

# Arcserve® Backup for Windows

## Agent for Oracle Guide

r16.5

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

## Contact Arcserve

The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

<https://www.arcserve.com/support>

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- 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.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- 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.

## Documentation Changes

The following documentation updates have been made since the last release of this documentation:

- Updated to include user feedback, enhancements, corrections, and other minor changes to help improve the usability and understanding of the product or the documentation itself.
- Updated [Installation Prerequisites](#) (see page 11) to include information about installing the Agent for Open Files.
- Added [Skip or Include Database Files in Backups](#) (see page 43) to describe how to include and skip specific database files during during backups.

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# Chapter 1: Introducing the Agent for Oracle

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This section contains the following topics:

[Introduction](#) (see page 9)

[Oracle Support Matrix](#) (see page 9)

## Introduction

Among the agents Arcserve Backup offers is the Arcserve Backup Agent for Oracle. This agent lets you:

- Manage backups remotely
- Back up tablespaces belonging to online databases by taking advantage of the Oracle backup features.
- Restore a complete database or individual database objects such as a tablespace, data files, control files, archive log, or parameter file.
- Schedule your backups.
- Back up to a wide array of media storage devices.

The agent handles all communications between the Arcserve Backup and the Oracle database during backup and restore jobs, including preparing, retrieving, and processing the data that is sent back and forth between the Oracle database and Arcserve Backup.

## Oracle Support Matrix

You can use the following compatibility matrix for comparing Oracle and Windows platforms.

Oracle Version	Supported OS
Oracle 9i	■ Windows Server 2003 (x86)
	■ Windows Server 2003 R2 (x86)
Oracle 10g r1	■ Windows Server 2003 (x86)
	■ Windows Server 2003 R2 (x86)
Oracle 10g r2	■ Windows Server 2003 (x64)
	■ Windows Server 2003 R2 (x64)

Oracle Version	Supported OS
Oracle 10g r2	<ul style="list-style-type: none"> <li>■ Windows Server 2003 (x86)</li> <li>■ Windows Server 2003 R2 (x86)</li> <li>■ Window Server 2008 (x86)</li> </ul>
Oracle 11g R1	<ul style="list-style-type: none"> <li>■ Windows Server 2003 (x86)</li> <li>■ Windows Server 2003 R2 (x86)</li> <li>■ Windows Server 2008 (x86)</li> </ul>
Oracle 11g R1	<ul style="list-style-type: none"> <li>■ Windows Server 2003 (x64)</li> <li>■ Windows Server 2003 R2 (x64)</li> <li>■ Windows Server 2008 (x64)</li> </ul>
Oracle 11g R2	<ul style="list-style-type: none"> <li>■ Windows Server 2003 (x86)</li> <li>■ Windows Server 2003 R2 (x86)</li> <li>■ Windows Server 2008 (x86)</li> <li>■ Windows Server 2008 R2(x86)</li> </ul>
Oracle 11g R2	<ul style="list-style-type: none"> <li>■ Windows Server 2003 (x64)</li> <li>■ Windows Server 2003 R2 (x64)</li> <li>■ Windows Server 2008 (x64)</li> <li>■ Windows Server 2008 R2</li> </ul>
Oracle 12c* (12.1.0.1.0 and 12.1.0.2.0) Enterprise Edition, Standard Edition , Standard Edition One(SE1) & Standard Edition Two(SE2)	<ul style="list-style-type: none"> <li>■ Windows Server 2008 R2</li> <li>■ Windows Server 2012</li> <li>■ Windows Server 2012 R2</li> </ul>
*With Patch R078056	

# Chapter 2: Installing the Agent for Oracle

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This section contains the following topics:

[Installation Prerequisites](#) (see page 11)

[Install the Agent](#) (see page 12)

[Perform Post-Installation Tasks](#) (see page 12)

[Configure the Agent for Oracle](#) (see page 18)

[Reset the Oracle Agent Configuration](#) (see page 20)

[How You Configure the Agent in an Oracle RAC Environment](#) (see page 20)

[Uninstall the Agent](#) (see page 21)

## Installation Prerequisites

The Arcserve Backup Agent for Oracle is a client application that is installed on the Oracle server or to a local drive on each node of an Oracle Fail Safe Cluster. Before installing the agent, verify the following prerequisites:

- Your system meets the software requirements needed to install the agent.  
For a list of these requirements, see the *Readme*.
- You have the following applications installed and working properly:
  - The Arcserve Backup base product.  
**Note:** Arcserve Backup and the agent can be installed on different computers. For example, you can install Arcserve Backup on a local computer and the agent on a remote computer.
  - Windows operating system
  - Oracle Server
- If you do not use the default installation path, make a note of the installation path you use for easy reference, oracle instance name, dbusername and password for agent configuration.
- If you are installing the agent on nodes in an Oracle Fail Safe Cluster environment, make a note of the Oracle Fail Safe Cluster computer names and the Oracle Fail Safe Cluster login IDs and passwords.

- You have administrative privileges or the proper authority to install software on the computers where you will be installing the agent.

Contact your Arcserve Backup administrator to obtain the proper privileges if you do not have them.

**Note:** You do not need to install the Arcserve Backup Agent for Open Files on the Oracle 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 Oracle is an application-specific agent that is dedicated to protecting Oracle servers, it offers a complete solution that encompasses all the features offered by the Agent for Open Files.

## Install the Agent

The Agent for Oracle is a client program you install on one of the following:

- The server on which Oracle Server resides
- At least one node in a Real Application Cluster (RAC) environment that has access to all archive logs

The Agent for Oracle follows the standard installation procedure for the Arcserve Backup system components, agents, and options. For information about installing Arcserve Backup, see the *Implementation Guide*.

This section describes the installation prerequisites and considerations for the agent, and provides detailed instructions for all post installation tasks.

**Note:** You must install the agent on all Oracle database servers managed by Arcserve Backup.

## Perform Post-Installation Tasks

After installation is complete, perform the following tasks:

### To perform post-installation tasks

1. Verify that the Oracle Server service is operating in ARCHIVELOG mode.
2. Start ARCHIVELOG mode if it is not running.
3. Enable the database for automatic archiving.

**Note:** For an Oracle 10g or 11g database, after you start the Archivelog mode, Oracle enables automatic archiving for you. For all other databases, you must follow all the steps in the Automatic Archiving section to enable automatic archiving.

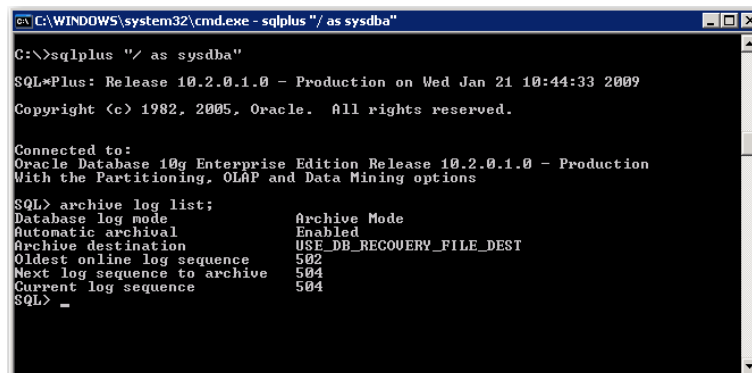
## Check ARCHIVELOG mode

You must enable the ARCHIVELOG mode to archive the redo logs. Use the following procedure to check if the ARCHIVELOG mode is enabled.

### To check if the ARCHIVELOG mode is enabled

1. Log into Oracle server as an Oracle user with SYSDBA equivalent privileges.
2. Enter the following command at the SQL\*Plus prompt:

ARCHIVE LOG LIST;



```

C:\WINDOWS\system32\cmd.exe - sqlplus "/ as sysdba"
C:\>sqlplus "/ as sysdba"
SQL*Plus: Release 10.2.0.1.0 - Production on Wed Jan 21 10:44:33 2009
Copyright (c) 1982, 2005, Oracle. All rights reserved.

Connected to:
Oracle Database 10g Enterprise Edition Release 10.2.0.1.0 - Production
With the Partitioning, OLAP and Data Mining options

SQL> archive log list;
Database log mode              Archive Mode
Automatic archival             Enabled
Archive destination            USE_DB_RECOVERY_FILE_DEST
Oldest online log sequence     502
Next log sequence to archive   504
Current log sequence           504
SQL> _

```

This command displays Oracle's archive log settings for this instance. For the agent to function properly, the following should be set:

Database log mode: Archive Mode

Automatic archival: Enabled

## Start ARCHIVELOG Mode

You must start the ARCHIVELOG MODE to backup the database after installing the agent.

### To start ARCHIVELOG mode

1. Shut down Oracle Server.
2. Execute the following statements in Oracle:

At the SQL\*Plus prompt in Oracle:

```

CONNECT SYS/SYS_PASSWORD AS SYSDBA
STARTUP MOUNT EXCLUSIVE
ALTER DATABASE ARCHIVELOG;
ALTER DATABASE OPEN;
ARCHIVE LOG START;

```

If you are not using a flash recovery area with your Oracle 10g or Oracle 11g server, you must include the following entries in either the PFILE or the SPFILE:

```
LOG_ARCHIVE_DEST_1="C:\Oracle\oradata\ORCL\archive"  
LOG_ARCHIVE_FORMAT="ARC%S_%R.%T"
```

**Note:** With Oracle 10g or Oracle 11g, the LOG\_ARCHIVE\_START and LOG\_ARCHIVE\_DEST entries are considered obsolete and should not be made, in either the PFILE or the SPFILE.

For more information about the Archive Log Mode, see the Oracle documentation.

## Automatic Archiving

To back up tablespaces from an online database, you must configure the database for automatic archiving.

- [Enable Automatic Archiving for Oracle Installations Using PFILE](#) (see page 14)
- [Enable Automatic Archiving for Oracle Installation Using SPFILE](#) (see page 15)

## Enable Automatic Archiving for Oracle Installations Using PFILE

You can configure the database for automatic archiving if your Oracle installation is configured to use PFILE.

### To enable automatic archiving for Oracle installations using PFILE

1. Add the following log parameter lines to the INIT(SID).ORA file in your Oracle home directory:

```
LOG_ARCHIVE_START=TRUE  
LOG_ARCHIVE_DEST="C:\Oracle\oradata\ORCL\archive"  
LOG_ARCHIVE_FORMAT="ARC%S.%T"
```

**Note:** The actual value of LOG\_ARCHIVE\_DEST is specific to your environment.

2. The automatic archiving for Oracle installations using PFILE is enabled.

Function of each parameter are as follows:

- LOG\_ARCHIVE\_START—Enables automatic archiving.
- LOG\_ARCHIVE\_DEST—Specifies the path to the archived redo log files. The agent queries Oracle Server parameters for the archive log destination in the following order: LOG\_ARCHIV\_DEST, LOG\_ARCHIVE\_DEST\_1 and so on through LOG\_ARCHIVE\_DEST\_10. The agent backs up the archive logs from the first local destination it finds.
- LOG\_ARCHIVE\_FORMAT—Specifies the filename format for the archived redo log files where %S specifies the log sequence number and %T specifies the thread number. For example, "ARC%S.%T" is acceptable.

## Enable Automatic Archiving for Oracle Installation Using SPFILE

You can enable automatic archiving for the Oracle installation using SPFILE.

### To enable automatic archiving for Oracle installation using SPFILE

1. Verify the value of the log parameters by entering the following command at the SQL\*Plus prompt:

```
show parameter log
```

2. If the parameters do not have the correct values, change them by entering the following commands at the SQL\*Plus prompt after you shut down the server:

```
CONNECT SYS/SYS_PASSWORD AS SYSDBA
```

```
STARTUP MOUNT EXCLUSIVE
```

```
ALTER SYSTEM SET LOG_ARCHIVE_START = TRUE SCOPE = SPFILE;
```

```
ALTER SYSTEM SET LOG_ARCHIVE_DEST='c:\oracle\oradata\ORCL\archive'
```

```
SCOPE = SPFILE;
```

```
ALTER SYSTEM SET LOG_ARCHIVE_FORMAT='ARC%S.%T' SCOPE = SPFILE;
```

**Note:** The actual value of LOG\_ARCHIVE\_DEST is specific to your environment.

3. Restart the Oracle instance to make the changes effective.

For more information about automatic archiving, see the Oracle documentation.

## ARCHIVELOG to NOARCHIVELOG Mode Comparison

The following table explains the advantages and disadvantages of ARCHIVELOG mode and NOARCHIVELOG mode.

Mode	Advantages	Disadvantages
ARCHIVELOG mode	<p>You can perform hot backups (backups when the database is online).</p> <p>The archive logs and the last full backup (offline or online) or an older backup can completely recover the database without losing any data because all changes made in the database are stored in the log file.</p>	<p>It requires additional disk space to store archived log files. However, the agent offers the option to purge the logs after they have been backed up, giving you the opportunity to free disk space if you need it.</p>

Mode	Advantages	Disadvantages
NOARCHIVELOG mode	It requires no additional disk space to store archived log files.	<p>If you must recover a database, you can only restore the last full offline backup. As a result, any changes made to the database after the last full offline backup are lost.</p> <p>Database downtime is significant because you cannot back up the database online. This limitation becomes a very serious consideration for large databases.</p>

**Important!** Because NOARCHIVELOG mode does not guarantee Oracle database recovery if there is a disaster, the Agent for Oracle does not support this mode. If you need to maintain Oracle Server in NOARCHIVELOG mode, then you must backup full Oracle database files without the agent using Arcserve Backup while the database is offline to ensure disaster recovery.

When you are working with RMAN, ensure that the database runs in ARCHIVELOG mode.



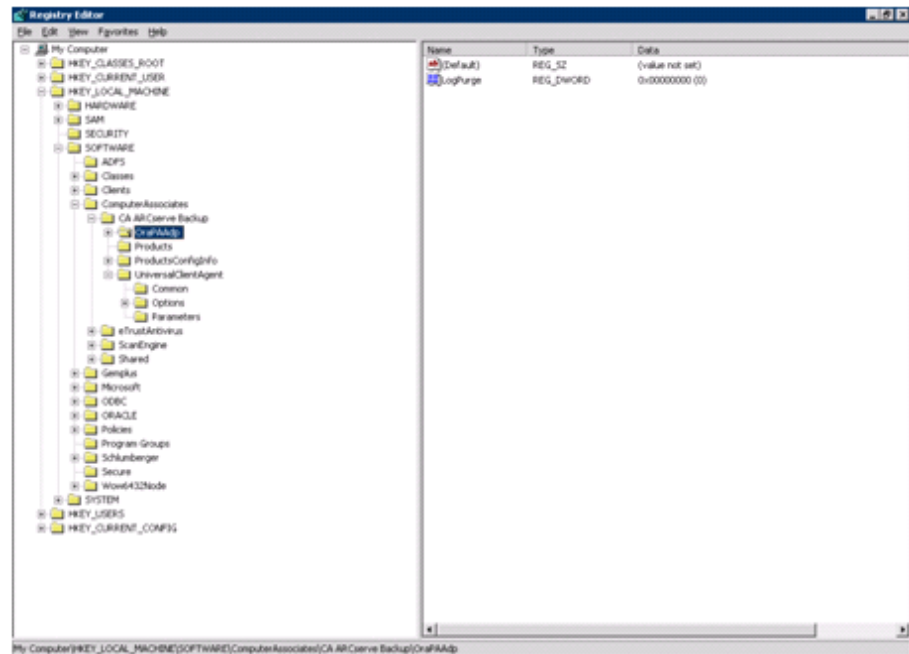
## Agent Customization in the Windows Registry

You can customize the agent by modifying the registry entries in the Regedit32 utility of the Windows operating system in the File-based Mode.

Registry entries for the agent are listed in the HKEY\_LOCAL\_MACHINE window under the following key.

- For a 64-bit Windows operating system using a 64-bit Oracle version and for a 32-bit Windows operating system using a 32-bit Oracle version apply changes at:

SOFTWARE\ComputerAssociates\CA ARCServe Backup\OraPAAdp



- For 64-bit Windows operating systems using a 32-bit Oracle version apply changes at:

SOFTWAREWow6432Node\ComputerAssociates\CA ARCServe Backup\OraPAAdp

**Important!** Changes in the registry can affect how the agent behaves.

**More information:**

[Automatic Purging of Archive Log Files](#) (see page 87)

## Configure the Agent for Oracle

After you install the Agent for Oracle, the Oracle Agent Configuration dialog opens. You must configure the agent to perform the backup and restore jobs.

### To configure the Agent for Oracle

1. From the Windows Start menu, click Start, Programs (or All Programs), CA, ARCserve Backup, and click Oracle Agent Configuration.

The Oracle Agent Configuration dialog opens.

**Note:** You can run the Oracle Agent Configuration tool as new Oracle instances are created.

2. Specify the necessary details to configure the agent. Some of the options include:
  - **Allow jobs to be submitted directly from the RMAN Console**--Lets you submit jobs from the RMAN console.
  - **Instance Name**--Auto detected. Ensure all instances are enabled that will be backed up.
  - **Username**--Enter the user name.
  - **Password**--Enter the password.
  - **Log File**--Lets you specify the location of the log files. By default, the log files reside in the Log subfolder under the Agent Installation directory.
  - **Debugging Level**--Provides four debugging levels (Level 1 to Level 4).

**Important!** If you are unable to set the debugging level option to the appropriate level, contact Technical Support.

### More information:

[Enable Submit Job from RMAN Console](#) (see page 19)

## Enable Submit Job from RMAN Console

The Arcserve Backup Agent for Oracle provides File-Based Mode backup and restore and RMAN Mode backup and restore. The RMAN Mode provides basic functionalities for RMAN. If you want to use advanced RMAN features, you can submit jobs using the RMAN Console.

### To enable submit job from the RMAN console

1. Start the Oracle Agent Configuration tool.
2. Check the Allow jobs to be submitted directly from the RMAN Console option.

The Agent Host Information and the Server Information fields open.

Welcome to Oracle Agent Configuration

Please configure Oracle version and instance(s) that you want to protect.  
Note: You must run Oracle Agent Configuration when you create new Oracle instances. Arcserve will NOT back-up unconfigured Oracle instances until you configure them.

Allow jobs to be submitted directly from the RMAN Console

Instance Name	Username	Password
<input checked="" type="checkbox"/> ORCL	sys	*****

Log File: C:\Program Files\CA\Arcserve Backup Agent for Oracle\Log ... Level 1

Agent Host Information

User Name: MTEST01-W35-15\Administrz  
Password: \*\*\*\*\*

CA Arcserve Server Information

ServerName: MTEST01-W35-3  
Account: caroot  
Password: \*\*\*\*\*  
Tape Name: \*  
Group Name: \*

OK Cancel Apply Help

3. Enter details for the following parameters:
  - **Agent Host Information:**
    - **User name**--Enter the user name.
    - **Password**--Enter the password.
  - **Arcserve Server Information:**
    - **Server Name**--Enter the Arcserve server details to ensure the backups and restores are submitted on the server.
    - **Account**--Enter caroot account details.
    - **Password**--Enter the caroot password.
    - **Tape Name**--Enter the tape name that you want to use for backup. If you want to use any tape then enter \*.
    - **Group Name**--Enter the group name that you want to use for backup. If you want to use any group then enter \*.
4. Click OK.

You can now submit RMAN scripts from the RMAN Console to be processed by the Arcserve server.

## Reset the Oracle Agent Configuration

You can reset the Oracle agent configurations to default using the following steps:

### To reset the Oracle agent configuration options to default

1. Open the Arcserve Backup Agent for Oracle folder from  
C:\Program Files\CA\ARCserve Backup Agent for Oracle
2. Delete the configuration file named config.xml under the Agent for Oracle installation directory.
3. Start the Oracle Agent Configuration utility.

The Oracle Agent Configuration tool options are set to default.

## How You Configure the Agent in an Oracle RAC Environment

To configure the agent in a Real Application Cluster (RAC) environment, you must install and configure the agent on at least one node that is a part of the RAC cluster and that has access to all archive logs. You can install the agent on more than one node in the RAC, but each node must also have access to all the archive logs. If you do install the agent on multiple nodes, note that the backup is executed from the node selected in the Arcserve Backup Manager.

To enable the Agent for Oracle to access all archive logs for the recovery process similar to the way Oracle accesses them, you must follow Oracle's recommendation for building a RAC environment. Oracle requires access to all required archive logs, whatever their origin, in the RAC environment during recovery. To allow the Agent for Oracle access to all the archived logs, you must do one of the following:

- Put all required archive logs on a shared disk
- Put all required archive logs on a mounted NFS disk
- Use the replication of the archive logs

For more information about Oracle Real Application Cluster, see the Oracle documentation.

## Uninstall the Agent

You can uninstall the Agent for Oracle using Add or Remove Programs in Windows.

**Important!** To ensure all agent files are removed without having to reboot the server shutdown the Oracle services prior to uninstalling the agent. If the Oracle services are not stopped prior to the uninstall process, the remaining agent files will be removed the next time the server is rebooted.



# Chapter 3: Using the Agent in File-Based Mode

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This section contains the following topics:

[Back Up Using the Agent for Oracle in File-based Mode](#) (see page 23)

[Restore Using the Agent for Oracle in File-based Mode](#) (see page 28)

[Multiple Oracle Version Support Using the File-Based Mode](#) (see page 35)

[Backup and Restore Limitations in File-Based Mode](#) (see page 37)

[Database Recovery in File-Based Mode](#) (see page 38)

[Skip or Include Database Files in Backups](#) (see page 43)

## Back Up Using the Agent for Oracle in File-based Mode

Using the agent, you can back up individual Oracle database objects, such as tablespaces, archived redo log files, and control files.

**Note:** When you use the Agent for Oracle in File-based Mode each tablespace is backed up as a separate session.

During the backup operation, the agent instructs Oracle to place each online tablespace in backup mode to be backed up. The agent retrieves the tablespace and passes it directly to Arcserve Backup, where it is backed up to a media device. When the backup is complete, the agent instructs Oracle to remove the object from backup mode.

**Note:** The Arcserve Backup server performs a license check only during the backup process.

## BSBAB--Back Up Offline Databases Using Arcserve Backup in File-based Mode-OracleAGW

You can back up an offline Oracle database. However, offline backups are performed directly by Arcserve Backup Client Agent for Windows. In this case, Arcserve Backup treats the Oracle database files the same way as it treats non-Oracle files.

### To back up an offline Oracle database in File-based Mode

1. In the Backup Manager window, expand the server and volumes containing the Oracle databases.  
The directories containing the Oracle database files open.
2. Expand the directories.
3. Select all of the individual data files that make up the Oracle database, or select the directory under which the files exist.

4. Initiate the backup.
5. The offline Oracle database is backed up.

**Note:** Oracle database files can be located anywhere (on any hard disk or in any directory). If you are performing a full offline backup of your Oracle server, you must select all Oracle database files in all locations. Database files that reside on RAW partitions have the additional requirement of being backed up to a file system drive using Oracle's OCOPY command prior to being backed up by Arcserve Backup.

## Back Up One or More Databases Online

The agent lets you back up individual Oracle database objects, such as tablespaces, archived redo log files, and control files.

### To back up one or more Oracle databases online using the agent

1. Ensure that the Oracle server is running.  
**Note:** You must have all Arcserve Backup engines running along with the Arcserve Universal Agent service.
2. On the Backup Manager Source tab, select the databases that you want to back up. You can select any number of databases in any combination or all of them together. Ensure all of the tablespaces on the database are online before backing up the Oracle database.
  - When you back up multiple databases, the Backup Manager prompts you to enter the user name and password for each database, if instance is not using Windows authentication. All options that apply to backing up a single online database can be applied to backing up multiple online databases.  
**Note:** If the Oracle instance is using Windows authentication, the Backup Manager does not prompt you to enter the user name and password details.
  - Databases are backed up sequentially on the media. Arcserve Backup saves each tablespace (or database object) as a session. Therefore, the total number of sessions equals the total number of tablespaces, plus three additional sessions—for archive logs of each Oracle database, control file and parameter file.  
**Note:** If you select ARCHIVE LOG, the agent backs up all of the archived log files under the archive log directory.
3. Click the Destination tab to select a backup destination.
4. Click the Schedule tab to select Custom Schedule or Use Rotation Scheme.
5. Click Submit to submit the job.

The Security and Agent Information dialog opens.



6. Select the Oracle object on the Security and Agent Information dialog, and then click Security.

The Security dialog opens.

**Note:** If you have a client agent installed, click Agent. The Agent Information dialog opens. Enter the configuration parameters for the client agent you have installed. Click OK when finished.

7. Enter the Oracle user name and password and click OK.

**Note:** The user name and password must be for a user who has backup or database administrator privileges. If Windows authentication is used the Oracle instance will not prompt you to enter the database user name and password.

8. Click OK on the Security and Agent Information dialog.

The Submit Job dialog opens.

9. Click OK.

The job is submitted to the queue and can be monitored from the Job Status Manager.

## Back Up Multiple Databases to Multiple Tape Drives

If you have multiple databases and multiple tape drives and you want to back up each database to a different tape drive, you must pair each database with a tape drive. Use the Backup Manager Source and Destination tabs to create the pairs. Then, you must submit each pair as a separate backup job.

### To back up multiple databases to multiple tape drives

1. On the Backup Manager Source tab, select the first database to back up.
2. On the Backup Manager Destination tab, select the tape to which you want to back up the first database.
3. Finish the job submission procedure and run the job.
4. You can repeat these steps for as many databases and tape drives as you have available.

## Back Up in an Oracle Fail Safe Environment

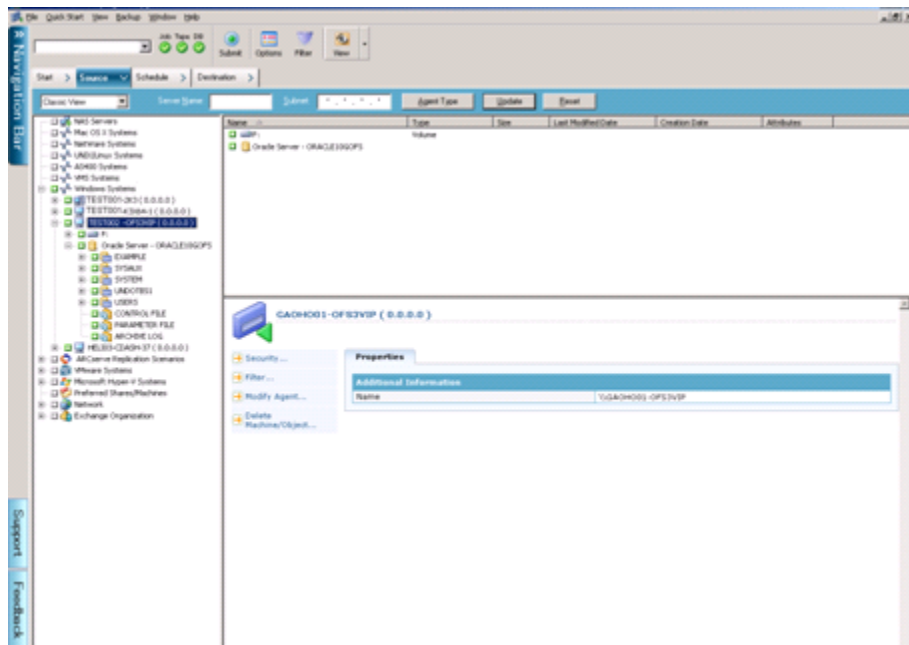
You can back up data in an Oracle Fail Safe environment.

**Note:** For more information about OFS, see the Oracle documentation.

### To back up data in an Oracle Fail Safe environment

1. Verify that the Oracle Fail Safe group is running in your Microsoft Cluster environment.
2. Start Arcserve Backup and open the Backup Manager.
3. On the Source tab, browse the Microsoft Network or the preferred shares to locate the Oracle Fail Safe groups.

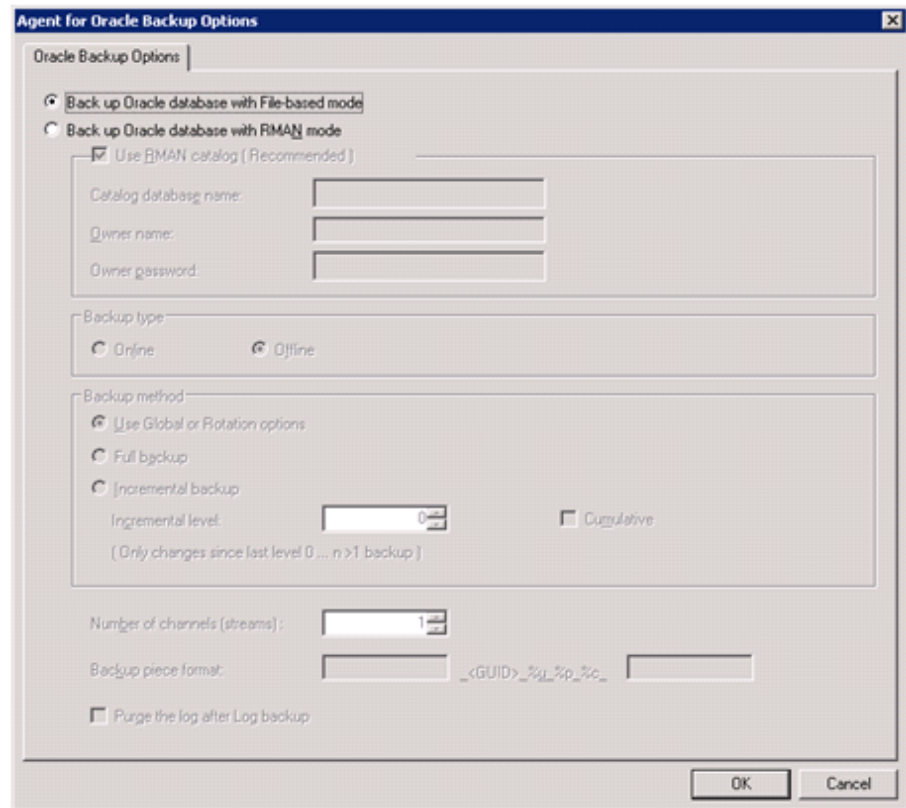
Select the appropriate Oracle server from its Oracle Fail Safe group.



4. To set backup options, select the Source tab and then right-click to select Local Options.

The Oracle Backup Options dialog opens.

- On the Agent for Oracle Options dialog, select Back up Oracle database with File-based mode.



Click OK.

- Double-click the Oracle server to display and select tablespaces for this instance.
- Click the Destination tab and select a backup destination.
- Click the Schedule tab and select the scheduling options you want to assign to this backup job.
- Click Submit.

10. Enter the user name and password of the Oracle Fail Safe group. To enter or change security information for the Oracle Fail Safe group, select the Oracle Fail Safe group and click Security.

Click OK.

The job is submitted.

**Note:** Although you can browse all Oracle databases from any Oracle Fail Safe group, you can only achieve a successful backup by selecting the Oracle databases from its corresponding Oracle Fail Safe group. If the node on which the Oracle Fail Safe group is currently running enters failover mode during a backup job, the backup job is incomplete and must be resubmitted.

## Restore Using the Agent for Oracle in File-based Mode

The agent lets you restore database objects such as tablespaces, archive log files, and control files, either individually or in groups, and lets you restore the control file when you restore a database. You can also restore backups from earlier versions using the agent.

**Important!** The backup sessions you select to restore must be from successfully completed backup jobs. You should not attempt to restore using sessions from a cancelled or failed backup job.

- [Restore Complete Databases, Tablespaces, Data Files, or Control Files](#) (see page 29)
- [Restore Archive Logs](#) (see page 31)
- [Restore a System Tablespace](#) (see page 31)
- [Restore a Database Backed Up Offline](#) (see page 32)
- [Restore in the Oracle Fail Safe Environment](#) (see page 32)
- [Restore Database to a Point in Time](#) (see page 34)

## Restore Views

For any type of restore, you can choose one of the following restore views:

- **Restore by Tree**--Displays a tree of the networks and machines backed up by Arcserve Backup. To run a restore, expand the networks and machines to display databases and files, and then select the specific databases or files you want to restore. The databases displayed are from the most recent backup sessions. Restore by Tree is the default restore view.

Select Restore by Tree if you want a quick way to restore the most current backup sessions or need a good overall picture of your network and the files you can restore.

**Note:** Restore by Tree is the default restore view. The Restore by Tree view also provides a Recovery Point option that lets you restore a backup session that is older than the most recent session.

- **Restore by Session**--Displays a list of media you have used when backing up with Arcserve Backup. To run a restore, choose the media containing the backup you want, browse the backup sessions contained on the media, and select the specific session, database, or log you want to restore.

Select Restore by Session if you are an experienced user and want to restore specific backup sessions or specific databases and logs in specific sessions.

## Restore Complete Databases, Tablespaces, Data Files, or Control Files

You can restore complete databases, tablespaces, data files, or control files.

### To restore complete databases, tablespaces, data files, or control files

1. Shut down the Oracle server. If you prefer not to shut down the Oracle server and you are restoring only a tablespace or data file, that the tablespace offline.
2. Start Arcserve Backup and open the Restore Manager.

3. On the Restore Manager Source tab, expand the Oracle server and select the objects that you want to restore using the Restore by Tree option.

**Note:** The Oracle database objects are restored automatically to their original locations. If you are restoring to the original locations, you do not need to select a destination.

Remember these considerations when selecting the objects that you want to restore:

- To restore the control file, select the ~CONTROLFILE object. The restore process saves the control file as CONTROL.SIDNAME in the agent home directory. You can then use the MS-DOS copy command to copy the restored control files to the appropriate directory.

**Important!** You must overwrite all default database control files with the restored ones using the format

```
copy CONTROL.ORCL path\CONTROL01.CTL
```

For more information about restoring a control file, see the Oracle documentation.

- To restore either the system tablespace or a tablespace containing rollback segments, shut down the database and perform a full database restore.
  - In Tree view, to restore an older session of a tablespace, click Recovery Point and select the session you want to restore. After you have selected a session, click OK, and then finish the rest of the restore procedure.
  - If your current control files and the archived redo log files are not damaged, you may not want to recover the backed up control files and overwrite the current control files. Keeping the current control files allows you to restore your database to the latest usable version.
4. If you are restoring to a different server than the original server, click the Destination tab.

In the Destination tab, first select the Windows System, and then select the file directory on the server to which you want to restore.

**Note:** You may need to move the Oracle files into their proper locations manually after the restore is finished. If the Oracle database has multiple archived log directories and archived log files are restored, copy the restored files to all of the archived log directories to synchronize them.

You cannot browse the individual tablespaces within the database, because you must restore database objects to the parent container and not to the individual objects themselves.

5. Click the Schedule tab for scheduling options.
6. Click Submit.

The Session User Name and Password dialog opens.

7. To enter or change the user name and password (including the session password) for the computer on which the source Oracle server is running, select the session and click Edit.
8. Enter the user name SYSTEM (for Oracle 9i, 10g, or 11g), or a user with SYSDBA equivalent privileges and the password for your Oracle server.  
Click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

## Restore Archive Logs

If the archive log files of the earlier versions that have been lost or corrupted, you must select ~ARCHIVE LOG objects as source sessions to be restored.

## Restore a System Tablespace

Use the following procedure to restore system tablespace.

### To restore a system tablespace

1. Shut down the database.
2. Open the Restore Manager to select Restore by Tree.
3. On the Source tab, select the system tablespace you want to restore.  
The Oracle database objects are automatically restored to their original locations. You do not need to select a destination.
4. Click the Schedule tab for scheduling options.
5. Click Submit.  
The Session User Name and Password dialog opens.
6. To enter or change the use name and password (including the session password) for the machine on which the Oracle server is running, select the session and click Edit.
7. Enter the user name SYSTEM (for Oracle 9i,10g, and 11g), or a user with SYSDBA equivalent privileges and password for your Oracle server.  
Click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

## Restore a Database Backed Up Offline

To restore a database that was backed up when it was offline, you must shut down the Oracle server and restore the Oracle files using Arcserve Backup without the agent.

### To restore a database that was backed up when it was offline

1. In the Restore Manager window, expand the server and volumes containing the Oracle database backups.

The directories containing the Oracle database backups opens.

2. Expand the directories and select all of the individual backups that make up the Oracle database, or select the directory under which the backups exist.
3. Initiate the restore.

The database that was backed up when it was offline is restored.

**Note:** Oracle database files can be located anywhere (on any hard disk or in any directory). If you are performing a full restore of your Oracle server, you must select all of the Oracle database files located on the different drives.

## Restore in the Oracle Fail Safe Environment

Use the following procedure to restore the Oracle objects in the Oracle Fail Safe Environment.

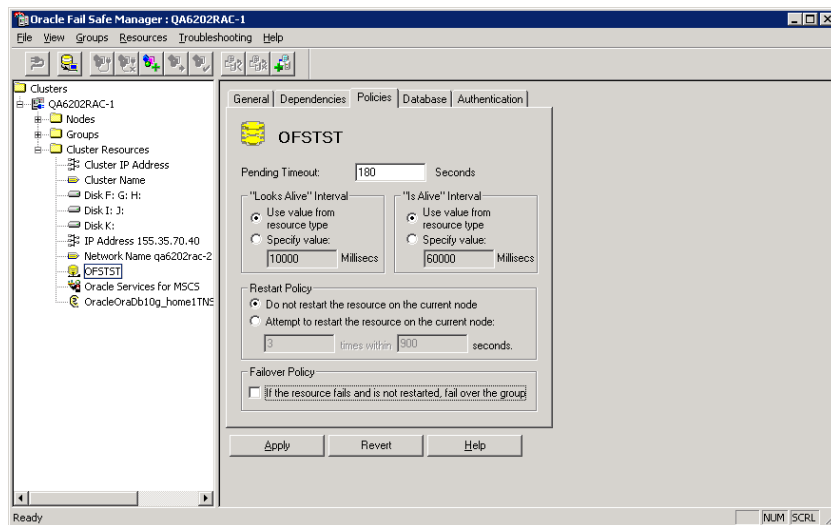
### To restore in the Oracle Fail Safe environment

1. Open the Restore Manager and select a restore option.

If you choose Restore by Tree, select the source you want to restore and a backup version on the Source tab. If you choose Restore by Session, select the sessions for the tablespace on the Source tab.



2. Click the Destination tab and select a destination. You can restore either to the original location or server, or to an alternative location or server.
  - If you are restoring to the original location, you do not need to specify a path. Also, do not change the default option, which is Restore files to the original locations.
  - If you are restoring to a specific node in the Oracle Fail Safe Group, clear the Restore files to the original locations option. Next, in the Destination tab of the Restore Manager, locate and select the Oracle database directory in the node to which you want to restore.
  - If you are performing a system tablespace restore or full database restore in the Oracle Fail Safe Manager, select the Policies tab. Ensure that you select the Do not restart the resource on the current node option under the Restart Policy and uncheck the Failover Policy option.



After changing the policies mentioned above, shutdown the database using SQL\*Plus command.

**Note:** The Oracle Instance Service will shutdown as configured in the Policy Tab timeout. After restore, the Oracle Instance Service must start automatically, else you must start it manually.

3. Click Submit. Schedule the job to run now or later.
4. Verify or change the user name and password for the Oracle Fail Safe Group tablespace and the Microsoft Cluster Server.

Click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

**Note:** If you want to restore on a remote machine use the Restore to Alternative Location option, ensure that you perform the backup and restore operation on the machine that has the Oracle Database Instance.

## Restore Database to a Point in Time

To restore a database or tablespace to a point in time, follow the procedures to restore a database or a tablespace and the associated archive log files. For more information, see [Restore Complete Databases, Tablespaces, Data Files, or Control Files](#) (see page 29) and [Restore a System Tablespace](#) (see page 31).

For more information about restoring or recovering the database or tablespace to a point in time, see the Oracle Documentation.

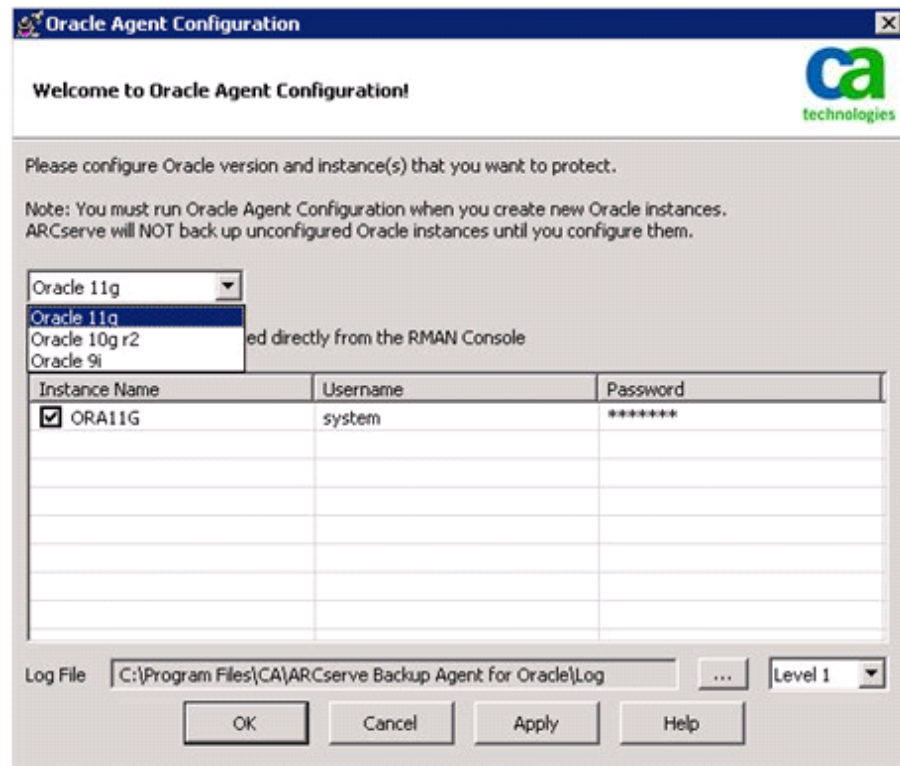
## Recovery After Restoring

When a restore job is completed, the database or database objects are restored to the Oracle server. You must then take the next step and recover the database or database objects.

## Multiple Oracle Version Support Using the File-Based Mode

You can perform backup and restore jobs on multiple Oracle versions using the File-based mode.

The Oracle Agent Configuration dialog shows an additional option that lets you select which version of Oracle you want to back up and restore.



You can use the following procedure to back up and restore Oracle instances of different versions.

**Note:** If you want to use RMAN Mode to back up and restore after you apply this procedure to protect multiple Oracle versions using the file-based mode, delete the file config.xml under the Oracle Agent installation directory, and then launch the Oracle Configuration utility.

**Important!** The Arcserve Backup Agent for Oracle in r12.5 and later, does not support the backup and restore operations on multiple and combined 32-bit and 64-bit versions of Oracle, simultaneously.

**To back up and restore Oracle instances of different versions**

1. Launch Oracle Agent Configuration utility by doing the following:

From the Windows Start menu, select Programs, CA, ARCserve Backup, and click Arcserve Backup Oracle Agent Configuration.

The Arcserve Backup Oracle Agent Configuration dialog opens.

2. Select the latest Oracle version from the list. The Oracle Agent Configuration utility will detect the Oracle version installed on your machine.

**Note:** The Oracle version you selected should be equal or larger than the Oracle you want to protect. For example, if you want to protect Oracle 9i and Oracle 10g r2, you can select Oracle 10g r2, not Oracle 11g.

Click OK.

3. Open the installation directory of the Agent for Oracle from the following location.

C:\Program Files\CA\ARCserve Backup Agent for Oracle

4. Open the file named config.xml with a text editor such as Notepad.

Locate the instance that you want to back up.

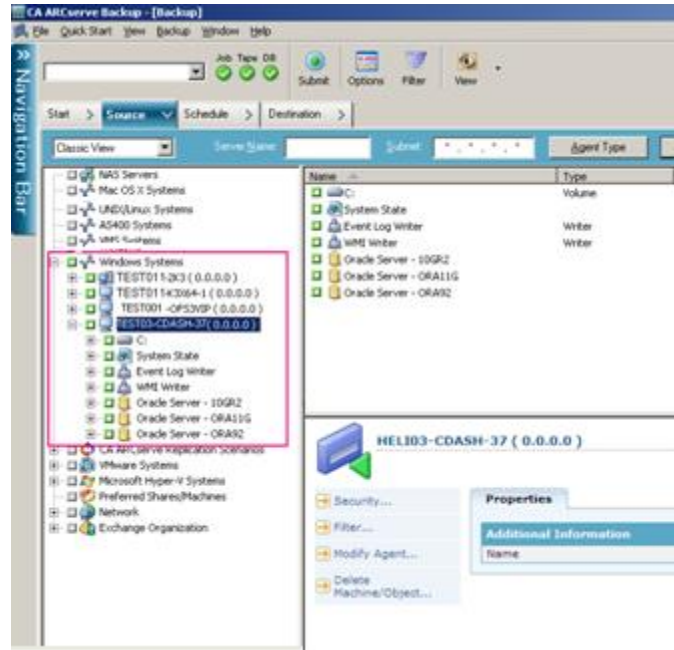
```
<OriginalHost></OriginalHost>
</AlternateRestore>
<InstanceConfigs><InstanceConfig InstName="ORCL11G" Check="0">
</OracleAgentConfiguration>
```

- Locate the XML attribute named Check in the XML element InstanceConfig.  
Change the value of Check parameter from 0 to 1.

**Note:** If there are many InstanceConfig XML elements you can use the find option to search for the necessary parameter.

Save the file.

All the Oracle instances are now backed up and listed under the Oracle Server on the Backup Manager.



## Backup and Restore Limitations in File-Based Mode

Some of the backup and restore limitations include:

- The online redo logs are exclusively locked by Oracle while the Oracle server is online. Perform an offline backup, if necessary.
- To restore either the system tablespace or a tablespace containing rollback segments, you must first shut down the database and perform a full database restore.
- The Agent for Oracle in File-based mode can back up only those parameter files that are located under the default location (ORACLE\_HOME\db and ORACLE\_HOME\database).

- The Agent for Oracle in File-based mode does not support backup and restore processes on raw devices and Automatic Storage Management (ASM).
- You must grant access permissions to the Backup Operators group to backup Oracle data files before using this role to perform the backup and restore operations.

**More information:**

[Agent for Oracle does not Back Up Non-default Parameter Files](#) (see page 71)

## Database Recovery in File-Based Mode

After restoring a database or database objects to the server, you must then recover the database or the objects. Depending on what you have restored, you can:

- Recover a complete database
- Recover a complete database with a backed-up control file
- Recover a tablespace or data file
- Recover from an offline full backup

## Recover Complete Databases

After you have completed a successful restore of a database, you must use the Oracle Server Manager Console to recover the database.

**To recover complete databases**

1. Start the database instance and mount the database without opening it:

At the SQL\*Plus prompt enter:

```
CONNECT SYS/SYS_PASSWORD AS SYSDBA;  
STARTUP MOUNT
```

**Note:** You may use a different Oracle SYSDBA instead of SYSTEM if the SYSDBA has the proper backup and restore privileges.

2. Start the database recovery process by entering the following command at the SQL\*Plus prompt:

```
RECOVER DATABASE
```

Oracle checks for the archive redo log files it needs to apply and prompts for the names of these archive redo log files in chronological order.

For example, if Oracle needs the name of the archive redo log file with a sequence number of 49, the following message displays:

```
ORA-00279: Change 10727 generated at 09/15/95 16:33:17 needed for thread 1
ORA-00289: Suggestion : D:\ORANT\saparch\ARC00049.001
ORA-00200: Change 10727 for thread 1 is in sequence #49
Specify log<<RET>>suggested : filename : AUTO : FROM logsource : CANCEL
```

3. If you have all of the necessary archived log files, enter AUTO to apply the files. Oracle applies the log data to restore the datafiles. After Oracle finishes applying the redo log file, the following message is displayed:

```
Applying suggested logfile...
Log applied.
```

After each log is applied, Oracle continues to apply the next redo log file until the recovery is complete.

**Note:** If Oracle returns an error indicating that the log file cannot be opened, the log file may not be available. At the prompt, enter CANCEL. This command stops the complete media recovery.

For more information about recovery and archive redo log files, see the Oracle documentation.

4. Open the database by entering the following command:

```
ALTER DATABASE OPEN;
```

The database is now recovered to the last log file available.

**Note:** For the most reliable database objects recovery, you should back up archived log files using the ~ARCHIVELOG object. For more information on database recovery, see the Oracle Documentation.

## Recover Complete Databases and Control Files

If a control file has been lost or corrupted, you must first shut down the database and recover the control files before recovering the database.

### To shut down the database and recover the control files

1. Shut down the database by entering the following command at the SQL\*Plus prompt:

```
SHUTDOWN;
```

2. Go to the Oracle home directory. Copy the control file from the agent home directory to its original location.
3. Rename the restored control files to their original control file names.

**Note:** The restore process restores the original control file. You must rename the restored version of the control file to its original file name.

4. Start and mount the database and begin the recovery process:

At the SQL\*Plus prompt enter:

```
CONNECT SYS/SYS_PASSWORD AS SYSDBA;  
STARTUP MOUNT;  
RECOVER DATABASE USING BACKUP CONTROLFILE UNTIL CANCEL;
```

5. Oracle prompts you to enter the log file names. Oracle first looks for the archive log files and automatically supplies the correct names for those that exist. If Oracle cannot find the necessary archive log files, you must manually apply the online redo logs it needs.

When you apply the online redo logs manually, you must supply the full path and file name. If you enter an incorrect log, reenter the command:

```
RECOVER DATABASE USING BACKUP CONTROLFILE UNTIL CANCEL;
```

Supply the correct online redo log file name at the prompt. Continue this procedure until Oracle has applied all logs successfully.

6. Enter the following command at the SQL\*Plus prompt to bring the database back online and reset the logs:

```
ALTER DATABASE OPEN RESETLOGS;
```

7. In the directories where the archived redo logs are stored, delete all of the log files.

8. If any tablespaces are still offline, enter the following command at the SQL\*Plus prompt to bring them back online:

```
ALTER TABLESPACE TABLESPACE_NAME ONLINE;
```



## Recover Tablespaces or Data Files

If the Oracle database is open, you can restore and recover a tablespace by first placing the tablespace offline.

### To recover a tablespace or data file

1. Take the tablespace offline by entering the following command at the SQL\*Plus prompt:

```
ALTER TABLESPACE "tablespace_name" OFFLINE;
```

**Note:** The Oracle server may take the damaged tablespace offline automatically. If that is the case, go to Step 2.

2. Restore the tablespace or data file using Arcserve Backup and the Arcserve Backup Agent for Oracle if you have not done so.
3. Start the database recovery process:

- If you are recovering a **tablespace**, enter the following command at the SQL\*Plus prompt:

```
RECOVER TABLESPACE "tablespace_name";
```

- If you are recovering a **data file**, enter the following command at the SQL\*Plus prompt:

```
RECOVER DATAFILE 'path';
```

For example,

```
RECOVER DATAFILE 'T:\Oracle\Oradata\Orc\Backup.Ora';
```

Oracle checks for the archive redo log files it needs to apply and prompts for the names of these archive redo log files in chronological order.

For example, when Oracle needs the name of the archive redo log file with a sequence number of 49, it displays the following message:

```
ORA-00279:      Change 10727 generated at 09/15/95 16:33:17 needed for thread 1
ORA-00289:      Suggestion : D:\ORANT\saparch\ARC00049.001
ORA-00200:      Change 10727 for thread 1 is in sequence #49
Specify log<<RET>>=suggested : filename : AUTO : FROM logsource : CANCEL
```

4. If you have all the necessary archived log files, enter AUTO to apply the files. Oracle applies the log data to restore the datafiles. After Oracle finishes applying the redo log file, it displays the following message:

```
Applying suggested logfile..  
Log applied.
```

After each log is applied, Oracle continues to apply the next redo log file until the recovery is complete.

**Note:** If Oracle returns an error indicating that the log file cannot be opened, the log file may not be available. At the prompt, enter CANCEL. This command stops the complete media recovery. In this case, perform the incomplete media recovery to restore the tablespace again. After all the log files are applied, database recovery is complete. For more information about incomplete media recovery, see the Oracle Server Administrator's Guide.

5. You can bring the tablespace online by entering the following command:

```
ALTER TABLESPACE "tablespace_name" ONLINE;
```

The tablespace is now recovered to the last available log file.

**Note:** For the most reliable database objects recovery, you should back up archived log files using the ~ARCHIVELOG object. For more information on database recovery, see the Oracle documentation.

## Recover Offline Full Backups

To recover a database that was backed up in full while it was offline, shut down the Oracle server and use the Arcserve Backup Client Agent for Windows to recover the Oracle database.

**Note:** Restoring a database from a full offline backup also fully recovers the database.

### To recover a database that was backed up while offline

1. In the Restore Manager window, expand the server and volumes containing the Oracle database backups.

The directories containing the Oracle database backups appear.

2. Expand the directories and select all of the individual backups that make up the Oracle database, or select the directory under which the backups exist.

3. Initiate the restore.

The database that was backed up while offline is recovered.

**Note:** Oracle database files can be located anywhere (on any hard disk or in any directory). If you are performing a full restore of your Oracle server, you must select all the Oracle database files located on different drives.

## Skip or Include Database Files in Backups

Use the following registry keys to include or skip certain database files during backup jobs.

### SkipDSAFiles Registry Key

The SkipDSAFiles registry key lets you skip or include the following database files (r12.1 and earlier releases):

- \*.dbf
- Control\*.\*
- Red\*.log
- Arc\*.001

### To use the SkipDSAFiles registry key

1. When performing agent backups:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Computer Associates\CA ARCserve Backup\ClientAgent\Parameters
2. Set the registry key to Value Name: SkipDSAFiles  
Type: DWORD  
Value: 0 to back up and 1 to skip

### BackupDBFiles Registry Key

The BackupDBFiles registry key lets you skip or include the following database files (r12.5 and later releases):

- \*.dbf
- Control\*.\*
- Red\*.log
- Arc\*.001

### To use the BackupDBFiles registry key

1. When performing agent backups:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserveBackup\ClientAgent\Parameters
2. Set the registry key to Value Name: BackupDBFiles  
Type: DWORD  
Value: 0 to skip and 1 to back up (0 is default)



# Chapter 4: Using the Agent in RMAN Mode

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This section contains the following topics:

[Create an RMAN Catalog](#) (see page 45)

[About the SBT 2.0 Interface](#) (see page 47)

[Backup Using the Agent for Oracle in RMAN Mode](#) (see page 47)

[Restore Using the Agent for Oracle in RMAN Mode](#) (see page 57)

[Database Recovery in RMAN Mode](#) (see page 66)

[Backup and Restore Limitations using the RMAN Mode](#) (see page 69)

## Create an RMAN Catalog

Recovery Manager (RMAN) is an Oracle utility that you can use to back up, restore, and recover database files. RMAN performs important backup and recovery procedures, and greatly simplifies the task that administrators perform during these procedures.

Using RMAN and Arcserve Backup, you specify your own RMAN scripts to perform backups. You can also use RMAN directly to back up any online database object by connecting directly to RMAN with or without a recovery catalog at the command line.

**Note:** When using the agent or RMAN to back up, we recommend that you use a recovery catalog installed in a separate database. After backing up an Oracle database using RMAN, you can restore the database using either the agent or RMAN. Similarly, if you back up an Oracle database using the Agent for Oracle, you can restore the database using either RMAN or the agent.

For more information about the Recovery Manager, see the Oracle documentation.

You can use the RMAN catalog when performing a backup as RMAN stores all relative backup information in this catalog. Without the catalog, RMAN will rely only on control files to manage backups. This is very risky because if all the control files are lost, RMAN will not be able to restore the database. In addition, you will not be able to restore your control files and your database will be lost.

**Note:** Ensure that the Catalog Database is available while performing backup and restore jobs using RMAN catalog.

### To create an RMAN catalog

**Note:** Because RMAN relies heavily on this catalog when restoring, you should create it in a separate database (that is, a database other than the one being backed up).

1. Create a new tablespace using this SQL\*Plus command:

```
* create tablespace <RMAN catalog tablespace> datafile <datafile name> size <datafile size> m;
```

2. Create the user who will be the owner of the RMAN catalog by entering this command:

```
* create user <RMAN catalog owner> identified by <password> default tablespace <RMAN catalog tablespace> quota unlimited on <RMAN catalog tablespace>;
```

3. Assign the correct privileges to this user by using the following command:

```
* grant recovery_catalog_owner to <RMAN catalog owner>;
```

4. Open a new command prompt and run the following command to connect to the catalog database of RMAN:

```
rman catalog <RMAN catalog owner>/<RMAN catalog password>@rmandb
```

where rmandb is the TNS Name for the RMAN catalog database.

5. Create a catalog using this command:

```
create catalog;
```

6. Connect to the catalog database and target database of RMAN.

```
*rman target <user(sys) who has sysdba privilege>/< password for user(sys)>@targetdb catalog <RMAN catalog owner>/<RMAN catalog password>@rmandb
```

where rmandb is the TNS Name for the RMAN catalog Database and the targetdb is the TNS Name for the Target Database.

7. Execute the following command.

```
register database;
```

For more information about using the Recovery Manager, see the Oracle Documentation.

**Important!** If you are not using an RMAN catalog, you need to manage your control files on your own either by using a file system backup or by mirroring the control files for fault tolerance.

## About the SBT 2.0 Interface

The SBT (Systems Backup to Tape) SBT 2.0 interface is the Oracle API (Application Programming Interface) that enable Arcserve Backup to provide backup and restore capabilities to RMAN. These interfaces use the OracleAgent Config.xml parameter file and the Arcserve Backup ca\_backup and ca\_restore commands to initiate backup and restore operations from RMAN.

## Backup Using the Agent for Oracle in RMAN Mode

Using Arcserve Backup and the agent, you can perform two types of backups:

- Offline backup
- Online backup

## Back Up Offline Databases Using Arcserve Backup in RMAN Mode

Performing an offline backup through the agent puts the database in a quiescent state before the backup process begins. The reason for this is that RMAN must be able to connect to the database; therefore, the database processes must be running and accepting connection. Performing a true offline backup does not allow this connection to occur. The only way to allow RMAN to connect to the database and not have it online is to use the quiescent state, which prevents all user transactions from occurring.

**Note:** To perform a true offline backup, use the agent to back up your database after manually shutting it down. To restore your database, use the agent again, and then manually start up your database.

## Perform a Backup in Offline Mode

You can perform a backup operation in offline mode using the following instructions.

**Note:** Before opening the Backup Manager, verify that the Oracle Server is running, and be sure to start the Arcserve Backup and the agent.

### To perform a backup of an Oracle database in offline mode

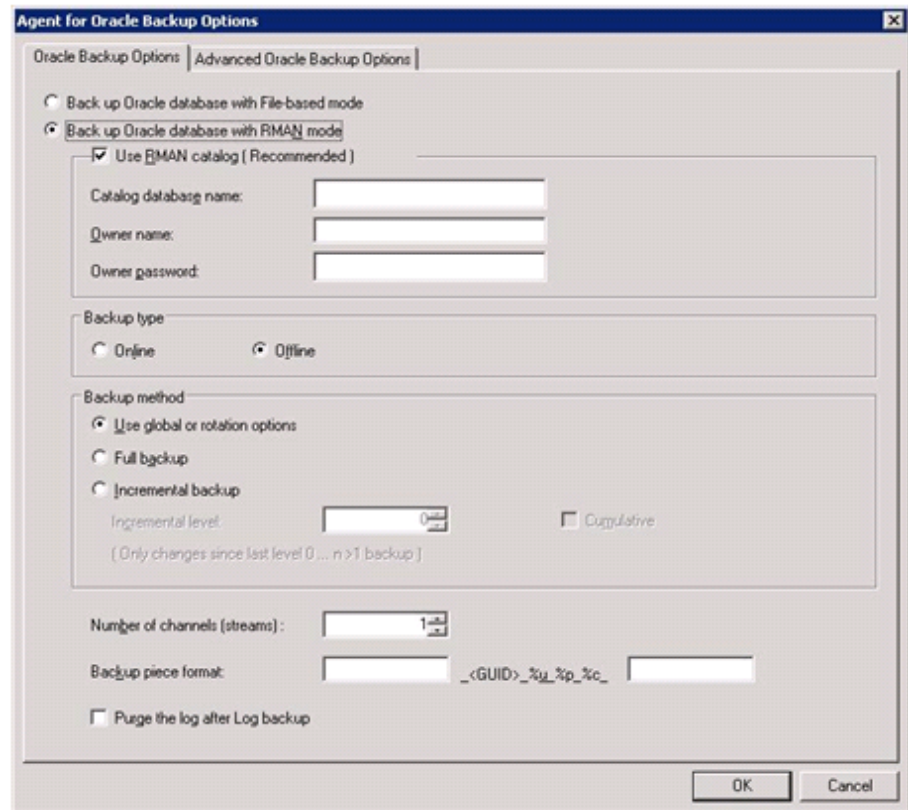
1. Open the Backup Manager, select the Source tab, and expand the Windows Agents.
2. In the Windows Agents option, click the host on which Oracle is installed.

The Login dialog opens.

3. Enter the host user name and password, and then click OK.

The host appears with the list.

4. Select the Oracle database that you want to back up.  
The Login dialog opens.
5. Enter the Oracle database DBA user name and password and then click OK.  
**Note:** Ensure that the Oracle user name and password that you use to connect to Oracle has the sysdba privileges.
6. To set backup options, select the Source tab, and then right-click to select Local Options.  
The Agent for Oracle Backup Options dialog opens.
7. Select the Back up Oracle database with RMAN mode option to enable the fields.





## 8. Complete the following fields:

- **Use RMAN catalog (Recommended)**--Ensure the Use RMAN catalog (Recommended) is selected and enter the catalog database name and owner password.

**Note:** You can use the RMAN catalog, otherwise RMAN will rely only on the control files to manage backups. Using only the control files presents a risk in that if the database and all control files are somehow lost, it will prevent RMAN from being able to restore the database. By using the RMAN catalog option, you prevent the possibility of losing the control files backup-related information and other valuable information. Also ensure that if you do not use the RMAN catalog, you limit the possibility of performing a point-in-time recovery.

If you choose not to select the catalog database option, a warning message displays reminding you that the Agent for Oracle cannot perform a full database backup or restore using RMAN.

- **Backup Type**--Select the offline mode.
- **Backup method**--Lets you specify one of the following backup methods:
  - **Use global or rotation option**--This option is enabled by default. If you do not disable this, backup job will use the global or rotation backup method on the Schedule tab.
  - **Full Backup**--This method typically minimizes the number of tapes you will need when restoring the database, but takes more time during the backup.
  - **Incremental Backup**--This method reduces the backup time, but restoring typically requires more time and tapes to be loaded (that is, the last full backup plus all the incremental ones).

- **Number of Channels (Streams)**--If you have more than one drive and volume in your system, you can use the Number of Channels (Streams) option on the Backup Manager to enhance the performance of your backups. After you allocate a certain number of channels to be used for the backup, the agent and RMAN determine how the multiple channels are organized and distributed, and whether all the channels you specified are necessary. In some cases, RMAN may determine that instead of using all the channels you specified, the backup job could be better accomplished by sequentially packaging more than one job (backup piece) per channel, and as a result will use a smaller number of channels for the job. The number of devices or device groups available on your system dictates the number of jobs RMAN runs simultaneously.

**Important!** After specifying more than one channel in the Backup Manager, avoid selecting a specific media or media device group on the Destination tab as this prevents multistreaming from occurring.

**Note:** In the Oracle Backup Options dialog, ensure that the value in the Number of Channels (Streams) option is between 1 and 255. As this parameter affects the Agent, RMAN determines the actual number of channels (streams) needed for the backup and restore job.

- **Backup Pieces Format**--Enter the prefix and suffix of backup pieces format string.
- **Purge Log After Log Backup**--Use this option to purge the ArchiveLog after they are backed up.

9. (Optional) Select the Advanced Oracle Backup Options tab.

Enter any of these fields if you want to modify the performance of your backup. Some of the Backup parameters include:

- **Backup Piece Size**--Enter a number (in KB) in the Backup Piece Size field if you want RMAN to generate more than a single backup piece.
- **Read Rate (# Buffers)**--Enter the maximum number of buffers per second in the Read Rate (# Buffers) field that you want RMAN to use when reading data from the disk.
- **Number of Files per Backup Set**--Enter a number in the Number of Files per Backup Set field to limit the number of backup pieces that RMAN should use per backup set.
- **Block Size (Bytes)(Oracle 9i)**--Enter a value in the Block Size (Bytes) field to allow RMAN to determine the size of the data blocks to send to the agent when performing a backup.

- **Maximum Number of Opened Files**--Enter a number in the Maximum Number of Opened Files to limit the total number of files that RMAN will open at the same time. Leaving this field empty allows RMAN to use the default value.
- **Backup Set Size (KB)**--Enter a number in the Backup Set Size (KB) field to limit the amount of data that should go into a backup set. We recommend that you leave this field empty.
- **Number of Copies**--Enter a number between one and four in the Number of Copies field to indicate how many copies of the backup pieces RMAN should generate.

**Note:** To be able to generate more than one copy, you must enable the BACKUP\_TAPE\_IO\_SLAVES option in either your init<sid>.ora or SPFILE file; otherwise you will receive an error message.

- **Fail the job if number of copies is more than 1 and so many drives are not available**--Use this option to fail the backup job when the number of copies is more than 1 and the job cannot gain access to enough devices to support them. The backup job continues to run, if you do not select this option. But, the number of copies is automatically reduced, if the job finds that the number of devices is insufficient.
- **Archived Logs Selection**--Select all the archived logs or select them based on the time.

There are four choices to back up archived logs. They are:

- **All**--Backs up all archived logs
- **Time based**--Backs up archived logs based on time
- **SCN based**--Backs up archived logs based on SCN number
- **Log Sequence Based**--Backs up archived logs based on log sequence number
- **Thread**--Available when you are not using the All option. Ensure, the thread number should be always set to 1, if it is not a RAC environment.

- **RMAN Backup Tag**--Enter a string used to set a tag on backup set.
- **Load RMAN Script**--Use the load RMAN script option to enter the path of your RMAN script.

**Important!** If the load RMAN script option is enabled, all options that are selected in Restore Manager will be ignored, and the RMAN script will be loaded and executed. However, if only the parameter file in the Restore Manager is selected, then the parameter file is restored and the RMAN script will not be executed.

- **Device availability waiting time (minutes)**--Specifies how long you want a backup job to wait if it is unable to access the number of devices it requires. After the time you specify expires, the job fails or it continues if you enabled the Continue backup even if some requested devices are not available option.
- **Continue backup even if some requested devices are not available**--Select this option when you have at least one device assigned to run the job. If this option is not selected, the job fails when it cannot access enough devices within the time specified in the option Device availability waiting time (minutes).

Click OK.

10. Select the Destination tab, and then select the media device group and media in which you want to store the backup.

**Important!** If you set the Number of Channels option to a number higher than one, do not select a specific media or media device group on the Destination tab.

11. Click the Method/Schedule tab, and select one of these Schedule types:

- Custom
- Rotation
- GFS Rotation

12. Click Submit on the toolbar.

The Submit Job dialog opens.

13. Schedule the job to run now or at another time. Click OK.

The Submit Job dialog opens.

14. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

**Note:** For information about restrictions related to monitoring your backups, see [Backup and Restore Limitations using the RMAN Mode](#) (see page 69).

A backup can take up multiple sessions on the media even if you choose only one object. For example, if you enter a limit on the Backup Set Size field on the Advanced Oracle Backup Options tab, it will create multiple sessions.

## Back Up Oracle Database Online

Using the Agent for Oracle, you can back up individual Oracle database objects, such as tablespaces, data files, archived redo log files, parameter files, and control files.

### Perform a Backup in Online Mode

You can perform a backup in the online mode using the following procedure.

**Note:** Before opening the Backup Manager, ensure that Oracle Server is running and that all of the tablespaces in the databases you want to back up are online. Also, start the Arcserve Backup and the Agent.

#### To perform a backup in the online mode

1. Open the Backup Manager, select the Source tab, and expand the Windows Agents.
2. In the Windows Agents list, click the green marker on the host on which Oracle is installed.

The Login dialog opens.

3. Enter the host user name and password, and then click OK.

**Note:** Expand the host if it did not expand automatically.

4. Select an Oracle database.

The Database Login dialog opens.

5. Enter the Oracle DBA user name and password.

**Note:** Ensure that the Oracle user name and password that you use to connect to Oracle has the sysdba privileges.

When backing up a database, a single master job is created in the queue. When the backup begins, the master job calls RMAN, which launches the child jobs.

The child jobs appear in the job queue.

6. To set the backup options, select the Source tab and right-click to select Local Options.

The Agent for Oracle Backup options dialog opens.

**Note:** In the Oracle Backup Options dialog, ensure that the value in the Number of Channels (Streams) option is between 1 and 255. As this parameter affects the Agent, RMAN determines the actual number of channels (streams) needed for the backup and restore job.

7. Select Back up Oracle database with RMAN mode option to enable the fields.
8. Enter information in the Oracle Backup Options tab fields to perform an online backup.

Click OK.

9. (Optional) Select the Advanced Oracle Backup Options tab. Specify the options that you require for the job and click OK.

10. Select the Destination tab, and then select the media device group and media in which you want to store the backup.

**Important!** If you set the Number of Channels option to a number higher than one, do not select a specific media or media device group on the Destination tab.

11. Click the Method/Schedule tab, and select one of these schedule types:

- Custom
- Rotation
- GFS Rotation

12. Click Submit on the toolbar.

The Submit Job dialog opens.

13. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

**Note:** For information about restrictions related to monitoring your backups, see [Backup and Restore Limitations using the RMAN Mode](#) (see page 69).

A backup can take up multiple sessions on the media even if you choose only one object. For example, if you enter a limit on the Backup Set Size field on the Advanced Oracle Backup Options tab, it will create multiple sessions.

**More information:**

[Perform a Backup in Offline Mode](#) (see page 47)

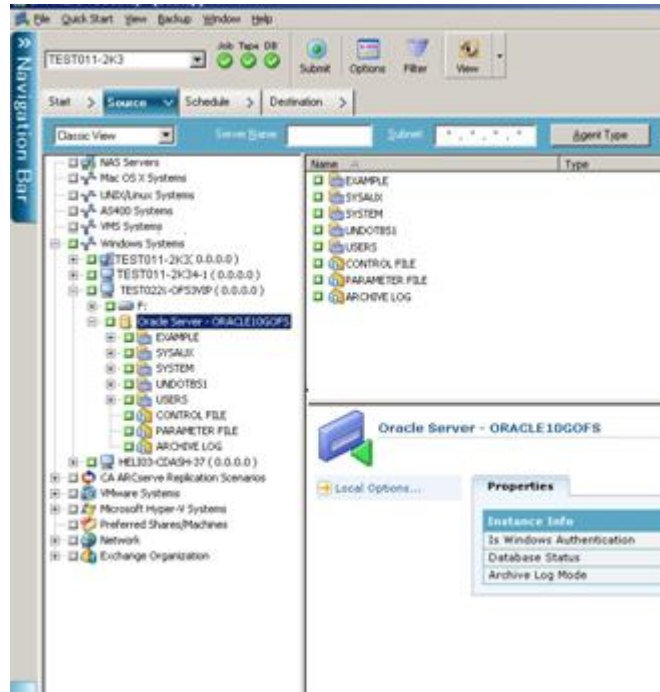
## Back Up in an Oracle Fail Safe Environment in RMAN Mode

You can back up data in an Oracle Fail Safe environment. To know more about OFS, see the Oracle documentation.

**To back up data in an Oracle Fail Safe environment**

1. Verify that the Oracle Fail Safe group is running in your Microsoft Cluster environment.
2. Start Arcserve Backup and start the Backup Manager.
3. On the Source tab, browse the Microsoft Network or the preferred shares to locate the Oracle Fail Safe groups.

- Select the appropriate Oracle server from its Oracle Fail Safe group.



- To set backup options, select the Source tab and then right-click to select Local Options.

The Oracle Backup Options dialog opens.

- On the Agent for Oracle Options dialog, select Back up Oracle database with RMAN mode.
- Double-click the Oracle server to display and select tablespaces for this instance.
- Click the Destination tab and select a backup destination.
- Click the Schedule tab and select the scheduling options you want to assign to this backup job.

10. Click Submit on the toolbar.

The Submit Job dialog opens.

11. Enter the user name and password of the Oracle Fail Safe group. To enter or change security information for the Oracle Fail Safe group, select the Oracle Fail Safe group and click Security.

Click OK.

The job is submitted.

**Note:** Although you can browse all Oracle databases from any Oracle Fail Safe group, you can only achieve a successful backup by selecting the Oracle databases from its corresponding Oracle Fail Safe group. If the node on which the Oracle Fail Safe group is currently running enters failover mode during a backup job, the back up job is incomplete and must be resubmitted.

## Back Up in an Oracle RAC Environment

You can back up data in an Oracle RAC environment with Arcserve Backup and the Agent.

### To back up in an Oracle RAC Environment

1. Verify that the Oracle Server service is running in your RAC environment.
2. Start Arcserve Backup and open the Backup Manager.
3. On the Source tab, browse the Microsoft Network or the preferred shares to locate one of Oracle RAC nodes.
4. Select the appropriate Oracle server from its Oracle RAC nodes.
5. To set backup options, select the Source tab and then right-click to select Local Options.

The Oracle Backup Options dialog opens.

6. On the Agent for Oracle Options dialog, select Backup Oracle with RMAN Backup.
7. Double-click the Oracle server to display and select tablespaces for this instance.
8. Click the Destination tab and select a backup destination.
9. Click the Schedule tab and select the scheduling options you want to assign to this backup job.



10. Click Submit on the toolbar.

The Submit Job dialog opens.

11. Enter the user name and password of the Oracle RAC node. To enter or change security information for the Oracle RAC node, select the Oracle RAC node and click Security.

Click OK.

The job is submitted.

## Restore Using the Agent for Oracle in RMAN Mode

The agent in RMAN mode lets you restore database objects such as tablespaces, archive log files, and control files, either individually or in groups, and lets you restore the control file when you restore a database.

**Note:** For more information on how to restore a database to another host manually using RMAN, see [Scenario for Creating a Duplicate Database on a Remote Host](#) (see page 95).

## Restore and Recover Databases and Database Objects

You can restore and recover a complete database backed up online or offline by performing the following steps.

**Note:** Before starting the Restore Manager, start Arcserve Backup.

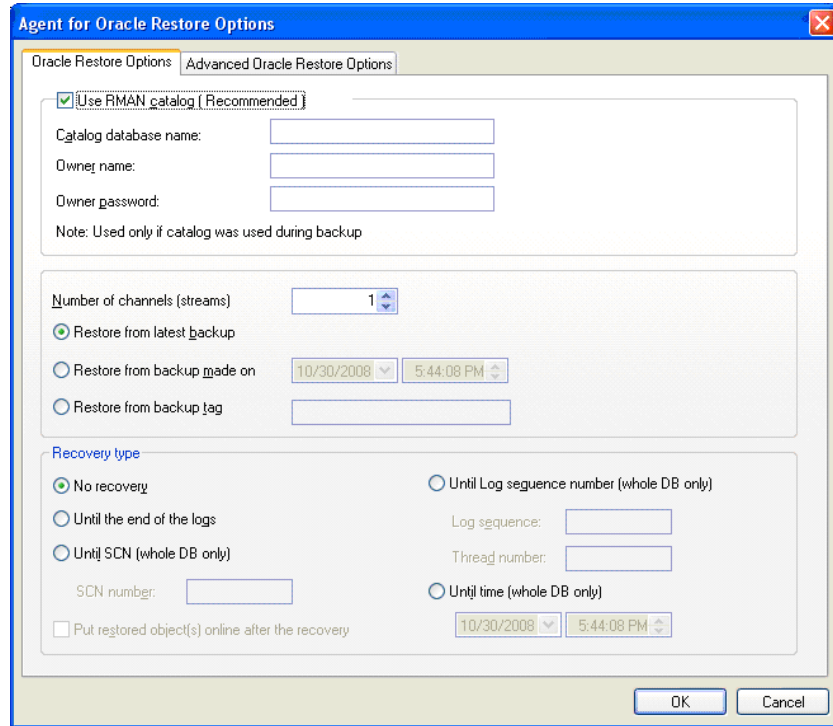
### To restore a complete database backed up offline or online

1. Open the Restore Manager, select the Source tab, and then select the Restore by Tree view.
2. Expand the Windows Agents, and then expand the Oracle host below the Windows Agents.
3. Select the database you want to restore, or select the database objects to restore.
4. To set the Oracle Restore Options, select the Source tab, right-click the Oracle database you want to restore and select Local Options.

The Oracle Restore Options dialog opens.

5. To set restore options, click the Oracle Restore Options tab.

The Agent for Oracle Restore Options tab opens.



6. Enter details in the following fields, if necessary.

- **Use RMAN catalog (Recommended)**--Ensure the Use RMAN catalog (Recommended) check box is selected and enter the catalog owner name and owner password.
- **Number of Channels (Streams)**--When you enter a number in the Number of Channels (Streams) option, the agent tells RMAN the maximum number of channels to use. RMAN then determines how many channels it actually allocates to the restore operation. RMAN submits the jobs in parallel, one for each channel.

**Note:** Since RMAN determines the appropriate number of channels to use, RMAN may use less than the number of channels you specify.

- **Restore From Latest Backup**--When you select the Restore From Latest Backup option, the agent tells RMAN to use the latest available backup.

**Note:** No Recovery is the default selection in the Recovery Types section of the Oracle Restore Options tab. Ensure you select one of the other Recovery Types, if you want to recover your database after restoring it.

- **Restore From Backup Made On**--When you select the Restore From Backup Made On option, you specify the date and time as the upper time limit of the backup from which you want to restore. RMAN will perform the operation on files up to, but not including, the specified time. This option is useful when you have a database that you must bring back to a known state (consistency level). You can also use this option when you know the latest backup is inaccessible. In that case, you can use this option in conjunction with the Until End of Logs recovery option to restore the database from an older backup set and "replay" all transactions to bring the database to its latest state.

**Note:** No Recovery is the default selection in the Recovery Types section of the Oracle Restore Options tab. Be sure to select one of the other Recovery Types if you want to recover your database after restoring it.

- **Restore From Backup Tag**--When you select the Restore From Backup Tag option, you specify the tag that was used during backup to indicate which backup sessions to restore. The tag is the logical name assigned to a particular backup (for example, Monday Morning Backup).

**Note:** No Recovery is the default selection in the Recovery Types section of the Oracle Restore Options tab. Ensure that you select one of the other Recovery Types if you want to recover your database after restoring it.

Other recovery options include:

- **No Recovery**--Selecting this option restores the data but does not perform any recovery. You must recover the database yourself and then put it back online. You generally use this option when you already know that a restore cannot be recovered, such as when additional restore jobs are required or you need to set up before starting the recovery process.
- **Until the End of Logs**--RMAN recovers the database, tablespaces, and data files up to the current time.
- **Until SCN (Whole DB Only)**--RMAN recovers the database up to the specified System Change Number (that is, a checkpoint number). This recovery is valid for the entire database only. The database is opened with the resetlogs option.

- **Until Log Sequence Number (Whole DB Only)**--RMAN recovers the database up to the specified Archived Log Sequence. This recovery is valid for the entire database only. The database is opened with the resetlogs option.
- **Until Time (Whole DB Only)**--RMAN recovers the database up to the specified point in time. This recovery is valid for the entire database only. The database is opened with the resetlogs option.

**Important!** When using one of these recovery methods, all logs are reset to the last registered date in the control file, so any data recovered after this date will be lost and cannot be retrieved.

- **Put Restore Object(s) Online after Recovery**--When selected, this option puts the tablespaces and data files online and opens the database after the recovery has been performed.

7. (Optional) You can update the following Advanced Oracle Restore Options.

- **Archived Logs Selection**--You can select one of the archived logs selection options listed below.
- **Do Not Restore**--Selecting this option does not restore any of the archived logs.  
**Note:** This option is checked automatically.
- **Time Based**--This option restores the archived logs based on the time they were created, and not on the time they were backed up. If you are using this option, you must also enter a value either in the From Time field or in the Until Time field.
- **Thread**--This option lets you specify the thread number used to identify the Oracle instance. The default value of the thread is 1 for the Oracle instance in exclusive mode.
- **SCN Based**--This option restores the range of archived logs by SCN (System Change Number).
- **Log Sequence Based**--This option restores the archived logs by the archived log sequence number.
- **Include Control File**--Select this option if you want to restore the control files. Keep in mind that you should restore the control files only if they are corrupted or lost.

**Important!** Restoring a control file resets all the logs causing you to lose the most recent data once the database is started. There is no way to recover this data.

- **Block Size (Oracle 9i)**--If you use this option, the size of the data blocks must match the block size used during backup; otherwise, the restore will fail.

- **List Backup Sets for Selected Objects**--When selected, it sends a request to list all backup sets that include the objects you selected.

**Note:** This option does not restore the selected objects. To restore the selected objects, you must submit another restore job.

- **Validate Backup Set Number**--This option asks RMAN to validate the integrity of a backup without actually restoring it.
- **Load RMAN Script**--Use the load RMAN script option to enter the path of your RMAN script.

**Important!** If the load RMAN script option is enabled, all options that are selected in Restore Manager will be ignored, and the RMAN script will be loaded and executed. However, if only the parameter file in the Restore Manager is selected, then the parameter file is restored and the RMAN script will not be executed.

Click OK.

8. Select the Destination tab, and uncheck Restore files to their original location(s) option, if you want to restore the database or the database objects to an alternative location.
9. Expand the target Windows agent, enter the username and password.  
Click OK.
10. Select the Oracle database under the target Windows agent and click Submit on the toolbar.  
The Restore Media dialog opens.
11. Select the backup server that you want to perform the restore operation and click OK.  
The Session User name and Password dialog opens.
12. Enter the username and password details.  
Enter the Oracle username and password in DBAgent tab. In addition, since the Use RMAN catalog (Recommended) option is checked by default, you must enter the Owner Name and Owner Password of the RMAN catalog, unless the box is unchecked.
13. Click OK.  
The Submit Job dialog opens. Complete the required fields on the Submit Job dialog and click OK.

The job is submitted.

**Note:** For more information about submitting jobs, see the *Administration Guide*.

## Restore Archived Logs and Control Files

If your control files or archived log files have been lost or corrupted, you can restore them by selecting them on the Source tab of the Restore Manager when you configure a restore.

**Important!** If you selected the Purge Logs after Backup option during backup, you must select one of the Archived Logs options (except Do Not Restore) on the Advanced Oracle Restore Options tab to ensure that RMAN triggers the restore of the required logs. If you do not select one of the Archived Logs options, the recovery phase will not function properly since the necessary logs may be missing. If you are using Oracle 9i and above, however, RMAN automatically restores the needed archived logs when you select one of the Recovery options.

If your archived redo log files are not damaged, generally you should not include them in a restore. By keeping the archived redo log, you can restore your database to the latest usable version that existed before your system or database failed.

If you select the Until the End of Logs option when you configure a restore, do not include the control files in the restore unless missing or corrupted. If you include the control files in the restore, the agent recovers the database using the restored control files. As a result, all transactions made in the database that occurred after the last transaction recorded in the restored backup files are lost.

## Restore Parameter File

You can restore parameter files to a specific version using the Restore Manager.

### To restore a specific version of a parameter file

1. Select the parameter file you want to restore (such as, orapwfile).
2. Click the Recovery Point button at the top of the Source tab.
3. At the resulting dialog, select the exact version of the parameter file you want to restore.

Click OK.

Parameter files are the only type of database objects that you can restore to a specific version. Restoring your parameter files this way uses the Arcserve Backup agent directly and does not involve RMAN.

**Note:** If the SQLNET.AUTHENTICATION\_SERVICES option (set to "none") is in the init.ora file for any instance that you intend to backup and restore, you should comment it out before attempting to restore the orapwfile (included in the PARAMETER-FILES). Leaving it as it is prevents further sysdba database connections, and prevents normal management activities (such as recovery, shut down, and start up).

## Restore Point-in-Time

To restore a database or tablespace to a point-in-time, follow the procedures to restore a complete database and the associated archive log files. For the appropriate procedure, see the different restore and recovery procedures in this guide.

For more information about restoring or recovering the database or tablespace to a point-in-time, see the Oracle documentation.

**Note:** The Until the End of Logs option, which automatically recovers a database after it has been restored, does not support point-in-time recoveries. If you want to perform a point-in-time recovery, you must perform the recovery steps manually.

## Restore in the Oracle RAC Environment

You can restore in an Oracle RAC Environment using the following procedure.

### To restore in the Oracle RAC environment

1. Select the Restore by Tree. Select the source you want to restore.
2. Click the Destination tab and select a destination. You can restore either to the original location or server, or to an alternative location or server.
  - If you are restoring to the original location, you do not need to specify a path. Also, do not change the default option, which is Restore files to the original locations.
  - If you are restoring to a specific node in the Oracle RAC, clear the Restore files to the original locations option. Next, in the Destination tab of the Restore Manager, locate and select the Oracle database directory in the node to which you want to restore.
3. Click Submit on the toolbar and schedule the job to run now or later.  
Verify the user name and password for the Oracle RAC tablespace.  
Click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

**Note:** For more information about submitting jobs, see the *Administration Guide*.

## Restore Oracle Objects in the Oracle Fail Safe Environment

Use the following procedure to restore the Oracle objects in the Oracle Fail Safe Environment. With Oracle Fail Safe, you can reduce downtime for single-instance Oracle databases. For more information about the Oracle Fail Safe, refer the Oracle Documentation.

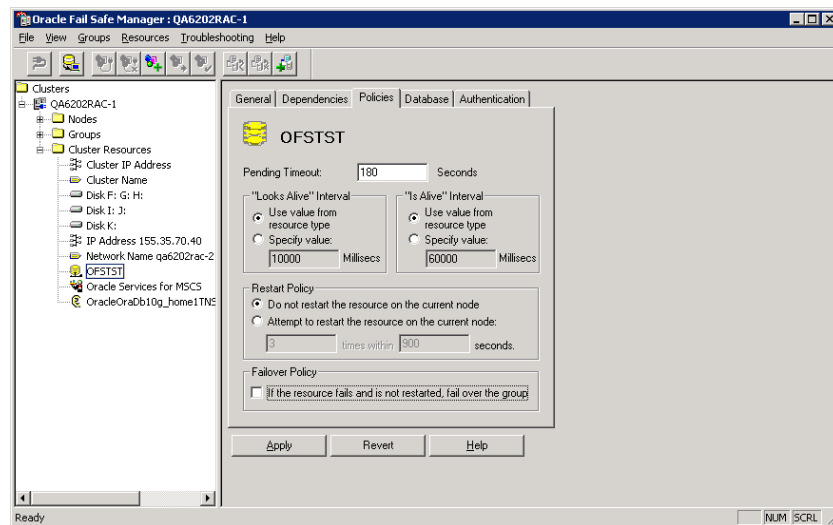
### To restore in the Oracle Fail Safe environment

1. Open the Restore Manager and select a restore option.

If you choose Restore by Tree, select the source you want to restore and a backup version on the Source tab. If you choose Restore by Session, select the sessions for the tablespace on the Source tab.



2. Click the Destination tab and select a destination. You can restore either to the original location or server, or to an alternative location or server.
  - If you are restoring to the original location, you need not specify a path. Ensure that the Restore files to the original locations is selected.
  - If you are restoring to a specific node in the Oracle Fail Safe Group, clear the Restore files to the original locations option. Next, in the Destination tab of the Restore Manager, locate and select the Oracle database directory in the node to which you want to restore.
  - If you are performing a system tablespace restore or full database restore in the Oracle Fail Safe Manager, select the Policies tab. Ensure that you select the Do not restart the resource on the current node option under the Restart Policy and uncheck If the resource fails and is not restarted, fail over the group in the Failover Policy option.



After changing the policies mentioned above, shutdown the database using SQL\*Plus command.

**Note:** The Oracle Instance Service will shut down as configured in the Policy Tab timeout. After restore, the Oracle Instance Service must start automatically; else you must start it manually.

3. Click Submit on the toolbar.  
The Submit Job dialog opens

4. Schedule the job to run now or later.

Verify or change the user name and password for the Oracle Fail Safe Group tablespace and the Microsoft Cluster Server.

Click OK.

The job is submitted. You can monitor the job on the Job Status Manager.

**Note:** If you want to restore on a remote machine use the Restore to Alternative Location option, ensure that you perform the backup and restore operation on the machine that has the Oracle Database Instance.

## Database Recovery in RMAN Mode

After restoring a database or database objects to the server, you must recover them. You can recover the database or database objects automatically using the Restore Manager or you can perform a manual recovery using the Oracle Server Manager Console.

## Oracle Constraints on Recovery Operations

The following Oracle constraints affect the recovery operations you can perform on a database:

- When recovering data files and old control files, you must recover the entire database. You cannot perform a data file level recovery.
- When performing a full database recovery and some tablespaces are already offline prior to the restore operation, they will not be recovered automatically. You must recover data files manually before putting them back online.
- After you perform a point-in-time recovery or restore old control files, the redo logs can no longer recover data files restored from previous backups. Consequently, you must open the database with the resetlogs option. You must also run a full backup as soon as possible.

## Files the Agent Cannot Recover

When you use one of the Recovery Type options, the Agent for Oracle **cannot** recover the following files:

- Corrupted or missing online redo logs
- Corrupted or missing data files that were not backed up by the agent
- Corrupted or missing control files that were not backed up by the agent
- Corrupted or missing archive logs that were not backed up by the agent
- Files belonging to a database running in the no archive log mode

## Manual Recovery

You can manually recover a complete database when the control files have been lost or become corrupted. The following section provides the details for performing this type of database recovery.

### Recover Databases with Lost or Corrupted Control Files

If a control file has been lost or corrupted, you must first shut down the database and recover the control files before recovering the database. To shut down the database, recover the control files, and then recover the database, follow these steps.

#### To recover database with lost or corrupted control files

1. Shut down the database by entering the following command at the SQL\*Plus prompt:  

```
SHUTDOWN;
```
2. At the appropriate prompt, start and mount the database and begin the recovery process. At the SQL\*Plus prompt enter, enter the following command:  

```
CONNECT SYS/SYS_PASSWORD AS SYSDBA;  
STARTUP MOUNT;  
RECOVER DATABASE USING BACKUP CONTROLFILE;
```
3. Oracle prompts you to enter the log file names. Oracle first looks for the archive log files and automatically supplies the correct names for those that exist. If Oracle cannot find the necessary archive log files, you must manually apply the online redo logs it needs.

When you apply the online redo logs manually, you must supply the full path and file name. If you enter an incorrect log, re-enter the command:

```
RECOVER DATABASE USING BACKUP CONTROLFILE;
```

Supply the correct online redo log file name at the prompt. Continue this procedure until Oracle has applied all logs successfully.

4. Enter the following command at the SQL\*Plus prompt to bring the database back online and reset the logs:

```
ALTER DATABASE OPEN RESETLOGS;
```

5. Go to the directory where the archived redo logs are stored and delete all of the log files.
6. If any tablespaces are still offline, enter the following command at the SQL\*Plus prompt to bring them back online:

```
ALTER TABLESPACE TABLESPACE_NAME ONLINE;
```

7. If you are using RMAN to recover your complete database with backed up control files, resynchronize the database information in RMAN to reflect the newly recovered database. To resynchronize the database information, follow these steps:

- a. Login as oracle.
- b. Enter the following command to set oracle SID to the recovered database SID:

```
ORACLE_SID=database SID
```

- c. Enter the following commands to complete the process:

```
rman target dbuser/dbuserpassword rcvcat  
catowner/catownerpassword@rman service name  
reset database
```

where:

- *dbuser* is the user with dba privileges for the recovered database.
- *dbuserpassword* is the *dbuser* password.
- *catowner* is the Oracle user name of the Oracle Recovery Manager catalog owner.
- *rman service name* is the name of the service used to access the database where the rman catalog is installed.

### Recover from Offline Full Backups

If you backed up your database in offline mode, you will use the same process to recover it as if you had backed up the database in online mode. This is because the offline backup actually puts the database in a quiescent state, which means that the database is still online (although you cannot access it or process transactions).

## Backup and Restore Limitations using the RMAN Mode

Some of the backup limitations include:

- You cannot duplicate the Catalog database SID or share it with any other SID name.
- The online redo logs are exclusively locked by Oracle while the Oracle server is online. You can perform an offline backup, if necessary.
- Do not back up individual data files using RMAN.
- The Agent for Oracle backs up the parameter files located under the default location ORACLE\_HOME\dfs and ORACLE\_HOME\database.

**Note:** If your Oracle environment is in Oracle Real Application Clusters (RAC), Oracle Fail Safe (OFS), or the parameter files are not in their default location, see [Agent for Oracle does not Back up Non-default Parameter Files](#) (see page 71) to configure and protect these environments.

- The Restore by Media and Restore by Session options are not supported.
- The Agent for Oracle in RMAN mode does not support backing up parameter files on raw devices.
- While performing an RMAN backup job using the Agent for Oracle, if your agent computer is unable to resolve the backup server name (for example, the backup server resides in a different domain using a separate DNS server), you can modify your mgmtsvc.conf and clishell.cfg files manually on both the Arcserve Backup server and the agent computer to ensure proper hostname resolution. For more information about how to resolve this, see [Remote Oracle Instance Backup fails in RMAN mode](#) (see page 80).
- Only accounts with administrative permission can perform RMAN backup and restore job using the Arcserve Backup Agent for Oracle.
- The agent cannot convert Unicode characters.

To display Unicode characters correctly in RMAN or Arcserve Backup Restore Manager, verify the Oracle DB character set matches the value for the NLS-LANG setting in the registry, as shown in the example below:

```
HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\KEY_Oradb10g_home1
```

```
Key: NLS_LANG
```

```
Value: Specify the same value as the Oracle database character set. For example, SIMPLIFIED CHINESE_CHINA.ZHS16GBK.
```

**Note:** This setting also changes the SQL\*Plus command-line prompt to the value you specified.

For more information about customizing your backups, see the *Administration Guide*.

Some of the restore and recovery limitations include the following:

- Online redo logs are not backed up; consequently, they cannot be restored.
- Catalog database SID should not be duplicated or shared with any other SID name.
- Restore full database will not restore tablespaces in offline mode. If you want to restore them, restore the tablespaces separately. For more information about tablespaces in offline mode, see the Oracle Documentation.
- The agent does not support the backup and restore operations on multiple and combined 32-bit and 64-bit versions of Oracle, simultaneously.

# Appendix A: Troubleshooting

---

This appendix explains the most common messages for the agent on the Windows platforms. Each message has a brief description and a possible solution.

This section contains the following topics:

[Agent for Oracle does not Back Up Non-default Parameter Files](#) (see page 71)

[Job Status Displays Failed Instead of Incomplete](#) (see page 73)

[Setting the Number of Channels for Backup and Restore](#) (see page 74)

[Checking the CA ARCserve Universal Agent Service Status](#) (see page 75)

[Agent backup prerequisite: Oracle component name should be created](#) (see page 75)

[Restore a Database to Another Node from the RMAN Console](#) (see page 76)

[The Agent Cannot Back Up the Archive Log](#) (see page 76)

[Backup Agent Errors](#) (see page 77)

[BackUp and Restore Problems in the Agent for Oracle in RMAN Mode](#) (see page 79)

[Back Up and Restore Problems in the Agent for Oracle in File-Based Mode](#) (see page 87)

## Agent for Oracle does not Back Up Non-default Parameter Files

### Symptom

The Agent for Oracle does not back up parameter files that are not default, including parameters files which reside on the shared disk in the RAC (Real Application Clusters) and OFS (Oracle Fail Safe) environment.

### Solution

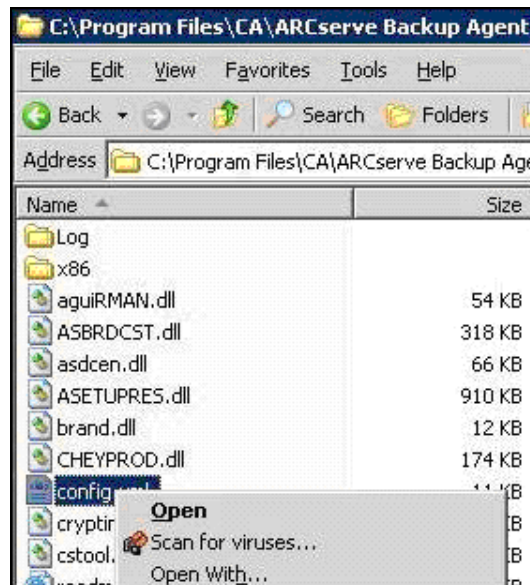
The Agent for Oracle can back up parameter files. However, it backs up only the following default parameter files under the directory %ORACLE\_HOME%\dbs and %ORACLE\_HOME%\database.

- init<SID>.ora
- spfile<SID>.ora
- config<SID>.ora
- pwd<SID>.ora
- orapwd<SID>

You can use the Agent for Oracle to add additional parameter files. Perform the following steps to add additional parameter files.

**To add additional parameter files**

1. After you install and configure the Agent for Oracle, open the installation directory of the agent.
2. Right-click the file config.xml and select Open With.



3. Choose WordPad and click OK.  
The XML file opens.
4. Search for the instance you want to backup as an additional parameter file.



5. Find the XML element `<ParameterfilePath></ParameterfilePath>` and add the path of the additional parameter file in XML element.

For example, if you want to add

`C:\Additional Parameter File.ora`

you can replace the text

```
<ParameterfilePath></ParameterfilePath> using <ParameterfilePath> C:\Additional Parameter File.ora
</ParameterfilePath>
```

**Note:** If you have more than one additional parameter files that you want to back up, append another `<ParameterfilePath></ParameterfilePath>` after the original one.

For example, if you want to add another Parameter File

`C:\Another Parameter File.ora`

you can replace the text `<ParameterfilePath></ParameterfilePath>` using

```
<ParameterfilePath> C:\Additional Parameter File.ora </ParameterfilePath><ParameterfilePath> C:\Another
Parameter File.ora </ParameterfilePath>
```

6. Save the file.

Submit the parameter files backup job to test whether the additional parameter files have been backed up.

## Job Status Displays Failed Instead of Incomplete

### Symptom

Entire node backup operation fails on the Oracle Server, when the Oracle service stops. I want the job status to display **Incomplete** instead of Fail.

### Solution

The job status can display Incomplete, if you set the following registry key value to non-zero and there are multiple Arcserve agents installed on the Oracle server.

```
HLM...\Base\Task\Backup\FullNodeSkipStoppedOracle
```

**Note:** The job status displays Fail, when Agent for Oracle is the only agent installed on the server.

## Setting the Number of Channels for Backup and Restore

### Symptom

How can I set the number of channels for backup and restore jobs?

### Solution

When you are using the Agent for Oracle options, the maximum number of channels is 255. However, the maximum number of channels for an Oracle instance depends on the current Oracle running status, load status, hardware, and Oracle instance parameters. You can perform the following steps to set the number of channels.

### To set the Number of Channels for Backup and Restore

1. Check the computer environment variable NUMBER\_OF\_PROCESSORS to get the processor count.

2. Log into SQL\*Plus prompt.

3. Execute command to check whether the I/O slave is enabled.

```
show parameter backup_tape_io_slaves
```

4. Execute the following command to check the maximum processes that can be used in the current Oracle instance.

```
show parameter processes
```

5. Execute the following command:

```
select count (*) from v$sqlprocess
```

Check the current processes count. You could calculate the maximum channel number you could use for backup and restore. Calculate the result of  $(\text{<maxprocesses>} - \text{<current processes used>}) / (\text{processor count} + 1)$ .

- a. When the I/O slave is TRUE, if the result is less than 35, then the max channel number is that result, otherwise, the maximum channel number is 35.
- b. When the I/O slave is FALSE, if the result is less than 255. Then the maximum channel number is that result, otherwise, the max channel number is 255.

## Checking the CA ARCserve Universal Agent Service Status

### Symptom

How to check the status of the Universal Agent Service?

### Solution

The CA ARCserve Universal Agent service facilitates remote backup and restore of Oracle databases. During the installation the service is installed with a startup type of Automatic. The service's status can be verified via the Windows Services applet.

### To view the CA ARCserve Universal Agent Service status

1. Open Control Panel and Services.  
The Services dialog opens.
2. Locate the CA ARCserve Universal Agent service icon.  
The current mode of the service is displayed.
3. To start or stop the service, highlight the CA ARCserve Universal Agent service icon and click Start or Stop, respectively.

**Note:** For more information on the default TCP port for the Agent for Oracle, see the *Implementation Guide*.

## Agent backup prerequisite: Oracle component name should be created

The Arcserve Backup Agent for Oracle utilizes the Oracle RMAN technology to backup and restore Oracle. RMAN requires the names of all the Oracle components (database, tablespace, parameter file, control, archive log). These components must be created using correct character set; else, the Oracle component name will be converted to unrecognized character and stored by Oracle and the RMAN based backup and restore possibly fails. The Arcserve does not support this scenario.

If Oracle component is created in DOS mode using language other than English and CJK (Japanese, Korean, Simplified Chinese, and Traditional Chinese), NLS\_LANGUAGE must be set properly to guarantee the Agent for Oracle component name is created using correct charset. For more information on how to setup the NLS\_LANG properly for Windows and DOS Code Pages, go to:

[http://www.oracle.com/technology/tech/globalization/htdocs/nls\\_lang%20faq.htm](http://www.oracle.com/technology/tech/globalization/htdocs/nls_lang%20faq.htm) or the Oracle documentation.

## Restore a Database to Another Node from the RMAN Console

You can restore a database to another node from the RMAN console. You must modify the config.xml file in the directory %Oracle\_Agent\_Home% to enable alternative restore.

Use the following session for alternative restore:

```
<AlternateRestore>
  <IsAnyOriginalHost>0</IsAnyOriginalHost>
  <OriginalHost> </OriginalHost>
</AlternateRestore>
```

You can use one of the two methods given below to perform alternative restore:

- Set OriginalHost equal to the host using which the session was backed up. The Oracle agent will use the sessions backed up from that machine to do the alternative restore.
- Set IsAnyOriginalHost to 1. The Oracle agent will use any session to do the alternative restore.

## The Agent Cannot Back Up the Archive Log

### Symptom

The Warning AW53704 Unable to locate the Archived Log. It will not be backed up. (Archived Log=[archived log file name]) occurs:

- if you delete the expected archived log files on the disk.
- if you are using Oracle 9i, Oracle 10g and Oracle 11g, in RAC environment, you use a local disk instead of shared disk to put archived logs or you do not use multiple archived logs destination and network mapping to make each machine access the archived logs on all other machines.
- if you are using Oracle 11g, in RAC environment, you use shared disk to put archived logs, if FLASH\_RECOVERY\_AREA exceed the maximal size limit, the newly generated archived logs will be put into standby\_archive\_dest which is on the local disk.
- if you are using Oracle 9i, Oracle 10g and Oracle 11g, in OFS environment, you use a local disk, instead of shared disk to put archived logs or you do not use multiple archived logs destination and network mapping to make each machine access the achieved logs on all other machines or you have performed a failover.
- if you are using Oracle 11g, in OFS environment, you use a shared disk to put the archived logs, if FLASH\_RECOVERY\_AREA exceed the maximal size limit, the newly generated archived logs will be put into standby\_archive\_dest which is on the local disk. This error still appears even after performing a failover.

**Solution**

You can perform the following steps to resolve this error in the file-based mode:

- Ensure that you put the archived logs on a shared disk or use multiple archived logs destination and network mapping to ensure that each computer can access the archived logs on all other machines.

**Note:** For more information on network mapping and accessing the archived logs, see [Unable to Access Archived Logs in Oracle Cluster Environment](#) (see page 81) and for information on how to perform backup and restore, see Using RMAN command to Backup, Restore, and Recover Archived Logs in "Troubleshooting."

- Perform the following steps:

**To resolve Warning AW53704 in file-based mode**

1. Log into the machine on which the Agent for Oracle Agent is installed.
2. Open the RMAN console.
3. Execute the following command

```
crosscheck archivelog all
```

4. Then execute the following command

```
delete expired archivelog all.
```

**Note:** The command **delete expired archivelog all** will *delete* the archivelog record information in the control file and catalog database. Contact your Oracle DBA before you execute these commands.

## Backup Agent Errors

Some of the backup agent errors include:

## Restore Jobs Exit With Error Code ORA-19511

**ORA-19511: Error received from media manager layer, error text: SBT error = 7009, errno = 115773632, sbtopen: can't connect with media manager.**

**Reason:**

This error occurs when a restore is performed from AutoBackup script in RMAN command console using the following RMAN script.

```
RMAN> run{
allocate channel dev1 type sbt;
restore spfile from autobackup;
release channel dev1;
}
```

**Action:**

Specify the backup piece name in the restore command

```
restore spfile from '<backup piece name>'.
```

## No Oracle Server Icon in Arcserve Browser

### No Oracle Server Icon in Arcserve Browser

**Reason:**

This message occurred for any of the following reasons:

- The Arcserve Universal Agent service is not running or functioning.
- The Arcserve Backup Agent for Oracle is not installed.
- Oracle Agent Configuration is not configured properly.

**Action:**

Perform the following steps:

1. Restart the Arcserve Universal Agent service.
2. Install the Arcserve Backup Agent for Oracle.
3. Launch Oracle Agent Configuration utility.
  - a. From the Windows Start menu, select Programs (or All Programs).
  - b. Select CA, and Arcserve Backup Oracle Agent Configuration to configure properly.

## BackUp and Restore Problems in the Agent for Oracle in RMAN Mode

This section provides troubleshooting information to help you identify and resolve problems that relate to backing up and restoring Oracle data in RMAN mode.

### RMAN Exits With an Error during Backup or Restore

#### Symptom

When I try to run a backup or restore with RMAN, RMAN exits with an error right away. What should I do?

#### Solution

Try the following steps only if you are performing a manual RMAN job:

**Note:** If you used Restore Manager to start RMAN, these steps are performed automatically for you.

Ensure that you have created the caroot equivalency with Arcserve Backup for the user who runs RMAN.

### RMAN Exits With an Error Agent Not Started

#### Symptom

My RMAN job exited and I got an error saying that the agent has not been started. How do I correct this?

#### Solution

If the job stays inactive in the Arcserve Backup job queue for more than the number of minutes specified by the SBT Timeout on Oracle Parameter Configuration Tab using the Configuration Tool (because the tapes are not available, for instance), then RMAN will time out. Increase the value of SBT\_TIMEOUT parameter based on your environment.

## Backups of Remote Oracle Instances Fail in RMAN Mode

### Symptom

When I try performing a full backup of remote Oracle instance without selecting the RMAN catalog option, the backup fails. How to correct this?

### Solution

This happens when you try to perform a remote database backup. You can check the mgmtsvc.log file on the server side at

```
<ARCserve_HOME>\LOG\mgmtsvc.log
```

and the cli.log file on the client side at

```
<CA_HOME>\SharedComponents\ARCserve Backup\cli\cli.log
```

Perform the following steps to ensure the host name resolution:

1. On the client machine, if you have multiple NICs installed and DNS server configuration fails.

Modify the clishell.cfg as:

```
#cli.client.IP=0.0.0.0
```

Remove the '#' and set the correct IP address.

2. On the server machine, if you have multiple NICs installed and DNS server configuration fails.

Modify the mgmtsvc.conf as:

```
#wrapper.java.additional.10=-Djava.rmi.server.hostname=0.0.0.0
```

Remove the '#' and set a correct IP address.

3. Restart Management Service.

**Note:** If you find the

```
java.rmi.ConnectException: Connection refused to host
```

in cli.log file, you must modify the server side mgmtsvc.conf configuration file.

If you find the

```
java.rmi.ConnectException: Connection refused to host
```

in mgmtsvc.log, you must modify the client side clishell.conf configuration file.



## Oracle Permission Error

### Symptom

While trying to perform a restore operation with the Until End of Logs option enabled, I get Oracle permission errors. How can I prevent the errors?

### Solution

Ensure that the Oracle user name and password you use to connect to Oracle through the Restore Manager has the permission to connect to Oracle using the as sysdba clause.

You can verify your permissions by running the following commands:

```
sqlplus /nolog  
connect username/password as sysdba
```

If you do not have permission, ask the Oracle DBA to configure the security for you.

## Restore the Oracle Data Files in a Different Directory

### Symptom

How do I perform a Arcserve Backup GUI restore operation to restore the Oracle data files in a different directory?

### Solution

You cannot do this. Although it is possible to restore a database to a different node, the whole directory structure where the database will be restored must be identical to the one on the source node.

## Unable to Access Archived Logs in Oracle Cluster Environment

### Symptom

In Oracle cluster environment, after configuring the archive logs on a local disk, the Arcserve Backup Agent for Oracle is not accessing the archived logs on other computers in the cluster.

### Solution

If you want to access the archived logs on a computer in the network, ensure that you put the logs on a shared disk or map to the network as the Oracle service is running on a local disk.

#### To map a machine to the network to access archived logs

1. Go to <http://technet.microsoft.com/en-us/sysinternals/bb897553.aspx> and download psexec.exe utility.

The utility is downloaded.

2. Open command prompt and go to the directory which contains the psexec.exe utility.

3. Execute the following command:

```
psexec.exe -s cmd
```

4. Then execute the following command to connect to the network:

```
net use X: \\ORA-RAC1C$/PERSISTENT:YES
```

You can now map Y: and Z: drives to the network.

**Note:** If you are unable to map to the network, then you can perform the backup, restore and recovery operations using the advanced RMAN commands.

## Unable to Run Concurrent Backups on the Same Database

### Symptom

Error conditions occur when you try to run concurrent backups on the same database.

### Solution

This is normal behavior. Parallel operations that are handling the same Oracle objects at the same time are not supported.

## Until End of Logs Option does not Work

### Symptom

The Until End of Logs option does not function as you expected.

### Solution

Verify that you restored all the necessary archive logs. If it still does not work, try to perform a manual recovery on the restored files.

## RMAN Exits With Error Codes

### Symptom

RMAN responds with the following error codes when you use multiple channels to back up or restore data.

ORA-00020: maximum number of processes (%s) exceeded.

ORA-17619: max number of processes using I/O slaves in a instance reached.

RMAN-10008: could not create channel context.

RMAN-10003: unable to connect to target database.

### Solution

These error conditions occur when the incorrect channel count was specified.

### More information:

[Setting the Number of Channels for Backup and Restore](#) (see page 74)

## RMAN Exits With Error Code RMAN-06004

### Symptom

When I restore full database, I get the error code RMAN-06004: ORACLE error from recovery catalog database: RMAN-20005: target database name is ambiguous from RMAN.

### Solution

Set DBID manually in the config.xml file under the Oracle Agent installation directory.

## RMAN Exits With Error Code AE53034 RMAN-06059

### Symptom

The Error AE53034 RMAN-06059: Expected archived log not found, lost of archived log compromises recoverability error occurs:

- if you are using Oracle 9i, Oracle 10g and Oracle 11g, in RAC environment, you use a local disk instead of shared disk to put archived logs or you do not use multiple archived logs destination and network mapping to make each machine access the archived logs on all other machines.
- if you are using Oracle 11g, in RAC environment, you use shared disk to put archived logs, if FLASH\_RECOVERY\_AREA exceed the maximal size limit, the newly generated archived logs will be put into standby\_archive\_dest which is on the local disk.
- if you are using Oracle 9i, Oracle 10g and Oracle 11g, in OFS environment, you use local disk, instead of shared disk to put archived logs or you do not use multiple archived logs destination and network mapping to make each machine access the achieved logs on all other machines or you have performed a failover.
- if you are using Oracle 11g, in OFS environment, you use a shared disk to put the archived logs, if FLASH\_RECOVERY\_AREA exceed the maximal size limit, the newly generated archived logs will be put into standby\_archive\_dest which is on the local disk. This error still appears even after performing a failover.
- if you delete the expected archived log files on the disk.

### Solution

You can perform the following steps to resolve this error in RMAN Mode:

- Ensure you put the archived logs on a shared disk or use multiple archived logs destination and network mapping to ensure that each machine can access the achieved logs on all other machines.
- Perform the following steps:

#### To resolve Error AE53034 RMAN-06059 in RMAN Mode

1. Logon the machine which has Oracle Agent installed.
2. Open RMAN console.
3. Execute the following command:

```
crosscheck archivelog all
```

4. Then execute the following command:

```
delete expired archivelog all.
```

**Note:** The command delete expired archivelog all will delete the archivelog record information in the control file and catalog database. Contact your Oracle DBA before you execute these commands.

**More information:**

[Unable to Access Archived Logs in Oracle Cluster Environment](#) (see page 81)

## Media Information is Not Listed in the Restore Media After Submitting an RMAN Restore Job

**Symptom**

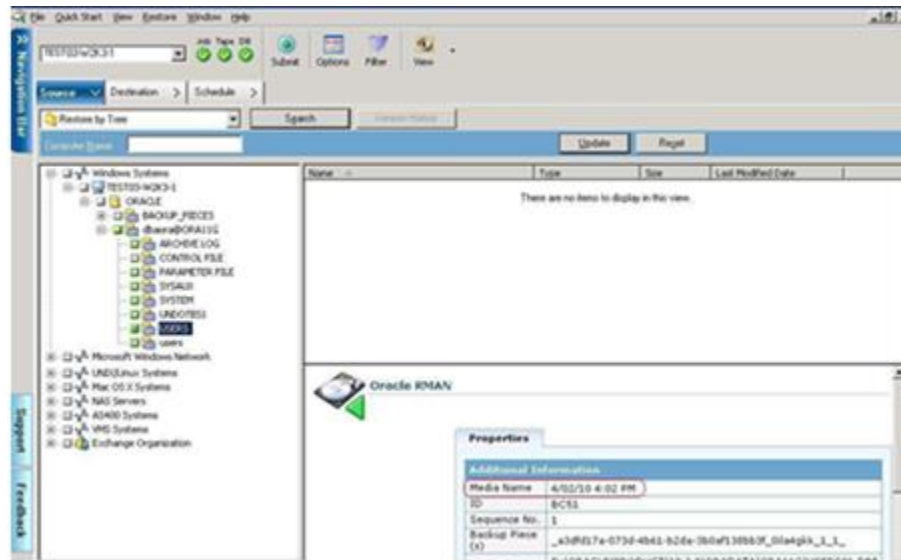
After submitting an RMAN restore job, no media information appears on the Restore Media dialog.

**Solution**

You can view the media name and other details for the various tablespaces, archived logs, and control files using one of these methods:

- Click on the tablespace or archived log or control file or parameter file node on the restore tree to view the media details on the right-bottom panel of Restore Manager.

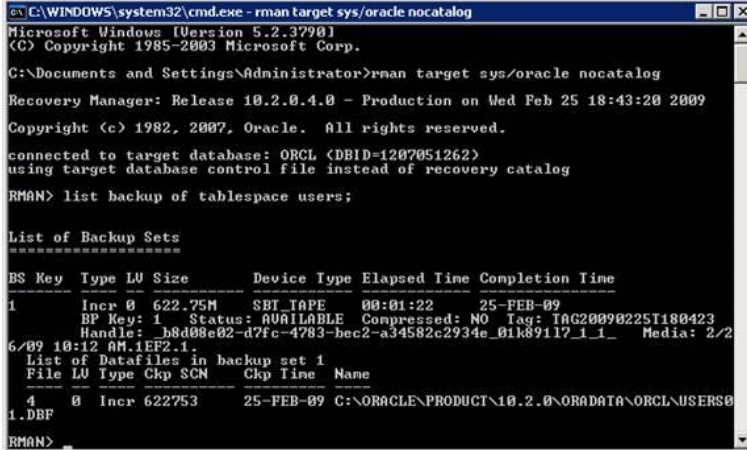
**Note:** Media other than the one displayed on the Restore Manager can be used.



- You can also log into the Oracle Server and run one of the following advanced RMAN commands:

- To access media information about a tablespace

list backup of tablespace <tablespace name>



```
C:\WINDOWS\system32\cmd.exe - rman target sys/oracle nocatalog
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\Administrator>rman target sys/oracle nocatalog

Recovery Manager: Release 10.2.0.4.0 - Production on Wed Feb 25 18:43:20 2009
Copyright (c) 1982, 2007, Oracle. All rights reserved.

connected to target database: ORCL (DBID=1207051262)
using target database control file instead of recovery catalog

RMAN> list backup of tablespace users;

List of Backup Sets
=====
BS Key Type LU Size Device Type Elapsed Time Completion Time
-----
1      Incr 0 622.75M SBT_TAPE 00:01:22 25-FEB-09
BP Key: 1 Status: AVAILABLE Compressed: NO Tag: TAG20090225T180423
Handle: _b8d08e02-d7fc-4783-bec2-a34582c2934e_01k89117_1_1 Media: 2/2
6/09 10:12 AM.1EF2.1.
List of Datafiles in backup set 1
File LU Type Ckp SCN Ckp Time Name
-----
4      0 Incr 622753 25-FEB-09 C:\ORACLE\PRODUCT\10.2.0\ORADATA\ORCL\USERS0
1.DBF
RMAN>
```

- To access media information about a database

list backup of database

- To access media information about archived logs

list backup of archivelog all

- To access media information of a specific log sequence

list backup of archivelog from logseq 1 until logseq 10 for specific log sequence

- To access media information about control file

list backup of controlfile

**Note:** The media information appears in the following format:

<Media Name>.<Media Id>.<Media Sequence Number>.

For more information about the advanced RMAN commands, see the Oracle documentation.

## Garbage Characters in Activity Log

### Symptom

When you open the Activity log, garbage characters (for example, ?????) appear in the RMAN output.

### Solution

The Machine Language Code Page should be compatible with the Oracle instance and Oracle database language settings. For example, if your database uses JPN language, the Machine Language Code Page should be JPN. However, if you are using English, this problem will not occur.

## Back Up and Restore Problems in the Agent for Oracle in File-Based Mode

This section provides troubleshooting information to help you identify and resolve problems that relate to backing up and restoring Oracle data in file-based mode.

## Automatic Purging of Archive Log Files

### Symptom

How can I purge ArchiveLog files?

### Solution

You can enable automatic purging of archive logs once they have been backed up by adjusting the following registry value:

HKEY\_LOCAL\_MACHINE\SOFTWARE\ComputerAssociates\CA ARCServe Backup\OraPAAp

Value: LogPurge

Data: 1

**Note:** The LogPurge entry lets you enable or disable the function that purges the archive redo logs after they have been backed up a second time. Purging the archive redo logs frees disk space. The default value is 0 (off). You can modify this entry.





# Appendix B: Performing Disaster Recovery

---

Planning your backup methodology in advance is critical for protecting your database against failures, and for quick recovery of your database server in case of disaster.

For most efficient disaster recovery, implement the following backup strategy:

- Perform a full offline backup of your Oracle data files, configuration files, and registry information so you can restore an offline image of Oracle server.
- Perform a full offline or online backup each time there is a major schema change in your databases (for example, when you delete a tablespace, create a new one, or add a data file). A full offline backup is not required, but it is highly recommended.
- Perform full online backups regularly; for example, once a week. You can choose to back up only the archive redo log files for the remaining days of the week, if the time needed for a full online backup prohibits a full backup.

This section contains the following topics:

[Disaster Recovery Scenario](#) (see page 89)

[Scenarios for Restoring to the Original Windows Server](#) (see page 90)

[Scenarios for Restoring to an Alternate Server](#) (see page 93)

[Scenario for Creating a Duplicate Database on a Remote Host in RMAN Mode](#) (see page 95)

## Disaster Recovery Scenario

Assume you have a Windows server running Oracle, and that there is one Oracle database instance on the server, ORCL. A disaster occurs and it is necessary to rebuild the entire server.

A typical disaster recovery scenario consists of the following steps:

1. Reinstall Windows.
2. Restore the offline backup of the Oracle data files, configuration files.
3. Restore the latest offline or online backup of ORCL.
4. Connect to ORCL as sysdba.
5. Mount the database.

6. Enter the following command at the SQL\*Plus prompt:  

```
recover database using backup controlfile until cancel;
```
7. When the recovery process is complete, enter the following command:  

```
alter database open resetlogs;
```

Oracle opens the database.

## Scenarios for Restoring to the Original Windows Server

Assume you have a Windows server running Oracle, and that there are two Oracle database instances on the server: ORCL1 and ORCL2. A disaster occurs and it is necessary to rebuild the entire server.

Recovery of your Oracle databases proceeds in two phases, each of which is explained in detail in the following sections:

- [Phase 1 - Recover the ORCL1 database](#) (see page 90)
- [Phase 2 - Recover the ORCL2 database](#) (see page 92)

### Recover the ORCL1 Database

You must create an Oracle instance before you start the recovery procedure. Because you had the starter database (ORCL) when reinstalling Oracle, we recommend that you create the instance for ORCL1.

#### To recover ORCL1 database

1. Reinstall Windows.
2. Install Arcserve Backup if it was on the same server as your Oracle databases.
3. Do one of the following:
  - Reinstall Oracle
  - Restore all necessary sessions (files) from media (for example, sessions for Oracle executables, configuration files and registry information)
4. Reinstall the option, and create an Oracle database instance entry for **each** of the instances you intend to restore.
5. Restore the last full backup of ORCL1.

**Note:** If it is an offline backup, then no further recovery is needed. Proceed to the section Recover the ORCL2 Database in this appendix. If it is an online backup, continue with the next step.

6. Check the INITORCL1.ORA file to see if it contains all the necessary settings for the following entries:

```
LOG_ARCHIVE_START  
LOG_ARCHIVE_DEST  
LOG_ARCHIVE_FORMAT
```

7. Copy the restored control file (CONTROL.ORCL1) from the option home directory to all necessary directories and rename this file with the appropriate name.
8. Connect to ORCL1 as user SYS in Oracle Version 9i and above).
9. Mount the database.
10. Enter the following command at the SQL\*Plus prompt:

```
recover database using backup controlfile until cancel;
```

11. When the recovery has been completed, enter the following command:

```
alter database open resetlogs;
```

**Note:** If the database does not open and a message reports on the status of the redo logs, enter the following query at the Server Manager or SQL\*Plus prompt:

```
select * from v$logfile
```

This query returns, among other information, the directory structure in which Oracle looks for the redo logs. If the directory structure does not exist, create it. When you have done so, enter the following command again:

```
alter database open resetlogs;
```

Oracle should open the database and recreate the redo logs.

**Important!** The following step is very important. *Do not omit it.*

12. Delete all archive logs for ORCL1.

The ORCL1 database is now fully recovered. You can now proceed to the second phase, recovering the ORCL2 database.

## Recover the ORCL2 Database

You can recover the database using the following procedure.

### To recover the ORCL2 database

1. Create an instance for the ORCL2 database and start the ORCL2 instance.
2. Make sure the INITORCL2.ORA file contains all the necessary configuration information, as described in Step 6 of the previous phase. Do one of the following:
  - Restore the latest backup copy of the INITORCL2.ORA file from media.
  - Recreate this file by using INITORCL1.ORA as your template and making all the necessary changes to it.

3. Restore the last full backup of ORCL2.

**Note:** If it is an offline backup, then no further recovery is needed. You have now completed recovery of your Oracle server.

4. Copy the restored control file (CONTROL.ORCL2) from the option home directory to all necessary directories and rename it with the appropriate name.
5. Connect to the instance you started in Step 1 of this procedure.
6. To mount the ORCL2 database, enter the following command:

```
startup mount pfile=DRIVE:\PATH\initORCL2.ora
```

7. Enter the following command at the SQL\*Plus or Server Manager prompt:

```
recover database using backup controlfile until cancel;
```

8. When the recovery has been completed, enter the following command:

```
alter database open resetlogs;
```

If the database does not open and a message reports on the status of the redo logs, enter the following query at the SQL\*Plus or Server Manager prompt:

```
select * from v$logfile
```

This query returns, among other information, the directory structure in which Oracle looks for the redo logs. If the directory structure does not exist, create it. When you have done so, enter the following command again:

```
alter database open resetlogs;
```

Oracle should open the database and recreate the redo logs.

9. Delete all archive logs for ORCL2. The ORCL2 database is now fully recovered.

10. (Optional) You can recreate an instance for ORCL2 using the oradim utility. The syntax is:

```
oradim -new -sid SID -svc ServiceName -intpwd Password -startmode auto | manual -pfile  
FullPathToOracleInitSIDFile
```

11. (Optional) Create the password file if necessary, using the orapwdx.exe utility.

## Scenarios for Restoring to an Alternate Server

The following scenarios provide the necessary information and procedures to restore and recover database to an alternate server using the current and the previous versions of the Agent for Oracle.

### Restore to a Server that Supports the Exact Directory Structures

Use the following procedure to restore an Oracle database to an alternative server that can support the exact directory structures of the original Oracle server.

#### **To restore an Oracle database to an alternative server that supports exact directory structures**

1. Install the agent on the target server, and add another database instance for the new database that you want to recover.
2. On the Restore Manager Destination tab, clear the Restore to original location option. Select the directory on the target machine in which you want to restore.
3. Restore all necessary files for recovering (for example, the configuration files) to their original location on the target server.
4. Restore the database to the target's temp directory. The temp directory is where you would like to keep the files—database files, archive logs, and control files.
5. Move the database files and archive logs to their original location on the target server.
6. Copy the restored control file (CONTROL.%SID%) to all necessary directories and rename it with the appropriate name.
7. After you have restored the database files, recover the database.

For instructions on recovering databases, see [Recover the ORCL1 Database](#) (see page 90) and [Recover the ORCL2 Database](#) (see page 92).

## Restore to a Server with Different Directory Structures

Use the following procedure to restore to an alternate server that cannot support the different directory structure.

### To restore the database to a server with different directory structure

1. Install the option on the target server, and add an additional Oracle database instance for the new database that you want to recover.
2. Create an ORACLE instance or PWFIL if necessary, as described in the section Recover the ORCL Database in this appendix.
3. In the Arcserve Backup Restore Manager, clear the Restore to original location option.
4. Restore all necessary recovery files (for example, configuration files) to a new location on the target server.
5. Restore the database to the target's temporary directory (the temporary directory is where you would like to keep the files—database files, archive logs, and control files).
6. Move database files and archive logs to their new location on the target server.
7. Edit the INITSID.ORA to reflect your new directory structure. Because the directory structures are different from the original, the control files must be recreated.
8. Start up the instance but *do not mount or open* the database.
9. Connect to the instance.
10. Execute the following command:

```
Startup nomount
```

11. Issue the create control file command. For the exact syntax, see the Oracle documentation. An example might be:

```
create controlfile
set database TEST
logfile group 1('e:\oracle\test\redlog1a.ora') size 200K,
group 2('e:\oracle\test\redlog1b.ora') size 50K
RESETLOGS
datafile 'e:\oracle\test\sysrest.ora' size 10M,
'e:\oracle\test\testrollback.dbs' size 2M
maxlogfiles 50
maxlogmembers 3
maxdatafiles 200
maxinstances 6
archiveolog;
```

**Note:** The user has specified the RESETLOGS and ARCHIVELOG options.

12. Ensure that the control file is copied to all necessary locations and renamed with the appropriate name.
13. Enter the following command:  

```
Recover database using backup controlfile until cancel;
```
14. When the recovery is complete, enter the following command:  

```
Alter database open resetlogs;
```

This action recreates the redo logs and opens the database. If you get an error, check the previous section.
15. Delete the archive logs.

## Scenario for Creating a Duplicate Database on a Remote Host in RMAN Mode

In this scenario you can duplicate a database on a remote host with the same directory structure as of original database. In this example the original database is **orcl** and the hostname of the original database is **host1**, the original database orcl uses an RMAN recovery catalog database catdb on **host2**. While the duplicate database name will be **dup** and the hostname of the duplicate database is **host3**.

### To create a duplicate database on a remote host

1. On the host1, do one full backup for target database orcl with Arcserve Oracle Agent to make sure we have the necessary backups and archived redo logs. Here you can start the Oracle Agent Configuration utility to enable submit job from the RMAN console and configure the Oracle Agent.

```
C:\> rman catalog rman/rman@catdb target sys/sys_pwd@orcl
RMAN> run {
  allocate channel dev1 type "sbt_tape"
  backup database plus archivelog;
  release channel dev1;}
```

**Note:** Ensure you must enable rman catalog to do the full backup and perform the full backup from GUI.

2. On host3, create one Auxiliary Instance with oradim.

```
oradim -new -sid dup
```

3. On the host3, create an Oracle Password File for the Auxiliary Instance. For example:

```
Orapwd file="c:\oracle\product\10.2.0\db_1\database\PWDdup.ora" password=sys_pwd entries=5
```

4. Establish Oracle Net Connectivity to the Auxiliary Instance.

- On the host3, modify listener.ora.

Add the following entry to listener.ora

```
(SID_DESC =  
(SID_NAME = DUP)  
(ORACLE_HOME = C:\oracle\product\10.2.0\db_1)  
)
```

- On the host1, modify tnsnames.ora.

Add the following entry to tnsnames.ora

```
DUP =  
(DESCRIPTION =  
(ADDRESS_LIST =  
(ADDRESS = (PROTOCOL = TCP)(HOST = host3)(PORT = 1521))  
)  
(CONNECT_DATA =  
(SERVICE_NAME = dup)  
)  
)
```

**Note:** The auxiliary instance must be accessible via Net8. Before proceeding, use RMAN to ensure that you can establish a connection to the target database, the auxiliary instance, and the recovery catalog database.

In this example, the connection is established to three databases, all using net service names:

```
C:\> rman catalog rman/rman@catdb target sys/sys_pwd@orcl auxiliary sys/sys_pwd@dup
```

5. On the host3, create an initialization parameter file initdup.ora for the auxiliary instance dup.

Following are the examples of the initialization parameter settings for the duplicate database:

```
db_name=dup  
db_unique_name=dup  
background_dump_dest='C:\oracle\product\10.2.0\admin\dup\bdump'  
compatible='10.2.0.1.0'  
control_files='C:\oracle\product\10.2.0\oradata\dup\control01.ctl';C:\oracle\product\10.2.0\oradata\dup\control  
02.ctl';C:\oracle\product\10.2.0\oradata\dup\control03.ctl'  
core_dump_dest='C:\oracle\product\10.2.0\admin\dup\cdump'  
user_dump_dest='C:\oracle\product\10.2.0\admin\dup\udump'  
DB_FILE_NAME_CONVERT=('c:\oracle\product\10.2.0\oradata\orcl';C:\oracle\product\10.2.0\oradata\dup\)  
LOG_FILE_NAME_CONVERT=(c:\oracle\product\10.2.0\oradata\orcl';C:\oracle\product\10.2.0\oradata\dup  
\)
```



6. Now on the host3, start the auxiliary instance

Before you begin the RMAN duplication, use SQL\*Plus to connect to the auxiliary instance and start it in NOMOUNT mode (specifying a parameter file). In this example, sys\_pwd is the password for the user with SYSDBA authority and dup is the net service name for the auxiliary instance.

```
SQL> connect sys/sys_pwd@dup
SQL> startup nomount pfile='c:\oracle\product\10.2.0\db_1\database\PWDdup.ora';
```

**Note:** Because the auxiliary instance does not have a control file, you can only start the instance in the NOMOUNT mode. Do not create a control file or try to mount or open the auxiliary instance.

7. You can install Arcserve Oracle Agent and start Oracle agent configuration utility on the host3. Ensure the instance dup is checked to protect.
8. Modify config.xml in directory %Oracle\_Agent\_Home% to enable alternative restore.

Locate the following section in config.xml file:

```
<AlternateRestore>
  <IsAnyOriginalHost>0</IsAnyOriginalHost>
  <OriginalHost>
</AlternateRestore>
```

You can perform alternate restore using Set OriginalHost equal to the host1 or Set IsAnyOriginalHost to 1.

9. On the host1, use RMAN to connect to the target database, the duplicate database, and the recovery catalog database and issue Duplicate command.

```
C:\> rman catalog rman/rman@catdb target sys/sys_pwd@orcl auxiliary sys/sys_pwd@dup
connected to target database: ORCL (DBID=1143972091)
connected to recovery catalog database
connected to auxiliary database: DUP (not mounted)
RMAN> run
{
allocate auxiliary channel aux1 type "sbt_tape";
duplicate target database to dup;
release channel aux1;
}
```

10. Database duplication is complete. You can now run the following command on host3,

```
C:\> sqlplus / as sysdba
```

```
Connected to:
```

```
Oracle Database 10g Enterprise Edition Release 10.2.0.1.0 - Production
```

```
With the Partitioning, OLAP and Data Mining options
```

```
SQL> select status from v$database;
```

```
STATUS
```

```
-----
```

```
OPEN
```

```
SQL> SELECT NAME FROM V$DATABASE;
```

```
NAME
```

```
-----
```

```
DUP
```

# Glossary

---

**control file**

A control file is a file where a database records the status of the physical structures within the database.

**datafile**

A datafile is an operating system file that describes the physical structure of a database.

**glossary entry**

Oracle RMAN (Oracle Recovery Manager) is an Oracle application that lets you back up, restore, and recover Oracle databases from a disaster. For more information about how to use Oracle RMAN, see the Oracle web site.

**index**

An index is a database component that lets you retrieve data from the database.

**Oracle RAC**

Oracle RAC (Real Application Cluster) is an application that provides you with clustering and high-availability protection for Oracle database environments. For more information about using Oracle RAC, see the Oracle web site.

**redo log**

A redo log is a file where Oracle databases records changes to the database.

**schema object**

A database schema defines the structure of a database.

**tablespace**

A tablespace is a database component where database management objects are stored.



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