

# CA ARCserve® Backup for Windows

## Release Summary

r16



This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the "Documentation") is for your informational purposes only and is subject to change or withdrawal by CA at any time.

This Documentation may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA. This Documentation is confidential and proprietary information of CA and may not be disclosed by you or used for any purpose other than as may be permitted in (i) a separate agreement between you and CA governing your use of the CA software to which the Documentation relates; or (ii) a separate confidentiality agreement between you and CA.

Notwithstanding the foregoing, if you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with "Restricted Rights." Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © 2011 CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

## CA Technologies Product References

This document references the following CA Technologies products:

- BrightStor® Enterprise Backup
- CA Antivirus
- CA ARCserve® Assured Recovery™
- CA ARCserve® Backup Agent for Advantage™ Ingres®
- CA ARCserve® Backup Agent for Novell Open Enterprise Server for Linux
- CA ARCserve® Backup Agent for Open Files on Windows
- CA ARCserve® Backup Client Agent for FreeBSD
- CA ARCserve® Backup Client Agent for Linux
- CA ARCserve® Backup Client Agent for Mainframe Linux
- CA ARCserve® Backup Client Agent for UNIX
- CA ARCserve® Backup Client Agent for Windows
- CA ARCserve® Backup Enterprise Option for AS/400
- CA ARCserve® Backup Enterprise Option for Open VMS
- CA ARCserve® Backup for Linux Enterprise Option for SAP R/3 for Oracle
- CA ARCserve® Backup for Microsoft Windows Essential Business Server
- CA ARCserve® Backup for UNIX Enterprise Option for SAP R/3 for Oracle
- CA ARCserve® Backup for Windows
- CA ARCserve® Backup for Windows Agent for IBM Informix
- CA ARCserve® Backup for Windows Agent for Lotus Domino
- CA ARCserve® Backup for Windows Agent for Microsoft Exchange Server
- CA ARCserve® Backup for Windows Agent for Microsoft SharePoint Server
- CA ARCserve® Backup for Windows Agent for Microsoft SQL Server
- CA ARCserve® Backup for Windows Agent for Oracle
- CA ARCserve® Backup for Windows Agent for Sybase
- CA ARCserve® Backup for Windows Agent for Virtual Machines
- CA ARCserve® Backup for Windows Disaster Recovery Option
- CA ARCserve® Backup for Windows Enterprise Module

- CA ARCserve® Backup for Windows Enterprise Option for IBM 3494
- CA ARCserve® Backup for Windows Enterprise Option for SAP R/3 for Oracle
- CA ARCserve® Backup for Windows Enterprise Option for StorageTek ACSLS
- CA ARCserve® Backup for Windows Image Option
- CA ARCserve® Backup for Windows Microsoft Volume Shadow Copy Service
- CA ARCserve® Backup for Windows NDMP NAS Option
- CA ARCserve® Backup for Windows Storage Area Network (SAN) Option
- CA ARCserve® Backup for Windows Tape Library Option
- CA ARCserve® Backup Patch Manager
- CA ARCserve® Backup UNIX and Linux Data Mover
- CA ARCserve® Central Host-Based VM Backup
- CA ARCserve® Central Protection Manager
- CA ARCserve® Central Reporting
- CA ARCserve® Central Virtual Standby
- CA ARCserve® D2D
- CA ARCserve® D2D On Demand
- CA ARCserve® High Availability
- CA ARCserve® Replication
- CA VM:Tape for z/VM
- CA 1® Tape Management
- Common Services™
- eTrust® Firewall
- Unicenter® Network and Systems Management
- Unicenter® Software Delivery
- Unicenter® VM:Operator®

# Contact CA

## Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At <http://ca.com/support>, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

## Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to [techpubs@ca.com](mailto:techpubs@ca.com).

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at <http://ca.com/docs>.



# Contents

---

## Chapter 1: New Features 9

Synthetic Full Backup .....	10
Archive Manager .....	12
Archive Data to Amazon S3 Cloud Storage .....	13
Archive Data to Eucalyptus Private Cloud Storage .....	13
Recover WinPE Systems from a Disaster .....	14
Back Up and Restore SAP R/3 Data to Data Mover Servers .....	15
Image Option Support for Windows Operating Systems .....	15

## Chapter 2: Usability and Functional Enhancements 17

Enhanced Block-Level Data Analysis for the Agent for Virtual Machines .....	18
CA ARCserve D2D Integration .....	18
Support for Windows Server 2008 in a Cluster Environment .....	19
Disaster Recovery Option Enhancements .....	19
Enhanced Operating System Support for the Agent for IBM Informix.....	19
Enhanced Support for Cluster-Aware Applications.....	20
Enhanced Custom Backup Job Scheduling Options.....	20
Enhanced Logging for Libraries .....	20
Enhanced Support for IBM AIX Platforms .....	21
Enhanced Support for Non-global Zones on Solaris Operating Systems.....	21
Enhanced Support for Virtual Memory Allocation on Windows x86 and x64 Operating Systems .....	22
Enhanced Licensing Methods for Protecting Open Files.....	22
Enhanced Protection for Moved and Renamed Files.....	22
Support for 256 KB and 512 KB Tape Blocks .....	23
Web Based Online Help.....	23

## Chapter 3: Features Not Supported 25

Dropped Support for Windows 2000 Operating Systems .....	25
Dropped Support for Upgrading from BrightStor ARCserve Backup r11.5 to this Release .....	25
Client Agent for NetWare.....	25
Serverless Backup Option.....	26
Dropped Support on CA ARCserve Backup Components .....	26





# Chapter 1: New Features

---

This Release Summary describes new features, functional and usability enhancements, and dropped support included with CA ARCserve Backup r16.

The following sections describe the new features added to the product.

This section contains the following topics:

[Synthetic Full Backup](#) (see page 10)

[Archive Manager](#) (see page 12)

[Archive Data to Amazon S3 Cloud Storage](#) (see page 13)

[Archive Data to Eucalyptus Private Cloud Storage](#) (see page 13)

[Recover WinPE Systems from a Disaster](#) (see page 14)

[Back Up and Restore SAP R/3 Data to Data Mover Servers](#) (see page 15)

[Image Option Support for Windows Operating Systems](#) (see page 15)

## Synthetic Full Backup

Synthetic full backup lets you synthesize a previous full session and its subsequent incremental sessions to a full backup session.

Using the synthetic full backup option you can:

- Enable synthetic full backup and select the synthetic schedule.
- Synthesize incremental sessions to a new synthetic full backup session.
- Generate a real full backup based on the synthetic schedule for data assurance.
- Run a real full backup on the next full backup day without waiting for the scheduled full backup to run.
- Submit an on-demand synthetic full backup job without waiting for the scheduled data synthetic job to run.
- Allow scans of synthetic full backup sessions for data assurance.
- Migrate synthetic full backup sessions to tape, cloud, and disk devices using disk staging.
- Utilize disaster recovery and Point-in-Time restoration; you can perform a disaster recovery using a synthetic full backup session without referring to the previous full/incremental sessions.
- Perform point-in-time restores.

Synthetic full backup is supported on the following applications and platforms:

- Client Agent for Windows--All Windows platforms supported by the CA ARCserve Backup Client Agent for Windows.
- CA ARCserve Backup server component--All operating systems supported by the CA ARCserve Backup base product.

**Note:** Synthetic Full Backup is a Job type that you can submit from primary servers, member servers, and stand-alone servers.

- You can submit synthetic full backup jobs to only disk staging and data deduplication devices. However, you can migrate synthetic full backup sessions to tape media, cloud storage, and disk devices using disk staging operations.

### Be aware of the following:

- If a synthetic full backup contains data from other agents (for example, database agents, application agents, and agents from previous releases), CA ARCserve Backup synthesizes only data supported by this release of the Client Agent for Windows. When synthetic full backup jobs that contain data from the other agents run, CA ARCserve Backup applies the original scheduled methods to the other agents.
- Detailed information about synthetic full backups can be viewed in the Job Backup Status Report, Node Backup Status Report, and Total Protection Size Reports on the Dashboard.

- **Note:** To perform synthetic full backup jobs, you must install and license CA ARCserve Backup Agent for Open Files on the computers that you want to back up.

## Archive Manager

In this release, CA ARCserve Backup includes a new manager console called Archive Manager. The Archive Manager enables you to set archive schedule and policies for the selected Windows, UNIX/Linux and MAC file system data and submit archive jobs.

You can view the following tabs in the Archive Manager console:

- **Start**--Lets you specify the type of archive job that you want to submit. You can submit normal archive, deduplication archive, staging archive, and archive to cloud storage.
- **Source**--Lets you specify the data that you want to archive. This tab only displays Windows, UNIX/Linux and MAC client agents.
- **Schedule**--Lets you specify a repeat method for the job.  
**Note:** Archive jobs require full backups; a run once job schedule option is not available.
- **Policies**--Lets you specify a file pattern, directory pattern, file attribute, host name pattern, file size, when the file was last accessed, modified or created, and data verification.
- **Destination**--Lets you specify the location where you want to store your archive files. This tab only displays the following devices: Deduplication, Tape, and Cloud.

The Archive Manager lets you:

- Set retention times to define the length of time that archive media is not used before it is moved to the scratch set (tape media) or purged (deduplication devices and backup to cloud devices).
- Delete archived data automatically that has expired retention dates from archive media.
- Search for data that is eligible for archiving and back it up, and then delete the archived data from its original location immediately.
- Retrieve archived data from archive media with restore job.
- Set up email alerts to notify you when job-related events occur. For example, the job completed successfully, the job was canceled by the user, and so on.

You can archive files to cloud with the following considerations:

- Cloud Archive Option is selected at the Start tab;  
**Note:** If this option is not selected, Cloud device will not be available as your destination.
- Archived files are not backed up to cloud device directly, instead archived files are backed up to a disk staging device first and then migrated to cloud device.

You can view archive status from the following Dashboard Reports.

- Node Archive Status Report
- Job Archive Status Report
- Total Protection Size Report

## Archive Data to Amazon S3 Cloud Storage

In this release, CA ARCserve Backup lets you archive data to cloud storage. You can only specify the cloud device in the final destination tab when you enable staging from the Backup Manager.

The Device Manager lets you perform the following tasks:

- **Manage cloud connections**--Configuring cloud connections enables you configure CA ARCserve Backup to access cloud storage services. This release of CA ARCserve Backup archive data to Amazon S3 cloud storage.
- **Manage cloud-based devices**--Cloud-based devices let you specify where CA ARCserve Backup can migrate and store data in the cloud. CA ARCserve Backup lets you create cloud devices that link to cloud folders. You can link cloud devices to new or existing cloud folders. If the cloud folder is configured with password protection, you must specify a password otherwise you cannot link the cloud device to the cloud folder.

**Note:** Before you create a cloud device, you need to configure a cloud connection first, see Manage Cloud Connections.

- **Browse cloud folder**--CA ARCserve Backup lets you browse cloud folders directly from the Device Manager window. This functionality lets you browse for specific cloud devices and delete files manually from the cloud storage device.
- **View Cloud-based reports**--CA ARCserve Backup contains new reports that help you manage cloud-based jobs:
  - Backup Data Location Report
  - Data Distribution on Media Report
  - Recovery Point Objective Report

## Archive Data to Eucalyptus Private Cloud Storage

This release of CA ARCserve Backup lets you archive data to Eucalyptus private cloud storage. CA ARCserve Backup supports archiving data to the following versions of Eucalyptus:

- Eucalyptus 2.0
- Eucalyptus 2.0.2

## Recover WinPE Systems from a Disaster

In this release, CA ARCserve Backup includes support for Windows Preinstallation Environment (WinPE). WinPE is a minimal Win32 operating system that lets you prepare computers for Windows installations, copy disk images from network shared folders, and initiate Windows setup. CA ARCserve Backup lets you recover Windows Server 2003, Windows Server 2008, and Windows 7 systems running WinPE from a disaster using a Windows PE recovery CD.

Be aware of the following:

- The WinPE Disaster Recovery CD is integrated with the CA ARCserve Backup Installation DVD where the DVD can now perform disaster recovery for both x86 and amd64 (BIOS only) platforms.

In addition, there are two separated ISOs for EFI/uEFI and IA64 platforms for Disaster Recovery located under the Disaster Recovery directory of the CA ARCserve Backup Installation DVD:

- WinPE\_UEFI.iso
- WinPE\_IA64.iso

You need to burn them to a CD or DVD first before performing disaster recovery on the EFI/uEFI or IA64 platforms.

- To use WinPE, you must upgrade the Client Agent for Windows and the CA ARCserve Backup server component to this release and have at least 1 GB of physical memory to run WinPE.

WinPE provides utilities for you to use to help fix environment issues:

- **Load Driver Utility**--This utility is used to load NIC, SCSI, or FC drivers.
- **Network Configuration**--This utility is used to help you configure your IP address.
- **iSCSI Configuration**--This utility is used to help you configure iSCSI connections.
- **Activity Log**--This utility is used to view the disaster recovery activity log.
- **Troubleshooting**--This utility is used to investigate disaster recovery issues.
- **Run**--This utility is used to run other applications in the disaster recovery environment.

## Back Up and Restore SAP R/3 Data to Data Mover Servers

This release of CA ARCserve Backup lets you submit backup and restore jobs containing UNIX and Linux, SAP R/3 for Oracle data from CA ARCserve Backup data mover servers, primary servers, and member servers to locally attached devices. Using CA ARCserve Backup UNIX and Linux Data Mover to back up your SAP R/3 for Oracle data you can avoid transferring data via TCP communication. This approach helps improve overall backup and restore performance.

For more information about this enhancement, see the *CA ARCserve Backup for UNIX and Linux Enterprise Option for SAP R/3 for Oracle Guide*.

## Image Option Support for Windows Operating Systems

This release of the CA ARCserve Backup Enterprise Module includes enhanced operating system support for the Image Option. The Image Option now includes support for the following Windows operating systems:

- Windows Server 2003 x64
- Windows Server 2008 x64
- Windows Server 2008 R2





# Chapter 2: Usability and Functional Enhancements

---

This section describes the usability and functional enhancements made to the product such as changes to the user interface, changes to licensing, setup, and deployment, and documentation changes.

This section contains the following topics:

- [Enhanced Block-Level Data Analysis for the Agent for Virtual Machines](#) (see page 18)
- [CA ARCserve D2D Integration](#) (see page 18)
- [Support for Windows Server 2008 in a Cluster Environment](#) (see page 19)
- [Disaster Recovery Option Enhancements](#) (see page 19)
- [Enhanced Operating System Support for the Agent for IBM Informix](#) (see page 19)
- [Enhanced Support for Cluster-Aware Applications](#) (see page 20)
- [Enhanced Custom Backup Job Scheduling Options](#) (see page 20)
- [Enhanced Logging for Libraries](#) (see page 20)
- [Enhanced Support for IBM AIX Platforms](#) (see page 21)
- [Enhanced Support for Non-global Zones on Solaris Operating Systems](#) (see page 21)
- [Enhanced Support for Virtual Memory Allocation on Windows x86 and x64 Operating Systems](#) (see page 22)
- [Enhanced Licensing Methods for Protecting Open Files](#) (see page 22)
- [Enhanced Protection for Moved and Renamed Files](#) (see page 22)
- [Support for 256 KB and 512 KB Tape Blocks](#) (see page 23)
- [Web Based Online Help](#) (see page 23)

## Enhanced Block-Level Data Analysis for the Agent for Virtual Machines

This release of the CA ARCserve Backup Agent for Virtual Machines includes the following:

- The Agent for Virtual Machines now includes enhanced block-level data analysis for backing up data that resides on Hyper-V and VMware virtual machines. The agent now identifies the used blocks of data on virtual disks, and backs up only the used blocks of data. This capability lets CA ARCserve Backup decrease the overall backup time for jobs.
- The Agent for Virtual Machines now backs up virtual machines that are configured with virtual compatibility mode raw device mappings (RDMs).  
**Note:** VMware does not support restoring virtual compatibility mode RDMs as RDMs. Therefore, CA ARCserve Backup restores the virtual compatibility mode RDMs as virtual hard disks on your datastore.
- The Agent for Virtual Machines now uses vStorage APIs for Data Protection (VADP). VADP lets CA ARCserve Backup perform centralized virtual machine backups without the disruption and overhead of running backup tasks from inside each virtual machine.
- The Agent for Virtual Machines now deploys VMware Virtual Disk Development Kit (VDDK) 1.2.1 on all systems where you install the agent. You no longer must download and install VDDK on your backup proxy systems.

## CA ARCserve D2D Integration

This release of CA ARCserve Backup integrates with CA ARCserve D2D so that you can perform the following tasks:

- Create CA ARCserve Backup backup sessions from CA ARCserve D2D backup data.
- Back up CA ARCserve D2D backup sessions stored on locally attached CA ARCserve D2D computers, remote proxy servers, and remote shares to CA ARCserve Backup media.
- Perform raw backups of CA ARCserve D2D recovery points.
- Back up CA ARCserve D2D recovery points from CA ARCserve D2D computers that are installed on VMware vSphere virtual machines.
- Recover CA ARCserve D2D data at file and folder level granularity and Microsoft SQL Server databases and Microsoft Exchange Server mailboxes at application level granularity from CA ARCserve Backup media.

**Note:** For more information, see Backing Up and Recovering CA ARCserve D2D Data in the Administration Guide.

## Support for Windows Server 2008 in a Cluster Environment

This release of the CA ARCserve Backup base product supports cluster-aware implementations on the following Windows operating systems:

- Windows Server 2008 x86
- Windows Server 2008 x64
- Windows Server 2008 R2

## Disaster Recovery Option Enhancements

This release of the CA ARCserve Backup Disaster Recovery Option includes the following usability enhancements:

- The option lets you perform disaster recovery operations using machine-specific data that is stored on the backup server, local devices, remote file system shares, and alternative locations.
- The option provides support for recovering computers that use multi-byte languages from a disaster.

## Enhanced Operating System Support for the Agent for IBM Informix

This release of the CA ARCserve Backup Agent for IBM Informix now includes support for the following Windows operating systems:

- Windows Server 2003 x64
- Windows Server 2008 x64
- Windows Server 2008 R2

## Enhanced Support for Cluster-Aware Applications

CA ARCserve Backup r16 includes the following enhancements for protecting cluster-aware applications:

- This release of CA ARCserve Backup lets you register virtual clusters as CA ARCserve Backup domain member servers. With this enhancement CA ARCserve Backup lets you perform backup and recovery operations on cluster-aware applications that are installed on clustered nodes, such as Microsoft SQL Server.
- This release of CA ARCserve Backup extends support to NEC CLUSTERPRO/ExpressCluster X 3.0 for Windows.
- The Server Configuration Wizard provides you with enhanced functionality that lets you register virtual clusters as CA ARCserve Backup domain member servers.

## Enhanced Custom Backup Job Scheduling Options

This release of CA ARCserve Backup lets you append backup data generated by Custom Schedule backup jobs to one tape. With the Append option, CA ARCserve Backup lets you re-use media, which helps to minimize the overall quantity of tapes needed for custom schedule backup jobs. This new feature is most beneficial to backup environments where the overall size of daily, full backup data is relatively small.

The Append option can be applied to the schedule for Normal backup jobs, UNIX/Linux Data Mover backup jobs, and to the migration phase of Staging backup jobs.

To use the Append option, specify Custom Schedule on the Backup Manager Schedule tab when you specify a schedule for a job. You can specify from 1 to 3650 as the quantity of days that you want to append the backup data to the media.

**Note:** The Append option cannot be applied to jobs where the backup destination specified is to deduplication devices or cloud storage.

## Enhanced Logging for Libraries

This release of CA ARCserve Backup lets you configure the Tape Engine to notify you when the quantity of blank tapes available to a library is less than a specified value. With the Monitor blank tapes option specified, CA ARCserve Backup generates an Activity Log message when the quantity of blank tapes available to the library is less than the value that you specified. You can apply this option to single and multiple drive libraries.

## Enhanced Support for IBM AIX Platforms

This release of CA ARCserve Backup Client Agent, CA ARCserve Backup Agent for Oracle, CA ARCserve Backup Enterprise Option for SAP R/3 for Oracle, and CA ARCserve Backup UNIX and Linux Data Mover extends support to the following IBM AIX operating systems on LPAR (Logical Partition):

- AIX Version 5.2
- AIX Version 5.3
- AIX Version 6.1

## Enhanced Support for Non-global Zones on Solaris Operating Systems

This release of the CA ARCserve Backup Client Agent for UNIX extends support for Solaris non-global zones on the following operating systems:

- Solaris SPARC 10
- Solaris 10 (x86, x64)

This release of the CA ARCserve Backup for UNIX Agent for Oracle extends support for Solaris non-global zones on the following operating systems:

- Solaris SPARC 10
- Solaris 10 (x86)

This release of CA ARCserve Backup for UNIX and Linux Data Mover extends support for Solaris non-global zones on the following operating systems:

- Solaris SPARC 10

## Enhanced Support for Virtual Memory Allocation on Windows x86 and x64 Operating Systems

This release of CA ARCserve Backup includes support for Large Address Aware functionality on Windows x86 and x64 operating systems. As a Large Address Aware capable application, CA ARCserve Backup can access up to 3 GB of virtual memory on Windows x86 operating systems and 4 GB of virtual memory on Windows x64 operating systems.

On Windows x86 operating systems, you must modify the accessible memory switch. If you install the CA ARCserve Backup server component on a computer that is running an x86 version of Windows, this enhancement helps to improve the overall performance of the CA ARCserve Backup Tape Engine. On Windows x64 operating systems, no configuration is required.

## Enhanced Licensing Methods for Protecting Open Files

With this release of CA ARCserve Backup, there are two licensing methods that you can use to back up and restore open files.

- Install the CA ARCserve Backup Agent for Open Files on the client computer.  
This method lets you protect open files using the Agent for Open Files and Microsoft Volume Shadow Copy Service. With this method, the Agent for Open Files license provides you with a 30-day trial period.
- Apply the license for the CA ARCserve Backup Agent for Open Files on the CA ARCserve Backup server (do not install the agent on the client computer).  
This method lets you protect open files using Microsoft Volume Shadow Copy Service instead of the Agent for Open Files. This method does not provide you with a 30-day trial period.

## Enhanced Protection for Moved and Renamed Files

This release of the CA ARCserve Backup Universal Agent was enhanced to set the Archive bit when you move and rename files and folders in a volume. If you move or rename a folder, the Universal Agent sets the Archive bit recursively for all objects (subfolders and files) contained in the folder. This functional enhancement helps ensure that CA ARCserve Backup performs incremental backups on files and folders after they are moved or renamed. In addition, CA ARCserve Backup behaves in this manner by default. For information about changing the default behavior, see "Troubleshooting" in the *Administration Guide*.

**Note:** You must install and license CA ARCserve Backup Agent for Open Files on all computers that contain moved and renamed files that you want to protect.

## Support for 256 KB and 512 KB Tape Blocks

This release of CA ARCserve Backup includes support for 256 KB and 512 KB tape blocks. This enhancement lets CA ARCserve Backup write data to tape drives using a larger tape block size, which can help increase the overall efficiency of the device.

By default, CA ARCserve Backup formats data in 64 KB tape blocks, or the maximum block size that CA Technologies certified for the library. To increase the block size to 256 KB or 512 KB, you define the tape block size in a registry key for the library that CA ARCserve Backup applies to all drives in the library.

**Note:** You can modify the default behavior for backups to autoloaders and tape libraries.

## Web Based Online Help

This release of CA ARCserve Backup contains an online bookshelf, which consists of help systems and PDF files that you access via the Internet. With web-based online help, you can access the latest version of CA ARCserve Backup documentation without having to install CA ARCserve Backup product updates. This online version of the bookshelf is the default.

However, if you wish to download and install the bookshelf, you can view the online help and PDF files from a local destination by configuring the documentation to use the help from a local source on the Documentation Configuration dialog.





# Chapter 3: Features Not Supported

---

The features described in the following sections are not supported at this time by CA ARCserve Backup r16.

This section contains the following topics:

[Dropped Support for Windows 2000 Operating Systems](#) (see page 25)

[Dropped Support for Upgrading from BrightStor ARCserve Backup r11.5 to this Release](#) (see page 25)

[Client Agent for NetWare](#) (see page 25)

[Serverless Backup Option](#) (see page 26)

[Dropped Support on CA ARCserve Backup Components](#) (see page 26)

## Dropped Support for Windows 2000 Operating Systems

CA ARCserve Backup for Windows r16 no longer includes support for Windows 2000 operating systems. This change affects all CA ARCserve Backup r16 agents and options.

## Dropped Support for Upgrading from BrightStor ARCserve Backup r11.5 to this Release

CA ARCserve Backup for Windows r16 does not support upgrading from BrightStor ARCserve Backup r11.5.

You can upgrade to this release from the following products:

- CA ARCserve Backup for Windows r15--Includes the General Availability (GA) release and all of the latest service packs.
- CA ARCserve Backup for Windows r12.5--Includes the GA release and all of the latest service packs.
- CA ARCserve Backup for Windows r12--Includes the GA release and all of the latest service packs.

## Client Agent for NetWare

This release of CA ARCserve Backup does not include client agent support for NetWare-based operating systems.

The NetWare Systems object was removed from the Classic view of the Backup Manager Source directory tree, and the Restore Manager Source directory tree.

## Serverless Backup Option

This release of the CA ARCserve Backup Enterprise Module no longer includes the Serverless Backup Option.

## Dropped Support on CA ARCserve Backup Components

The following list describes dropped support on CA ARCserve Backup r16 components.

- **CA ARCserve Backup Client Agent for Windows**--This release of the agent no longer supports protecting computers running Windows 98, Windows Me, and Windows 2000 operating systems.
- **CA ARCserve Backup Client Agent for UNIX**--This release of the agent does not include support for HP 11.22 IA operating systems.
- **CA ARCserve Backup Client Agent for Linux**--This release for the agent does not include support for Redhat Enterprise Linux 3 operating systems.
- **CA ARCserve Backup Agent for Informix**--This release of the agent supports only Informix 11.0 and later operating systems.
- **CA ARCserve Backup Agent for Microsoft Exchange Server**--This release of the agent no longer supports Microsoft Exchange Server 2000.
- **CA ARCserve Backup Agent for Sybase**--This release of the agent supports only Sybase 15 and later.
- **CA ARCserve Backup Base Product**--The CA ARCserve Backup base product no longer supports integrating with Microsoft Windows Essential Business Server (Microsoft Windows EBS).
- **CA ARCserve Backup Agent for Oracle**--This release of the agent supports only Oracle 9i and later.  
**Note:** This update affects the Agent for Oracle installed on Windows, UNIX, and Linux platforms.
- **CA ARCserve Backup Enterprise Option for SAP R/3 for Oracle**--This release of the option supports only Oracle 9i and later.
- **CA ARCserve Backup Tape Library Option**--This release of the option does not support backing up data to optical libraries. The option continues to include support for tape libraries, tape RAID libraries, and CA ARCserve Backup virtual libraries.
- **CA ARCserve Backup Enterprise Option for SAP R/3 for Oracle (UNIX/Linux)**--This release of the option no longer supports Red Hat Enterprise Linux 3.x
- **CA ARCserve Backup UNIX and Linux Data Mover**--The CA ARCserve Backup UNIX and Linux Data Mover no longer supports Red Hat Enterprise Linux 3.x.