



Installation Guide for
Retro ERS Enterprise Reporting System

Powered by DataVault Solutions

- *Configuration Utility Installation*
- *Management Utility Installation*
- *RetroERS Management Interface Configuration*

DataVault Solutions® RetroERS®

Requirements

In order to run and use RetroERS, certain minimum requirements of hardware, software, and memory must be met.

System Requirements

RetroERS Application

Supported Operating Systems:

Microsoft Windows 8/7/Vista/XP*
Microsoft Windows Server 2008R2/2008/2003*
Microsoft Windows Server 2012 Essentials
Microsoft Windows SBS 2011/2008/2003*
Microsoft Windows Storage Server 2008/2003*

*Limitations in scheduler control

Supported Hardware:

- Pentium-class processor (32- and 64-bit)
- 2 GB RAM
- 3 GB of temp hard disk space for each concurrent activity (logging, temp files, etc.)

Recommended Configuration:

- Latest Service Pack
- One or more multicore processors
- At least 4 GB RAM

Reporting Server RetroERS

Supported Operating Systems:

- Microsoft Windows 8/7
- Microsoft Windows Server 2012/2008/2003*
- Microsoft Windows Server 2012 Essentials
- Microsoft Windows SBS 2011/2008/2003*
- Microsoft Windows Storage Server 2008/2003*

*Limitations in scheduler control.

SQL Server and Reporting Services Requirements [here](#)

Pre-Requisites

.NET 4.0

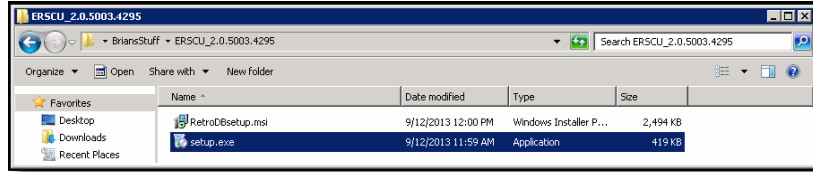
RetroERS for Windows requires Microsoft .NET 4.0 or later in order to access SQL. You will not be able to install without installing .NET 4.0. If you do not want RetroERS to install .Net 4.0 for you, you can install it manually.

.NET 4 can be found [here](#).

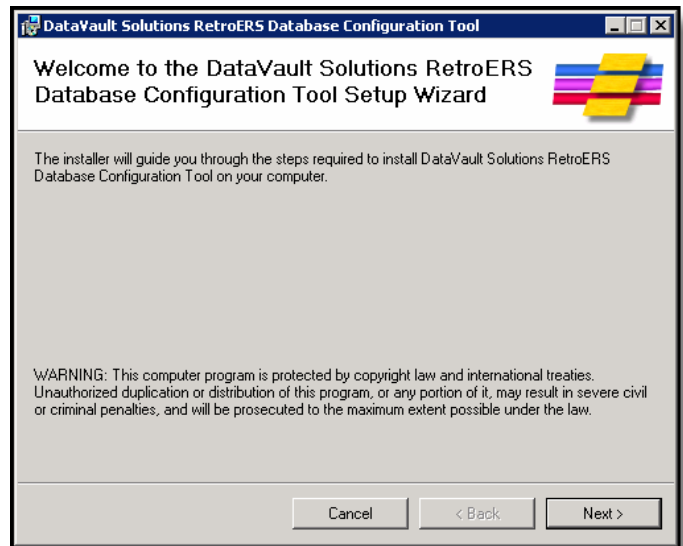
Installing RetroERS

To install RetroERS Configuration Utility:

- Run Setup.exe from RetroERSCU install location

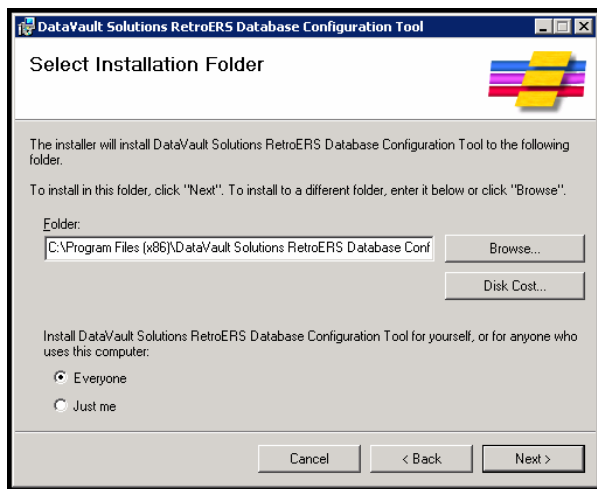


- Read and accept the Microsoft EULA for .Net Framework 4.
- RetroERS downloads dotNetFx40_setup.exe if it is not already installed.
- Install .Net Framework 4.
- Run Setup for DVS Retro Enterprise Reporting System
- Setup Wizard automatically starts after .Net Framework installation has completed.

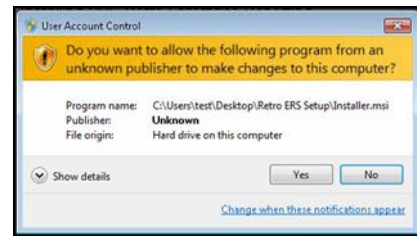


- Read and accept the DataVault Solutions EULA

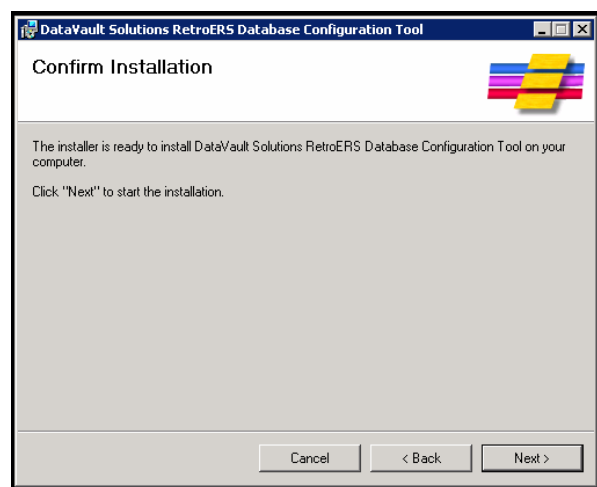




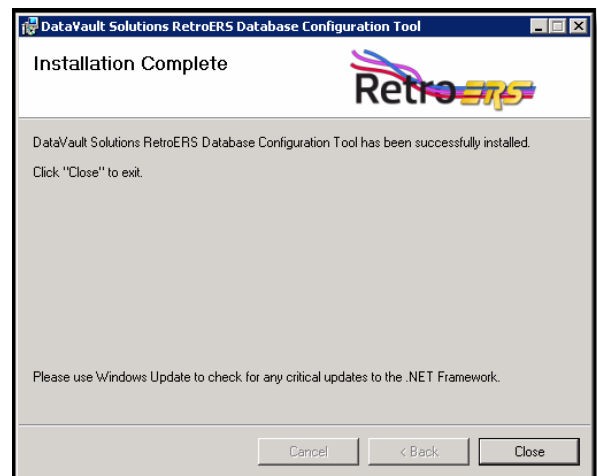
- Select default installation location
- Select who will have access to the application
- Accept UAC prompting if applicable



- Confirm the installation

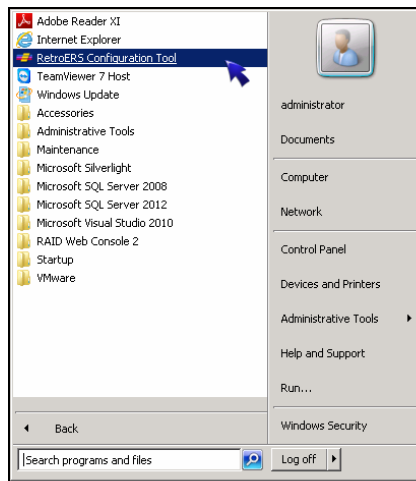


- RetroERS Configuration completes installation

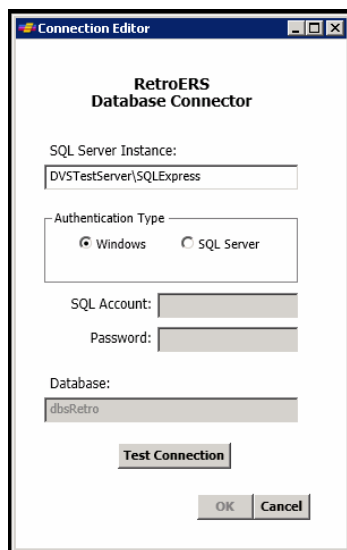
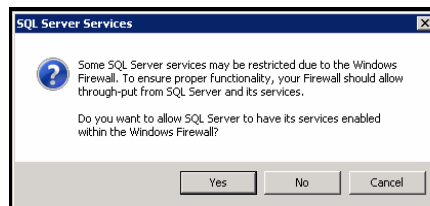
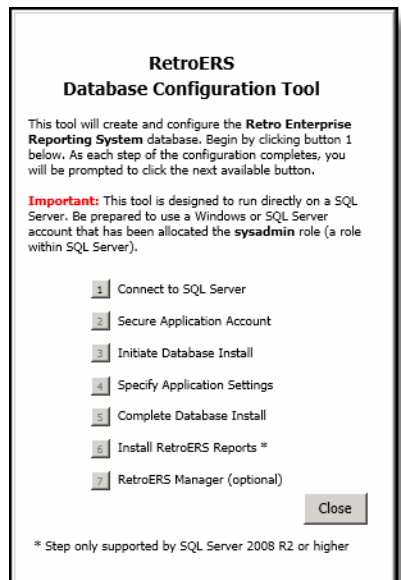


On the SQL Server, configure RetroERS Database settings for first time.

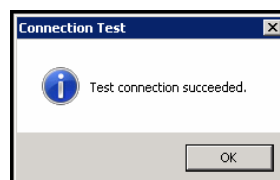
- Launch RetroERS Configuration Manager.



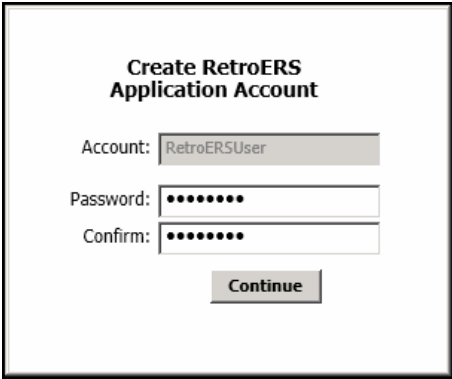
- Select #1 “Connect to SQL Server”.
- During this step the system will prompt the user to open the firewall to allow for ERS Traffic.



- Enter Server name or IPv4 address and “Instance” if applicable. Note: For SQL Express you must enter the “Instance” name that you have created as shown.
- Select Windows or the SQL “sa” account and associated password.
- Select “Test Connection” to validate the account.
- Select OK to save and close the Connection Test window.
- Select OK to close the Connection Editor window.



- Select #2 “Secure Application Account”. This will create an SQL account called “RetroERSUser” and assign appropriate permissions.

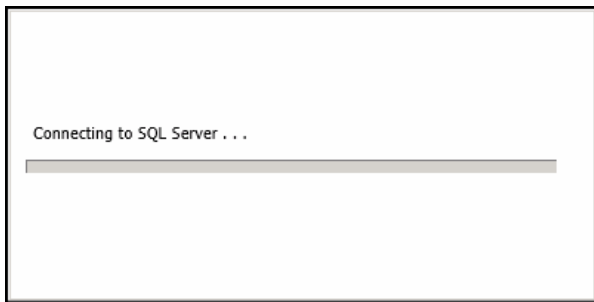


Create RetroERS Application Account

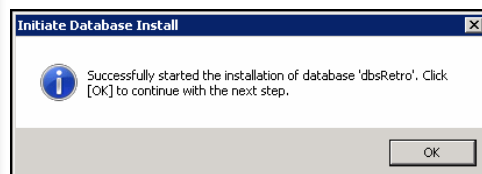
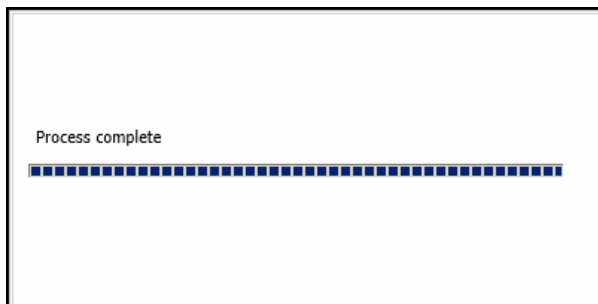
Account:

Password:

Confirm:



- Select #3 “Initiate Database Install” (RetroERS will check for the RetroERS database and will automatically close if you have already setup the database on the SQL server.) If not, the RetroERS wizard will create the database on the defined server.



Select #4 “Specify Application Settings”.

On the SQL Server tab, enumerate the Edition, Database Mail Profile and E-Mail Operator that were setup in the SQL/SSRS configuration by selecting the “ellipsis” button with the three dots... If SQL Standard or above is installed, you can select the DB Mail Profile and Email Operator configured in your instance.

The screenshot shows the 'Database Settings' dialog box with the 'SQL Server' tab selected. The 'ERS Agent' sub-tab is also active. The 'Edition' dropdown is set to 'Express Edition (64-bit)'. The 'Database Mail Profile' and 'E-Mail Operator' dropdowns are both set to '<not available>'. A red asterisk and the word 'Required' are visible at the bottom right of the main content area. The 'OK' and 'Cancel' buttons are at the bottom.

The screenshot shows the 'Database Settings' dialog box with the 'Backup Set Users' sub-tab selected under the 'SQL Server' tab. The 'Get Users From:' section has three radio buttons: 'Local Machine', 'Active Directory' (which is selected), and '(other ERS Manager)'. Below this, the 'Local Machine' section is collapsed. The 'Active Directory' section is expanded and highlighted with a blue border. It contains three fields: 'Domain Name' (set to 'TESTDOMAIN'), 'AD Server' (set to 'DVSTestServer.TestDomain.local'), and 'AD Group' (set to 'RetroERSGroup'). A red asterisk and the word 'Required' are visible next to the 'Active Directory' section header. The 'OK' and 'Cancel' buttons are at the bottom.

On the Backup Set Users tab, select the location from which you will manage the user accounts. Note: this can be either local or Active Directory accounts. These accounts should be created in either AD or Local Users and placed in a Security Group to be referenced here. This AD group can be changed at any time but you should have this in place prior to this step. In our case we have created a Security Group called RetroERSGroup, and have populated it with members.

Database Settings

ERS Agent | Backup Set Users
SQL Server | SQL Reporting

* E-mail Recipients (separate by semi-colon):
BackupsManager@TestDomain.com;
ReportsArchive@TestDomain.com;

Report Manager URL:
http://dvstestserver/ReportManager/Pages/Folder.aspx
(e.g. http://webserver/reports/pages/folder.aspx) *

Report Server URL:
http://dvstestserver/ReportServer
(e.g. http://webserver/ReportServer) *

Default Date Window: 2 Days
(number of days between begin date and end date)

* If not sure of the exact Report Manager (or Server) URL, launch a web browser, and browse to the Report Manager (or Server) home page. Once there, copy the URL, and paste the address into the respective box above.

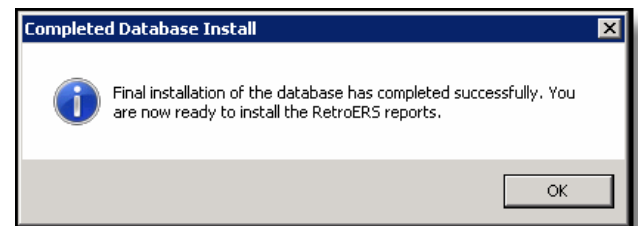
OK Cancel

- On the SQL Reporting tab, enter the email recipients that you want to receive reports from RetroERS.
- In the Report Manager URL, enter the public or private URL address of your SSRS instance.
- In the Report Server URL, enter the public or private URL address of your SSRS instance.
- Enter the Default Date Window that you want the reports to use. This can be changed at any time. If checking reports daily, it is suggested that you specify a Default Date Window of 2 days. This way, your report will include any activity from the previous day that occurred in the hours after you pulled the reports, up until 11:59pm of that previous day.

Note: Internal and External DNS must be configured properly to point to these locations.

For now, the ERS Agent Tab does not need to be configured. You will be prompted for that information in the RetroERS Manager.

- Select #5 “Complete Database Install”. This may take several seconds to complete.
- Click OK to close the “Completed” window.
- Click OK to close the Database Settings Window.



**RetroERS
Install SQL Reports**

Report Folder: C:\Program Files (x86)\DataVault Solutions RetroERS Database Configuration Tool\Reports

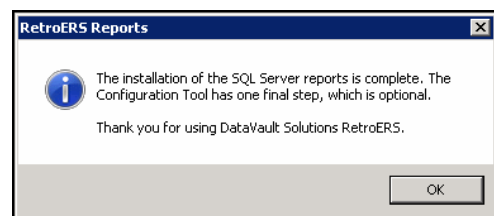
SQL Account: RetroERSUser

Password: *****

Continue

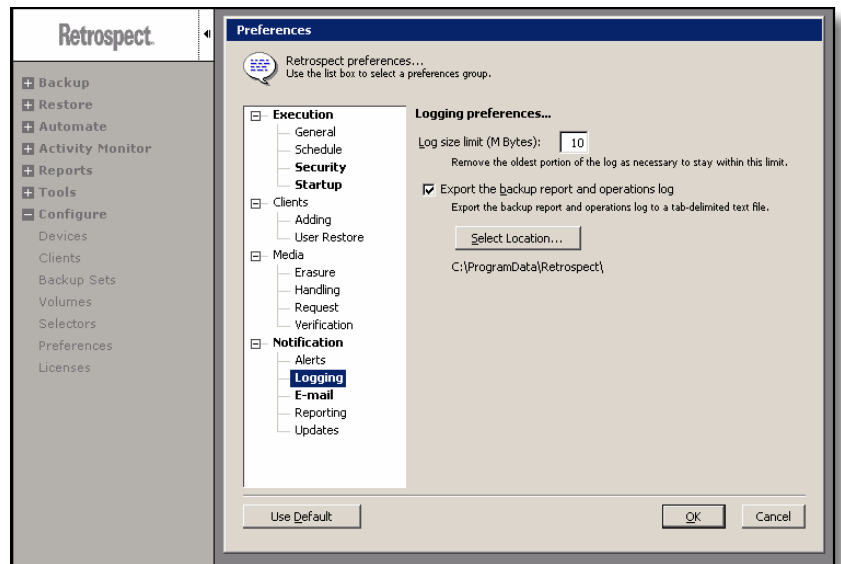
- RetroERS Reports Installation Complete.

- Select# 6 to “Install RetroERS Reports” into the Reporting Server... this may take several seconds to complete. Enter the password previously chosen for the RetroERSUser SQL account.



After installing the RetroERS Configuration Utility, launch Retrospect and configure logging and location to allow RetroERS to interact with your Retrospect backup software.

- Launch Retrospect.
- In the side bar menu, select Configure, then Preferences.
- Under Logging select the checkbox for “Export the backup report and operations log”.
- Accept the default location but make note of this.
- Initiate at least one backup job to seed the logs.



- Setup the Retrospect server to use a static TCP/IP address.
 - This guarantees that the system always reports from the same address and the configuration stored in the RetroERS database is consistent.
 - The RetroERS MU agent will not be able to communicate with the database server if the address changes.
- Modify the local hosts file by running Notepad.exe as “administrator” (typically C:\Windows\System32\drivers\etc\hosts) to set the local ipv4 address to the computer’s NetBios name. example: 10.10.200.202 Backup1

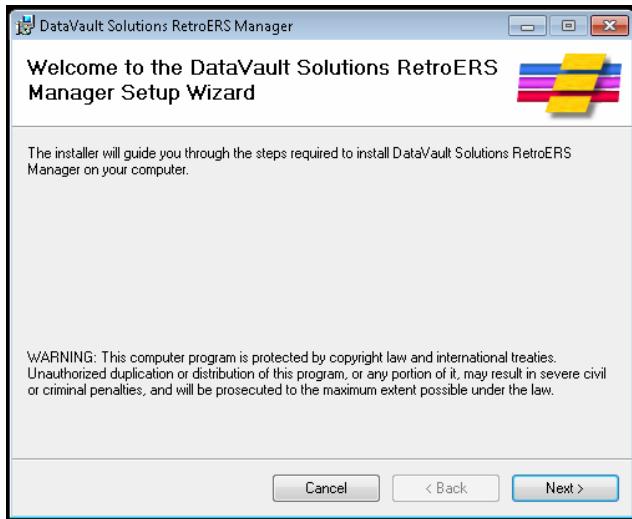
This corrects an issue where the backup server reports using its IPv6 address in lieu of its IPv4 address.

The process for installing the RetroERS Management Utility is the same, regardless of whether you are installing the application for the first time, or upgrading from an earlier version of RetroERS. If you are upgrading, RetroERS maintains your licensing information.

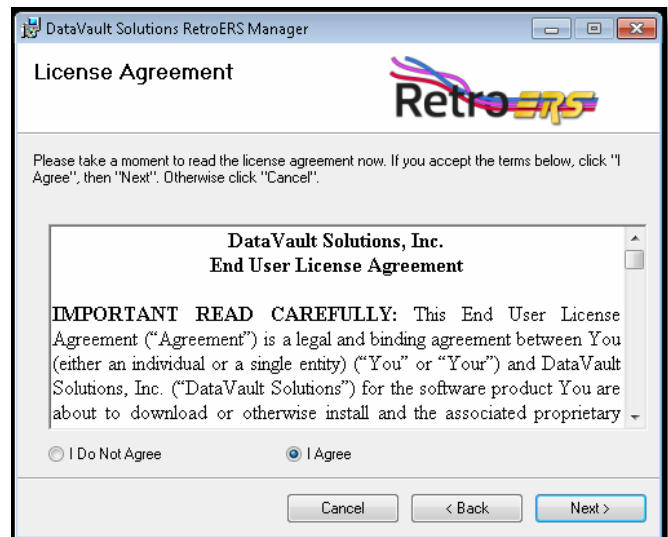
To install the RetroERS Management Utility:

- Run Setup.exe from RetroERSMU installation file location.

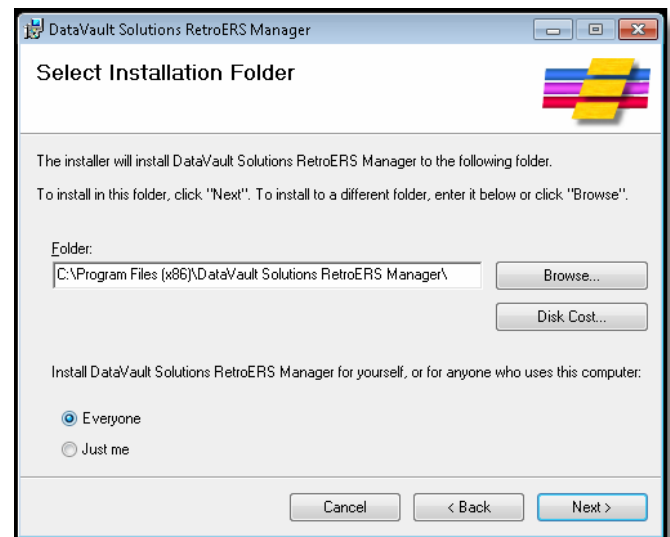
Name	Date modified	Type	Size
Installer.msi	9/9/2013 5:23 PM	Windows Installer ...	2,638 KB
setup.exe	9/9/2013 5:23 PM	Application	419 KB

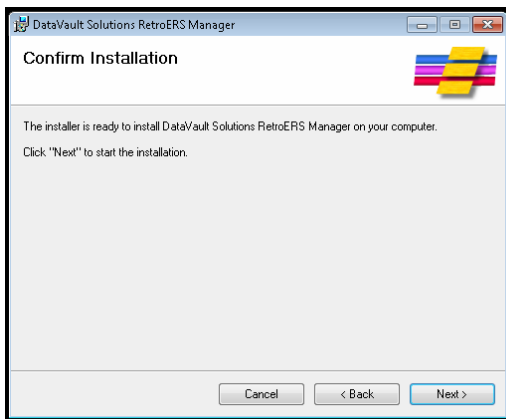


- Read and accept the DataVault Solutions EULA.

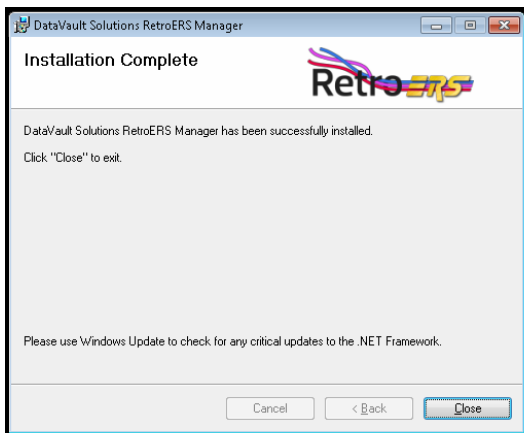
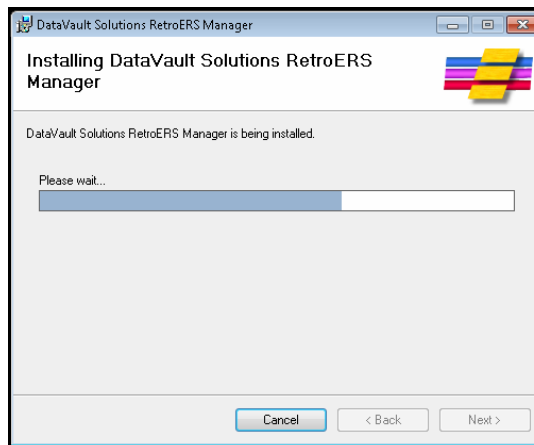


- Select default installation location.
- Select who will have access to the application.



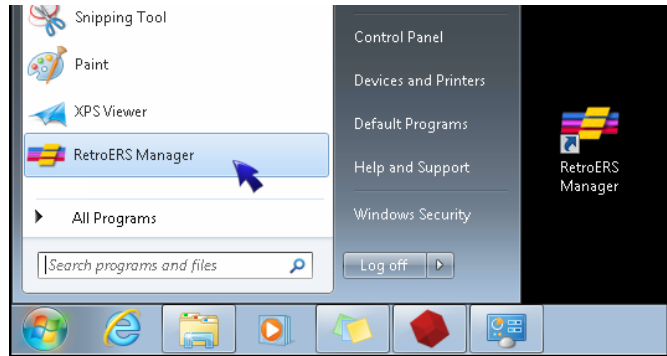


- Confirm the installation location.

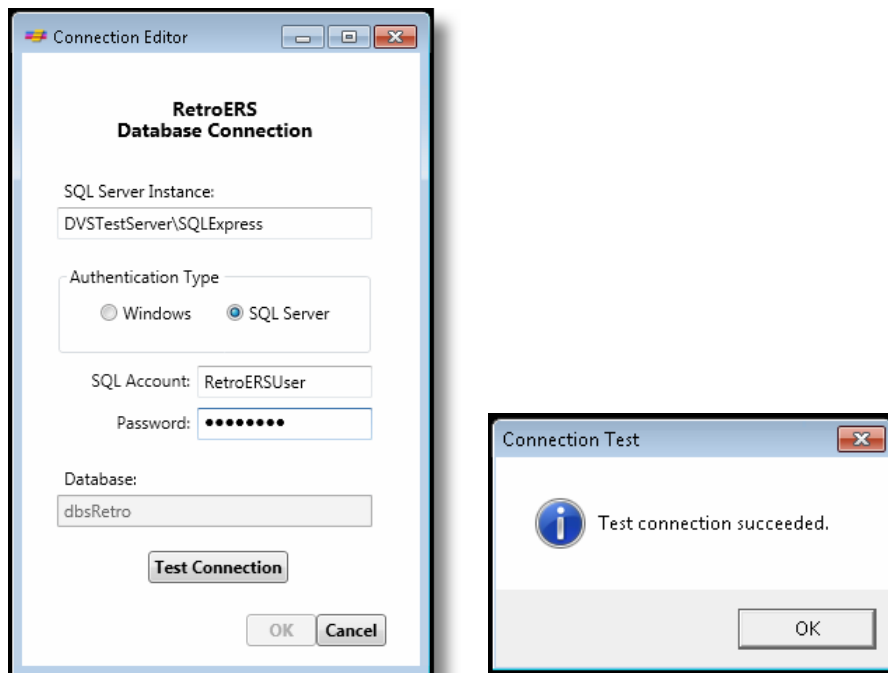


- RetroERS Manager Installation Completed

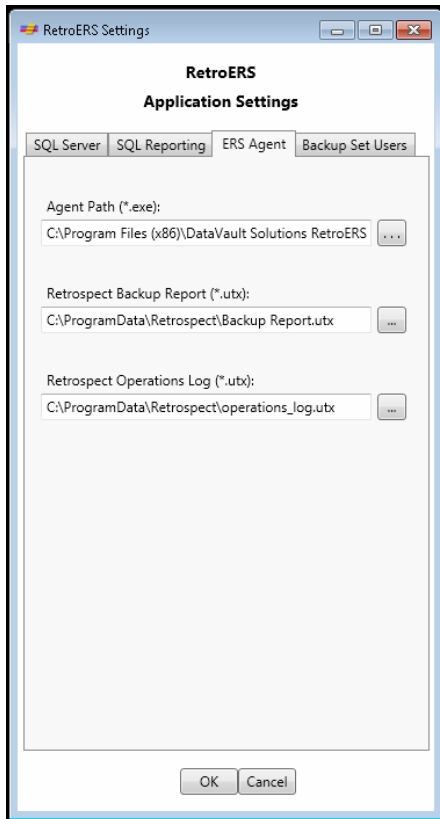
Launch the DataVault Solutions RetroERS Manager.



- Enter Server name or IPv4 address. (Note: This can be a private IPv4 or public IPv4 address if you desire to transmit the logs over the public internet. While this is possible, DataVault Solutions highly discourages transmission of private information across the internet without the use of encryption or VPN.)
- Select SQL Server then type in the RetroERSUser account and the password chosen during the RetroERSCU installation/configuration. Note: For SQL Express you must enter the “Instance” name that you have created as shown below.
- Select “Test Connection” to validate the account.

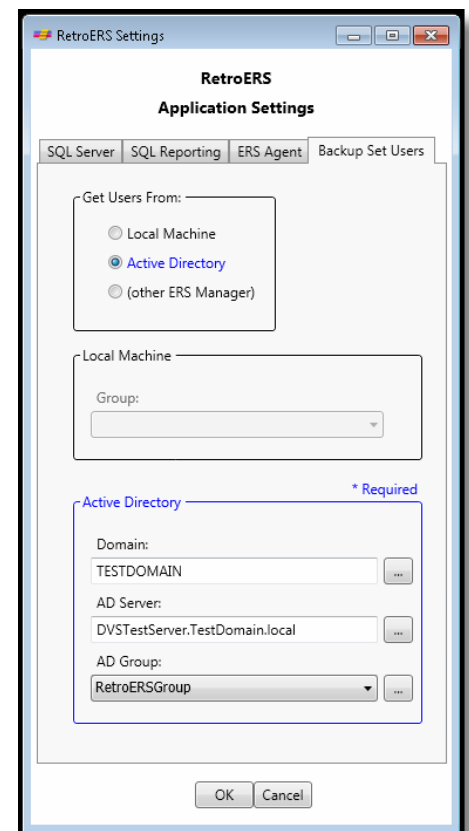


- Select OK to save and close.
- Select OK to close Connection Editor window



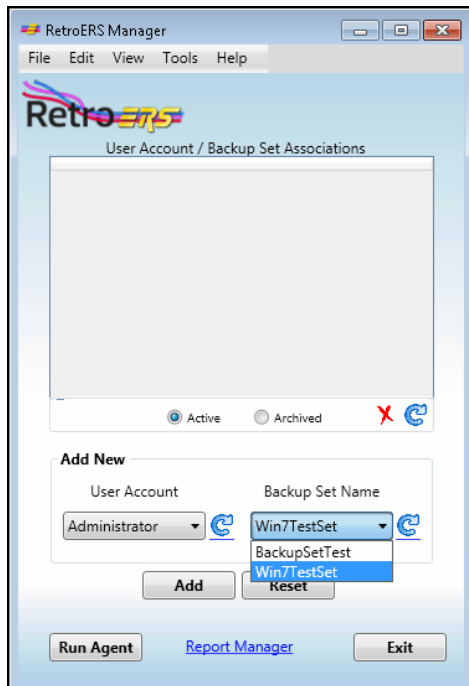
- Launch the RetroERS Manager if it does not auto-launch.
- The SQL Server and SQL Reporting tabs should be populated with the information previously chosen in the RetroERS CU configuration.
 - On the ERS Agent tab, enumerate the path of the RetroERS.exe application.
 - Select the location of the BackupReport.utx (typically C:\ProgramData\Retrospect\Backup Report.utx)
 - Select the location of the Operations_log.utx (typically C:\ProgramData\Retrospect\operations_log.utx)

- On the Backup Set Users tab, select the location from which you will manage the user accounts. Note: this can be either local or Active Directory accounts. These accounts should be created in either AD or Local Users and placed in a Security Group to be referenced here. If the RetroERS Manager exists in the same domain as the RetroERS CU, then the “Get Users From” would be the same as selected on the CU. If the RetroERS Manager is not part of the CU’s domain, then select “(other ERS Manager)”.
- Click OK to close the RetroERS Manager.



Re-Launch the DataVault Solutions RetroERS Manager

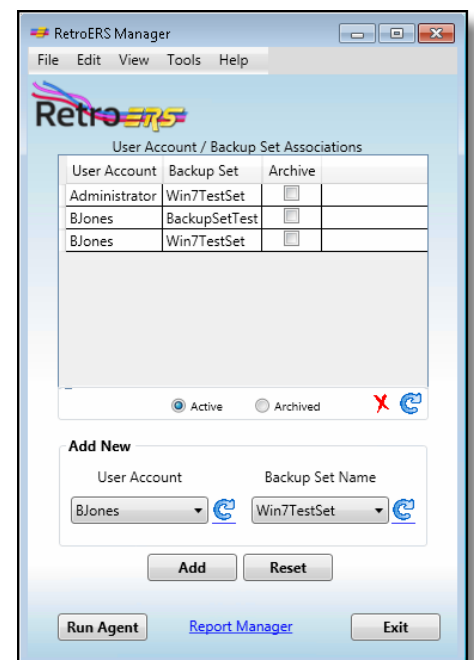
- You are presented with activation options, either activate or choose later for a 45 day trial
- In order to continue, we must manually run the agent by selecting the “Run Agent” button. This will extract the Backup Set information from Retrospect and populate the database.
- Select the “Refresh” button next to the Backup Set Name box.
- Now we can create associations between the User Accounts and the Backup Sets.



- Create associations between the User Accounts and the Backup Set Names by selecting the User Account on the left and the Backup Set on the right, and pick the “Add” button. Repeat for each Backup Set as required.

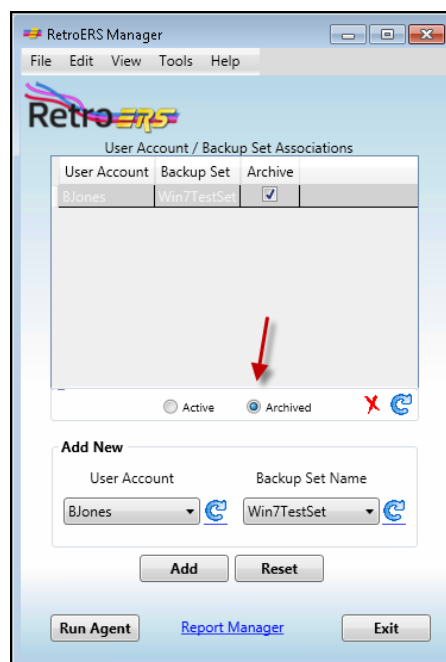
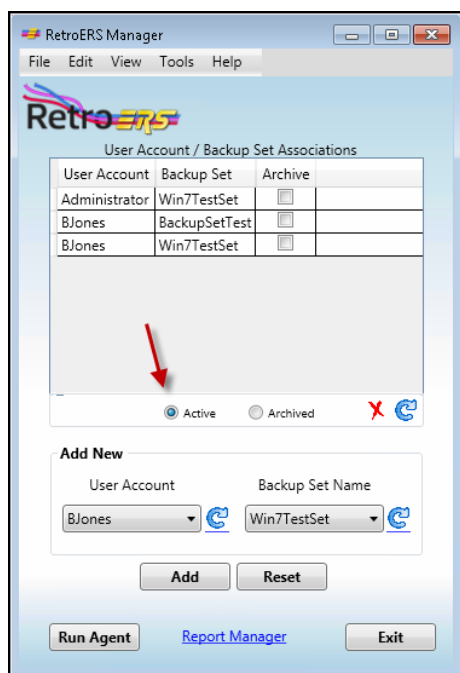
As you “Add” each one, your Associations appear in the User Account /Backup Set Associations window.

RetroERS is designed to allow any combination of “associations”, meaning that one User might receive reports for only one Backup Set, or for as many as you “associate” them with. Likewise, one Backup Set might be monitored by many Users. The choice is yours.



Managing Backup Set Associations

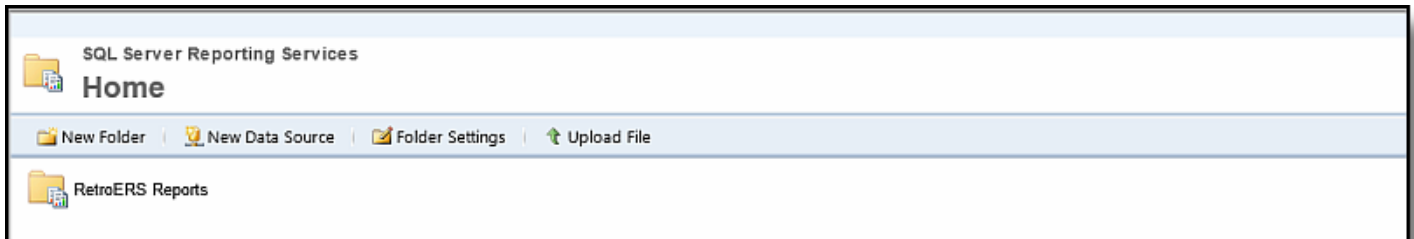
RetroERS Manager provides a method for manipulating and maintaining the application database. The main window displays a listing of all available backup set names, including the option to view both active and archived backup sets. An active backup set can be archived by simply checking its associated “Archive” box and refreshing the list. A former backup set that was archived may be re-activated by selecting the “Archived” radio button and then unchecking its associated “Archive” box.



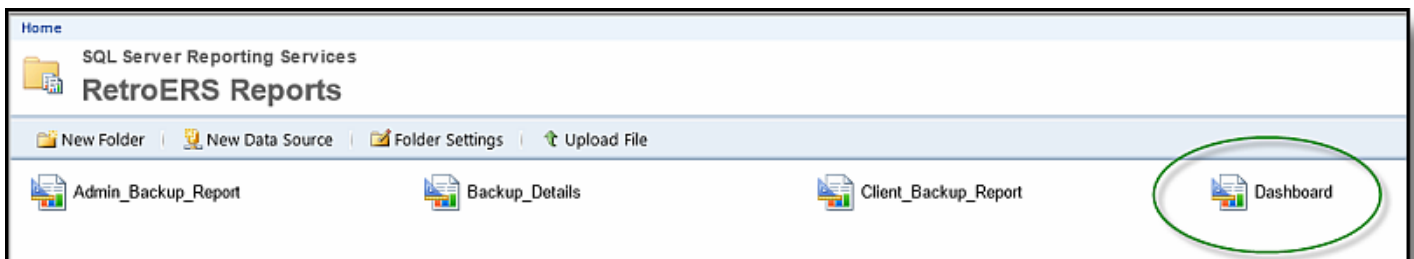
When a new backup set is created in Retrospect, RetroERS collects data concerning activity of the new backup set. To include the new backup set data in the RetroERS Reports, the new backup set name must be associated with a user. The new backup set name can be easily added via the main window within RetroERS Manager. In this window, simply select the associated user from the "User Account" dropdown list, then select the desired "Backup Set Name", then click [Add]. The next time the RetroERS report is refreshed the backup information is displayed for that new backup set.

We have provided an area called Dashboard that shows detailed information about your Active User Accounts, as well as a column for “Unassigned Backup Sets”. These are Backup Sets that you have created, but that have not yet been associated with a User Account from within the RetroERS Manager.

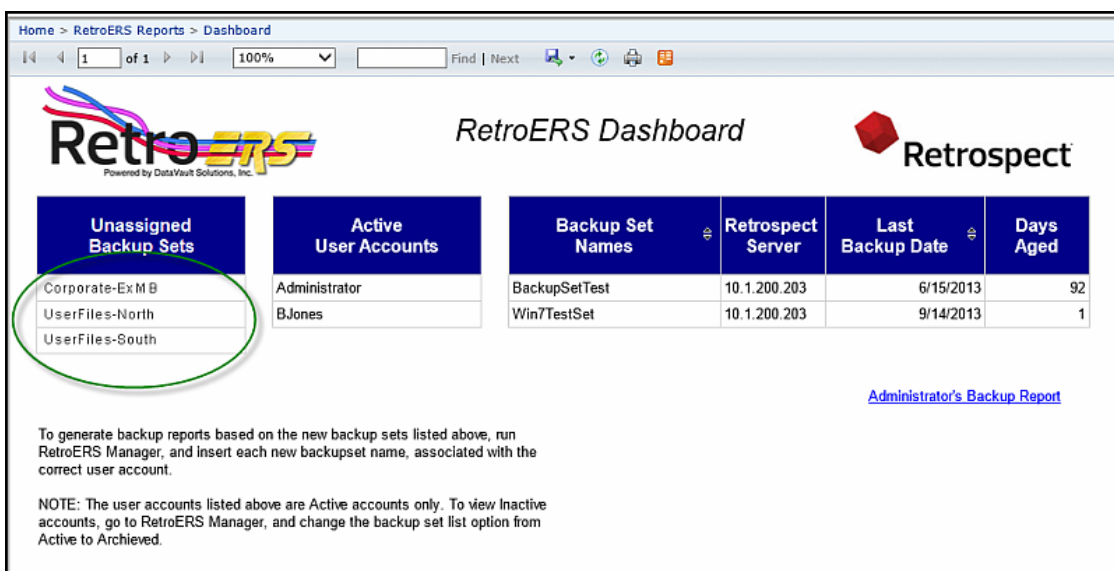
You can access your Dashboard by going to “Home” by clicking the “Report Manager” link at the bottom of your RetroERS Manager Interface.



- Click on RetroERS Reports to view all the available reports, including Dashboard.



Here you can access your Dashboard and view a range of specific details.



On the left is a list of any new Unassigned Backup Sets that need to be associated with a User Account.

Also available from the RetroERS Reports page choices is your Administrators-Only Backup Report.

After choosing your parameters and clicking on the View Button at the top right, the report itself will be generated as shown here. A wide variety of information is available here. Further to the right on this page when you view it in its full width, are columns for Duration, Sub-Volume, IP address of the Client, and IP address of the associated Backup Server.

1 of 1100%Find | Next

Administrators-Only Backup Report

Backup Set	Machine	Date	Time	Source	Action	Errors & Warnings		Result	Files Copied	Stored (KB)	
BackupSetTest	My Computer	06-15-13	4:34 PM	Drivers	Normal	0	0	Successful	1	1,371,088	
			11:19 PM	Drivers	Normal	0	0	Successful	4	4,075	
										Total Stored:	1,375,163
										Overall Total:	1,375,163
Win7TestSet	My Computer	06-17-13	5:51 PM	Drivers	Normal	0	0	Successful	5	1,375,166	
									Total Stored:	1,375,166	
		09-13-13	10:00 PM	Drivers	Normal	0	0	Successful	0	0	
									Total Stored:	0	
		09-14-13	5:23 PM	Drivers	Normal	0	0	Successful	0	0	
			5:23 PM	Windows	Normal	0	-1201	stopped by operator	647	231,740	
			10:00 PM	Drivers	Normal	0	0	Successful	0	0	
			10:00 PM	Windows	Normal	0	0	Successful	96336	25,180,819	
							Total Stored:	25,412,559			
							Overall Total:	26,787,725			

NOTE: For any line-item that reports an error, there may or may not be associated details, depending at what point the error occurred. For example, the error 'Backup client not found' occurs at the beginning of the process, before any details can be generated.

Successful with Exceptions

Fatal Errors

Notice the line item highlighted in Red. This is a quick way to scan for errors, and the information available on this line includes that actual -error # for the event as well as a description under the Result column. Events that are "Successful with exceptions" will be highlighted in Yellow for a distinctive visual indication of any events that you may choose to view in more detail.

By clicking on the Blue Link under the Backup Set column, you gain access to the details for the events within that particular Backup Set. This gives you a more granular look at the events, and from here, you can decide the priority of, and the action you wish to take. Remember that the IP of the Backup Server is referenced at the end of this line, so you know exactly where to go to address the error in question.

The screenshot displays the Retrospect Backup Software interface. On the left, there is a sidebar with filters for User Account (Administrator), Machines (My Computer), Begin Date (6/12/2013), End Date (9/14/2013), Backup Sets, Show Successes / Failures, Min. Transferred (KB), Min. Stored (KB), Duration From, and Source. The main window shows a report titled 'Backup_Details - Report Viewer - Windows Internet Explorer'. The report is a table with three columns: Backup Set, Time, and Details. The first row shows 'BackupSetTest' with a time of '6/15/2013 4:34:00 PM'. The details for this row include: '6/15/2013 4:34:49 PM: Copying Drivers on Local Disk (C:)', '6/15/2013 4:38:34 PM: Snapshot stored, 4 KB', '6/15/2013 4:38:38 PM: Comparing Drivers on Local Disk (C:)', '6/15/2013 4:38:54 PM: Execution completed successfully', 'Completed: 1 files, 1.4 GB', 'Performance: 765.1 MB/minute (411.9 copy, 5738.3 compare)', 'Duration: 00:04:04 (00:00:34 idle/loading/preparing)', and 'Exit at 6/15/2013 11:08 PM'. The second row shows 'BackupSetTest' with a time of '6/15/2013 11:19:00 PM'. The details for this row include: '6/15/2013 11:19:38 PM: Copying Drivers on Local Disk (C:)', '6/15/2013 11:20:09 PM: Snapshot stored, 6 KB', '6/15/2013 11:20:13 PM: Comparing Drivers on Local Disk (C:)', '6/15/2013 11:20:13 PM: Execution completed successfully', 'Completed: 4 files, 4,075 KB', 'Performance: 238.7 MB/minute (119.3 copy, 238.7 compare)', 'Duration: 00:00:35 (00:00:32 idle/loading/preparing)', 'Location of backup report is C:\ProgramData\Retrospect\.', and 'Exit at 6/16/2013 4:26 AM'.

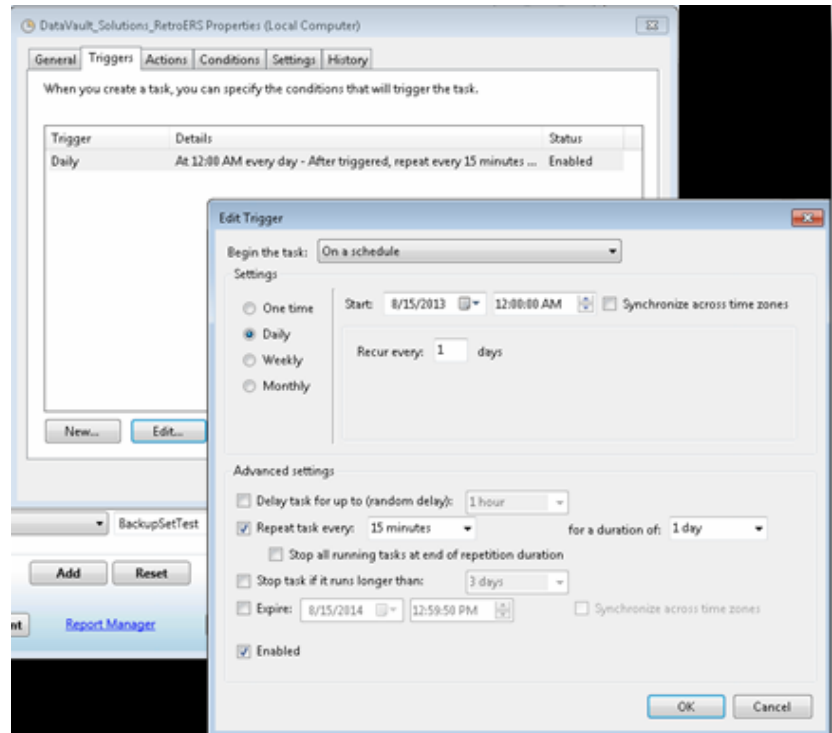
Backup Set	Time	Details
BackupSetTest	6/15/2013 4:34:00 PM	<p>6/15/2013 4:34:49 PM: Copying Drivers on Local Disk (C:)</p> <p>6/15/2013 4:38:34 PM: Snapshot stored, 4 KB</p> <p>6/15/2013 4:38:38 PM: Comparing Drivers on Local Disk (C:)</p> <p>6/15/2013 4:38:54 PM: Execution completed successfully</p> <p>Completed: 1 files, 1.4 GB</p> <p>Performance: 765.1 MB/minute (411.9 copy, 5738.3 compare)</p> <p>Duration: 00:04:04 (00:00:34 idle/loading/preparing)</p> <p>Exit at 6/15/2013 11:08 PM</p>
BackupSetTest	6/15/2013 11:19:00 PM	<p>6/15/2013 11:19:38 PM: Copying Drivers on Local Disk (C:)</p> <p>6/15/2013 11:20:09 PM: Snapshot stored, 6 KB</p> <p>6/15/2013 11:20:13 PM: Comparing Drivers on Local Disk (C:)</p> <p>6/15/2013 11:20:13 PM: Execution completed successfully</p> <p>Completed: 4 files, 4,075 KB</p> <p>Performance: 238.7 MB/minute (119.3 copy, 238.7 compare)</p> <p>Duration: 00:00:35 (00:00:32 idle/loading/preparing)</p> <p>Location of backup report is C:\ProgramData\Retrospect\.</p> <p>Exit at 6/16/2013 4:26 AM</p>

The last thing you will need to do is to ensure timely polling of the backup information being generated by the Retrospect Backup Software.

Next are the details on how to set up these schedules.

Creating a scheduled task for RetroERS

- Create a scheduled task to gather logs from the Retrospect server.
- Tools, Scheduled Task, Create/Modify
- Enumerate the location of the RetroERS.exe (typically C:\Program Files (x86)\DVS Retro Enterprise Reporting System\RetroERS.exe)
- Select the time and enable the task then select “Create”.
- Once created the scheduler can be modified and enhanced.
- Use Windows Task scheduler to modify advanced features of the schedule.
- DVS recommends that the task be set to run every 15 minutes.



Thank you for choosing RetroERS, and as you become used to its power and flexibility, please let us know of any enhancements you would like to see in the future. You can share those with us in our Forum which can be found at DataVaultSolutions.com

