

# Agent for Microsoft SharePoint Server

Arcserve® Backup for Windows

19.0

arcserve®

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## Arcserve Product References

This document references the following Arcserve products:

- Arcserve® Backup
- Arcserve® Unified Data Protection
- Arcserve® Unified Data Protection Agent for Windows
- Arcserve® Unified Data Protection Agent for Linux
- Arcserve® Replication and High Availability

## Arcserve Backup Documentation

Arcserve Backup documentation contains specific guides and release notes for all major releases and service packs. Click links below to access documentation.

- [Arcserve Backup 19.0 Release Notes](#)
- [Arcserve Backup 19.0 Bookshelf](#)

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- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
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- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve product.

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## Chapter 1: Introducing the Agent

Arcserve Backup is a comprehensive, distributed storage solution for applications, databases, distributed servers, and file systems. It provides backup and restore capabilities for databases, business-critical applications, and network clients.

Among the agents Arcserve Backup offers is the Arcserve Backup Agent for Microsoft SharePoint Server. This agent let you back up and restore Microsoft SharePoint Server 2010/2013/2016/2019 and Microsoft SharePoint Foundation 2010 data.

Although SharePoint environments can be complex and distributed across a number of machines, the agent provides full protection of SharePoint installations by consolidating all SharePoint data into a single node in the interface on the Arcserve Backup server. SharePoint content consists of distributed SharePoint databases, Single Sign-On (SSO), and search indexes. The agent lets you use the features of Arcserve Backup to easily manage the backup and restore of all SharePoint data on your network.

This section contains the following topics:

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## Agent Features

The Agent for Microsoft SharePoint Server offers a number of features to facilitate your backup and restore operations. It provides backup and restore capabilities for Microsoft SharePoint Server 2010/2013/2016/2019 and Microsoft SharePoint Foundation 2010/2013/2016/2019 installations.

For more information, see [SharePoint Server 2010/2013/2016/2019 Features](#).

## SharePoint Server 2010/2013/2016/2019 Features

The agent supports the following features for SharePoint Server 2010/2013/2016/2019:

- Backup and restore of the SharePoint Server 2010/2013/2016/2019 farm and farm components.  
**Note:** For more information about the various farm components, see [Microsoft SharePoint Server 2010/2013/2016/2019 Features](#).
- Enables SharePoint data to be restored to its original location or to an alternate destination.
- Supports backup to a wide array of storage devices.
- Supports Configuration Settings Only Backup and Content and Configuration Settings Backup options.
- Supports Restore Configuration Settings only and Restore Content and Configuration Settings options.
- Supports database-level backup and database-level and document-level restore for the failover database server.
- Supports document-level or granular restores.

## Microsoft SharePoint Server Support Matrix

The following table lists the different versions of Microsoft SharePoint Server and the supporting Windows operating systems that work with the Agent for Microsoft SharePoint Server:

	Microsoft SharePoint Server 2010	Microsoft SharePoint Server 2013	Microsoft SharePoint Server 2016	Microsoft SharePoint Server 2019
Windows Server 2003 (x86)	no	no	no	no
Windows Server 2003 (x64)	no	no	no	no
Windows Server 2008 (x86)	no	no	no	no
Windows Server 2008 (x64)	yes	no	no	no
Windows Server 2008 R2	yes	yes	no	no
Windows Server 2012	no	yes	no	no
Windows Server 2012 R2	no	yes	no	no
Windows Server 2016 Standard or Datacenter	no	no	yes	yes
Windows Server 2019 Standard or Datacenter	no	no	yes	yes

## How the Agent Works on SharePoint Server Systems

Arcserve Backup and the Agent for Microsoft SharePoint Server work together to back up and restore SharePoint Server data. When Arcserve Backup backs up data, the server connects to the agent and sends a request. The agent retrieves the data from the SharePoint Server and exports the data to a dump folder on the disk and then sends it to Arcserve Backup, where the data is backed up to media. During a restore operation, the agent functions in a similar way and helps transfer the backed up data from Arcserve Backup to the server.



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## Chapter 2: Installing the Agent

This section provides information about how to install and configure the Agent for Microsoft SharePoint Server on SharePoint 2010/2013/2016/2019 systems. The information in this section assumes you are familiar with the characteristics and requirements of your Microsoft SharePoint server farm.

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## Environmental Considerations

SharePoint environments can be complex and distributed across a number of machines. The server farm configuration must be supported by Microsoft. As an example, a distributed SharePoint environment could contain the following components:

- One or more Web-Front-End Servers.
- One or more Application servers with Windows SharePoint Service Help Search service enabled.
- One or more Indexer Server with Office SharePoint Server Search service enabled.
- One or more Database Servers used by SharePoint Server Farm.



## Installation Prerequisites

Before installing the agent on SharePoint Server systems, you must satisfy the following prerequisites:

- Verify that your system meets the minimum requirements needed to install the Agent for Microsoft SharePoint Server. For a list of requirements, see the [Readme](#) file.
- Ensure that you have administrator privileges or the proper authority to install software on the computers where you will be installing the product.
- The user name entered in the Agent for Microsoft SharePoint Server Configuration wizard must have administrative access to all machines in the SharePoint Server farm.
- Ensure that you are aware of the account which belongs to the Microsoft SharePoint Server farm administrator group.
- Verify that you have installed Microsoft SharePoint Server products.
- You must install the Agent for Microsoft SharePoint Server on the same system on which the farm was originally created and ensure that the central administration is running, or the backup and restore jobs might fail.

**Note:** You do not need to install the Arcserve Backup Agent for Open Files on the Microsoft SharePoint servers that you are protecting. The Agent for Open Files is beneficial when you want to protect files that are open or in use by active applications. Because the Agent for Microsoft SharePoint Server is an application-specific agent that is dedicated to protecting SharePoint server, which offers a complete solution that encompasses all the features the Agent for Open Files offers.

## Installation Considerations for Agent for Microsoft SharePoint Server

Consider the following when you install the agent:

- Microsoft SharePoint Server must be installed before you install the Agent for Microsoft SharePoint Server. The agent is supported on all operating systems on which Microsoft Office SharePoint Server is supported.
- The Arcserve Backup server must be able to ping all machines in the SharePoint environment by name. If you do not use DNS (Domain Name System) in your SharePoint environment, you must add all the machines in the SharePoint environment into the hosts file on the Arcserve Backup server.
- You must run the Microsoft SQL Server Windows service as a domain account or a local system account.
- You must install the Agent for Microsoft SharePoint Server on the same machine on which the farm was originally created and the Windows SharePoint Service Administration service is running or your backup or restore job might fail.
- Jobs may not complete successfully when the Arcserve Backup server and the agent server reside in different time zones. To ensure that jobs complete successfully, you must synchronize the time zone on the agent server with the Arcserve Backup server.
- If you choose Server Farm Installation when upgrading the Arcserve Backup Agent for Microsoft SharePoint Server to this release, you must use the same Farm Administrator used to create the Farm, or you will need to launch the Agent for Microsoft SharePoint Server configuration and configure again. This restriction affects Server Farm Installations (Complete and Web Front End) only. It does not affect SharePoint Single Server (standalone) installations.

## Install the Agent

The Agent for Microsoft SharePoint Server follows the standard installation procedure for the system components, agents, and options of Arcserve Backup.

For detailed procedures about installing Arcserve Backup, see the [Implementation Guide](#).

## Agent for Microsoft SharePoint Configuration Dialog

You can open the Agent dialog and configure the options using the following procedure:

### To open the Agent for Microsoft SharePoint Configuration Dialog

1. From the Windows Start menu, select All Programs, Arcserve, Arcserve Backup, and Backup Agent Admin.

The Arcserve Backup Agent Admin dialog opens.

2. From the drop-down list, select Arcserve Backup Agent for Microsoft SharePoint Server and click Configuration.

The Agent for Microsoft SharePoint Configuration dialog opens. The DB level Configuration tab appears, by default.

## Agent for Microsoft SharePoint Database-level Configuration tab

The Agent for Microsoft SharePoint Database-level Configuration tab includes options for storing SharePoint data to a shared folder where the Agent is installed.

Options on the Database-level Configuration tab include:

### Default Backup or Restore Dump Location

The default backup dump location under Default Backup / Restore Dump Location has the following options:

**Note:** The same location will be used when you submit a restore job.

- **Arcserve Backup Server**—Exports SharePoint data to a shared folder on the Arcserve server before it is saved to a tape.

- **Arcserve Backup Agent for Microsoft SharePoint Server (Local Machine)**—Exports SharePoint data to a shared folder on a local computer where the Agent is installed. The data is then saved on a tape through the network.
- **Other (NAS, File) Server Name**—Exports SharePoint data to a NAS device or a public shared folder. You need to specify the server name, if you select this option.

**Note:** You must specify the host name instead of an IP address.

### Backup / Restore Dump Path

Specify the Share name and Physical Path under the Backup / Restore Dump Path as follows:

- **Share Name**—Specifies the shared folder where the data must be backed up, if you selected the Other (NAS, File) Server Name as the backup/restore dump location. You must grant the necessary permissions to the folder.  
**Note:** The name should not contain the special character '\$' at the end.
- **Physical Path**—Specifies the path where you want the data to be backed up, if you select the Arcserve Backup Server or Arcserve Agent for SharePoint Server as the backup or restore dump location.

### Backup or Restore Account Credentials

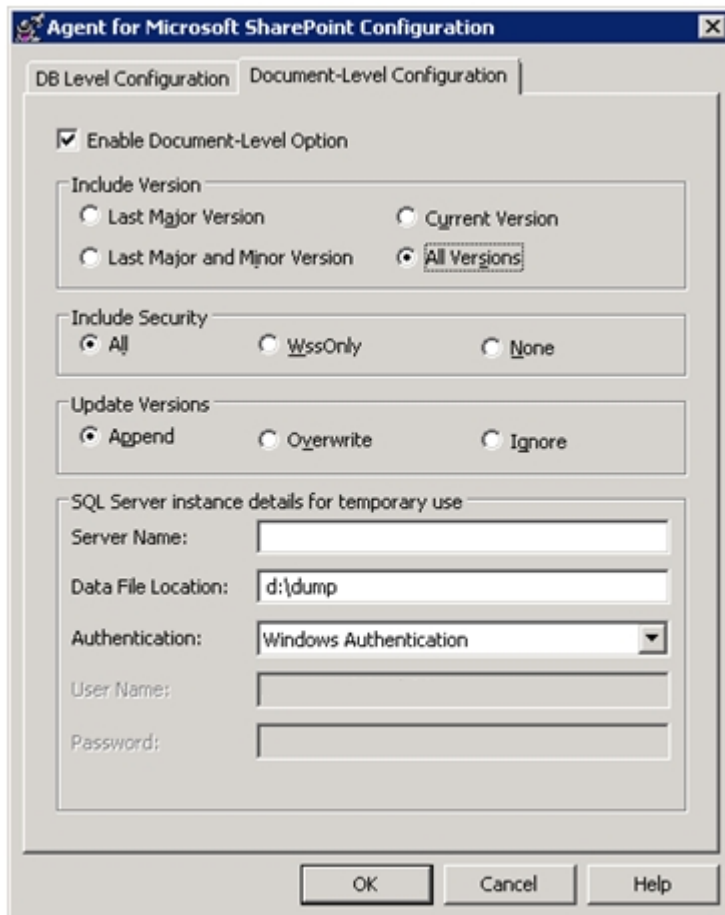
Specify the User name and password under the Backup/Restore Account Credentials to install the COM+ components.

**Note:** The Reset Credentials option is enabled, if the COM+ component is not installed. You must enter the user details to install these components.

- **User Name**—Defines the farm administrator user details.
- **Password**—Defines the farm administrator password details.

## Agent for Microsoft SharePoint Document-Level Configuration tab

You must configure the Agent for Microsoft SharePoint Document-level Configuration tab to perform granular level restores.



Options on the Document-level Configuration tab include:

### Enable Document-Level Option

Enables the document-level restore operation. The Enable Document-Level Option is checked by default.

**Note:** You can perform a document-level object restore operation, only if you select Use Agent Default Configuration Settings in the backup options dialog along with the Enable Document-Level Option.

### Include Version

Specifies what content will be restored based on document version.

- Last Major Version—Includes the last major version content.
- Last Major and Minor Versions—Includes the last major and minor version content.
- Current Version—Includes content about the latest version.
- All Versions (default)—Includes content of all versions.

### **Include Security**

Specifies whether user and security group information will be restored.

- All (default)—Includes user memberships and role assignments such as out of the box roles like Web Designer, or any custom roles that extend from the out of the box roles. The ACL for each object is migrated.

Also, user information defined in the DAP or LDAP servers is included.

- WssOnly—Includes user memberships and role assignments such as out of the box roles like Web Designer, or any custom roles that extend from the out of the box roles. The ACL for each object is migrated.

No user information defined in the DAP or LDAP servers is included.

- None— No user or group information is migrated.

### **Update Versions**

Specifies how versioning is managed in the destination location when restore.

- Append(default)— Appends the versions to the destination.
- Ignore— Ignores versioning and imports the updated file.
- Overwrite— Deletes existing version and imports as new versions.

### **SQL Server instance details for temporary use**

Connects the agent to a SQL server instance.

- Server name— The SQL Server host name and instance name.
- Data File Location— This location is used to store the database file when restore database backup dump to SQL Instance. This must be a local path on the server which hosts the SQL Instance and the path should exist.

**Note:** The SQL Server instance must have permissions to access the Data File Location.

- Authentication—The authentication type for this SQL Instance. Select the type of authentication to connect to the SQL server.



- Windows Authentication (default)— You can enter the user name and password details to connect.
- SQL Server Authentication— This is the SQL Server authentication mode. You must enter the login and password details.

**Note:** The version of the temporary SQL Server must be same as the version of Microsoft SharePoint database Server.

## Configure the Agent on SharePoint Systems

After you install the agent, the agent installs one or more of the following COM+ components (based on the version of SharePoint Server that is detected):

- SharePoint Server 2010: SPS014
- SharePoint Server 2013: SPS015
- Sharepoint Server 2016: SPS016
- Sharepoint Server 2019: SPS019

These components interact with the SharePoint Server to backup and restore data.

**Note:** When configuring the agent, verify that the Pagefile usage size does not exceed the physical memory, or the configuration can fail.

### Follow these steps:

1. From the Windows Start menu, select All Programs, Arcserve, Arcserve Backup, and click Backup Agent Admin to open the Arcserve Backup Agent Admin dialog.
2. From the drop-down list, select Arcserve Backup Agent for Microsoft SharePoint Server and click Configuration to open the Agent for Microsoft SharePoint Configuration dialog. The DB level Configuration tab appears, by default.
3. Select the database-level options in the DB level Configuration tab to configure the Agent for database level backup and restore operations. For more information about the database-level tab options, see [Agent for Microsoft SharePoint Database-level Configuration tab](#).

The database-level configuration is complete.

4. Select the Document-Level Configuration tab to display the document-level configuration options.
5. Configure the Agent for document-level restores by selecting the options in the tab. For more information about the document-level agent options, see [Agent for Microsoft SharePoint Server Document-level Configuration tab](#).

The document-level configuration is complete.

6. Click OK to complete the document-level and database-level configuration.

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## Chapter 3: Backing Up SharePoint 2010/2013/2016/2019 Systems

This chapter provides information for backing up data on SharePoint 2010/2013/2016/2019 systems.

This section contains the following topics:

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<a href="#">How to Perform a Full Backup in SharePoint 2010/2013/2016/2019</a> .....	30
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<a href="#">Perform a Database-Level Backup in SharePoint Server 2010/2013/2016/2019</a> .....	38

## SharePoint 2010/2013/2016/2019 Backup Overview

Database-level backup protects the SharePoint Server 2010/2013/2016/2019 database files. It is the fundamental backup for your SharePoint Server, and you should always use it if you use one of the other granular backup types. You can use database-level backups to restore SharePoint Server in the event of a system failure, database corruption, or a disaster recovery scenario.

## Database-Level Backup Prerequisites in 2010/2013/2016/2019

Before performing a database-level backup on SharePoint Server 2010/2013/2016/2019, you must satisfy the following requirements:

- Ensure that the Windows SharePoint Services Administrative service is running on the front-end web server and the Application Server.
- Ensure that Microsoft SQL Server is running.

## How to Perform a Full Backup in SharePoint 2010/2013/2016/2019

If you want to take a full backup of the database you need to ensure certain Farm management actions. If you perform one of these actions and then perform a differential backup, you may not be able to successfully restore the database that you backed up fully, earlier. To avoid this problem, always perform a full database backup immediately after you have performed any change in the topology of SharePoint 2010/2013/2016/2019 farm or Windows SharePoint Farm such as the following:

- Adding a new web application, a new database into a normal web application or SharePoint Service Provider Administration web application.
- Canceling a full backup job while it is running.
- Restoring the database from any backup.

**Note:** Ensure you restart the Arcserve SharePoint Agent Service under Windows Services after updating the farm topology.

## Backup Considerations in 2010/2013/2016/2019

To run successful backups, consider the following:

- If you perform a full backup of component A, and then a full backup of A's child component B, the differential backup of component A would fail. In other words, a Farm-level full backup can be followed by a Farm-level differential. However, you cannot do a Farm-level full backup followed by a Web Application full backup, and then a Farm Differential backup. In this case, the differential job would fail with an error message.
- You cannot perform a backup by using both SharePoint Server 2010/2013/2016/2019 and tools such as Microsoft SQL Server tools, Central Administration website, and so on. For example, if you perform a full backup using these tools, you may not be able to restore the differential backup job.
- If you try to protect SharePoint Server 2010/2013/2016/2019 using the Agent for Microsoft SharePoint Server and other agents, such as Client Agent and Agent for SQL server, the SharePoint 2010/2013/2016/2019 data may be backed up more than once. To avoid this situation, you should exclude the SharePoint 2010/2013/2016/2019 database and files from the Client Agent and Agent for SQL Server backup job.

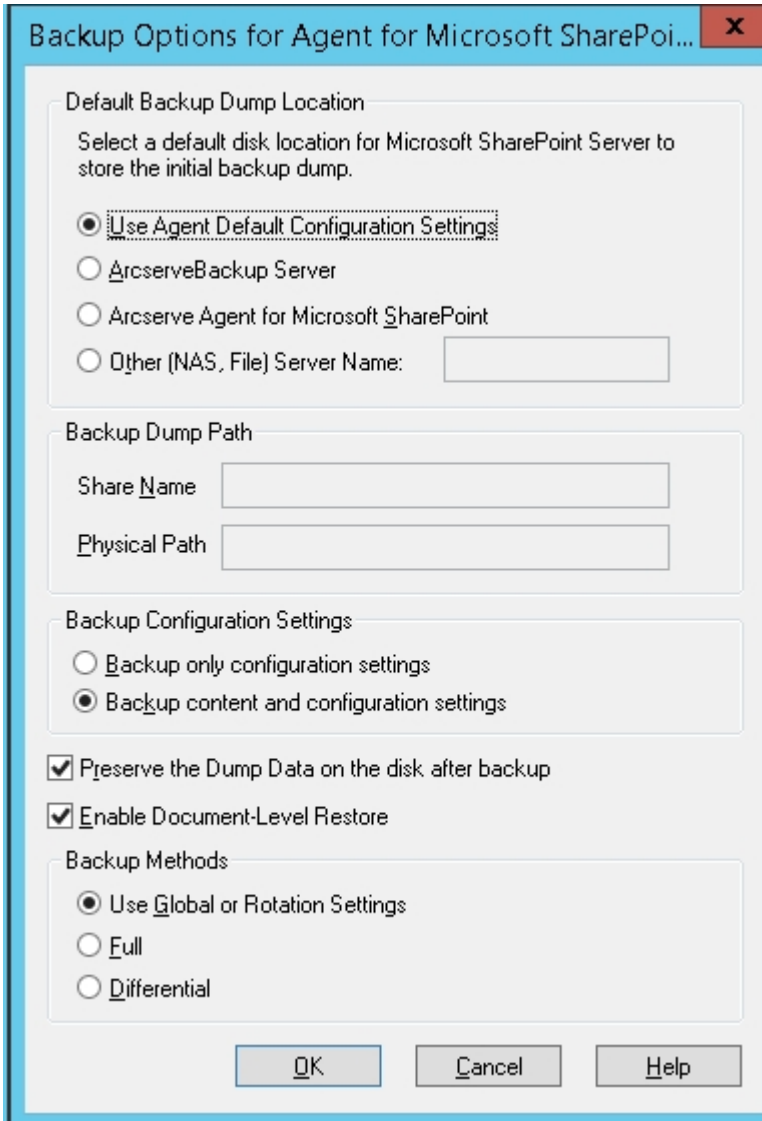
SharePoint Server 2010/2013/2016/2019 does not support the following:

- Data encryption and compression at the agent side under the Global Options.
- Multiplexing and Multistreaming backup jobs using single instance.
- Backup agent data on two different machines that are in different Arcserve Backup domain.

## Backup Options Dialog in SharePoint Server 2010/2013/2016/2019

The following sections describe the options that the Arcserve Backup Agent for Microsoft SharePoint Server offers when performing database-level backups:

To configure the database-level backup options, right-click on a Farm object and click Agent Option. The Backup Options for Agent for Microsoft SharePoint dialog opens.



The screenshot shows a dialog box titled "Backup Options for Agent for Microsoft SharePoi...". The dialog is divided into several sections:

- Default Backup Dump Location:** A section with the instruction "Select a default disk location for Microsoft SharePoint Server to store the initial backup dump." It contains four radio button options: "Use Agent Default Configuration Settings" (selected), "ArcserveBackup Server", "Arcserve Agent for Microsoft SharePoint", and "Other (NAS, File) Server Name:" followed by a text input field.
- Backup Dump Path:** A section with two text input fields: "Share Name" and "Physical Path".
- Backup Configuration Settings:** A section with two radio button options: "Backup only configuration settings" and "Backup content and configuration settings" (selected).
- Checkboxes:** Two checked checkboxes: "Preserve the Dump Data on the disk after backup" and "Enable Document-Level Restore".
- Backup Methods:** A section with three radio button options: "Use Global or Rotation Settings" (selected), "Full", and "Differential".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

The Backup Options for Agent for Microsoft SharePoint dialog contains the following options:

### Default Backup Dump Location



The backup dump location tells Arcserve Backup where you want your data to be stored temporarily before saving it to a tape.

You can select from the following backup dump locations:

- Use Agent default configuration setting—Enabled by default. This option makes use of the backup dump location that you selected while configuring the agent.
- Arcserve Backup Server—Exports the SharePoint data to a shared folder on Arcserve Backup.
- Arcserve Agent for Microsoft SharePoint Server—Exports the SharePoint data to a shared folder where the SharePoint Agent is installed.
- Other (NAS, File) Server Name—Exports the SharePoint data to a specified shared folder on the NAS server or File server.

**Note:** You must specify the host name instead of an IP address.

### Backup Dump Path

You need to specify the share name and physical path.

- Share Name—If you select the Other (NAS, File) Server Name as the backup dump location, you need to specify the share name where the data must be exported. You must grant the necessary permissions to the folder.

**Note:** The share name should not contain the special character '\$' at the end.

- Physical Path—If you select the Arcserve Server or Agent as the backup dump location, you need to specify the path where you want the data to be exported.

### Backup Configuration Settings

You need to select a configuration setting.

- Backup only Configuration Settings—Select this option to backup only configuration settings of the SharePoint server.
- Backup Content and Configuration Settings—Select this option to backup both content and configuration settings of the SharePoint Server. This option is selected by default.

### Preserve the dump data on the disk after backup

This option is enabled by default. You can preserve the data on the disk after performing the backup operation.

**Be aware of the following behavior:**

- The preserved data is usually the last full backup or the latest full backup along with the last differential backup of the dumped data.
- When the dump location does not change (preserved): When you perform a full backup, the agent deletes the previous full and incremental backup session and retains the last latest full backup session. When you perform a differential backup, the agent deletes the previous differential backup and retains the latest differential backup.
- When the dump location changes (not preserved): The agent does not delete the data from the previous dump location.
- With this option specified, the agent restores data from the dump cache and you can restore data that contains password encryption without specifying the password.

### Enable Document-Level Restore

You can perform the document-level restore operation. This option is enabled by default.

### Backup Methods

When you submit a backup job, you must select a backup method. The backup method tells Arcserve Backup how you want your data to be backed up. You can select from the following backup methods:

- Use Global or Rotation setting—Enabled by default. If you do not disable this, you must select a backup method on the Schedule tab.
- Full—It backs up the entire database and marks all of the files that have been backed up in preparation for a subsequent incremental or differential backup.  
**Note:** Always perform a full backup when running the agent for the first time, after upgrading to a Service Pack, and after performing a restore.
- Differential Backup—Backs up the files that have changed since the last backup.

**Note:** The Backup Method options on the Schedule tab do not apply, if you select the Full or Differential backup methods. Microsoft SharePoint 2010/2013/2016/2019 does not support the Incremental Backup method. If you select Incremental Backup on the Schedule tab, it will still consider it as Differential Backup.

## Agent Backup Options

The following sections describe the options that the Arcserve Backup Agent for Microsoft SharePoint Server offers when performing database-level backups.

To configure the database-level backup options, right-click on a Farm object and click Agent Option. The Backup Options for Agent for Microsoft SharePoint dialog opens.

The Backup Options for Agent for Microsoft SharePoint dialog contains the following options:

### Default Backup Dump Location

The backup dump location tells Arcserve Backup where you want your data to be stored temporarily before saving it to a tape.

Select from the following backup dump locations:

- Use Agent default configuration setting—Enabled by default. This option makes use of the backup dump location that you selected while configuring the agent.
- Arcserve Backup Server—Exports the SharePoint data to a shared folder on Arcserve Backup.
- Arcserve Agent for Microsoft SharePoint Server—Exports the SharePoint data to a shared folder where the SharePoint Agent is installed.
- Other (NAS, File) Server Name—Exports the SharePoint data to a specified shared folder on the NAS server or File server.

**Note:** You must specify the host name instead of an IP address.

### Backup Dump Path

Specify the share name and physical path.

- Share Name—If you select the Other (NAS, File) Server Name as the backup dump location, you need to specify the share name where the data must be exported. You must grant the necessary permissions to the folder.

**Note:** The share name should not contain the special character '\$' at the end.

- Physical Path—If you select the Arcserve Server or Agent as the backup dump location, you need to specify the path where you want the data to be exported.

### Backup Configuration Settings

Select a configuration setting.

- Backup only Configuration Settings—Select this option to backup only configuration settings of the SharePoint server.
- Backup Content and Configuration Settings—Select this option to backup both content and configuration settings of the SharePoint Server. This option is selected by default.

### Preserve the dump data on the disk after backup

This option is enabled by default. You can preserve the data on the disk after performing the backup operation.

#### Be aware of the following behavior:

- The preserved data is usually the last full backup or the latest full backup along with the last differential backup of the dumped data.
- When the dump location does not change (preserved): When you perform a full backup, the agent deletes the previous full and incremental backup session and retains the last latest full backup session. When you perform a differential backup, the agent deletes the previous differential backup and retains the latest differential backup.
- When the dump location changes (not preserved): The agent does not delete the data from the previous dump location.
- With this option specified, the agent restores data from the dump cache and you can restore data that contains password encryption without specifying the password.

### Enable Document-Level Restore

You can perform the document-level restore operation. This option is enabled by default.

### Backup Methods

When you submit a backup job, you must select a backup method. The backup method tells Arcserve Backup how you want your data to be backed up. You can select from the following backup methods:

- Use Global or Rotation setting—Enabled by default. If you do not disable this, you must select a backup method on the Schedule tab.
- Full—It backs up the entire database and marks all of the files that have been backed up in preparation for a subsequent incremental or differential backup.

**Note:** Always perform a full backup when running the agent for the first time, after upgrading to a Service Pack, and after performing a restore.

- Differential Backup—Backs up the files that have changed since the last backup.

**Note:** The Backup Method options on the Schedule tab do not apply, if you select the Full or Differential backup methods. Microsoft SharePoint 2010/2013 does not support the Incremental Backup method. If you select Incremental Backup on the Schedule tab, it will still consider it as Differential Backup.

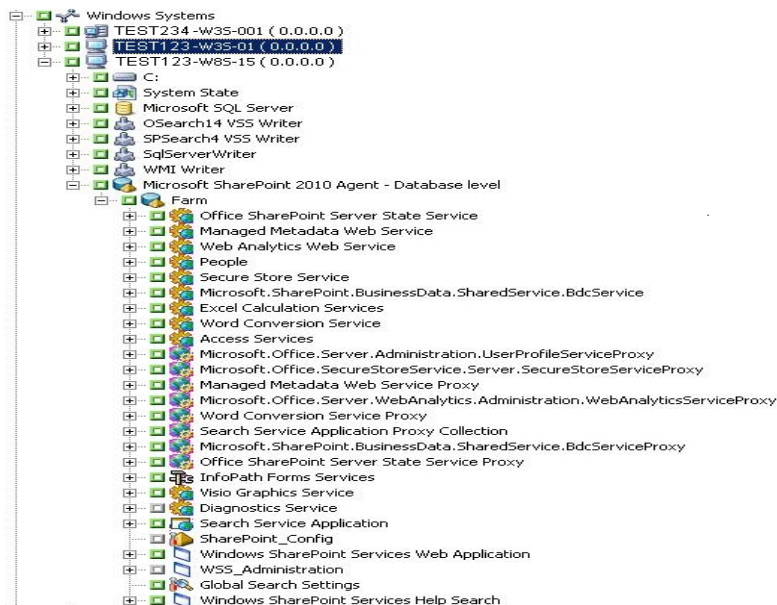
## Perform a Database-Level Backup in SharePoint Server 2010/2013/2016/2019

Use the Backup Manager in Arcserve Backup to perform database-level backup on SharePoint 2010/2013/2016/2019 systems.

### Follow these steps:

1. From the Arcserve Backup Home Page, select Backup from the Quick Start menu.

The Backup Manager window opens.



2. From the Backup Manager window, select the Database-Level objects you want to back up (Microsoft SharePoint 2010/2013/2016/2019 - Database level). If you want to back up only certain components in the farm, expand the farm and select the components.
3. Right-click the Farm object you are including in this job and select Agent Option to select a backup method to use and click OK.

**Note:** Always perform a full backup when running the agent for the first time so that you can store a complete set of SharePoint Server databases.

4. Click the Destination tab and select a backup destination.
5. Click the Schedule tab.

If you want to use a Custom Schedule, select a Repeat Method. If you want to use a rotation scheme, select the Use Rotation Scheme option and set up your scheme.

For more information on scheduling jobs and rotation schemes, see the [Online Help](#) or the [Administration Guide](#).

6. Click Submit on the toolbar.

The Security and Agent Information dialog opens.

7. From the Security and Agent Information dialog, ensure that the correct user name and password are filled in for each object. If you need to enter or modify a user name or password, click the Security button, make your changes, and then click OK.

8. Click OK.

The Submit Job dialog opens.

9. From the Submit Job dialog, select Run Now to run the job immediately, or select Run On and select a future date and time when you want the job to run.

10. Enter a description for your job.

If you selected multiple sources to back up and want to set the priority in which the job sessions initiate, click Source Priority. Use the Top, Up, Down, and Bottom buttons to change the order in which the jobs are processed. When you finish setting priorities, click OK.

11. Click OK.

The backup job is submitted.





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## Chapter 4: Restoring SharePoint 2010/2013/2016/2019 Systems

This chapter provides information for restoring data on SharePoint 2010/2013/2016/2019 systems.

This section contains the following topics:

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<a href="#">Database-Level Restore Sets in SharePoint Server 2010/2013/2016/2019</a>	43
<a href="#">Restore Local Options Dialog in SharePoint Server 2010/2013/2016/2019</a>	44
<a href="#">Database-Level Restore Option Dialog in SharePoint Server 2010/2013/2016/2019</a>	45
<a href="#">Database-Level Restore Prerequisites SharePoint Server Restore Configuration Settings in SharePoint Server 2010/2013/2016/2019</a>	49
<a href="#">Perform a Database-Level Restore on SharePoint Server Restore Configuration Settings in SharePoint Server 2010/2013/2016/2019</a>	50
<a href="#">Document-Level Restore Option Dialog in SharePoint 2010/2013/2016/2019</a>	53
<a href="#">Perform a Document-Level Restore to the Original Location in SharePoint 2010/2013/2016/2019</a>	58
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## Restore Overview in SharePoint Server 2010/2013/2016/2019

This section describes information related to prerequisites you must meet before you perform a restore, the features that the Arcserve Backup Agent for Microsoft SharePoint Server offers when restoring, and the procedure for how to perform a database-level and document-level restore in SharePoint 2010/2013/2016/2019 Systems.

## Database-Level Restore Sets in SharePoint Server 2010/2013/2016/2019

To restore a SharePoint Server, you must restore all of the sessions that, when combined, completely restore the data. These sessions are called your restore set, and it includes the following sessions:

- If you backed up using only the full backup method, your restore set includes only this full session.
- If you backed up using both full and differential backups, your restore set includes your full session and one differential session. For example, in the following backup scenario, your restore set can be full and differential 1, full and differential 2, full and differential 3, or full and differential 4:

Full	Differential 1	Differential 2	Differential 3	Differential 4
------	----------------	----------------	----------------	----------------

- If you want to restore from a differential backup, you need to select only that differential backup session. Arcserve Backup will find the previous full backup automatically, and then both the full and selected differential backup sessions.

## Restore Local Options Dialog in SharePoint Server 2010/2013/2016/2019

The Restore Options for Agent for Microsoft SharePoint 2010/2013/2016/2019 dialog consists of the database-Level restore options and the document-level restore options.

**More Information:**

[Database-Level Restore Option Dialog in SharePoint Server 2010/2013/2016/2019](#)

[Document-Level Restore Option Dialog in SharePoint 2010/2013/2016/2019](#)

## Database-Level Restore Option Dialog in SharePoint Server 2010/2013/2016/2019

When you create a restore job, you can specify restore options to customize the job.

To configure the database-level restore options, right-click on a Farm object and click Agent Option. The Restore Options for Agent for Microsoft SharePoint dialog opens.

The screenshot shows a dialog box titled "Restore Options for Agent for Microsoft SharePoint...". The dialog is divided into three main sections:

- Default Restore Dump Location:** This section asks to "Select a default disk location for Microsoft SharePoint Server to store the initial restore dump." It features four radio button options: "Use Agent Default Configuration Settings" (which is selected), "Arcserve Backup Server", "Arcserve Agent for Microsoft SharePoint", and "Other (NAS, File) Server Name:" followed by a text input field.
- Restore Configuration Settings:** This section has two radio button options: "Restore only configuration settings" and "Restore content and configuration settings" (which is selected).
- Restore Dump Path:** This section contains two text input fields: "Share Name" and "Physical Path".

At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

The Restore Options for Agent for Microsoft SharePoint dialog has:

### Default Restore Dump Location

Before you restore data, you must select a restore dump location. The restore location tells Arcserve Backup where you want your data to be stored temporarily before restoring it to the SharePoint server.

**Note:** If you configure the restore location using the restore option, the location configured using Agent Configuration option does not apply. You can select the following restore dump locations:

- Use Agent default configuration setting — Enabled by default, this option makes use of the location that you selected while configuring the agent.
- Arcserve Backup Server — Restores the SharePoint data to a shared folder on Arcserve Backup.
- Arcserve Agent for Microsoft SharePoint Server — Restores the SharePoint data to a shared folder where the SharePoint Agent is installed.
- Other (NAS, File) Server Name — Restores the SharePoint data to a specified shared folder on the NAS server or File server.

**Note:** You must specify the host name instead of an IP address.

### Restore Configuration Settings

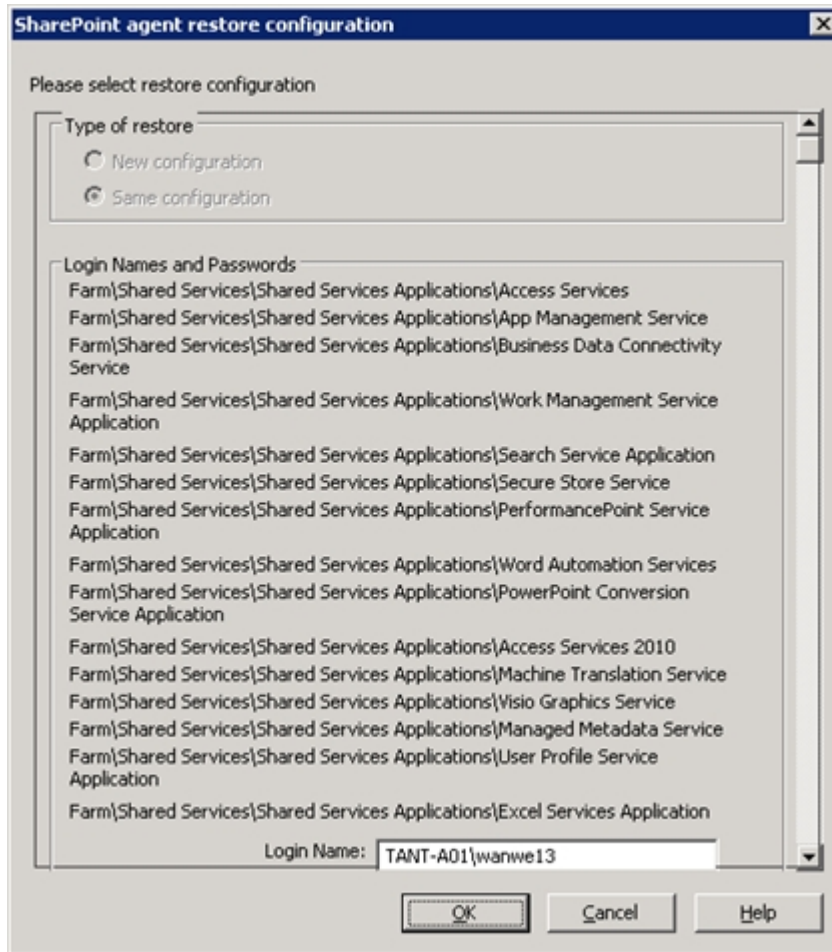
- Restore only configuration settings— Restores the configuration settings while performing the database-level restore.
  - Restore content and configuration settings —Restores the content and configuration settings while performing the database-level restore. To know more about the configuration settings options, see [Restore Configuration Settings in SharePoint Server 2010/2013/2016/2019](#).
- Note:** The share name should not contain the special character '\$' at the end.
- Physical Path — If you select the Arcserve Server or Agent as the restore dump location, you need to specify the path where you want the data to be restored.

For more information on these options and how you can configure them, see [Configure the Agent on SharePoint Systems](#).

## Restore Configuration Settings in SharePoint Server 2010/2013/2016/2019

You can configure the restore settings using the Submit button on the Restore Manager.

The dialog SharePoint agent restore configuration dialog appears.



### Type of restore

Lets you to keep the same restore Name and Location after restore or a different one.

### Login names and passwords

Lets you to configure who can login to the Farm, Web Application, and SharePoint Service Provider. This credential information is always required to restore the data.

### Name and Location

Lets you configure so that the name or location or both so that of one or more components will have new name or location after a backup job has been restored

Different components have different configuration items for name and location. The following table lists the components and their configuration items:

Component Type	Configuration Item	Comment
Database	New database Server Name	The SQL database server you want to restore the database to. It could be an alias name.
	New directory name	The new physical path that stores the SQL database files.
	New database name	The new name of the database after restore.
UserProfileApplication	New server name	The new My Site address of UserProfileApplication after restore.
Shared Search Index	New server name	The computer name where the Office Search Index service is running.
	New directory name	The new physical path where the index files are stored.
Web Application	New web application URL	The URL of the Web Application website
	New web application Name	The new name of the web application that is displayed in IIS.



## Database-Level Restore Prerequisites SharePoint Server Restore Configuration Settings in SharePoint Server 2010/2013/2016/2019

Before performing a database-level restore on SharePoint Server 2010/2013/2016/2019, you must satisfy the following requirements:

- Ensure that the Windows SharePoint Services Administrative service and Windows SharePoint Services Timer service are running on all the Front-End Web servers and Application servers.
- Ensure to restart the Timer service on stand-alone installations.
- If you are restoring search services and indexes to a new location, ensure that the search service is running before you start the restore.
- Ensure that all web application content databases have unique names. If a database with the same name is used by two web applications and then restored, data in the second database is overwritten with data from the first database.
- Ensure that you do not perform more than one restore at the same time.
- Ensure that all servers in Farm have the same time zone and daylight savings time settings.
- For stand alone installations, add the following accounts into the Local Administrators Group before performing a restore job. Once the restore job is completed, delete the accounts:
  - ◆ NT AUTHORITY\LOCAL SERVICE
  - ◆ NT AUTHORITY\NETWORK SERVICE

### To add accounts to the Local Administrators Group

1. Open Control Panel and expand Administration Tools, Computer Management, System Tools, Local Users and Groups, Groups, Administrators.
2. Click Add.
3. Enter NETWORK SERVICE and LOCAL SERVICE.
4. Click OK.

## Perform a Database-Level Restore on SharePoint Server Restore Configuration Settings in SharePoint Server 2010/2013/2016/2019

Use the Backup Manager in Arcserve Backup to perform a Database-level data restore.

**Important!** Treat all content database names as unique. Before you restore a content database, make sure the name of the database does not exist in any other web application. If you restore a content database whose name is used by two different applications using the Restore by Session method, the database restore job is listed as 'successful', but occurs under the second application, overwriting whatever content existed in that database.

### Follow these steps:

1. From the Arcserve Backup Home Page, select Restore from the Quick Start menu.

The Restore Manager window opens.

2. From the Restore Manager window, select Restore by Tree in the drop-down list below the Source tab.

**Note:** Both Restore by Tree and Restore by Session are supported for Database-Level restore.

Under the Microsoft SharePoint 2010/2013/2016/2019 Agent - Database Level node there may be more than one Farm object.

If you select multiple components under a Farm for a single backup job, you see multiple Farm objects. Each node is associated with a component selected to backup. For example, if you select a Web Application and a shared service, two Farm objects are generated. One Farm object has the Web Application and the other Farm object has the shared service.

If you back up the same Farm or component several times, you see only one Farm object which displays the latest backup of this component.

3. From the directory tree, expand the Windows Systems object, expand the farm containing the database that you backed up, and select the farm object.
4. If the most recent backup is not the backup you want to restore, select a Recovery Point session to restore.
5. Right-click each farm object you are including in this job and select Agent Option to select restore options. For more information about restore options,

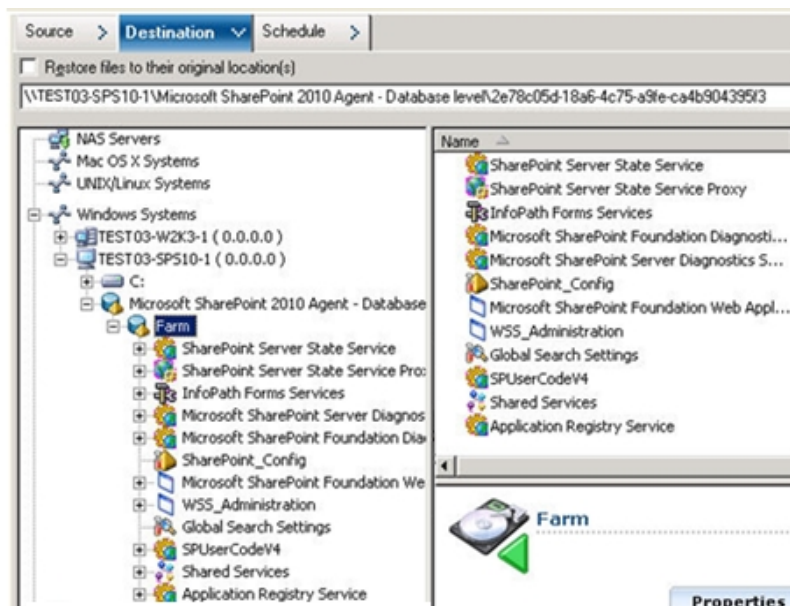
see [Database-Level Restore Option Dialog in SharePoint Server 2010/2013/2016/2019](#).

6. Click the Destination tab. You can restore the database objects to their original location (the default) or you can restore the database objects to an alternative location.

**Note:** If you are using Windows SharePoint 2010/2013/2016/2019 and if you want to restore an entire farm to an alternate farm, upgrade the Microsoft SharePoint RC build to version 4747.1000 or higher. According to a known Microsoft issue, the new location of the Web Analytics Service Application Reporting Database does not work. Ensure that the original location directory of that database exists on the destination farm before restore.

7. If you want to restore to an alternative location, clear the check mark from the Restore files to their original locations check box, expand the Windows Systems object, expand the server you want to restore to, and select the Microsoft SharePoint 2010/2013/2016/2019 – Database Level object.

**Note:** If you want to restore to an alternative location, you must select the Farm object as the destination.



8. Click Submit on the toolbar. Enter the required information in the Restore Configuration dialog.

If you are restoring to an alternative location, when the Security dialog appears, enter the user name and password for the destination server and click OK.

9. When the Session User Name and Password dialog opens, verify or change the user name and password for the destination server. To change the user name or password, select the session, click Edit, make your changes, and then click OK.

**Note:** You must enter the user name in the following format:

DOMAINUSERNAME

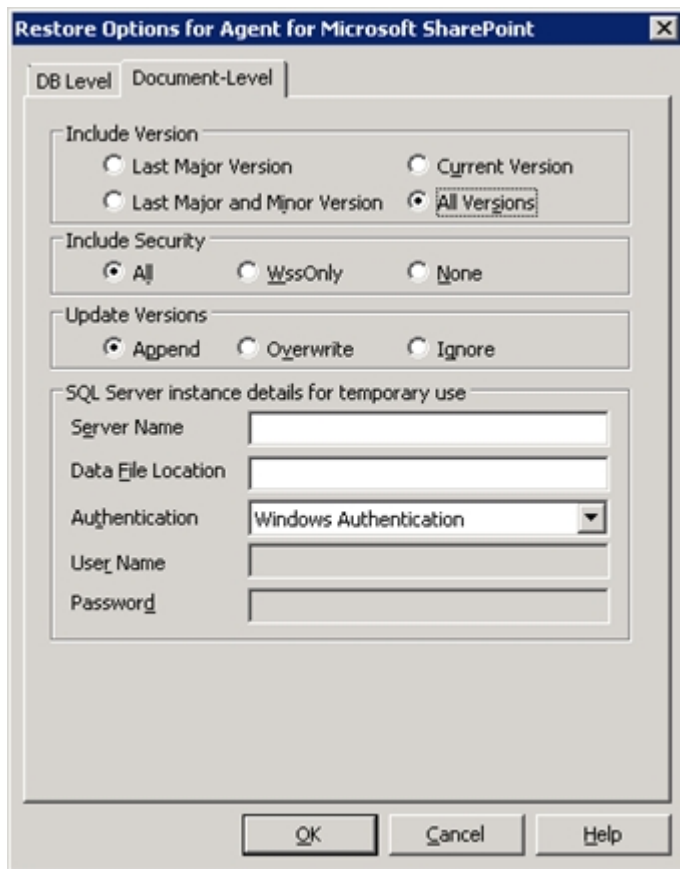
10. Click OK.
11. When the Submit Job dialog opens, select Run Now to run the job immediately, or select Run On and select a future date and time when you want the job to run.
12. Enter a description for your job and click OK.

**Important!** After you perform a restore, you must restart the Internet Information Services (IIS).

## Document-Level Restore Option Dialog in SharePoint 2010/2013/2016/2019

When you create a document-level restore job, you can specify restore options to customize the job using the document-level tab.

Select the source and click Agent Options. The Restore Options for Agent for Microsoft SharePoint dialog opens. Select the Document-Level tab and configure the options to perform the restore operation.



Document-Level Restore Option Dialog options in SharePoint include:

### Include Version

Specifies what content will be restored based on document version.

- Last Major Version—Includes the last major version content.
- Last Major and Minor Versions—Includes the last major and minor version content.
- Current Version—Includes content about the latest version.
- All Versions (default)—Includes content of all versions.

### Include Security

Specifies whether user and security group information will be restored.

- All (default)—Includes user memberships and role assignments such as out of the box roles like Web Designer, or any custom roles that extend from the out of the box roles. The ACL for each object is migrated.

Also, user information defined in the DAP or LDAP servers is included.

- WssOnly—Includes user memberships and role assignments such as out of the box roles like Web Designer, or any custom roles that extend from the out of the box roles. The ACL for each object is migrated.

No user information defined in the DAP or LDAP servers is included.

- None— No user or group information is migrated.

### Update Versions

Specifies how versioning is managed in the destination location when restore.

- Append(default)— Appends the versions to the destination.
- Ignore— Ignores versioning and imports the updated file.
- Overwrite— Deletes existing version and imports as new versions.

### SQL Server instance details for temporary use

Connects the agent to a SQL server instance.

- Server name— The SQL Server host name and instance name.
- Data File Location— This location is used to store the database file when restore database backup dump to SQL Instance. This must be a local path on the server which hosts the SQL Instance and the path must exist.

**Note:** The SQL Server instance must have permissions to access the Data File Location.

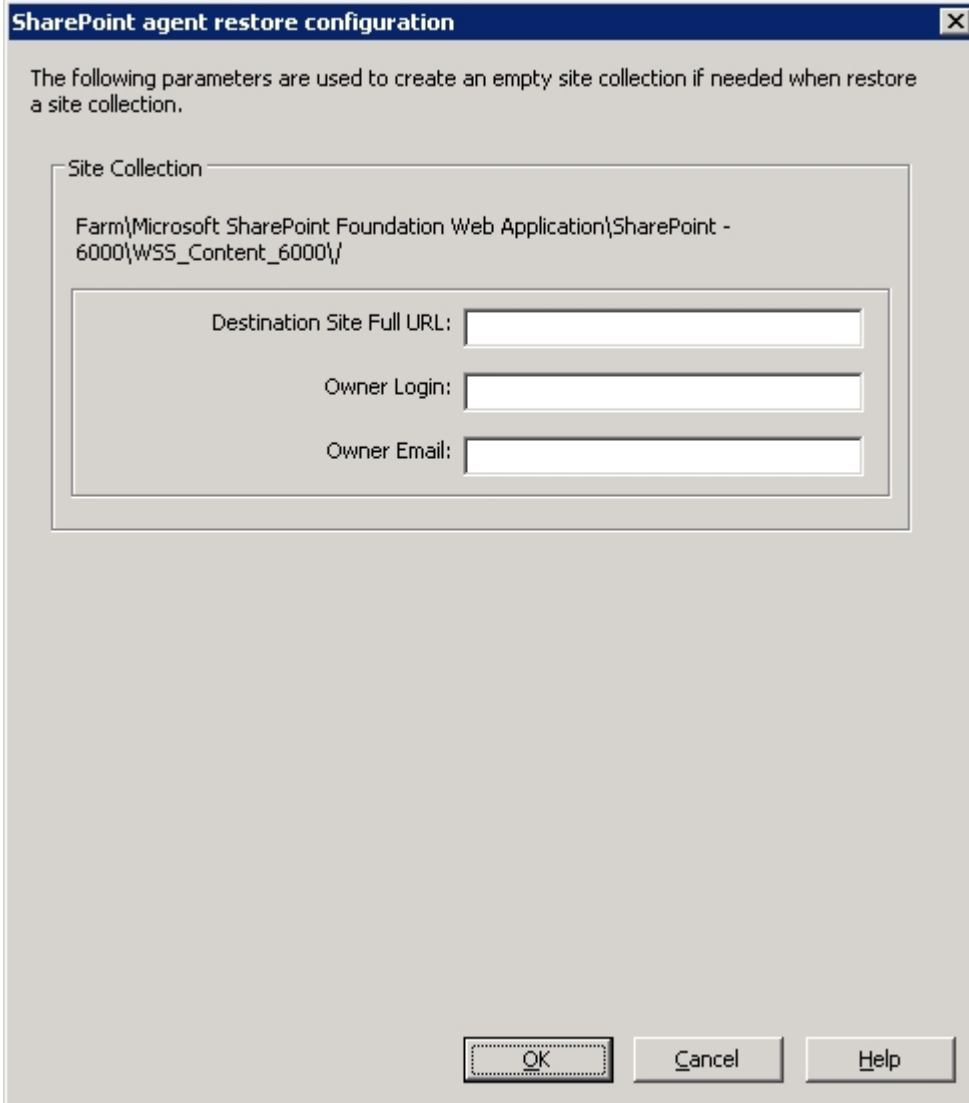
- Authentication—The authentication type for this SQL Instance. Select the type of authentication to connect to the SQL server.
- Windows Authentication (default)— You can enter the user name and password details to connect.
- SQL Server Authentication— This is the SQL Server authentication mode. You must enter the login and password details.

**Note:** The version of the temporary SQL Server must be same as the version of Microsoft SharePoint database Server.

## SharePoint 2010/2013/2016/2019 Agent Restore Configuration Dialog

You must configure the SharePoint agent restore configuration dialog while performing document-level restores to alternate locations.

After selecting the destination tab on the Restore manager, you must click Submit on the toolbar. The SharePoint agent restore configuration dialog opens.



The screenshot shows a dialog box titled "SharePoint agent restore configuration" with a close button (X) in the top right corner. The main text reads: "The following parameters are used to create an empty site collection if needed when restore a site collection." Below this, there is a section labeled "Site Collection" containing the text: "Farm\Microsoft SharePoint Foundation Web Application\SharePoint - 6000\WSS\_Content\_6000\". Underneath, there are three input fields: "Destination Site Full URL:", "Owner Login:", and "Owner Email:". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

You must enter the information for the following parameters:

### **Destination Site full URL**

Specifies the destination to which the site collection should be restored.

### **Owner Login**

Specifies the new site collection owner details. If the destination site collection does not exist, you can use this user account to create the destination site collection.

**Owner Email**

Specifies the new site collection owner details.

If the destination site collection does not exist, you can use this user account to create the destination site collection.



## Destination folders for Document-level Restores

All components under the Content Database nodes are considered to be document-level components, and can be expanded. The restore destination also shows the document-level components as they are used by the Restore to Alternate Location functionalities. You can select a suitable destination based on the source type. See the table for more information:

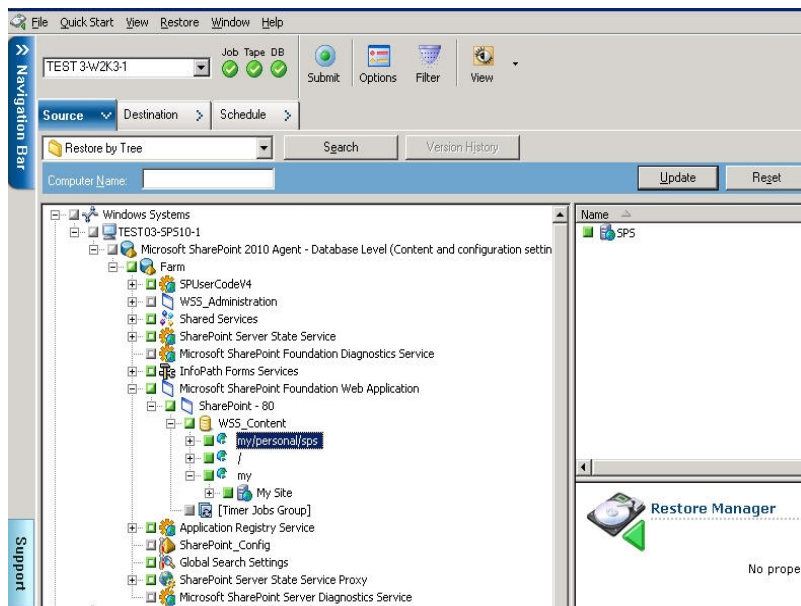
Source	Destination
Site Collection	Web Application
Site	Site Collection
List	Site
Folder	List, Folder
File	List, Folder
File Version	List, Folder

## Perform a Document-Level Restore to the Original Location in SharePoint 2010/2013/2016/2019

Use the Restore Manager in Arcserve Backup to perform a Document-level data restore.

### To restore a site collection to original location

1. From the Arcserve Backup Home Page, select Restore from the Quick Start menu.  
The Restore Manager window opens.
2. From the Restore Manager window, select Restore by Tree in the drop-down list below the Source tab.
3. From the directory tree, expand the Windows Systems object, expand the farm containing the Site Collection, Site, List and List Item under the Database Node and select the farm object.



4. Right-click each farm object you are including in this job and select Agent Option to select restore options.
5. Click the Destination tab. You can restore the database objects to their original location (the default location).
6. Click Submit on the toolbar.
7. When the Session User Name and Password dialog opens, verify or change the user name and password for the destination server. To change the user name or password, select the session, click Edit, make your changes, and then click OK.
8. Click OK.

9. When the Submit Job dialog opens, select Run Now to run the job immediately, or select Run On and select a future date and time when you want the job to run.
10. Enter a description for your job and click OK.

The site collections are restored.

## Perform a Document-Level Restore to the Alternate Location in SharePoint 2010/2013/2016/2019

Use the Restore Manager in Arcserve Backup to perform a Document-level data restore.

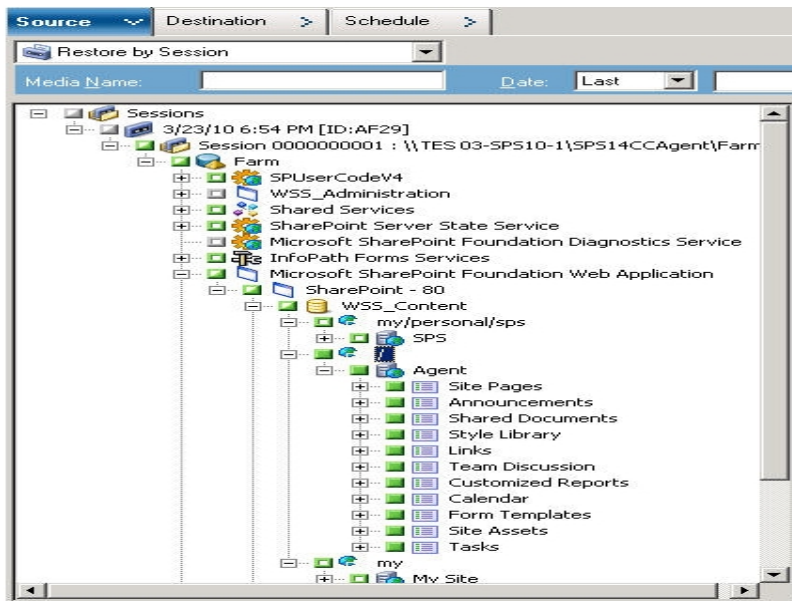
**Note:** When you are restoring a farm to an alternative location, ensure you do the following if you have performed Farm Configuration after installing SharePoint Server 2010/2013/2016/2019.

- Disconnect the farm using the SharePoint Products Configuration Wizard in the Windows Start menu.
- Ensure the following services are stopped and their status disabled:
  - SharePoint 2010 Tracing
  - SharePoint 2010 User Code Host
  - SharePoint Foundation Search V4
  - SharePoint Server Search 14
  - SharePoint 2010 VSS Writer Windows Service
- Remove all databases from the Farm database server using Microsoft SQL Server Management Studio.

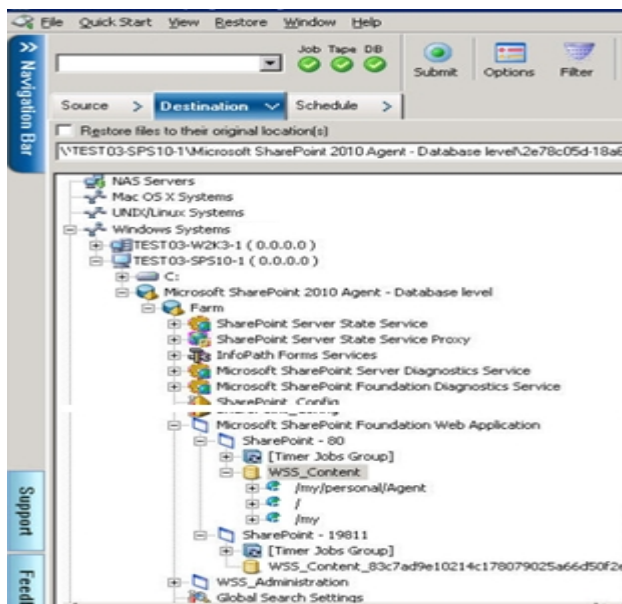
You may now continue with the procedure for performing the restore process

### To restore a site collection to alternative location

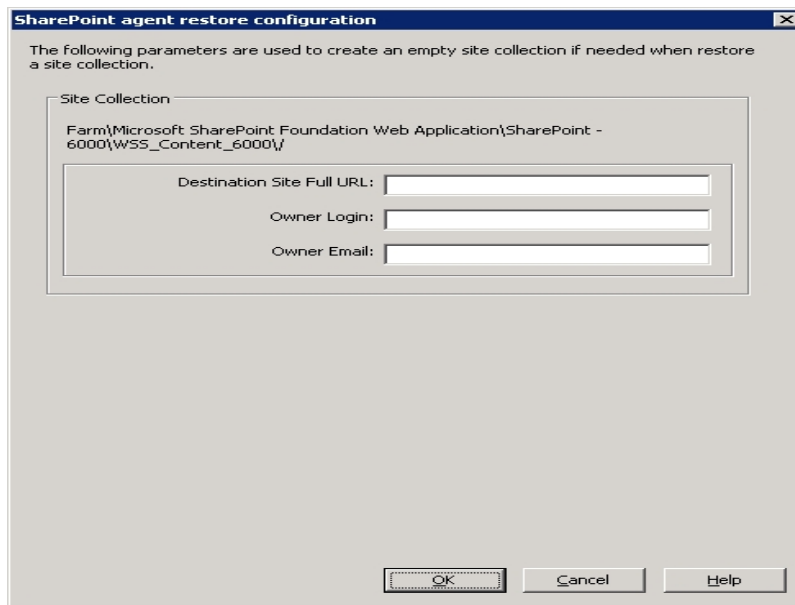
1. From the Arcserve Backup Home Page, select Restore from the Quick Start menu.  
The Restore Manager window opens.
2. From the Restore Manager window, select Restore by Tree in the drop-down list below the Source tab.
3. From the directory tree, expand the Windows Systems object, expand the farm containing the Site Collection, Site, List and List Item under the Database Node and select the farm object.



4. Right-click each farm object you are including in this job and select Agent Option to select restore options.
5. Click the Destination tab. You can restore the database objects to their alternate location. For more information about alternate locations, see Destination folders for Document-level Restores.



6. Click Submit on the toolbar.  
The SharePoint agent restore configuration dialog opens.



7. Enter the required information in the SharePoint agent restore configuration dialog for document-level restore.
  8. When the Session User Name and Password dialog opens, verify or change the user name and password for the destination server. To change the user name or password, select the session, click Edit, make your changes, and then click OK.
  9. Click OK.
  10. When the Submit Job dialog opens, select Run Now to run the job immediately, or select Run On and select a future date and time when you want the job to run.
  11. Enter a description for your job and click OK.
- The site collections are restored.

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## Chapter 5: Microsoft SharePoint Server Features used by the Agent

This section contains the following topics:

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<a href="#">Microsoft SharePoint 2013/2016 Data</a> .....	65
<a href="#">Microsoft SharePoint Server 2010 Features</a> .....	68
<a href="#">Microsoft SharePoint 2010 Data</a> .....	69

## Microsoft SharePoint Server 2013/2016 Features

The SharePoint Server 2013/2016 farm components supported by the agent:

- Forms Service
- License to Feature Mappings
- State Service
- Web Application
- Microsoft SharePoint Foundation Sandboxed Code Service
- SharePoint Server Search
- Access Services 2010 Web Service
- Secure Store Service
- PowerPoint Conversion Service
- PerformancePoint Service
- Visio Graphics Service
- Managed Metadata
- App Management Service
- Excel Services Application Web Service Application
- Security Token Service Application
- Machine Translation Service
- Word Automation Services
- User Profile Service
- Business Data Connectivity Service
- Work Management Service
- Access Services Web Service
- Search Service



## Microsoft SharePoint 2013/2016 Data

The Agent for Microsoft SharePoint Server supports the backup of the following SharePoint data:

- SharePoint server farm
- FormsServiceBackup
- Forms Service
- DataConnectionFileCollection
- FormTemplateCollection
- ExemptUserAgentCollection
- License to Feature Mappings
- State Service
- Web Applications
- Web Application content database
- Microsoft.Office.Server.Administration.StateServiceProxy
- Microsoft SharePoint Foundation Sandboxed Code Service
- SharePoint Server Search
- Access Services 2010 Web Service Application
- Secure Store Service Application
- PowerPoint Conversion Service Application
- PerformancePoint Service Application
- Visio Graphics Service Application
- Managed Metadata Service
- App Management Service Application
- Excel Services Application Web Service Application
- Security Token Service Application
- Microsoft.SharePoint.Administration.Claims.SPClaimEncodingManager
- Microsoft.SharePoint.Administration.Claims.SPSecurityTokenServiceManager
- Microsoft.SharePoint.Administration.Claims.SPClaimProviderManager
- Machine Translation Service
- Word Automation Services

- User Profile Service Application
- Business Data Connectivity Service Application
- Work Management Service Application
- Access Services Web Service Application
- Search Service Application
- Microsoft.Office.Server.Search.Administration.SearchAdminDatabase
- Business Data Connectivity Service Application Proxy
- PowerPoint Conversion Service Application Proxy
- Machine Translation Service Proxy
- Word Automation Services Proxy
- Access Services Web Service Application Proxy
- Access Services 2010 Web Service Application Proxy
- Managed Metadata Service Connection
- PerformancePoint Service Application Proxy
- Secure Store Service Application Proxy
- Search Service Application Proxy
- Work Management Service Application Proxy
- App Management Service Application Proxy
- User Profile Service Application Proxy
- Visio Graphics Service Application Proxy

**Note:** Throughout this guide, backward-compatible document libraries, and search indexes are referred to as non-database data to distinguish this type of data from SharePoint database data.

You protect customized template and configuration files stored on front-end web servers with a file system backup. The agent does not provide support for these files:

- IIS (Internet Information Server) metabase
- SharePoint extended virtual server root directories
- Custom web part assemblies
- Custom SharePoint templates and configuration files
- Any add-on software used by the SharePoint sites

You can fully protect this information by using the Arcserve Backup Client Agent for Windows. For more information about using this agent, see [Client Agents Guide](#).

## Microsoft SharePoint Server 2010 Features

The SharePoint Server 2010/2013/2016/2019 farm components supported by the agent:

- Web Application
- Single Sign-On (SSO) databases
- Windows SharePoint Services Help Search
- Global Search settings
- Secure Stored services
- Office SharePoint Server State Service
- Managed Metadata Web Service
- Web Analytics Web Service
- People
- Microsoft.SharePoint.BusinessData.SharedService.BdcService
- Excel Calculation Service
- Word Conversion Service
- Access Service
- Microsoft.Office.Server.Administration.UserProfileServiceProxy
- Microsoft.Office.SecureStoreService.Server.SecureStoreServiceProxy
- Managed Metadata Web Service Proxy
- Microsoft.Office.Server.WebAnalytics.Administration.WebAnalyticsServiceProxy
- Word Conversion Service
- Search Service Application Proxy Collection
- Microsoft.SharePoint.BusinessData.SharedService.BdcServiceProxy
- Office SharePoint Server State Service Proxy
- InfoPath Forms Services
- Visio Graphics Service
- Search Service Application

## Microsoft SharePoint 2010 Data

The Agent for Microsoft SharePoint Server supports the backup of the following SharePoint data:

- SharePoint server farm
- Web Applications
- Web Application content database
- Single Sign-On database
- Windows SharePoint Services Help Search
- Global Search Settings
- Secure Stored services
- Secure Store Service Application
- Office SharePoint Server State Service
- Managed Metadata Web Service
- Managed Metadata Service Application
- Web Analytics Web Service
- Web Analytics Service Application
- Web Analytics Stager Database
- Web Analytics Warehouse Database
- People
- Microsoft.Office.Server.Administration.UserProfileApplication
- Microsoft.SharePoint.BusinessData.SharedService.BdcService
- Business Data Catalog Service Application
- Excel Calculation Service
- Excel Services Web Service Application
- Word Conversion Service
- Word Conversion Service Application
- Access Service
- Access Services Application
- Microsoft.Office.Server.Administration.UserProfileServiceProxy
- Microsoft.Office.Server.Administration.UserProfileApplicationProxy

- Microsoft.Office.SecureStoreService.Server.SecureStoreServiceProxy
- Secure Store Service Application Proxy
- Managed Metadata Web Service Proxy
- Managed Metadata Web Service Application Proxy
- Microsoft.Office.Server.WebAnalytics.Administration.WebAnalyticsServiceProxy
- Microsoft.Office.Server.WebAnalytics.Administration.WebAnalyticsServiceApplicationProxy
- Word Conversion Service
- Word Conversion Service Application
- Search Service Application Proxy Collection
- Search Service Application Proxy
- Microsoft.SharePoint.BusinessData.SharedService.BdcServiceProxy
- Business Data Catalog Service Application Proxy
- Office SharePoint Server State Service Proxy
- State Service Application Proxy
- InfoPath Forms Services
- InfoPath Forms Services Settings
- Data Connections
- Form Templates
- Exempt User Agents
- Visio Graphics Service
- Graphics Service Application
- Search Service Application
- Administration Database
- Property Database
- Crawl Database

**Note:** Throughout this guide, backward-compatible document libraries, Single Sign-On (encryption key component only), and search indexes are referred to as non-database data to distinguish this type of data from SharePoint database data.

You must protect customized template and configuration files stored on front-end web servers with a file system backup. The agent does not provide support for these files:

- IIS (Internet Information Server) metabase
- SharePoint extended virtual server root directories
- Custom web part assemblies
- Custom SharePoint templates and configuration files
- Any add-on software used by the SharePoint sites

You can fully protect this information by using the Arcserve Backup Client Agent for Windows. For more information about using this agent, see the [Client Agents Guide](#).





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## Chapter 6: Disaster Recovery

This section contains the following topics:

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## How to Perform a Database-Level Disaster Recovery on SharePoint 2010/2013/2016/2019 Systems

If one or more computers in a farm crash, it can corrupt the entire farm or a few components. If a disaster occurs, you must follow this process to restore the SharePoint data:

1. Restore the operating system on your computer. The Arcserve Backup Disaster Recovery Option provides an automated and efficient way for you to complete these tasks. For more information, see [Disaster Recovery Option Guide](#).
2. Ensure that the required applications are operational. SQL Server should be running on the computer where Microsoft SQL Server is installed. The front-end web server and Application server require SharePoint Server 2010/2013/2016/2019.
3. Some of the considerations include:
  - Stand-alone server — Microsoft SQL Server 2008 Express
  - Database server for a single-server farm — SQL Server 2008
4. If you want to recover the entire farm, you must create the new farm using Microsoft SharePoint products and the technologies configuration wizard. To know more about SharePoint Products and the Technologies, see Microsoft Documentation.
5. After creating the new Farm, ensure all backup operation services, are still running on the SharePoint 2010/2013/2016/2019 Central Admin before you start the backup operation.

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## Chapter 7: Configuring Microsoft SQL Server Security Settings

This appendix explains how to configure Microsoft SQL Server security settings for Arcserve Backup.

This section contains the following topics:

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<a href="#">Authentication Requirements</a> .....	77
<a href="#">Check or Change the Microsoft SQL Server Authentication Method</a> .....	78

## Types of Microsoft SQL Authentication

Microsoft SQL Server provides the following two types of user authentication:

- Apply the Windows login identification
- Use separate user credentials specific to Microsoft SQL Server

Although Microsoft recommends using only Windows authentication wherever possible, in certain instances it is appropriate, or even necessary, to enable Microsoft SQL Server-based authentication. For example, you must use Microsoft SQL Server authentication for Microsoft SQL Server 2000 or 2005 when the database is running in a cluster. For more information on clusters, see Microsoft documentation.

## Authentication Requirements

For Microsoft SQL Server authentication, you must specify a user account with system administrator access privileges. By default, Microsoft SQL Server creates an account with this level of access, called *sa*, but the Agent for Microsoft SharePoint Server can use any account with equivalent privileges.

For Windows authentication, any account with administrator equivalency for the machine on which the database is running typically has system administrator access privileges for the database.

**Note:** A Windows or domain administrator does not automatically have system administrator access privileges for the database if the BUILTIN\Administrators login entry in Microsoft SQL Server has been removed or does not have this role, or if a separate login entry for this user in Microsoft SQL Server does not have this role.

## Check or Change the Microsoft SQL Server Authentication Method

You can check or change the Microsoft SQL Server authentication method using Arcserve Backup.

### To check or change the Microsoft SQL Server authentication method

1. On the system where Microsoft SQL Server is running, open the SQL Server Enterprise Manager.
2. In the Tree pane, expand the entries below Console Root until you reach the database server.
3. Right-click the server name, and select Properties from the drop-down list.

The Properties dialog opens.

4. In the Properties dialog, click the Security tab.
5. Under Authentication, select one of the following options:

#### **Microsoft SQL Server and Windows**

Enables Microsoft SQL server-based authentication.

#### **Windows Only**

Enables only Windows user names and passwords.

6. Click OK.

The user authentication process is now set.

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## Chapter 8: Troubleshooting

The following information is provided for troubleshooting backup and restore issues using the Arcserve Backup Agent for Microsoft SharePoint Server:

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<a href="#">Unable to restore a site collection to its original location</a> .....	81

## AE9972

If you receive an AE9972 Object <Component Name> failed error in event OnRestore, perform the following tasks:

1. Start the SPAdmin Windows Service, displayed as Windows SharePoint Services Administration.
2. Go the SharePoint 3.0 Central Administration website and select Operations, Topology and Services, Services on Server.
3. Choose the agent machine server and select the Custom radio box.
4. Click Central Administration.
5. Click Start.
6. Run the job that previously failed, again.



## Unable to restore a site collection to its original location

Restoring a site collection to its original location that has been deleted will fail, when you delete the site collection URL.

You can perform the following steps:

1. Perform restore to an alternative location.
2. Select the original SharePoint Server.
3. Enter the new URL parameter in the agent restore configuration dialog and complete the restore process.

For more information, see [Perform a Document-Level Restore to the Alternate Location in SharePoint 2010/2013/2016/2019](#).



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## Chapter 9: Glossary

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<a href="#">database-level restore</a> .....	85
<a href="#">document-level restore</a> .....	86

## database-level backup

Database-level backup is a backup of all the SharePoint Server 2010/2013/2016/2019 database files. It is the fundamental backup for your SharePoint Server, and you should always use it if you use one of the other granular backup types. You can use database-level backups to restore SharePoint Server in the event of a system failure, database corruption, or a disaster recovery scenario.

## database-level restore

A database-level restore restores all the SharePoint Server 2010/2013/2016/2019 database files. Use it to restore SharePoint Server in the event of a system failure, database corruption, or a disaster recovery scenario.

## document-level restore

As opposed to a database-level restore, a document-level restore is used to selectively restore SharePoint Server 2010/2013/2016/2019 document-level components that were previously backed up.