
ARCLogDirColl	This collector sets consumer parameters in the ARC_LOG_CONTAINER application classes.	4-2
ARCMediaCollector	This collector creates instances and sets consumer parameters in the ARC_MEDIA application class.	4-2
ARCPoolCollector	This collector sets consumer parameters in the ARC_POOL and ARC_POOL_CONTAINER application classes.	4-2
ARCServerStatus	This consumer indicates the status of the ARC KM.	4-2
ARCServiceCollector	This collector sets consumer parameters in the ARC_SERVICE and ARC_SERVICE_CONTAINER application classes.	4-2
ARCTapeCollector	This collector sets consumer parameters in the ARC_TAPE and ARC_TAPE_CONTAINER application classes.	4-2
ExtraFilesList	This standard parameter is inactive and contains a list of the additional files to be sent to the agent during a <b>Commit</b> operation.	4-12
<b>ARC_DB Application Class</b>		
ARCDBGrowthRate	This consumer parameter, set by the ARCDBColl collector, shows the rate of growth of the ARCserve database files. This parameter and class only appears if the selected ARCserve database type is <b>NOT</b> Microsoft SQLServer. The rate is measured in Bytes per minute.	4-12

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCDBSpaceFree	This consumer parameter, set by the ARCDDBColl collector, shows the amount of space free on the filesystem where the database files are located. The size is calculated in MBytes.	4-12
ARCDBSpaceUsed	This consumer parameter, set by the ARCDDBColl collector, shows the amount of space used by the ARCserve Database files. The size is calculated in MBytes.	4-12
ARCDBSpaceUsedPct	This consumer parameter, set by the ARCDDBColl collector, shows the percentage of space used by the ARCserve Database files in the filesystem where the database files are located. The size is calculated in percent.	4-12
<b>ARC_DEVICE Application Class</b>		
ARCDeviceOutput	This consumer parameter, set by the ARCDeviceColl collector, shows the data collected from the collector for this instance. Any errors or missing parameter data should be checked in the ARC_DEVICE_CONTAINER/ARCDeviceOutput parameter first.	4-12
<b>ARC_DEVICE_CONTAINER Application Class</b>		
ARCDeviceOutput	This consumer parameter, set by the ARCDeviceColl collector, shows the raw data collected from the collector. Any errors or missing parameter data in the instances should be checked in this parameter first.	4-12
ARCMediaOutput	This consumer parameter, set by the ARCMediaColl collector, shows the raw data collected from the collector. Any errors or missing parameter data in the instances should be checked in this parameter first.	4-12
<b>ARC_JOB Application Class</b>		
ARCAvgThroughput	This consumer parameter, set by the ARCJobCollector collector, shows the average backup operation throughput for this job instance.	4-13

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCAvgVerifyThroughput	This consumer parameter, set by the ARCJobCollector collector, shows the average verify operation throughput for this job instance. If no verification method was selected, this parameter remains empty.	4-13
ARCElapsedTime	This consumer parameter, set by the ARCJobCollector collector, shows the elapsed time in seconds of the backup operation for this job instance.	4-13
ARCJobStatus	This consumer parameter, set by the ARCJobCollector collector, shows the Job Completion Status for this job instance. Recovery actions have been defined for this parameter.	4-13
ARCTotalDirectories	This consumer parameter, set by the ARCJobCollector collector, shows the number of directories backed up for this job instance.	4-13
ARCTotalDisk	This consumer parameter, set by the ARCJobCollector collector, shows the amount of disk backed up for this job instance.	4-13
ARCTotalFiles	This consumer parameter, set by the ARCJobCollector collector, shows the number of files backed up for this job instance.	4-13
ARCTotalMedia	This consumer parameter, set by the ARCJobCollector collector, shows the amount of Media Used in the backup for this job instance. If the backup was a disk-to-disk copy, this parameter will indicate 0.	4-13
ARCTotalSkips	This consumer parameter, set by the ARCJobCollector collector, shows the number of files skipped from the backup operation for this job instance. Skips may be caused by missing files or unable to open errors.	4-13
ARCTotalVerifyDirectories	This consumer parameter, set by the ARCJobCollector collector, shows the difference between the number of directories backed up versus the number of directories verified for this job instance.	4-13
ARCTotalVerifyDisk	This consumer parameter, set by the ARCJobCollector collector, shows the difference between the amount of disk backed up versus the amount of disk verified for this job instance.	4-13



**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCTotalVerifyFiles	This consumer parameter, set by the ARCJobCollector collector, shows the difference between the number of files backed up versus the number of files verified for this job instance.	4-13
ARCTotalVerifyMedia	This consumer parameter, set by the ARCJobCollector collector, shows the difference between the amount of data backed up versus the amount of data verified for this job instance.	4-13
ARCTotalVerifyMismatches	This consumer parameter, set by the ARCJobCollector collector, shows the number of files that differ between the files backed up versus the files on the media for this job instance.	4-13
ARCTotalVerifySkips	This consumer parameter, set by the ARCJobCollector collector, shows the number of files skipped during the verification operation for this job instance.	4-13
<b>ARC_JOB_CONTAINER Application Class</b>		
ARCAvgThroughput	This consumer parameter, set by the ARCJobCollector collector, shows the highest average throughput for the backup operation in the current job instances.	4-13
ARCAvgVerifyThroughput	This consumer parameter, set by the ARCJobCollector collector, shows the highest average throughput for the verify operation in the current job instances.	4-13
ARCElapsedTime	This consumer parameter, set by the ARCJobCollector collector, shows the highest elapsed time for the backup operation in the current job instances.	4-13
ARCElapsedVerifyTime	This consumer parameter, set by the ARCJobCollector collector, shows the highest elapsed time for the verify operation in the current job instances.	4-13
ARCTotalDirectories	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of directories for the backup operation in the current job instances.	4-13
ARCTotalDisk	This consumer parameter, set by the ARCJobCollector collector, shows the highest amount of disk for the backup operation in the current job instances.	4-13

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCTotalFiles	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of files for the backup operation in the current job instances.	4-13
ARCTotalMedia	This consumer parameter, set by the ARCJobCollector collector, shows the highest amount of media used for the backup operation in the current job instances.	4-13
ARCTotalSkips	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of files skipped for the backup operation in the current job instances.	4-14
ARCTotalVerifyDirectories	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of differences in the number of directories backed up versus the number verified in the current job instances.	4-14
ARCTotalVerifyDisk	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of differences in the amount of disk backed up versus the amount of disk verified in the current job instances.	4-14
ARCTotalVerifyFiles	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of differences in the number of files backed up versus the number of files verified in the current job instances.	4-14
ARCTotalVerifyMedia	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of differences in the amount of media backed up versus the amount of media verified in the current job instances.	4-14
ARCTotalVerifySkips	This consumer parameter, set by the ARCJobCollector collector, shows the highest number of files skipped during the verify operation in the current job instances.	4-14
<b>ARC_LOG Application Class</b>		
ARCLogErrorsText	This consumer parameter, set by the ARCLogCollector collector, shows the <b>Errors</b> filtered out of the ARCSERVE.LOG file from the Errors Text Filter in the last collection interval.	4-14
ARCLogFileLines	This consumer parameter, set by the ARCLogCollector collector, shows the number of lines scanned from the ARCSERVE.LOG file in the last collection interval.	4-14

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCLogFileSize	This consumer parameter, set by the ARCLogCollector collector, shows the current size of the ARCSERVE.LOG file.	4-14
ARCLogFullText	This consumer parameter, set by the ARCLogCollector collector, shows the full text that was read from the ARCSERVE.LOG file in the last collection interval.	4-14
ARCLogGrowthRate	This consumer parameter, set by the ARCLogCollector collector, shows the rate of growth of the ARCSERVE.LOG file in the last collection interval. It is calculated in Bytes per Minute	4-14
ARCLogInfoMessages	This consumer parameter, set by the ARCLogCollector collector, shows the Information Text filtered out of the ARCSERVE.LOG file from the Information Text Filter in the last collection interval.	4-14
ARCUnknownText	This consumer parameter, set by the ARCLogCollector collector, shows the Unknown Text filtered out of the ARCSERVE.LOG file remaining after all other filters have scanned the text in the last collection interval.	4-14
ARCWarningsText	This consumer parameter, set by the ARCLogCollector collector, shows the Warning Text filtered out of the ARCSERVE.LOG file from the Warnings Text Filter in the last collection interval.	4-14
<b>ARC_LOG_CONTAINER Application Class</b>		
ARCLOGGrowthRate	This consumer parameter, set by the ARCLogDirColl collector, shows the growth rate of <b>ALL</b> files in the <b>LOG</b> directory, including the ARCSERVE.LOG file. This parameter differs from ARCLogGrowthRate in the ARC_LOG Application class in that it includes all the files in the log directory, not just the ARCSERVE.LOG file.	4-14
ARCLOGNumFiles	This consumer parameter, set by the ARCLogDirColl collector, shows the number of files currently in the <b>LOG</b> directory, including the ARCSERVE.LOG file.	4-14
ARCLOGSpaceFree	This consumer parameter, set by the ARCLogDirColl collector, shows the amount of Disk Space available in in MBytes in the filesystem containing the <b>LOG</b> directory.	4-14

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCLOGSpaceUsed	This consumer parameter, set by the ARCLogDirColl collector, shows the amount of Disk Space Used in MBytes in the filesystem containing the <b>LOG</b> directory.	4-14
ARCLOGUsedSpacePct	This consumer parameter, set by the ARCLogDirColl collector, shows the amount of Disk Space Used percentage in the filesystem containing the <b>LOG</b> directory.	4-14
<b>ARC_MEDIA Application Class</b>		
ARCMediaOutput	This consumer parameter, set by the ARCMediaCollector collector, shows the output from the media collector for this instance.	4-14
<b>ARC_POOL Application Class</b>		
ARCPoolBaseNum	This consumer parameter, set by the ARCPoolCollector collector, shows the Base Number of the Pool Numbering Schema. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCPoolMinSaveSet	This consumer parameter, set by the ARCPoolCollector collector, shows the minimum number of tapes contained in the Save Set. For more information on Pools and Media, refer to the ARCserve Manual. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCPoolNextNum	This consumer parameter, set by the ARCPoolCollector collector, shows the next serial number to be assigned to a tape. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCPoolRetention	This consumer parameter, set by the ARCPoolCollector collector, shows the Retention Period (in days) for the tapes in this Pool. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15

**Table 4-1 ARC KM Parameter Summary**

Parameter	Description	See Also Page
<b>ARC_POOL_CONTAINER Application Class</b>		
ARCDBResponse	This consumer parameter, set by the ARCPoolCollector collector, shows response time of the collector fetching the data from the ARCserve Database . This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
<b>ARC_SERVICE Application Class</b>		
ARCServiceState	This consumer parameter, set by the ARCServiceCollector collector, shows state of the Service instance. The rules are; if the Service is set to Automatic (i.e. it is supposed to be running) and is down, the state will be ALARM. If the Service is set to manual and is down, the state will be WARN, other wise OK.	4-15
<b>ARC_TAPE Application Class</b>		
ARCTapeCurKBWritten	This consumer parameter, set by the ARCTapeCollector collector, shows the Current amount of data written to this tape instance in KBytes. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeExpireDate	This consumer parameter, set by the ARCTapeCollector collector, shows the date that this tape instance will expire. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeExpireTime	This consumer parameter, set by the ARCTapeCollector collector, shows the number of days before this tape instance will expire. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeMediaErrors	This consumer parameter, set by the ARCTapeCollector collector, shows the number of media errors recorded for this tape instance. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15

**Table 4-1 ARC KM Parameter Summary**

<b>Parameter</b>	<b>Description</b>	<b>See Also Page</b>
ARCTapeSeqNum	This consumer parameter, set by the ARCTapeCollector collector, shows the Current Sequence Number of this tape instance. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeTotalFiles	This consumer parameter, set by the ARCTapeCollector collector, shows the number of files that have been written to this tape instance. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeTotalKB	This consumer parameter, set by the ARCTapeCollector collector, shows the Total amount of data written to this tape instance in KBytes. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeTotalMissed	This consumer parameter, set by the ARCTapeCollector collector, shows the number of files that have been missed being written to this tape instance. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCTapeTotalSession	This consumer parameter, set by the ARCTapeCollector collector, shows the number of sessions that have been written to this tape instance. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
<b>ARC_TAPE_CONTAINER Application Class</b>		
ARCDBResponse	This consumer parameter, set by the ARCTapeCollector collector, shows response time of the collector fetching the data from the ARCserve Database . This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15
ARCNumTapes	This consumer parameter, set by the ARCTapeCollector collector, shows the Total Number of Tapes in the ARCserve Database. This parameter is only available for Microsoft SQLServer type ARCserve Databases.	4-15

# Parameter Default Values

Table 4-2 lists default values for parameters. Interpret the column headings as follows. Depending on the type of parameter, some information is not applicable, denoted by N/A in the table.

<b>Parameter</b>	Specifies the parameter name.
<b>Active?</b>	Specifies whether the parameter is active or inactive when discovered.
<b>Type</b>	Specifies whether the parameter is a Standard (Std.), Consumer (Con.), or Collector (Coll.) parameter.
<b>Alarm 1</b>	Specifies the thresholds for the first alarm. This information is not applicable to Collectors.
<b>Alarm 2</b>	Specifies the thresholds for the second alarm. This information is not applicable to Collectors.
<b>Scheduling</b>	Specifies the time interval in the poll cycle. This information is not applicable to Consumers.
<b>Icon</b>	Specifies whether the icon is a graph, gauge, or text box.
<b>Units</b>	Specifies the type of unit in which the parameter output is expressed, such as a percentage, a number, or bytes.
<b>History Level</b>	Specifies the history retentions period. This information is not applicable to Collectors.
<b>See Also Page</b>	Specifies other pages in this chapter where you can find more functional information about the parameter.

**Table 4-2 ARC KM Parameter Default Values**

	Active?	Type	Alarm 1	Alarm 2	Scheduling	Icon	Units	History Level	See Also Page
<b>ARC_SERVER Application Class</b>									
ARCDBColl	Y	Coll	N/A	N/A	60 min.	N/A	N/A	Inherited	4-1
ARCDeviceCollector	Y	Coll	N/A	N/A	10 min.	N/A	N/A	Inherited	4-2
ARCJobCollector	Y	Coll	N/A	N/A	12 hours	N/A	N/A	Inherited	4-2
ARCLogCollector	Y	Coll	N/A	N/A	10 min.	N/A	N/A	Inherited	4-2
ARCLogDirColl	Y	Coll	N/A	N/A	60 min.	N/A	N/A	Inherited	4-2
ARCMediaCollector	Y	Coll	N/A	N/A	2 min.	N/A	N/A	Inherited	4-2
ARCPoolCollector	Y	Coll	N/A	N/A	12 hours	N/A	N/A	Inherited	4-2
ARCServerStatus	Y	Con	1-1	N/A	N/A	Boolean	OK or Fail	Inherited	4-2
ARCServiceCollector	Y	Coll	N/A	N/A	5 min.	N/A	N/A	Inherited	4-2
ARCTapeCollector	Y	Coll	N/A	N/A	30 min.	N/A	N/A	Inherited	4-2
ExtraFilesList	N	Std	N/A	N/A	N/A	N/A	N/A	Inherited	4-2
<b>ARC_DB Application Class</b>									
ARCDBGrowthRate	Y	Con	N/A	N/A	60 min..	Graph	Bytes/min	Inherited	4-2
ARCDBSpaceFree	Y	Con	0-1	1-5	60 min.	Graph	MBytes	Inherited	4-3
ARCDBSpaceUsed	Y	Con	N/A	N/A	60 min.	Graph	MBytes	Inherited	4-3
ARCDBSpaceUsedPct	Y	Con	N/A	N/A	60 min.	Graph	Percent	Inherited	4-3
<b>ARC_DEVICE Application Class</b>									
ARCDeviceOutput	Y	Con	N/A	N/A	10 min.	Text	N/A	Inherited	4-3
<b>ARC_DEVICE_CONTAINER Application Class</b>									
ARCDeviceOutput	Y	Con	N/A	N/A	10 min.	Text	N/A	Inherited	4-3
ARCMediaOutput	Y	Con	N/A	N/A	2 min.	Text	N/A	Inherited	4-3



**Table 4-2 ARC KM Parameter Default Values**

	Active?	Type	Alarm 1	Alarm 2	Scheduling	Icon	Units	History Level	See Also Page
<b>ARC_JOB Application Class</b>									
ARCAvgThroughput	Y	Con	N/A	N/A	12 hours	Guage	MBytes/s	Inherited	4-3
ARCAvgVerifyThroughput	Y	Con	N/A	N/A	12 hours	Guage	MBytes/s	Inherited	4-4
ARCElapsedTime	Y	Con	N/A	N/A	12 hours	Guage	Seconds	Inherited	4-4
ARCJobStatus	Y	Con	1-1	2-2	12 hours	StopL	State	Inherited	4-4
ARCTotalDirectories	Y	Con	N/A	N/A	12 hours	Guage	Directories	Inherited	4-4
ARCTotalDisk	Y	Con	N/A	N/A	12 hours	Guage	MBytes	Inherited	4-4
ARCTotalFiles	Y	Con	N/A	N/A	12 hours	Guage	Files	Inherited	4-4
ARCTotalMedia	Y	Con	N/A	N/A	12 hours	Guage	MBytes	Inherited	4-4
ARCTotalSkips	Y	Con	1-5	5-100	12 hours	Guage	Files	Inherited	4-4
ARCTotalVerifyDirectories	Y	Con	1-5	5-100	12 hours	Guage	Directories	Inherited	4-4
ARCTotalVerifyDisk	Y	Con	2-5	5-100	12 hours	Guage	MBytes	Inherited	4-4
ARCTotalVerifyFiles	Y	Con	1-5	5-100	12 hours	Guage	Files	Inherited	4-5
ARCTotalVerifyMedia	Y	Con	2-5	5-100	12 hours	Guage	MBytes	Inherited	4-5
ARCTotalVerifyMismatches	Y	Con	1-5	5-100	12 hours	Guage	Files	Inherited	4-5
ARCTotalVerifySkips	Y	Con	1-5	5-100	12 hours	Guage	Files	Inherited	4-5
<b>ARC_JOB_CONTAINER Application Class</b>									
ARCAvgThroughput	Y	Con	N/A	N/A	12 hours	Graph	MB/min	Inherited	4-3
ARCAvgVerifyThroughput	Y	Con	N/A	N/A	12 hours	Graph	MB/min	Inherited	4-4
ARCElapsedTime	Y	Con	N/A	N/A	12 hours	Graph	Seconds	Inherited	4-4
ARCElapsedVerifyTime	Y	Con	N/A	N/A	12 hours	Graph	Seconds	Inherited	4-5
ARCTotalDirectories	Y	Con	N/A	N/A	12 hours	Graph	Directories	Inherited	4-4
ARCTotalDisk	Y	Con	N/A	N/A	12 hours	Graph	MBytes	Inherited	4-4
ARCTotalFiles	Y	Con	N/A	N/A	12 hours	Graph	Files	Inherited	4-4
ARCTotalMedia	Y	Con	N/A	N/A	12 hours	Graph	MBytes	Inherited	4-4

**Table 4-2 ARC KM Parameter Default Values**

	<b>Active?</b>	<b>Type</b>	<b>Alarm 1</b>	<b>Alarm 2</b>	<b>Scheduling</b>	<b>Icon</b>	<b>Units</b>	<b>History Level</b>	<b>See Also Page</b>
ARCTotalSkips	Y	Con	1-5	5-100	12 hours	Graph	Files	Inherited	4-4
ARCTotalVerifyDirectories	Y	Con	1-5	5-100	12 hours	Graph	Directories	Inherited	4-4
ARCTotalVerifyDisk	Y	Con	2-5	5-100	12 hours	Graph	MBytes	Inherited	4-4
ARCTotalVerifyFiles	Y	Con	1-5	5-100	12 hours	Graph	Files	Inherited	4-5
ARCTotalVerifyMedia	Y	Con	2-5	5-100	12 hours	Graph	MBytes	Inherited	4-5
ARCTotalVerifySkips	Y	Con	1-5	5-100	12 hours	Graph	Files	Inherited	4-5
<b>ARC_LOG Application Class</b>									
ARCLogErrorsText	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-6
ARCLogFileLines	Y	Con	N/A	N/A	N/A	Graph	Lines	Inherited	4-6
ARCLogFileSize	Y	Con	N/A	N/A	N/A	Guage	MBytes	Inherited	4-7
ARCLogFullText	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-7
ARCLogGrowthRate	Y	Con	N/A	N/A	N/A	Graph	Bytes/min	Inherited	4-7
ARCLogInfoMessages	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-7
ARCUnknownText	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-7
ARCWarningsText	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-7
<b>ARC_LOG_CONTAINER Application Class</b>									
ARCLOGGrowthRate	Y	Con	N/A	N/A	N/A	Graph	Bytes/min	Inherited	4-7
ARCLOGNumFiles	Y	Con	N/A	N/A	N/A	Graph	Files	Inherited	4-7
ARCLOGSpaceFree	Y	Con	N/A	N/A	N/A	Graph	MBytes	Inherited	4-7
ARCLOGSpaceUsed	Y	Con	N/A	N/A	N/A	Graph	MBytes	Inherited	4-8
ARCLOGUsedSpacePct	Y	Con	N/A	N/A	N/A	Graph	Percent	Inherited	4-8
<b>ARC_MEDIA Application Class</b>									
ARCMediaOutput	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-3

**Table 4-2 ARC KM Parameter Default Values**

	Active?	Type	Alarm 1	Alarm 2	Scheduling	Icon	Units	History Level	See Also Page
<b>ARC_POOL Application Class</b>									
ARCPoolBaseNum	Y	Con	N/A	N/A	N/A	Guage	Number	Inherited	4-8
ARCPoolMinSaveSet	Y	Con	N/A	N/A	N/A	Guage	Days	Inherited	4-8
ARCPoolNextNum	Y	Con	N/A	N/A	N/A	Graph	Number	Inherited	4-8
ARCPoolRetention	Y	Con	N/A	N/A	N/A	Guage	Days	Inherited	4-8
ExtraFilesList	N	Std	N/A	N/A	N/A	N/A	N/A	Inherited	4-2
<b>ARC_POOL_CONTAINER Application Class</b>									
ARCDBResponse	Y	Con	N/A	N/A	N/A	Graph	Seconds	Inherited	4-9
<b>ARC_SERVICE Application Class</b>									
ARCServiceState	Y	Con	1-1	2-2	N/A	Boolean	State	Inherited	4-9
<b>ARC_TAPE Application Class</b>									
ARCTapeCurKBWritten	Y	Con	N/A	N/A	N/A	Graph	KB	Inherited	4-9
ARCTapeExpireDate	Y	Con	N/A	N/A	N/A	Text	N/A	Inherited	4-9
ARCTapeExpireTime	Y	Con	0-1	2-7	N/A	Guage	Days	Inherited	4-9
ARCTapeMediaErrors	Y	Con	N/A	N/A	N/A	Guage	Errors	Inherited	4-9
ARCTapeSeqNum	Y	Con	N/A	N/A	N/A	Guage	Sequence Number	Inherited	4-10
ARCTapeTotalFiles	Y	Con	N/A	N/A	N/A	Graph	Files	Inherited	4-10
ARCTapeTotalKB	Y	Con	N/A	N/A	N/A	Graph	MBytes	Inherited	4-10
ARCTapeTotalMissed	Y	Con	N/A	N/A	N/A	Graph	Files	Inherited	4-10
ARCTapeTotalSession	Y	Con	N/A	N/A	N/A	Guage	Sessions	Inherited	4-10
<b>ARC_TAPE_CONTAINER Application Class</b>									
ARCDBResponse	Y	Con	N/A	N/A	N/A	Graph	Seconds	Inherited	4-9
ARCNumTapes	Y	Con	N/A	N/A	N/A	Graph	Tapes	Inherited	4-10

## Where to Go from Here

The following table suggests topics that you should read next.

<b>If you want information on...</b>	<b>See...</b>
How to load the OTL Software ARC KM	Chapter 2, "Getting Started."
What a certain menu command does	Chapter 3, "Menu Summary" and the OTL Software ARC KM help.
How to perform a task using this KM	Chapter 5, "Monitoring ARCserve Backup."

## Monitoring ARCserve Backup

This chapter introduces you to basic tasks that can be performed with PATROL<sup>®</sup> for CA ARCserve<sup>®</sup> Backup by OTL Software (also called the ARC KM). The following topics are discussed:

Overview .....	5-2
Objectives of the KM .....	5-2
Monitoring Server Availability .....	5-2
Monitoring Services .....	5-2
Monitoring ARCserve Log .....	5-3
Monitoring ARCserve Jobs .....	5-4
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Configuring the ARCserve Backup KM .....	5-5
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## Overview

After loading the ARC KM, you can use the default parameter settings to monitor the KM, or you can use a PATROL Developer Console to customize parameter settings to meet the demands of your environment. If the KM has not been loaded, refer to the Chapter 2, “Getting Started,” for procedures on loading the KM.

Objectives of the ARC KM are discussed in “Objectives of the KM” on page 5-2. This information will assist you in achieving maximum availability, performance, and integrity of your ARCserve servers.

## Objectives of the KM

The primary objective of the ARC KM is to ensure the availability and integrity of your ARCserve servers. This section describes how to use the ARC KM to achieve these goals. A PATROL Developer Console can be used, as required, to change any of the default behaviors listed below.

## Monitoring Server Availability

The ARC KM monitors the status of the KM itself. It is set to OK state if the KM is configured correctly.

## Monitoring Services

ARC KM monitors ARCserve Backup service processes. Each ARCserve Backup Service is a separate instance in ARC KM. The status of the ARCserve Backup services is determined every collection period (5 minutes) which coincides with the default refresh interval of the process cache. The parameter “ARCServicesState” on page 4-9 describes the states of each service. Essentially, if the service has been configured

for Automatic start, the failure of that service will result in ARCServeState being in ALARM state. If the service is configured for Manual Start and is down, the parameter ARCServeState will be in WARNING state. If it is up and running, irrespective of the startup type, it will be in the OK state.

To configure **service monitoring** select the “**Configure Service Monitoring**” on **page 3-6** menu. Select the services you want to monitor (defaults to ALL) and select **Done**.

If an ARCserve Backup process is down, the “Start Service Menu” on page 3-8 shows how a service can be selected and started.

## Monitoring ARCserve Log

ARC KM monitors the Activity Log and generates alerts when critical messages are detected. The parameters included in the ARC\_LOG application class are responsible for the filtering of the ARCSERVE.LOG file.

The amount of data analysed at each log collection interval is controlled by the configuration menu. This menu is accessed via the ARC\_LOG icon under the ARCSERVE main container. Select **Configure Log Limits** menu item from the ARC\_LOG icon. The default setting is 2048 bytes. It may be set to any reasonable number, depending on the amount of activity of ARCserve. See “ARC\_LOG\_CONTAINER Application Class Menu” on page 3-11.

---

### Note

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Making this value a large number can impact the performance of the KM and the PATROL agent server. Also setting this value to 0 will cause the KM to read all of the new data since the last collection interval.

---

The filters for the ARC KM are defined through a menu in the ARCSERVE\_LOG icon. Select the **Log Monitoring Configuration** menu of the ARCSERVE\_LOG icon. See “ARC\_LOG Application Class Menu” on page 3-12.

## Monitoring ARCserve Jobs

ARC KM monitors the last 10 Job Logs generated at the completion of a Job from the ARCserve Queue.

In order to monitor the job logs, ARC KM requires that the Job Logging be enabled with **Summary Only** as the recommended standard setting (default), due to the large amounts of data that can be generated by **Detail** logging.

ARC KM monitors both the LOG directory, in the ARC\_JOB\_CONTAINER KM and the individual

## Monitoring ARCserve Tapes and Devices

ARC KM is able to monitor the Tape drives and media to a limited extent on the ARCserve Backup Server machine. These devices may be viewed in the ARC\_DEVICES icon under the CA ARCserve Backup icon. Each Tape Drive discovered has an entry specifying ARCserve's designated ID number. Under the TapeDrive instance are the ARC\_MEDIA instances. ARC KM will display the label of the media currently installed in the selected Tape Drive.

When a tape is not present in the Tape Drive, an icon from ARC\_MEDIA is displayed indicating the lack of a tape or blank label. This icon is in the ALARM state and may be manually cleared using the menu "To Clear Tape Alarms" on page 3-15.



# Configuring the ARCserve Backup KM

This section describes how to configure the behavior of certain aspects of ARC KM.

## Before You Begin

Verify that the application icon for the loaded application instance is displayed. If the icon does not appear, there may be a problem with your PATROL installation. Refer to the *PATROL Installation Guide* for help.

## Debugging the KM

*Summary:* This task explains how to set debugging information for the ARC KM.

---

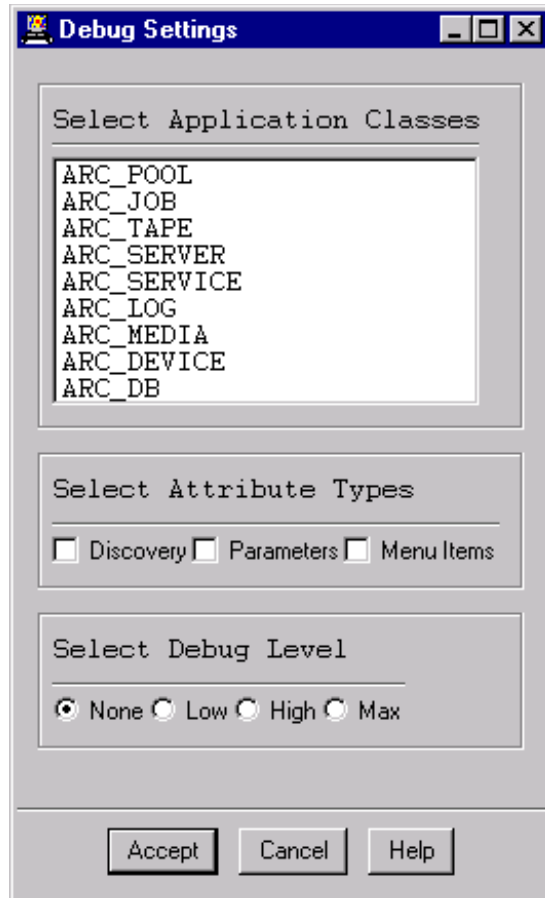
### To Enable or Disable Debugging Mode

**Step 1** Right-click and hold the mouse pointer on the **CA ARCserve Backup** or **ARC\_SETUP** application instance icon.

The application menu appears.

**Step 2** Choose **Debug**.

The Debug Settings dialog box appears



**Figure 5-1** Debug Selection Window

- Step 3** Click on the application classes for which debugging information is required.
- Step 4** Click on the attributes within the selected application classes that debugging information is required.
- Step 5** Select the level of detail required for debugging messages.
- Step 6** Click **OK**.

Debugging information will appear on the system output window for the computer.

## Refreshing Parameters

**Summary:** This task explains how to refresh all parameters for an application instance.

---

### To Refresh All Parameters

**Step 1** Right-click and hold the mouse pointer on the **ARCserve** or **ARC\_SETUP** application instance icon.

The application menu appears.

**Step 2** Choose **Refresh Parameters**.

All the parameters are updated for all application classes.

---

#### Note

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To refresh the parameter ARCServeState refresh the process cache at first and the goto step 1.

---

## Displaying a Parameter Graph, Gauge, or Text Output Window

Each computer icon in the PATROL main window represents an instance of a host system that PATROL is monitoring. When you add a computer to the main window, PATROL establishes a default series of application and parameter icons for monitoring. For information on displaying a parameter graph, gauge, or text output window, see the *PATROL for Unix User Guide* or the *PATROL for Windows User Guide (Volume 2)*.

## Customizing Parameters

Most parameters defined in a KM are activated by default. They continuously monitor key resources and warn you of potential problems. All parameters in KMs are global parameters; that is, they automatically run on all KM instances discovered. They are the common parameters used for all applications and computers. You can customize these parameters at the local level for a specific application or computer. You can customize parameters at the local level by performing some of the tasks listed below. For information on these tasks, see the *PATROL for Unix User Guide* or the *PATROL for Windows User Guide (Volume 3)*.

- Activating Help
- Adding Parameters
- Clearing Parameter History
- Deleting Parameters
- Entering the Parameter Command
- Entering the Parameter Environment
- Scheduling When the Parameter Runs
- Selecting the Parameter Computer Class
- Selecting the Parameter Command Type
- Selecting the Parameter Type
- Setting Alarm Ranges
- Setting Parameter Security
- Setting the Parameter History Retention Level
- Setting the Parameter Output
- Setting the State
- Suspending Parameters

## Unloading the KM

This section describes the procedures for unloading (not uninstalling) the ARC KM from the PATROL Agent, PATROL Console or PATROL Central Console. The intention is that this section is only used if you no longer want to use *some parts* of the KM, though there may be circumstances where you may wish to fully unload the KM without uninstalling the files.

---

### Note

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If you want to completely uninstall the KM, please follow the instructions under “Uninstalling the KM” on page 5-12.

---

When the ARC KM is unloaded from a PATROL Agent, PATROL stops monitoring the CA ARCserve Backup application on that system when there is no connection to a PATROL Console with ARC KM loaded.

When the ARC KM is unloaded from PATROL Console, the PATROL Console stops displaying and monitoring the CA ARCserve Backup application on *any* PATROL Console connected system.

## Unloading the KM from PATROL Agent

1. Remove the ARC KM from the list of preloaded KMs using the KM command **Configuration => Preloading** from the **CA ARCserve Backup** instance. Alternatively, using the utility `wpconfig` (on MS Windows) or `xpconfig` (on Unix), remove **ARC\_LOAD.kml** from the PATROL Agent configuration variable “/AgentSetup/preloadedKMs”.
2. Restart the PATROL Agent.
3. Repeat these steps on every PATROL Agent system (managed node) where the ARC KM is to be unloaded.

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**Note**

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The ARC KM cannot be *partially* unloaded from the PATROL Agent using the above steps. If you need to unload some parts of the KM from the PATROL Agent, refer to the *PATROL Agent Reference Manual*.

---

## Unloading the KM from PATROL Console

Application classes are unloaded individually. This allows for a partial unloading of the KM to enable it to run as a reduced installation. Follow the steps below to unload the ARC KM completely or partially.

1. Remove the unwanted ARC KM application classes from the list of loaded application classes, as required. All ARC KM application classes start with “**ARC\_**”.

### With the PATROL Console for Unix:

- A. From the PATROL Console main window choose **Attributes => Application Classes...**
- B. Select a ARC KM application class to be removed and choose **Edit => Delete**.
- C. Repeat for all classes to be removed.

### With the PATROL Console for MS Windows:

- A. From the PATROL Console tree view choose the **KM** tab and expand the folder **Application Classes**.
  - B. Right-click on a ARC KM application class to be removed and choose **Delete**.
  - C. Repeat for all classes to be removed.
2. Select **File => Save Configuration** to save the modified list of loaded application classes as the PATROL Console user preference.
  3. Repeat these steps on every PATROL Console system where the ARC KM is to be unloaded.

## Unloading the KM from PATROL Central Console

A KM can be unloaded for particular managed systems or for all systems across the monitored environment. Application classes may be unloaded individually, or by selecting all classes at once. This allows for a partial unloading of the KM to enable it to run as a reduced installation on some or all of the managed systems. Follow the steps below to completely or partially unload the ARC KM from some or all of the managed systems.

1. Right click on the **PATROL Main Map**, and choose **Unload Knowledge Modules...**
2. Select the managed systems where the ARC KM is to be unloaded, and click **Next>**.

A list is displayed showing all the loaded application classes on each of the selected managed systems. All ARC KM application classes start with “**ARC\_**”.

3. Select the ARC KM application classes to be removed for the appropriate managed systems, click **Next>** and **Finish**.
4. Repeat the above steps for each PATROL Central Management Profile where the ARC KM is to be unloaded.

## Uninstalling the KM

This section describes steps for uninstalling the PATROL for CA ARCserve Backup. The KM is uninstalled when upgrading the ARC KM from an older version, or if the ARC KM is no longer required for monitoring the CA ARCserve Backup application. The steps required for uninstalling depend on the type of installation:

- For PATROL Agent and PATROL Console, “uninstallation” involves unloading the KM and then removing the files.
- For PATROL Central Console, the KM is uninstalled by unloading.
- For PATROL Central Console Server or PATROL Central Web Server, the KM is uninstalled by removing the files.

---

### Note

---

If the ARC KM was installed using the *Installation Utility*, use the same to remove the KM files after unloading.

---

## Uninstalling the KM from PATROL Agent

1. Unload the ARC KM by removing it from the list of preloaded KMs. Use the utility `wpconfig` (on MS Windows) or `xpconfig` (on Unix) to remove **ARC\_LOAD.kml** from the PATROL Agent configuration variable “/AgentSetup/preloadedKMs”.
2. Restart the PATROL Agent.
3. Remove all ARC KM files listed in Table 5-1 under the paths for PATROL Home (**PATROL\_HOME**) and PATROL Cache (**PATROL\_CACHE**).

---

### Note

---

There may be more than one PATROL Cache directory depending on how PATROL has been set up in your installation. Users can set up a local Cache directory to override the global setting.

---



- Repeat the above steps on every PATROL Agent system where the ARC KM is installed.

**Table 5-1 Uninstallation from the PATROL Agent**

File Types to Delete	Path relative to PATROL_HOME	
	Unix	Microsoft Windows
PSL Library Files	lib/psl/ARC_*.*	lib\psl\ARC_*.*
KM & Catalog Files	lib/knowledge/ARC_*.*	lib\knowledge\ARC_*.*
Archive Files	lib/archive/ARC_*.*	lib\archive\ARC_*.*
Other Files & Folders	ARC/* ARC ARC_*. * lib/ARC/* lib/ARC lib/ARC_*. *	ARC\*. * ARC ARC_*. * lib\ARC\*. * lib\ARC lib\ARC_*. *

## Uninstalling the KM from PATROL Console

- Unload the ARC KM by removing all the application classes from the list of loaded application classes. All ARC KM application classes start with “ARC\_”.

### On PATROL Console for Unix:

- From the PATROL Console main window choose **Attributes => Application Classes...**
- Select a ARC KM application class and choose **Edit => Delete**.
- Repeat for all classes.
- Select **File => Save Configuration** to save the modified list of loaded KMs as the PATROL Console user preference.

### On PATROL Console for Microsoft Windows:

- From the PATROL Console tree view choose the **KM** tab and expand the folder Application Classes.
- Right-click on a ARC KM application class and choose **Delete**.
- Repeat for all classes.

- D. Select **File => Save Configuration** to save the modified list of loaded KMs as the PATROL Console user preference.
2. Remove all ARC KM files listed in Table 5-2 under the paths for PATROL Home (**PATROL\_HOME**) and PATROL Cache (**PATROL\_CACHE**).

---

**Note**

---

There may be more than one PATROL Cache directory depending on how PATROL has been setup in your installation. Users can set up a local Cache directory to override the global setting.

---

**Table 5-2 Uninstallation from PATROL Console**

File Types to Delete	Path relative to PATROL_HOME	
	Unix	Microsoft Windows
PSL Library Files	lib/psl/ARC_*.*	lib\psl\ARC_*.*
KM & Catalog Files	lib/knowledge/ARC_*.*	lib\knowledge\ARC_*.*
Archive Files	lib/archive/ARC_*.*	lib\archive\ARC_*.*
Icon & Image Files	lib/images/ARC_*.*	lib\images\arc_*.*
Online Help Files & Folders	lib/help/arc_*.*	lib\help\arc_*.*
	lib/help/arc_km/*.*	lib\help\arc_km/*.*
	lib/help/arc_km	lib\help\arc_km
	lib/help/km_help_arc_km	lib\help\km_help_arc_km

3. Repeat above steps on every PATROL Console system where the ARC KM is installed.

## Uninstalling the KM from PATROL Central Console

1. Unload the ARC KM by removing all the application classes from the list of loaded application classes. All ARC KM application classes start with “**ARC\_**”.
  - A. Right-click on the **PATROL Main Map** and choose **Unload Knowledge Modules...**
  - B. Select the managed systems where the ARC KM is to be unloaded, and click **Next>**.
  - C. Select all ARC KM application classes, click **Next>** and **Finish**.
2. Repeat the above steps on every PATROL Central Console where the ARC KM is installed.

## Uninstalling the KM from PATROL Central Console Server

1. Remove all ARC KM files listed in Table 5-3 under the PATROL Central Console Server installation path (**PATROL\_ROOT**).

**Table 5-3 Uninstallation from the PATROL Central Console Server**

File Types to Delete	Path for PATROL Central Console Server	
	Unix	Microsoft Windows
Online Help Files	lib/knowledge/arc_*/lib/help/EN_USA/arc_km.chm	lib\knowledge\arc_*\lib\help\EN_USA\arc_km.chm
Icon & Image Files & Folders	lib/knowledge/arc_*/*. * lib/knowledge/arc_*	lib\knowledge\arc_*\*. * lib\knowledge\arc_*

2. Repeat above steps on every PATROL Central Console Server system where the ARC KM is installed.

## Uninstalling the KM from PATROL Central Web Server

1. Remove all ARC KM files listed in Table 5-4 under the PATROL Central Web Server installation path (**\$BMC\_ROOT/webcentral** on Unix and **%BMC\_ROOT%\WebCentral** on Microsoft Windows).

**Table 5-4 Uninstallation from the PATROL Central Web Server**

File Types to Delete	Path for PATROL Central Web Server	
	Unix	Microsoft Windows
Online Help Files	help_services/arc_km*.jar km_services/html/default/lib/help/EN_USA/arc_km*.jar	help_services\arc_km*.jar km_services\html\default\lib\help\EN_USA\arc_km*.jar

2. Repeat above steps on every PATROL Central Web Server system where the ARC KM is installed.

## Uninstalling the PAR File from BPPM Portal

1. Remove all ARC KM application classes from any elements on BMC ProactiveNet Performance Management Portal Infrastructure.
2. Stop the portal application server service or process.
3. Delete the PAR file, otl-arc-solution-1.4.xx.par under installation\_directory/appserver/websdk/tools/jboss/server/all/solutions/ from the BMC ProactiveNet Performance Management Portal server.
4. Restart the portal application service or process.

## Deleting PATROL Agent Configuration Variables

1. Remove all PATROL Agent configuration variables created by the ARC KM. These variables are stored under configuration paths **ARC** and **ARC\_License**. They can be removed using `wpconfig` (on MS Windows) or `xpconfig` (on Unix). Alternatively, you can use the following single line PSL command through the PATROL Console `OS>` prompt to remove ARC KM configuration variables. The ARC KM should be uninstalled on the PATROL Console before attempting the following PSL command:

```
%PSL foreach var(grep("^/ARC[/_]",pconfig("LIST")))
    { pconfig("DELETE", var); }
```

2. Repeat the above step on every PATROL Agent system where the ARC KM has been loaded.

## Where to Go from Here

The following table summarizes where to look for more information on using PATROL and the ARC KM. The shaded rows indicate tasks that you can accomplish only from a PATROL Developer Console.

<b>If you want information on...</b>	<b>See...</b>
ARC KM parameters	Chapter 4, "Parameter Summary," and the ARC KM help.
ARC KM applications	ARC KM help.
ARC KM menu commands	Chapter 3, "Menu Summary," and the ARC KM help.
ARC KM Info Boxes	Chapter 1, "Introduction," and the ARC KM help.
KMs in general	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1)
KM versioning and customizations	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 3).
the PATROL interface	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1).

<b>If you want information on...</b>	<b>See...</b>
managing events	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 2) and the PATROL Event Manager Console for Unix User Guide.
the PATROL Script Language (PSL)	the PATROL Script Language Reference Manual.
defining your monitoring environment	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 1).
adding computers to PATROL	the PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 1).
working with parameters	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 2).
working with menu commands	the PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 2).
working with tasks	the PATROL for Unix Getting Started or the PATROL for Windows User Guide (Volume 2).
managing monitored objects	the PATROL User Guide or the PATROL for Windows User Guide (Volume 2).
unloading the KM	the PATROL for Unix User Guide or the PATROL for Windows User Guide (Volume 2).

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