Arcserve® Backup Patch Manager for Windows

User Guide

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arcserve®

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.

Contents

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.

Chapter 1: Understanding Arcserve Backup Patch Manager

This section contains the following topics:

Introduction

A patch lets Arcserve deliver product improvements (published patches) to users. Patches are used to deliver bug fixes, new hardware support, and performance and security enhancements. (Service Pack releases are not delivered through Arcserve Backup Patch Manager).

In the past, Arcserve Backup users needed to download and apply patches manually when they were released. They also needed to access the Arcserve Support website frequently to learn about the existence of a fix or a patch. Arcserve Backup Patch Manager simplifies this process and provides a fast, easy, and reliable solution to automatically keep your Arcserve Backup installations up-to-date with the latest patches and updates. Arcserve Backup Patch Manager is your link between Arcserve and your Arcserve Backup (and agents) running on Windows and should be installed on every machine that has Arcserve Backup installed to get automatic updates.

Arcserve Backup Patch Manager provides the following features:

- The capability to check for all new and available patches.

- The capability to perform automatic checks for critical patches and to determine dependency rules for selected patches during the download, install, and uninstall process.

- The capability to trigger automatic (for critical patches only) or manual downloading and installation of available patches.

- The capability to specify a custom schedule for automatic patch download and install (for critical patches only).

- If configured, the capability to automatically send email notifications when new patches become available, when they are downloaded, and/or when they are installed.

■ The capability to generate reports to view the current state of Arcserve Backup (patches installed) and also view a history of the patches that were downloaded, installed, and uninstalled on a server. This comprehensive reporting allows you to easily access reports to help understand the complete patch status on any machine.

■ The capability to display handy tool-tip references about specific patches (for example: the patch download date, patch install date, patch type, and so on).

■ The capability to display "Alerts and Messages" in a quick and easy-to-see information pane. These alerts and messages contain information such as the time and date of the last check update, number of new patches, which patches are classified as critical, security updates, device patches, and so on.

■ The capability to display the Readme of a patch published at the Arcserve Support website. For more detailed description or additional information about a specific patch, contact Arcserve Technical Support for online technical assistance.

■ The capability to display the Patch Manager Service status in the GUI.

■ The capability to configure the client and a staging server to connect to Arcserve Support (either directly or through a proxy server).

■ The capability to use staging servers for data centers that have limited access to the internet.

■ The capability for Arcserve Backup Patch Manager deployed as Staging Server to refer to another Staging Server that is already existing.

■ The capability to use proxy servers.

■ The capability to manually uninstall a patch (if necessary).

■ The capability of the Arcserve Backup Patch Manager to update itself when self-patches become available.

Note: Patches to the Arcserve Backup Patch Manager will not be displayed in the Product drop down menu or the Patches Update pane. These self-patches are always considered as critical patches and all actions (Check for Updates, Download, and Install) will be performed automatically as scheduled.

Arcserve Backup Patch Manager Components

Arcserve Backup Patch Manager consists of the following components:

■ Patch Manager GUI (see page 11)

■ Patch Manager Service (see page 11)

Patch Manager GUI

The Patch Manager graphical user interface (GUI) allows you to manage the configuration and scheduling of patch downloads and installations. The Patch Manager GUI displays a listing and the status of the published patches that were available, downloaded, and installed. For more information, see Understanding the Arcserve Backup Patch Manager GUI (see page 40).
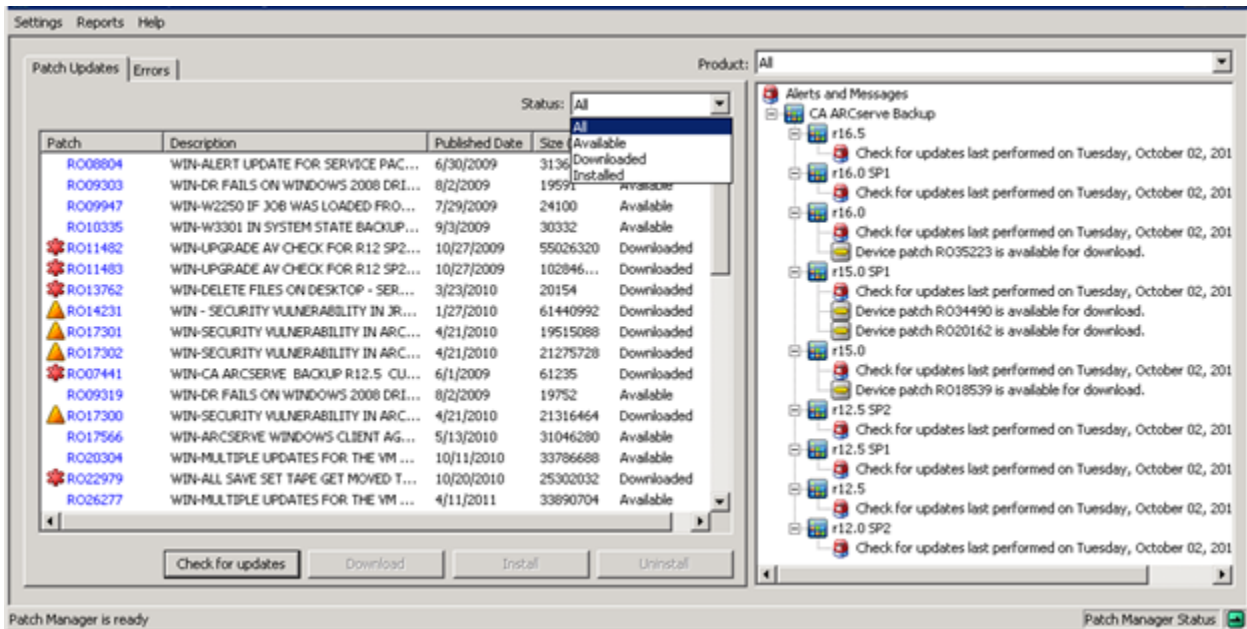
Patch Manager Service

The Patch Manager Service (Arcserve Backup Patch Manager Service) is the core engine and responsible for executing the requests from the GUI or Patch Scheduler to download and/or install patches. It is also responsible for sending email notifications. The Patch Scheduler is an integral part of the Patch Manager Service. The Patch Scheduler is responsible for starting at a scheduled time and triggering an automatic check for available patches or an automatic download/installation of available patches.

Arcserve Backup Patch Manager Guidelines

The following guidelines apply to the Patch Manager:

■ Within the Arcserve Backup environment, Patch Manager can be installed wherever Arcserve Backup components reside. Patch Manager can be installed not only on systems running Arcserve Backup, but also on any of its Windows based agents).

For example, a Arcserve Backup Domain can have several machines or servers, each with Arcserve Backup installed, and each with Patch Manager installed.

– Staging servers installs do not need to reside on a server that has Arcserve Backup installed

Note: A Staging Server is used as a temporary storage place for patch downloads before being installed into Arcserve Backup clients.

– Client needs to be installed on machines that have Arcserve Backup components installed.

■ Patch Manager client must be installed on machines running Arcserve Backup components if you want to download and install patches (either manually or automatically).

■ Each Patch Manager installation should be configured to get the patches from a local staging server or directly from the Arcserve Support website.

■ Automatic download/installation of patches is available only for critical patches ✳.

■ The local staging server should be HTTP enabled, so that other client servers can communicate with this staging server to download/install patches.

■ If configured, Patch Manager can get the available patches through a proxy server.

■ When a patch is selected for manual download, all its dependent patches are also selected for download. (But you will have the option to select the patch(es) to be downloaded, regardless of any dependency relationship). In a scheduled request, all the new available patches will be downloaded. In this case dependency among the patches will not be checked.

■ A patch can be installed only if all its dependent patches are already successfully installed.

■ Prior to uninstalling a patch, Patch Manager will check for any dependent patches that are also installed.

– A patch can be uninstalled only if all its dependent patches are already uninstalled.

– A patch can only be uninstalled if it is not a pre-requisite patch for any other patches which are already installed.

How Arcserve Backup Patch Manager Works

Arcserve Backup Patch Manager allows you to proactively manage Arcserve Backup patches and updates by automating the process of collecting, analyzing, downloading, and installing available patches.
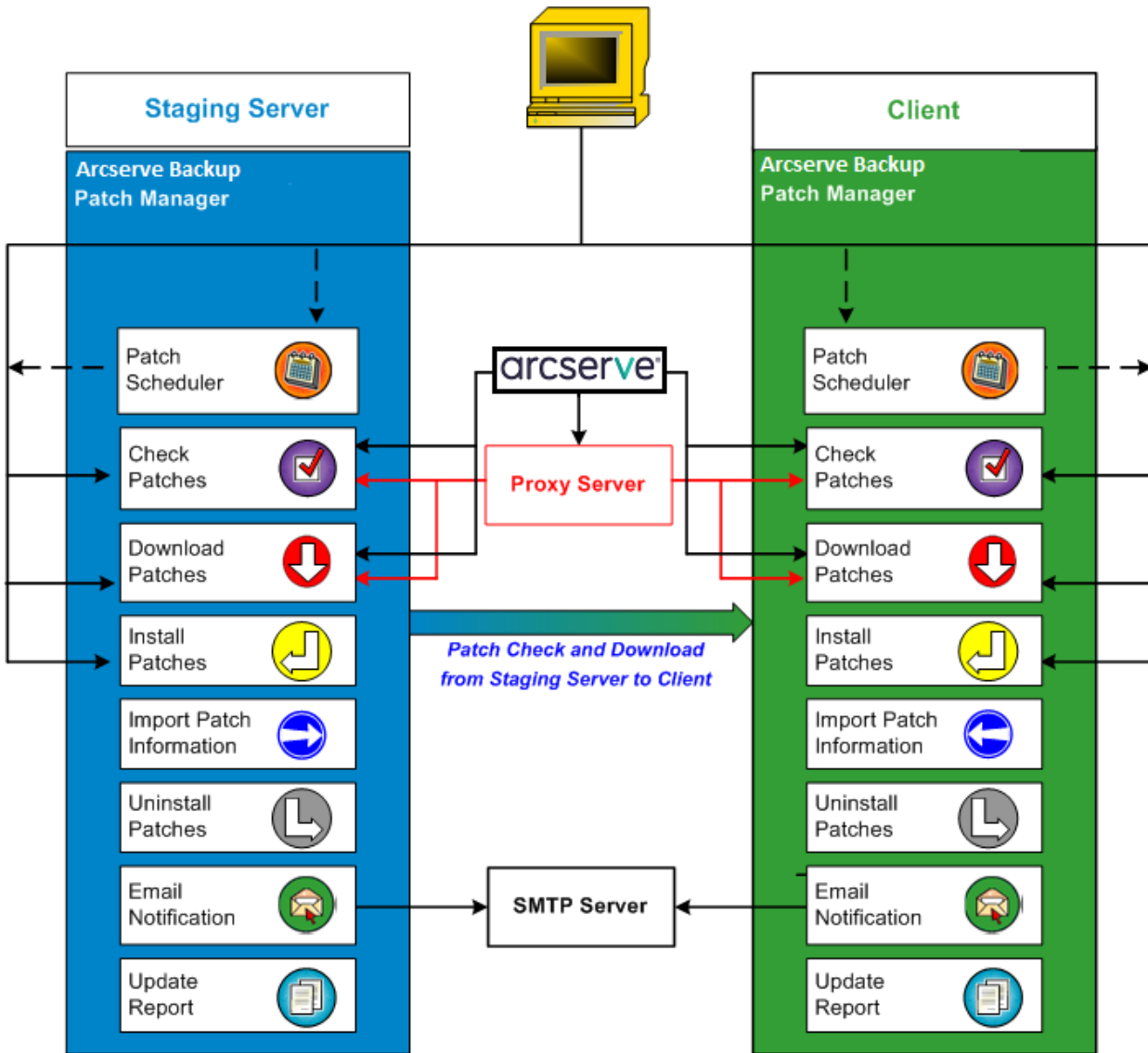
If it is determined that Arcserve Backup is installed on your server, Arcserve Backup Patch Manager will scan the installation to determine which patches are already installed and then compare it to all available updates. (This check for available updates can be filtered by product release). You can then either manually trigger a download/installation of the patches (all types of patches) or configure a schedule for automatic download/installation of the patches (critical patches only).

A Staging Server can be used as a temporary storage location for patch downloads before they are installed into Arcserve Backup clients. You may not want to expose all your production servers to internet to download patches from the Arcserve server. In this case, you can first download patches to one local Staging Server and then allow your other production servers to download the patches from that local Staging Server. You can install the Arcserve Backup Patch Manager on a server that is exposed to internet and download the patches to that server. You can then have Arcserve Backup Patch Manager installed on your production servers where Arcserve Backup is installed and point to this local Staging Server to download and install patches.

Arcserve Backup Patch Manager provides the following functions:

- Check for available patches (manual or scheduled)

- Download available patches from Arcserve (directly to the client or to a staging server)

- Install successfully downloaded patches. The installation process will start after downloading the patches to the machine (staging server or client).

- Send email notifications for events such as when a new patch is available, when a patch download was performed, and when a patch install was performed

- Generate reports for current status and history of installed and uninstalled patches.

- Check for patch dependencies

- Uninstall patches (if necessary)

Check for Available Patches

Arcserve Backup Patch Manager provides the capability to check for new and available Arcserve Backup patches and updates either directly from Arcserve or through a proxy server (as configured). This check for available patch function can be triggered either manually from the user interface (GUI) or automatically as specified by the Patch Scheduler.

When triggered, Arcserve Backup Patch Manager will contact Arcserve Support to check a file that contains the available patch information. If it is determined that this available patch information file has been modified since the last check, it will be downloaded from the site for comparison. The available patch information is then compared to another file containing the already downloaded patch information to determine which available patches are new and have not been previously downloaded and successfully installed.
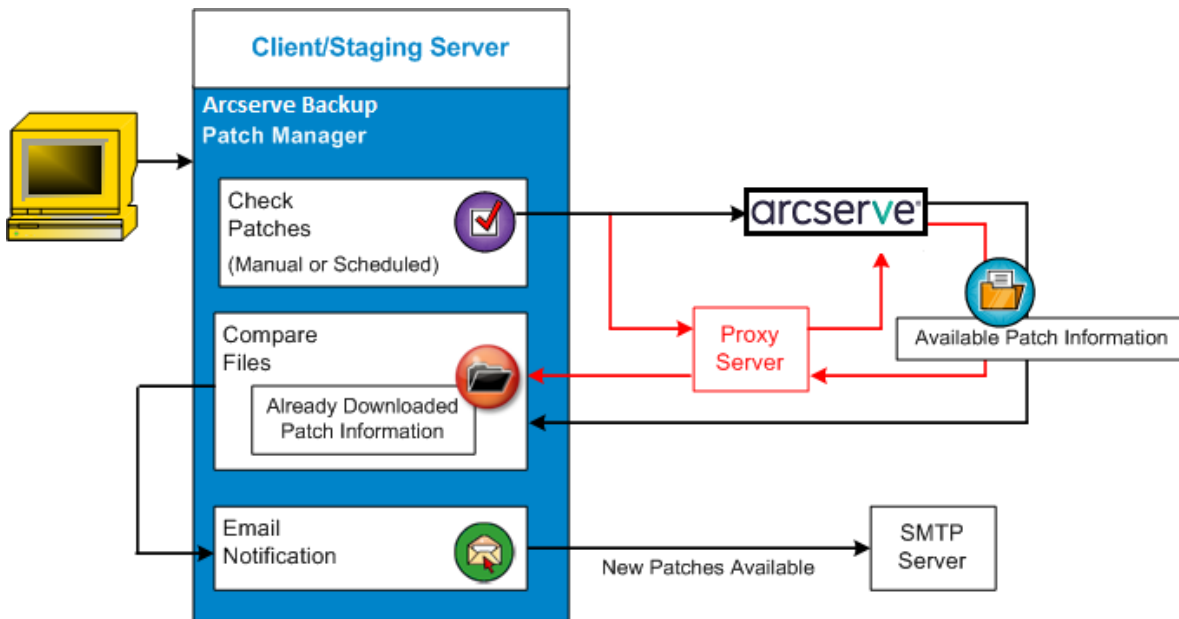
■ If it is determined that the patch has not been previously downloaded, Arcserve Backup Patch Manager will tag the patch as an available patch.

■ If it is determined that the patch has already been downloaded successfully with the correct checksum value and file name, Arcserve Backup Patch Manager will then verify the existence of the patch in the physical location.

– If the physical file does not exist and it is not installed, then the patch will be tagged as an available patch.

– If the patch file exists in the patch repository (with the correct checksum, digital signature, and file name), then the previous status (downloaded) will be maintained.

– If the patch file exists, but the already downloaded patch information (file name and checksum value) does not match the available patch information, then that patch will be tagged as an available patch.

■ If configured, an email notification will be sent to inform you when new updates are available.

User Initiated Patch Check for Update Process

If you have selected to initiate a check for available patches (instead of specifying a scheduled check), the process for this task is as follows:

1. Select the product to check (Arcserve Backup).

2. Click the Check for Updates button for the selected product.

   The available patch information is downloaded (if modified) from Arcserve Support to either your client or to a staging server.

3. The available patch information is then compared to a locally residing file containing the already downloaded patch information.

   A listing of all the available Arcserve Backup patches for the selected product is displayed.

4. If configured, an email notification is sent informing you when new Arcserve Backup patches are available for downloading.

Scheduled Patch Check for Update Process

If you have selected to schedule an automatic check for available patches (instead of specifying a user-initiated check), the process for this task is as follows:

1. Based upon the configured time settings for automatic checks, Arcserve Backup Patch Manager will trigger the Patch Scheduler to invoke the check for available patches.

   The available patch information is downloaded (if modified) from Arcserve Support to either your client or to a staging server.

2. The available patch information is then compared with locally residing files containing the already downloaded patch information and installed patch information.

   A listing of all the available Arcserve Backup patches for the selected product is displayed.

3. If configured, an email notification is sent informing you when new Arcserve Backup patches are available for downloading.

Download Patches

Arcserve Backup Patch Manager provides the capability to download available patches and updates either directly from the Arcserve Support server (via HTTP) or from the Staging Server configured locally which in turn connects to the Arcserve Support server. This patch download function can be triggered by the user interface (GUI) or automatically (for critical patches only) as specified by the Patch Scheduler.

Note: To obtain additional information about a specific Arcserve Backup patch listed in the Patch Manager, contact Arcserve Technical Support.

When triggered, Arcserve Backup Patch Manager will contact Arcserve Support and download the available patches (along with any available dependent patches) and place them in a holding directory (on either the Staging Server or the Client) until directed to proceed with the subsequent installation process. (The downloaded patches do not get deleted after installation). In addition, Arcserve Backup Patch Manager will also update the downloaded patch information report with the latest status.

If configured, an email notification will be sent to inform you that new patches have been downloaded.
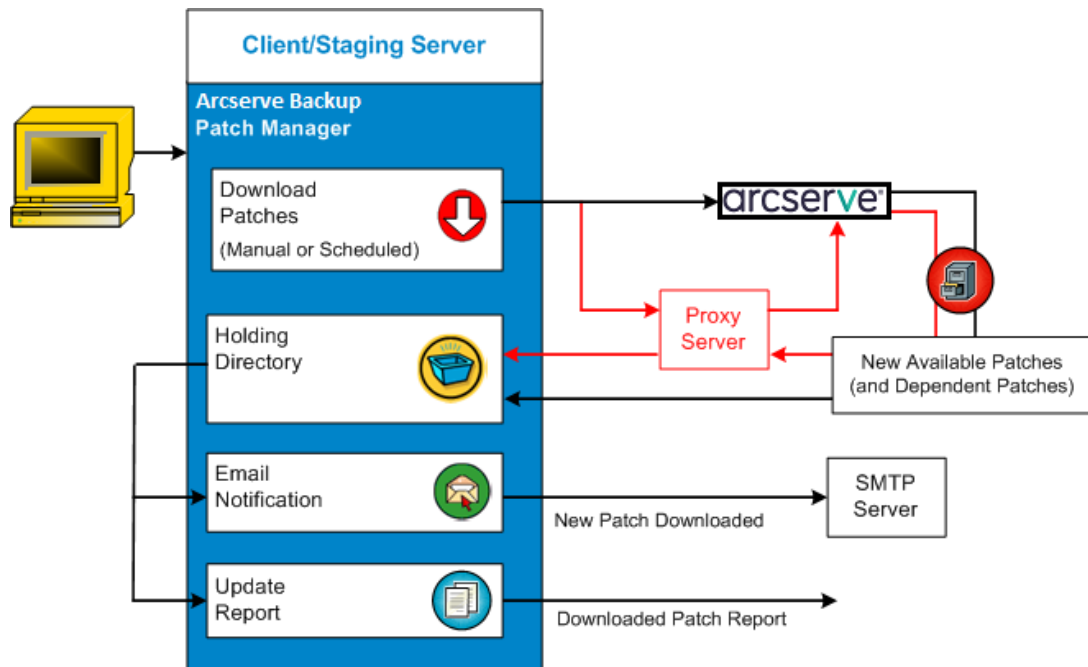
Download Patch Process

If you have selected to manually initiate the download or scheduled an automatic download of the available patches, the process for this task is as follows:

Important! When you are specifying a scheduled day and time for automatic patch downloads/installs, please make sure the schedule does not coincide or conflict with other scheduled active Arcserve Backup jobs (backup, restore, scan, merge, tapecopy, etc). The installation of some patches can cause the Arcserve Backup Services to be shut down and possibly disrupt your job.

Note: Automatic patch download and installation is available for critical Arcserve Backup patches only.

1. When triggered, downloads the new available patches (and any dependent patches) either directly from the Arcserve Support site or through a proxy server (as configured) to a holding directory.

    The default location for the patch download folder is: X:\Program Files\CA\SharedComponents\capm.

    Note: If the volume of the holding directory becomes full, a Disk Space not available status will be displayed in the Errors tab informing you of this condition.

2. If configured, an email notification is sent informing you when new Arcserve Backup patches have been downloaded.

3. Invokes the reporting task to generate an updated Patches Downloaded Report with the latest status.

Install Patches

Arcserve Backup Patch Manager provides the capability to install the available and successfully downloaded patches and updates. This install function can be triggered by the user interface (GUI) or automatically (for critical patches only) as specified by the internal Patch Scheduler. Patches for the Arcserve Backup Patch Manager will not be displayed in the GUI. These self-patches are always considered critical patches and will be automatically installed as scheduled.

Note: To obtain additional information about a specific Arcserve Backup patch listed in the Patch Manager, contact Arcserve Technical Support.

When triggered, Arcserve Backup Patch Manager will first check if the specified patch has any dependent patches that also need to be installed.

- If all dependent patches have already been downloaded and installed, then the installation process for the specified patch will continue. The patch will be installed from the holding directory to the applicable Arcserve Backup component directory of the corresponding client or staging server.

- If the patch which is selected for install has any prerequisite patches that have not been downloaded already, then the prerequisite patches will be downloaded first and then the installation process will continue.

You cannot directly trigger the installation of the patches from a staging server to a client. The patches will be downloaded to the client from the staging server, and then the installation process will be triggered on the client.

If configured, an email notification will be sent to inform you that new patches have been installed. In addition, the Patches Installed Report will also be updated with the latest status.
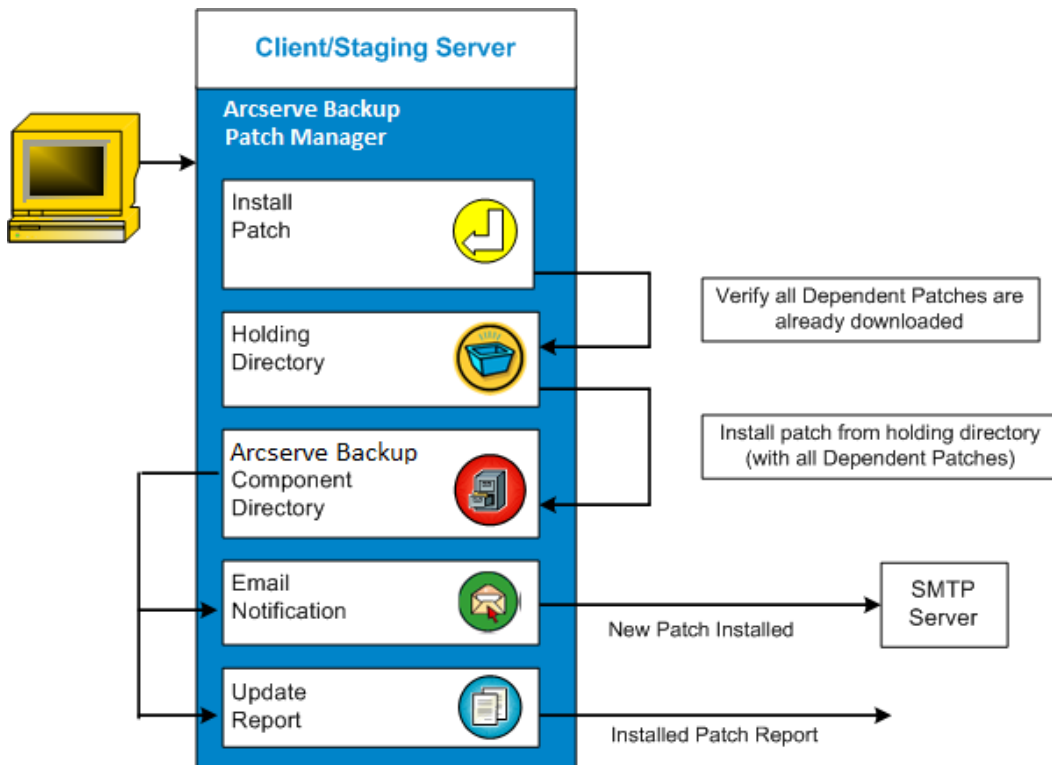
Install Patch Process

If you have selected to manually initiate the installation or scheduled an automatic installation of the successfully downloaded patches, the process for this task is as follows:

Note: Automatic patch download and installation is available for critical Arcserve Backup patches only.

1. When triggered, installs successfully downloaded patches (along with any dependent patches) either from your client or from a staging server.

2. If configured, an email notification is sent informing you that new Arcserve Backup patches have been installed.

3. Invokes the reporting task to generate an updated Patches Installed Report with the latest status.

Import Patches

Arcserve Backup Patch Manager provides the capability to import updated patch status information for successfully installed patches. This function will import and update patch information for Arcserve Backup patches into the file that contains the already downloaded patch information. It will also import patch information for patches that were not installed using Patch Manager. This Import Patch function will be triggered automatically when the Patch Manager Service starts. On service start up, the Patch Manager Service will send imported patch status information to the GUI and will be displayed in the "Patch Updates" pane. If an imported patch is uninstalled, it will not be displayed in the GUI because it is neither available nor downloaded.

Note: The patches which are manually installed or the patches whose installed status is not returned to the Patch Manager Service will be imported.

Uninstall Patches

Arcserve Backup Patch Manager provides the capability to uninstall successfully installed patches and updates for the product selected. This uninstall function can only be triggered manually from the user interface (GUI), and not automatically scheduled.

When triggered, Arcserve Backup Patch Manager will first check if the specified patch has any dependent patches that need to be uninstalled first. You can only uninstall a patch that has no dependency to other installed patches.

- If all dependent patches have already been uninstalled, then the uninstall process will continue.

- If a patch has dependency to another installed patch, an error message will be displayed indicating that the dependency patch must first be uninstalled and the uninstall process will not continue. Dependant patches are not force uninstalled.

The Patches Installed History Report will also be updated with the "Uninstalled" status.

Uninstall Patch Process

If you have selected uninstall an installed patch, the process for this task is as follows:

1. When triggered, Arcserve Backup Patch Manager uninstalls the selected patch.

    Note: If the selected patch is a prerequisite to any other patch (which is installed already), the selected patch will not be uninstalled.

2. Invokes the reporting task to generate an updated Patches Installed Report.

Email Notifications

Arcserve Backup Patch Manager provides the capability to send automatic email notifications for the following events:

- When a new patch is available

- When a download of a patch has been completed

- When an installation of a patch has been completed

Arcserve Backup Patch Manager will connect to an SMTP server (with appropriate credentials) to enable sending these email notifications over the internet from Arcserve to your server.

Note: By default, MX (Mail Exchange) will be used to deliver email notifications to users on your domain if no service is specified.

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Latest Patch Updates

The latest updates to your CA ARCserve Backup environment are now available for download and installation. By installing these updates, you can improve the backup protection of your data, remove any known security vulnerabilities and software defects, enhance product performance and stability, and add the latest features and functionality.

Patch	Published Date	Description	Patch Type	Prerequisites
RO02316	11/20/2008	DEVICE SUPPORT UPDATE 4	DevicePatch	N/A
RO03267	11/21/2008	ONLY 1 DRIVE BACKUP IN CLUSTER VIRTUAL MACHINE	SecurityPatch	N/A
T245530	11/10/2007	E8524 IN BACKUP JOB WHICH SKIPS LOTS OF FILE	CriticalPatch	N/A
T245533	11/11/2008	AW0004 FOR USER:'S HIVE FILES	SecurityPatch	N/A
T2D2675	11/12/2008	RESTORE FAILED WITH E8522 ERROR	DevicePatch	N/A
T2D2676	11/13/2008	RESTORE FAILED WITH E8522 ERROR	CriticalPatch	N/A
T2D2680	11/14/2008	UNABLE TO RESTORE SIS DATA FILE	SecurityPatch	N/A
T2D2681	11/15/2008	UNABLE TO RESTORE SIS DATA FILE	GeneralPatch	N/A
T512092	11/16/2008	FILE SIZE WRONG FOR WITH NETWARE AGENT	CriticalPatch	N/A
T596030	11/17/2008	COMPARE OF EXCHANGE BACKUP FAIL WITH AE0059	CriticalPatch	N/A
T596032	11/18/2008	FILE SIZE WRONG IN RESTORE BY SESSION	GeneralPatch	N/A
T5A0026	11/19/2008	LICENSE ERROR DURING DEVICE CONFIGURATION	GeneralPatch	N/A

You are currently configured to receive automatic email notifications from CA ARCserve Backup Patch Manager. To unsubscribe to these notifications, please contact your Administrator. Please do not respond to this email notification. If you have any questions relating to CA ARCserve Backup or CA ARCserve Backup Patch Manager, please contact CA Technical Support for online technical assistance.

Report Generation

Arcserve Backup Patch Manager provides the capability to generate reports for both the current status and the history status. The reporting feature of Arcserve Backup Patch Manager will help you track the updates and patches applied, as well as assist in troubleshooting any problems that may occur.

The following reports can be generated:

- Downloaded Patches for the Server

- Installed Patches for the Server (Current or History)

Chapter 2: Installing Arcserve Backup Patch Manager

This section contains the following topics:

Installation Prerequisites

Before installing Arcserve Backup Patch Manager, verify the following prerequisites:

- Your local server can be used as a staging server. If Arcserve Backup Patch Manager is installed locally as a staging server, you must also have Microsoft Internet Information Services (IIS) 6.0 or later installed on your local server.

  For the staging server, the IIS must also have the Default IIS Site available and running.

- For a client type installation, Arcserve Backup r12 SP2 or later components must be previously installed on the client.

Install Arcserve Backup Patch Manager

Install Arcserve Backup Patch Manager as follows:

1. Browse to the location where the Arcserve Backup Patch Manager application was downloaded and double-click the setup executable to launch the installation process.

   By default, Arcserve Backup Patch Manager will be installed in the following location:

   X:\Program Files\CA\Shared Components\APM\Patch Manager

2. Follow the Wizard prompts to complete the installation process of Arcserve Backup Patch Manager.

3. As part of the installation, you will be asked to Select the Installation Type. The available options are Local Install, Remote Install, and Create a Response File.

    Local Install

    Allows you to install Arcserve Backup Patch Manager on your local computer.

    Remote Install

    Allows you to install Arcserve Backup Patch Manager on remote computer(s).

    Create a Response File

    Allows you to create a response file which can be used to simplify the installation process by storing various configuration and setup parameters for the product being installed. After the response file is created you can perform a silent install for similar installations on more than one computer.

    By default, the response file (setup.icf) will be located at X:\Documents and Settings\User Login ID\My Documents\Setup.icf. However you can use the Browse button to specify a different location for the response file.

4. When the installation is complete, the product service will be registered with the Windows Service Control Manager (SCM) as "Arcserve Backup Patch Manager".

Note: The first time Arcserve Backup Patch Manager is installed it automatically imports the information about only published patches that were previously installed.

Local Install

The Local Install option allows you to install Arcserve Backup Patch Manager on your local computer. As part of the local installation process, you will be prompted to specify the following options:

- Select the Server Option
- Select the Update Option
- Select the Email Notification Option
- Select the Proxy Option

Remote Install

The Remote Install option allows you to install Arcserve Backup Patch Manager on your remote computer(s). As part of the remote installation process, you will be prompted to specify the following options:

■ Select Computer(s) for Remote Installation

■ Select the Server Option

■ Select the Update Option

■ Select the Email Notification Option

■ Select the Proxy Option

Create a Silent Installation Response File

The "Create a Response File" option allows you to create a response file for installing Arcserve Backup Patch Manager on your computer(s). A response file is a text file that simplifies the installation process by storing various configuration and setup parameters for the product being installed. A response file contains your inputs to the various installation options. Each answer is stored as a value for a variable identified in the response file.

To edit or change the values stored in an existing response file, you must relaunch Arcserve Backup Patch Manager setup using the Create a Response File option and select the new values to overwrite the previously created response file.

After the Arcserve Backup Patch Manager response file (setup.icf) is created, it will then be used during a silent installation. Silent installation allows for unattended installation based on the configuration values that were provided at the time that a silent installation response file was created. However, a silent installation will not prompt you for any input, but instead at run time will read the necessary information from the created response file (setup.icf). Silent installations are used when there are similar installations to be performed on more than one computer.

To launch the silent installation, you must run the following command:

>mastersetup.exe /I:"<path for the setup.icf response file>"

As part of the create a response file installation process, you will be prompted to specify the following options:

■ Select the Server Option

■ Select the Update Option

■ Select the Email Notification Option

■ Select the Proxy Option

Installation Options

During the installation process, various wizard screens will be displayed requesting you to specify some options. Depending upon the type of installation being performed, different option screens will be displayed.

Select the Server Type

Select the Server Type for your local computer. The available options are Client and Staging Server. You can select only one option.

For both the Client and Staging Server options, the default download path for patches is "X:\Program Files\CA\SharedComponents\capm". After patches are downloaded, you should be able to find the patches in this folder if there were any available for your machine. You can click the Browse button to change the location for the "capm" folder. If you change the default download path, a new subfolder "capm" will be created automatically for the downloaded patches.

For example, if you change the default path to "c:\myPatches", the patches will be downloaded to the "c:\myPatches\capm" folder.
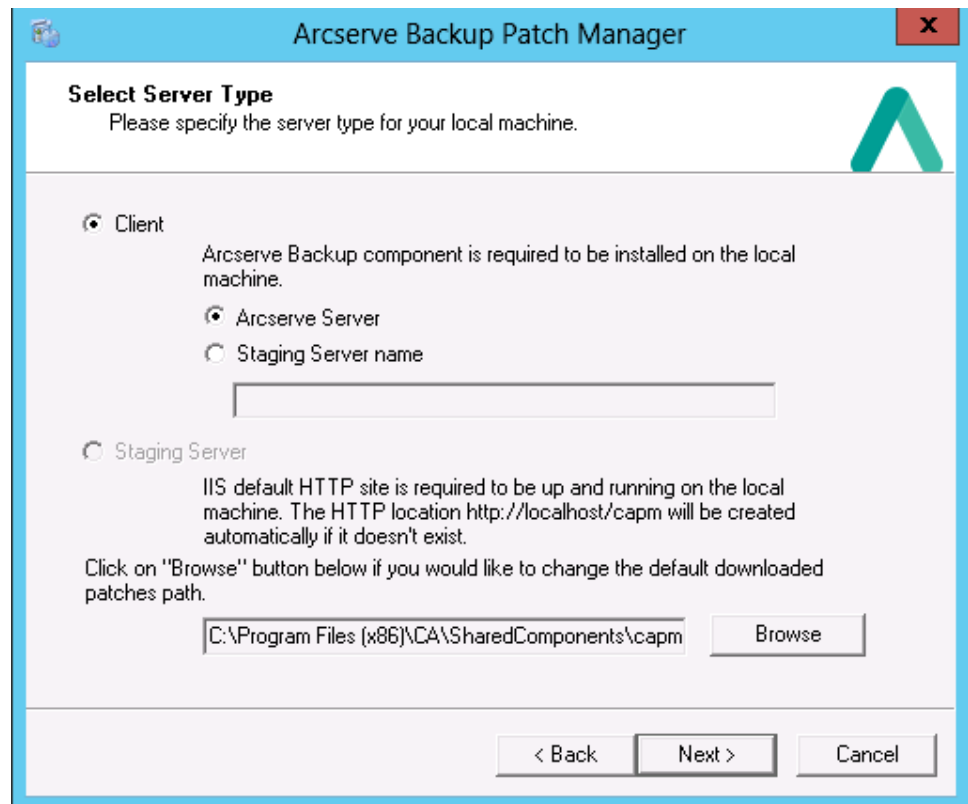
Client

Specifies that your local server will be used as a client and Arcserve Backup Patch Manager will be installed directly on the client. Arcserve Backup Patch Manager can be installed on one or more machines or servers and will communicate with either a staging server or with the Arcserve Support server.

As a prerequisite for a Client install, Arcserve Backup Patch Manager must be installed on a machine that already has Arcserve Backup installed.

■ If it is detected that Arcserve Backup r12 SP2 or later is already installed on your client, this option will be available.

■ If it is detected that Arcserve Backup r12 SP2 or later is not already installed on your client, this option will be disabled.

When you select the Client option, you can then specify the Arcserve Support server name where the patches will be downloaded from.

■ If you select the CA Server (default option), the patches will be downloaded from the Arcserve Support server location.

■ If you select the Staging server location, you must also specify the host name or IP address for the staging server.

  Note: You cannot specify your same local host machine as this staging server. If you attempt to use your local host machine as the staging server it will be an invalid configuration because the staging server cannot connect to itself to get and download the available patches from.

  The patches will be downloaded from the Arcserve website to the specified staging server location. After the patches are downloaded to the staging server, you can then download the patches from the staging server to the client.

Staging Server

Specifies that your local server will be used as a staging server and Arcserve Backup Patch Manager will be installed directly on the staging server.

As a prerequisite for a Staging server install, Arcserve Backup Patch Manager must be installed on a machine that already has Microsoft Internet Information Services (IIS) 6.0 or later installed

■ If it is detected that Microsoft Internet Information Services (IIS) 6.0 or later is already installed on your staging server, this option will be available.

  Note: For a staging server, the IIS must also have the Default IIS Site available and running (with the "Allow anonymous connections" security option property selected).

■ If it is detected that Microsoft Internet Information Services (IIS) 6.0 or later is not already installed on your staging server, this option will be disabled.

The HTTP location directory (http://localhost/capm) will automatically be created on your staging server and all patches will be downloaded to the "capm" folder in this directory.

Select the Update Option

Select the Update Option to specify how you want to update the patch information.
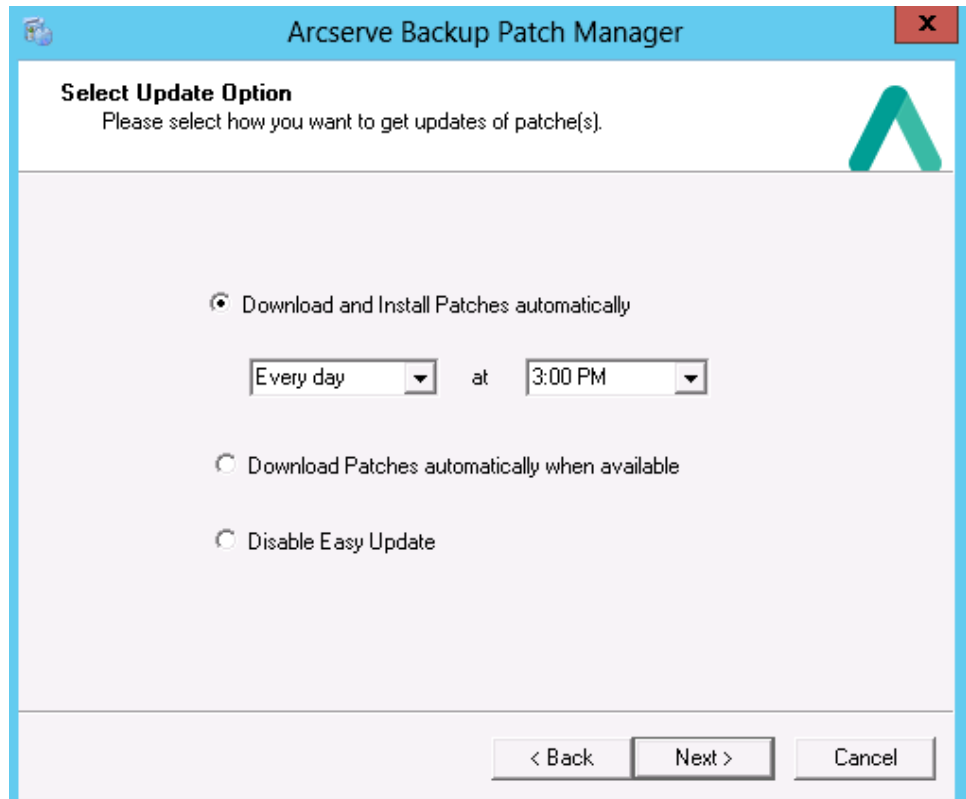
Download and Install Patches automatically

Specifies to automatically check, download, and install new and available Arcserve Backup patches. If you select this option, you then have drop-down menu capabilities to specify when to perform this function (every day or weekly on a specified day) and the time of the day that it will be performed. By default, if you select this option and do not specify a day and time, the schedule is to perform the automatic download and install every day at 3:00 PM.

Important! When you are specifying a scheduled day and time for automatic patch downloads/installs, please make sure the schedule does not coincide or conflict with other scheduled active Arcserve Backup jobs (backup, restore, scan, merge, tapecopy, etc). The installation of some patches can cause the Arcserve Backup Services to be shut down and possibly disrupt your job.

Download Patches automatically when available

Specifies to automatically download available Arcserve Backup patches when they are available.

Disable Easy Update

Specifies to disable all automatic check, download, and install patch functions. With this option selected, these patch functions can only be triggered manually.

Note: Automatic patch download and installation is available for critical Arcserve Backup patches only.
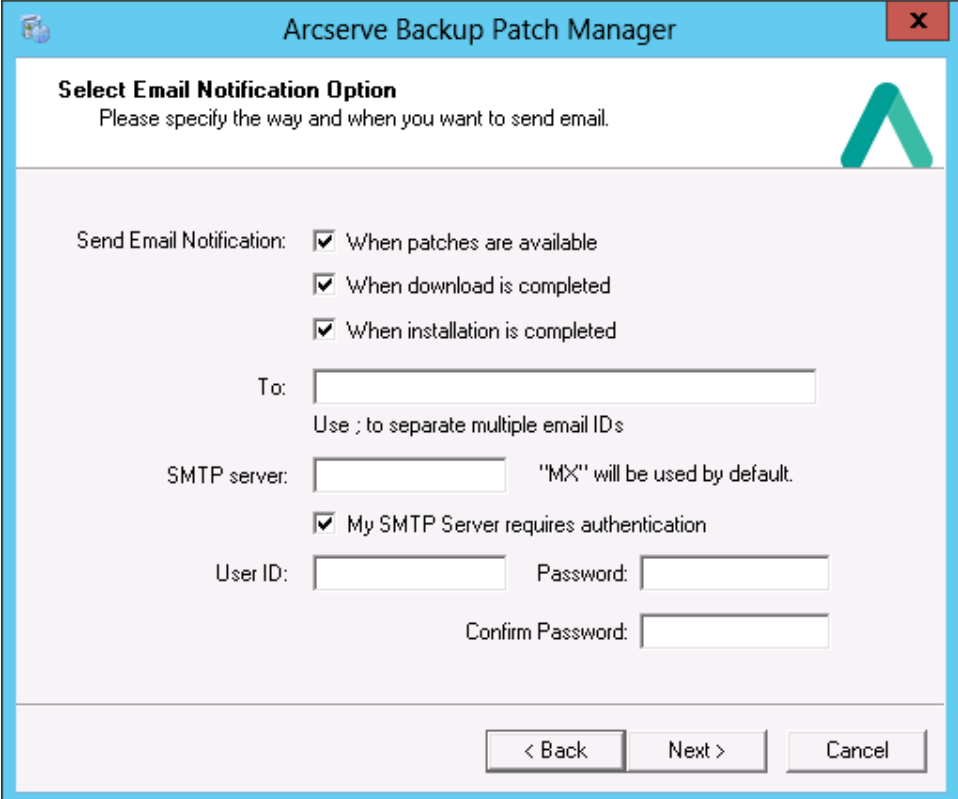
Select the Email Notification Option

Select the Email Notification Option to specify how and when you want to be notified about new patch information.

The available options are to receive email notifications:

- When updates are available

- When patch downloads are completed

- When patch installations are completed

You can select multiple options. You will also need to include an email address (or multiple email addresses) with or without an SMTP address. To enter multiple email addresses, each address must be separated by a semi-colon character.

When patches are available

Specifies to receive an email notification when a new patch is available.

When download is completed

Specifies to receive an email notification when a download of a patch has been completed.

When installation is completed

Specifies to receive an email notification when an installation of a patch has been completed.
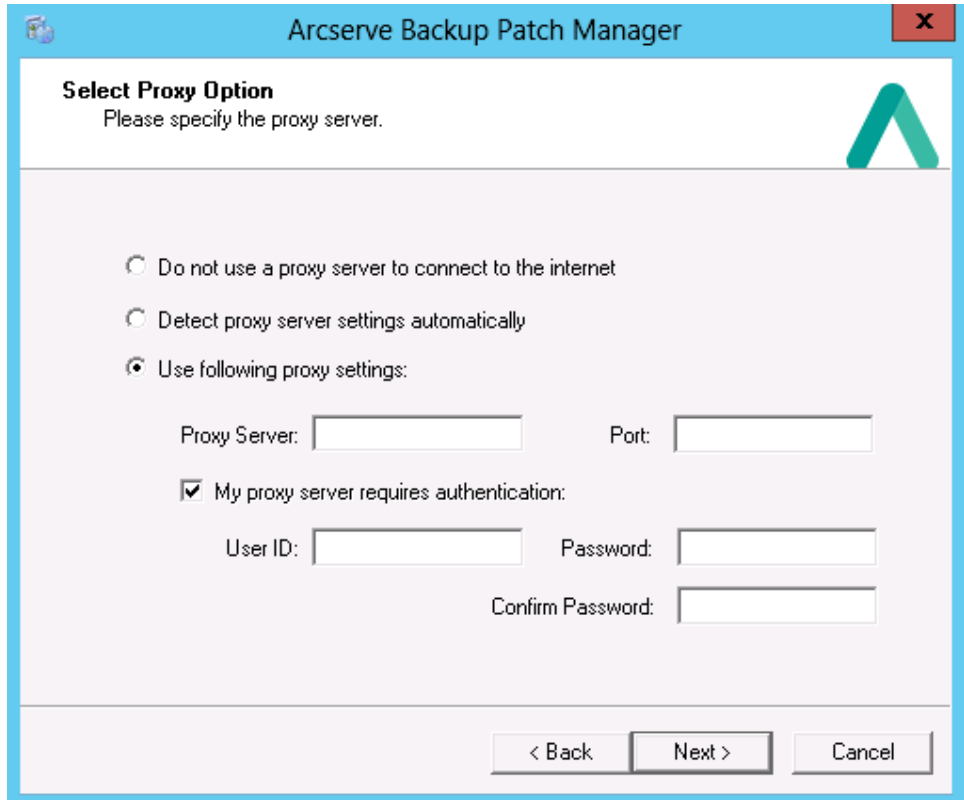
SMTP Server

Specifies the SMTP server address used for sending email notifications from Arcserve Backup Patch Manager to your server. If you select the "My SMTP Server requires authentication" option, you must also enter the authentication information (User ID and Password) required to use the SMTP server. You will also be required to confirm your password.

By default, MX (Mail Exchange) will be used to deliver email notifications to users on your domain if no service is specified.

Note: An MX record is a type of resource record in the Domain Name System (DNS) that is used to specify how internet email should be routed and delivered by the mail exchange server to the users within your domain using the Simple Mail Transfer Protocol (SMTP).

Select the Proxy Option

Select the Proxy Option to specify if you want the patches to be downloaded through a proxy server. This will be the server through which the local (or staging) server will get the patches from the Arcserve Support server.

Do not use a proxy server to connect to the internet

Specifies to not use a proxy server to connect to the Arcserve Support internet site for patch information. Instead the client machine (with Arcserve Backup installed) will connect directly to the Arcserve Support site to obtain patch information.

Detect proxy server settings automatically

Specifies to automatically detect and use the proxy server settings.

Use following proxy settings

Specifies to use the provided proxy server settings. If you select this option, you must also include the IP address (or machine name) of the proxy server and the corresponding port number that is used by the proxy server for internet connections.

My proxy server requires authentication

Specifies that authentication information (User ID and Password) are required to use the proxy server. You will also be required to confirm the password.

Select the Computer for Remote Installation

Select the Computer(s) for remote installation of Arcserve Backup Patch Manager. You can either enter a name in the Computer Name field or select a computer from the displayed list and click the Add button to add the computers to the remote installation list. If necessary, you can also click the Remove button to remove a computer from the remote installation list.
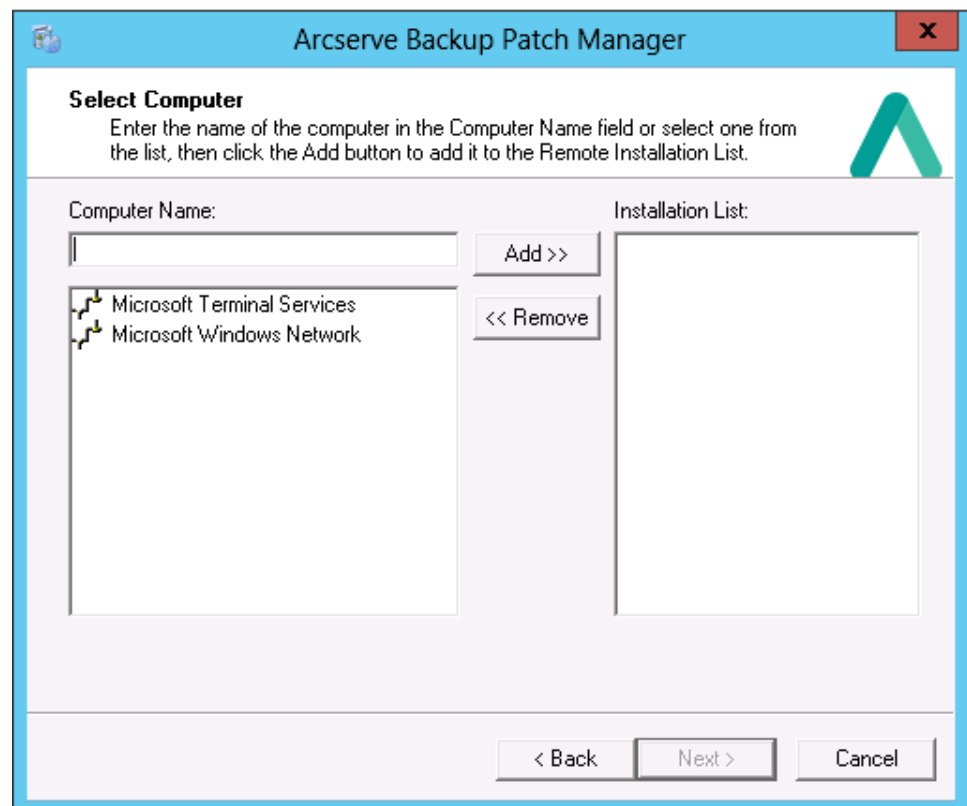
When you specify a computer for remote installation, a Logon Information dialog appears, requesting you to provide remote access authentication (user name and password).

Install Arcserve Backup Patch Manager Using Unicenter Software Delivery

To install Arcserve Backup Patch Manager, the previously generated response file must be specified when the Unicenter Software Delivery Job is created.

Note: For information about creating a response file, see Create a Silent Installation Response File.

To install Arcserve Backup Patch Manager using Unicenter Software Delivery

1. In Unicenter Software Delivery Explorer, right-click the installation procedure. Drag it to the computer or group of computers you want to install it on, and select the Schedule Jobs option from the displayed menu.

   The Setup Jobs dialog appears.

2. Specify the response file in the User Parameters field on the Job Options tab, using the following syntax and arguments:

   /I:"fullpath to the response file"

   Example:

   /I:"\\sdo-server\sdlib$\responsefiles\setup.icf"

   sdo-server

   Specifies the Unicenter Software Delivery server.

   setup.icf

   Specifies the name of the response file that was created using MasterSetup.exe.

   When the job runs the installation program on the target computer, it reads the configuration information from the response file stored on the Unicenter Software Delivery server.

Post Installation

When the installation process is completed, the following conditions will exist:

- Arcserve Backup Patch Manager will be created under the "Currently installed programs" list in the Add or Remove Programs tool. If necessary, Arcserve Backup Patch Manager can be uninstalled using the standard Add or Remove Programs feature.

- A program shortcut (Patch Manager) will be automatically created under the Start/Arcserve/Arcserve Backup Patch Manager directory to allow you to manually launch the Arcserve Backup Patch Manager to perform checks for available patches, patch downloads, and patch installations as necessary.

- For a staging server type deployment, a staging server website will be created (http://localhost/capm) to host the available patches.

- If a response file was created, the specified installation parameters will be stored in the "setup.icf" file and will be used during a silent installation by running the following command:

  >mastersetup.exe /l:"<path for setup.icf response file>"

- After installation, an entry in the registry will be created for Arcserve Backup Patch Manager.

- The Arcserve Backup Patch Manager Service will be created at the end of the successful installation.

- Only published patches that were installed prior to installation of Arcserve Backup Patch Manager will be imported and displayed in the Patch Updates pane.

- The folder structure for Arcserve Backup Patch Manager is as follows:

  X:\Program Files\CA\SharedComponents\APM\PatchManager

Uninstall Arcserve Backup Patch Manager

Arcserve Backup Patch Manager can be uninstalled using the standard Add or Remove Programs feature.

Note: After Arcserve Backup Patch Manager is uninstalled, the patch status and patch history files will remain in the APM folder. However, these files will be removed when Arcserve Backup itself is uninstalled completely.

Chapter 3: Using Arcserve Backup Patch Manager with GUI

This section contains the following topics:

Understanding the Arcserve Backup Patch Manager GUI

Prior to using Arcserve Backup Patch Manager, you should be familiar with the user interface. The Arcserve Backup Patch Manager graphical user interface (GUI) allows you to manage the configuration, scheduling, and monitoring of patch checks, downloads, and installations. You can also view a listing (current or historical) of the patches that were downloaded, installed, or uninstalled. The GUI consists of several viewing panes, menus, and options.

Note: Patches to the Arcserve Backup Patch Manager will not be displayed in the Product drop down menu or the Patches Update pane. These self-patches are always considered as critical patches and all actions (Check for Updates, Download, and Install) will be performed automatically as scheduled.
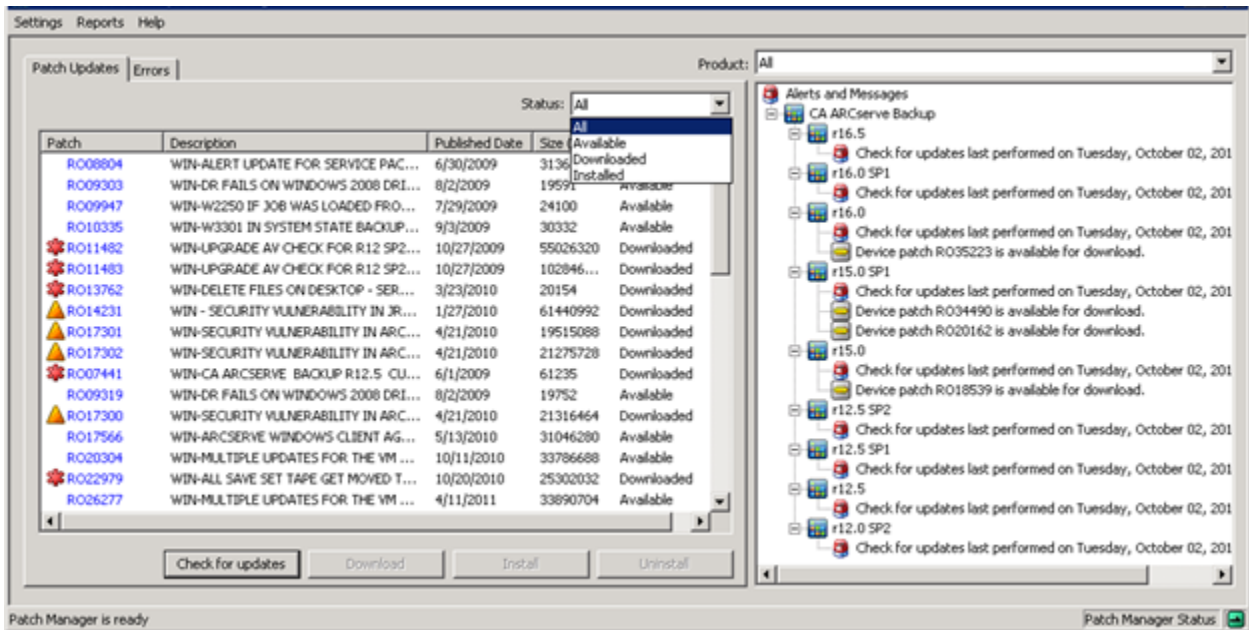
Settings Menu

Allows you to access the Preferences dialog and specify Arcserve Backup Patch Manager configuration settings for this individual job. The settings that you specify in this Preferences dialog will override any settings previously specified either from the installation wizard or by default.

For more information about the Preferences dialog, see Understanding the Preferences Dialog (see page 46).

Reports Menu

Allows you to manually select and display patch status reports. From the Reports menu you can specify to display patches that were installed (current or history) and patches that were downloaded.

■ The Installed patch Current report will display all published patches and test fixes that are currently installed on your local server.

■ The Installed patch History report will display all published patches and test fixes that are currently installed on your local server, plus the history of any patches that have been uninstalled.

■ The Downloaded patch report will display all patches that have been downloaded to date.

Help Menu

Allows you to access the Arcserve Backup Patch Manager Help system.

Product Drop-Down Menu

Allows you to select which version of Arcserve Backup that you want to obtain patch information for.

■ If Arcserve Backup Patch Manager is installed as a Staging Server, this drop-down menu will display all supported products/releases.
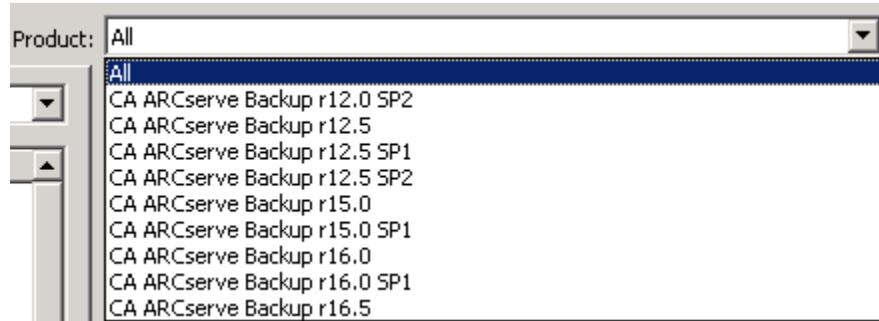
■ If Arcserve Backup Patch Manager is installed as a Client, this drop-down menu will only display the product/release that is currently installed on that machine.
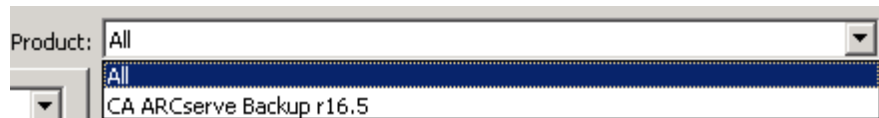
Status Drop-Down Menu

Allows you to select which type of patch information you want displayed on the Patch Updates/Errors information pane. If the Patch Updates tab is selected, the available Status options are All, Available, Downloaded, and Installed. If the Errors tab is selected, the available options are All, Error on Download, Error on Install, and Error on Uninstall. By default, all patch information is displayed.
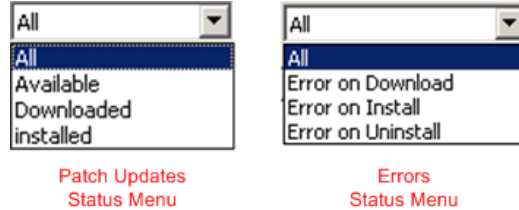
Patch Updates Pane

When the Patch Updates tab is selected, it displays patch information for the corresponding status (Available, Downloaded, or Installed). Only Published Patches (not Test Fixes) are displayed in the Patch Updates pane.

Patches that are classified as Critical Patches, Security Patches, and Device Patch are identified with a corresponding icon. When you hover the cursor over a patch name, a tool tip window will display additional information.
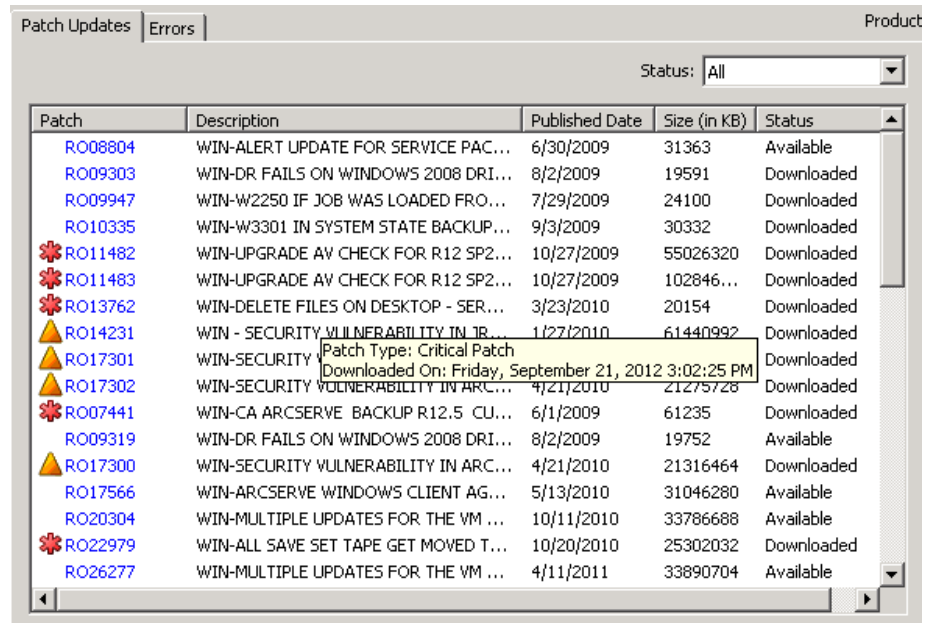
If the patch number is displayed in blue text, it indicates that it is a link connection to corresponding patch readme in the Arcserve Support Connect web site to obtain more information. If there is no link connection available, the patch number will be displayed in black text.

Note: Multiple patches can be selected for download or install by using the "CTRL" or "SHIFT" key combinations. However, multiple patch selections will only function if all selected patches have the same status (Available, Downloaded, or Installed). Multiple downloads /installs will be performed sequentially (based upon prerequisite patches), and not concurrently.

Errors Information Pane

When the Errors tab is selected, displays patch error information for the corresponding selected patch.

Note: You can double click on a displayed patch to open a pop up window with detailed information of the problem.
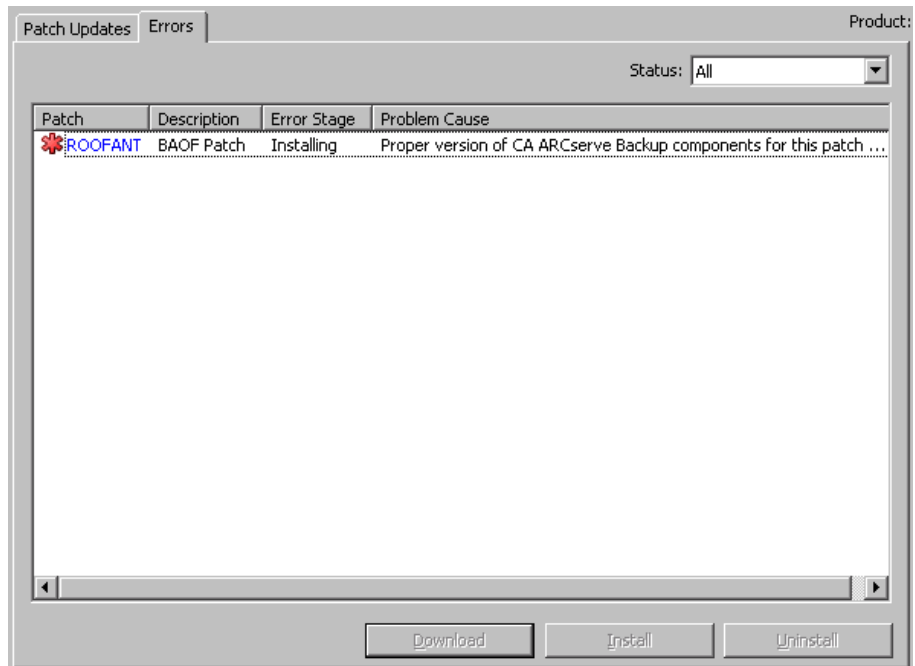
You can double click on a displayed patch to open a pop up Error Details window with more detailed information of the problem.
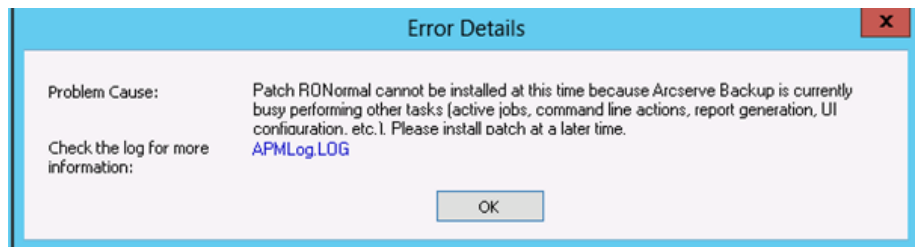
Alerts and Messages Pane

Displays any informational alerts or messages associated Arcserve Backup patches. This display will include such information as when the last check for updates was performed, the availability of any Critical, Device, or Security patches. The Alerts and Messages pane is automatically refreshed when the GUI is opened, or can be manually refreshed by clicking the Check for Updates button.

■ If Arcserve Backup Patch Manager is installed as a Staging Server, this pane will display alerts and messages for all supported products/releases.
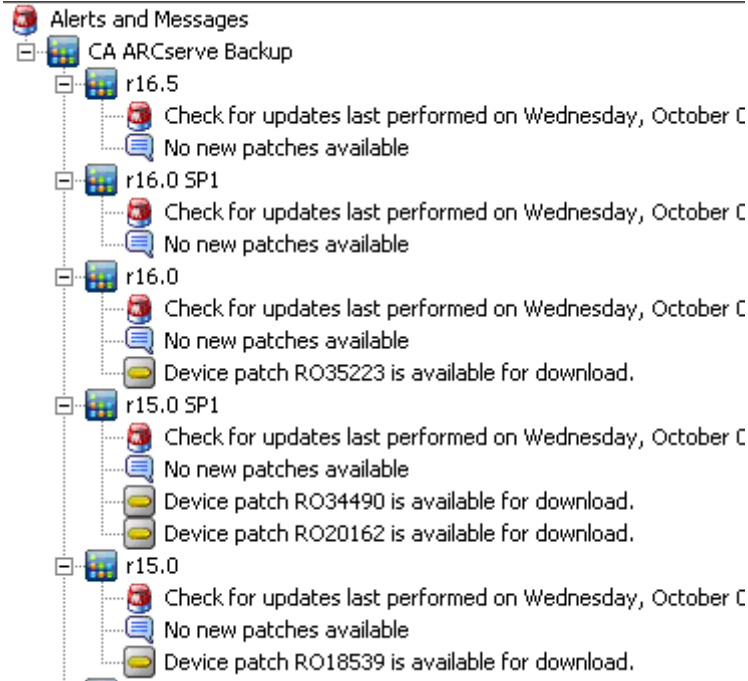
■ If Arcserve Backup Patch Manager is installed as a Client, this pane will display alerts and messages only for the product/release that is currently installed on that machine.

This pane will also display imported patch information and self-updated status (i.e. the updated status of the Arcserve Backup Patch Manager).

Note: For Arcserve Backup Patch Manager, the update information will be displayed in the Alerts and Messages pane if any patch for the Arcserve Backup Patch Manager is installed.

Patch Icons

The patches and messages listed in each pane will have icons reflecting the patch type.

| CRITICAL PATCH | SECURITY PATCH | DEVICE PATCH | ALERT | INFORMATION |

Check for Updates Button

Allows you to initiate a manual check for new and available Arcserve Backup patches.

When triggered, Arcserve Backup Patch Manager will contact the Arcserve Support internet site and determine which available patches are new and have not been previously downloaded and installed. A list of all available patches, downloaded patches, and installed patches will be displayed in the Patch Updates pane.

The Check for Updates button is always enabled.

Download Button

Allows you to initiate a manual download of the selected patch. This Download button is only enabled when the status of the selected patch is Available.

When triggered, Arcserve Backup Patch Manager will first check if the selected patch has any dependent patches that also need to be downloaded. This patch download dependency information will be displayed on the corresponding Dependencies screen.

The Download button is only enabled when you select an "Available" patch.

Install Button

Allows you to initiate a manual install of the selected patch. This Install button is only enabled when the status of the selected patch is Downloaded.

When triggered, Arcserve Backup Patch Manager will first check if the selected patch has any dependent patches that also need to be installed. This patch installation dependency information will be displayed on the corresponding Dependencies screen.

The Install button is only enabled when you select a "Downloaded" patch.

Uninstall Button

Allows you to initiate a manual uninstall of the selected patch. This Uninstall button is only enabled when the status of the selected patch is Installed.

When triggered, Arcserve Backup Patch Manager will first check if the selected patch has any dependent patches that need to be uninstalled first. You can only uninstall a patch that has no dependency to other installed patches. When the patch uninstall is complete, the status is changed to Downloaded.

The Uninstall button is only enabled when you select an "Installed" patch.

Status Indicator

Displays the current status of the action performed and the status of the Patch Manager Service (Ready, Stopped, or Busy).

- **Ready** - Patch Manager Service is running and ready to process the new request.

- **Stopped** - Patch Manager Service is stopped.

- **Busy** - Patch Manager Service is busy processing a request, either manually (from the GUI) or automatically (from the scheduler).

Understanding the Preferences Dialog

The Preferences dialog allows you to specify or modify the Arcserve Backup Patch Manager configuration settings. Generally, the configuration settings are specified during the installation process of Arcserve Backup Patch Manager and will be automatically applied to all jobs, unless overridden. The settings that you specify in this Preferences dialog will override any settings previously specified either from the installation wizard or by default. In addition, the Preferences settings are global and will apply to all selected products.

The Preferences dialog is accessed from Settings drop-down menu of the Arcserve Backup Patch Manager GUI. The Preferences dialog is a three-pane dialog with tab settings for General Settings, Email Settings, and Proxy Settings.

Understanding the Preferences General Settings

The General Settings tab of the Preferences dialog allows you to specify the Download Server and Easy Update settings that will be used for this job.
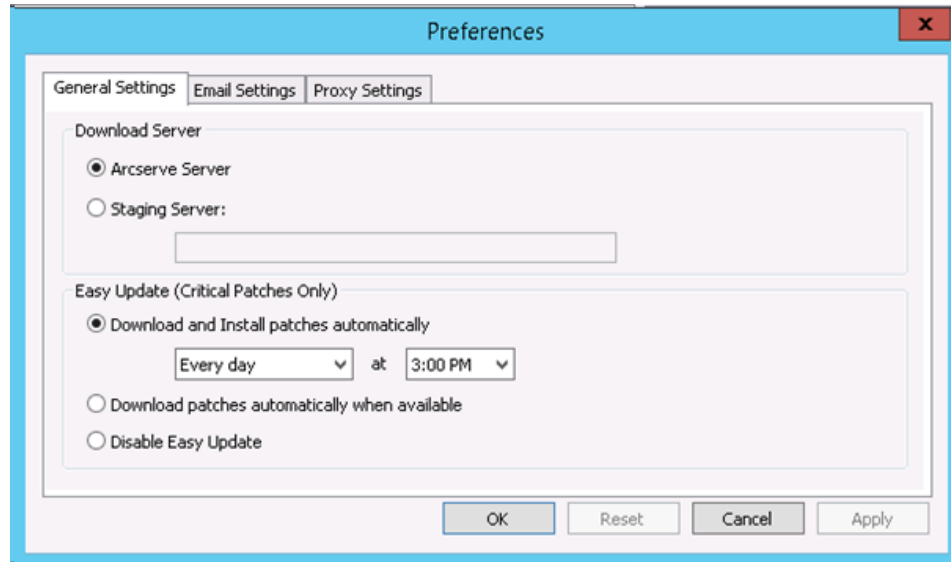
CA Server

Specifies the HTTP location directory on the Arcserve Support server. Arcserve Backup Patch Manager will automatically connect to a pre-configured HTTP server to download the new available patches either to the Staging Server or to the Client.

Note: Arcserve Backup Patch Manager only supports HTTP communication.

Staging Server

Specifies the HTTP location address for the server that will be used as a staging server.

If you select this option, you must also specify the location (IP address or host server name) for the staging server. All patch information and downloads will be sent from this staging server to the client.

Note: You cannot specify your same local host machine as this staging server. If you attempt to use your local host machine as the staging server it will be an invalid configuration because the staging server cannot connect to itself to get and download the available patches from.

Note: If a Staging Server cannot be configured, then you can directly attach to the Arcserve Support site.

Download and Install patches automatically

Specifies to automatically check, download, and install Arcserve Backup patches when they are available.

Note: Automatic patch download and installation is available for critical Arcserve Backup patches only.

If you select this option, you then have drop-down menu capabilities to schedule when to perform this function (every day or weekly on a specified day) and the time of the day that it will be performed. By default, if you select this option and do not specify a day and time, the schedule is to perform the automatic download and install every day at 3:00 PM.

Important! When you are specifying a scheduled day and time for automatic patch downloads/installs, please make sure the schedule does not coincide or conflict with other scheduled active Arcserve Backup jobs (backup, restore, scan, merge, tapecopy, etc). The installation of some patches can cause the Arcserve Backup Services to be shut down and possibly disrupt your job.

Note: This option is not applicable for updating Arcserve Backup Patch Manager itself. For Arcserve Backup Patch Manager the following registry switch is provided:

HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup Patch Manager\PMDownloadFrequency

The value of this registry switch indicates when to download and install patches for the Arcserve Backup Patch Manager after the Patch Manager Service start time.

Download patches automatically when available

Specifies to automatically download Arcserve Backup patches within one day of the time when they become available.

Note: This option is not applicable for updating Arcserve Backup Patch Manager itself. For Arcserve Backup Patch Manager the following registry switch is provided:

HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup Patch Manager\PMDownloadFrequency

The value of this registry switch indicates when to download and install patches for the Arcserve Backup Patch Manager after the Patch Manager Service start time.

Disable Easy Update

Specifies to disable all automatic check, download, and install patch functions. With this option selected, these patch functions for Arcserve Backup can only be triggered manually.

Note: This option is not applicable for updating Arcserve Backup Patch Manager itself. For Arcserve Backup Patch Manager the following registry switch is provided:

HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup Patch Manager\PMDownloadFrequency

The value of this registry switch indicates when to download and install patches for the Arcserve Backup Patch Manager after the Patch Manager Service start time.

OK Button

Saves settings specified on all three tabs and closes the Preferences dialog.

Reset Button

Resets any unapplied (not saved) settings on the corresponding Preferences dialog tab. This button is only enabled when changes have been made to any of the settings and not applied (saved).

Cancel Button

Cancels and resets all unapplied (not saved) settings on all three tabs and closes the Preferences dialog.

Apply Button

Applies (saves) settings specified on the corresponding Preferences dialog tab. When this button is clicked, the Reset button (and the Apply button) will be disabled until a setting has been changed and not yet applied (saved).

Understanding the Preferences Email Settings

The Email Settings tab of the Preferences dialog allows you to specify how and when you want to be notified about new patch information.

The available options are to receive email notifications:

- When updates are available

- When patch downloads are completed

- When patch installations are completed

You can select multiple options. You will also need to include an email address (or multiple email addresses) with or without an SMTP address. To enter multiple email addresses, each address must be separated by a semi-colon character.
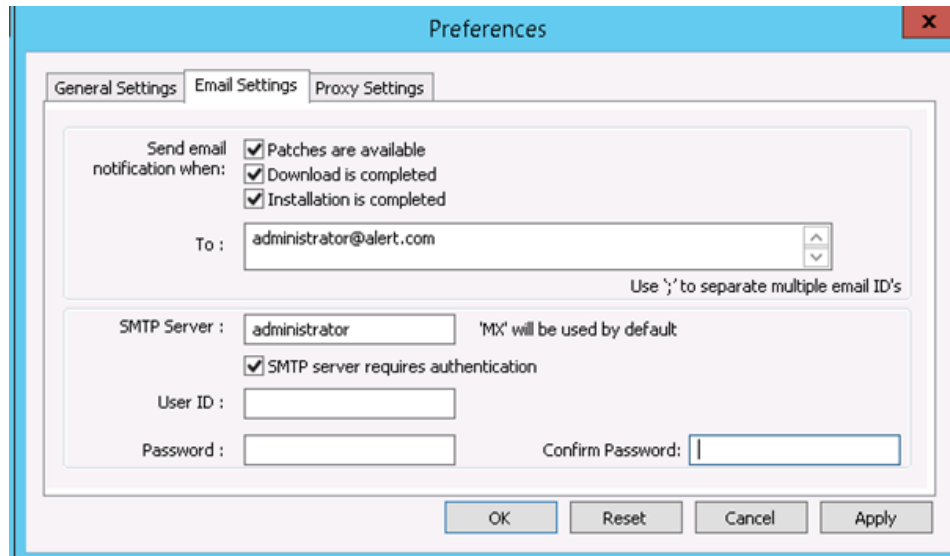
Send Email Notification: When updates are Available

Specifies to receive an email notification when a new patch is available.

Send Email Notification: When Download is Completed

Specifies to receive an email notification when a download of a patch has been completed.

Send Email Notification: When Installation is Completed

Specifies to receive an email notification when an installation of a patch has been completed.

SMTP Server

Specifies the SMTP server address used for sending email notifications from Arcserve to your server. If you select the "My SMTP Server requires Authentication" option, you must also enter the authentication information (User ID and Password) required to use the SMTP server.

By default, MX (Mail Exchange) will be used to deliver email notifications to users on your domain if no service is specified.

Note: An MX record is a type of resource record in the Domain Name System (DNS) that is used to specify how internet email should be routed and delivered by the mail exchange server to the users within your domain using the Simple Mail Transfer Protocol (SMTP).

Understanding the Preferences Proxy Settings

The Proxy Settings tab of the Preferences dialog allows you to specify if you want the patches to be downloaded through a proxy server. This will be the server through which the local (or staging) server will get the patches from the HTTP server.
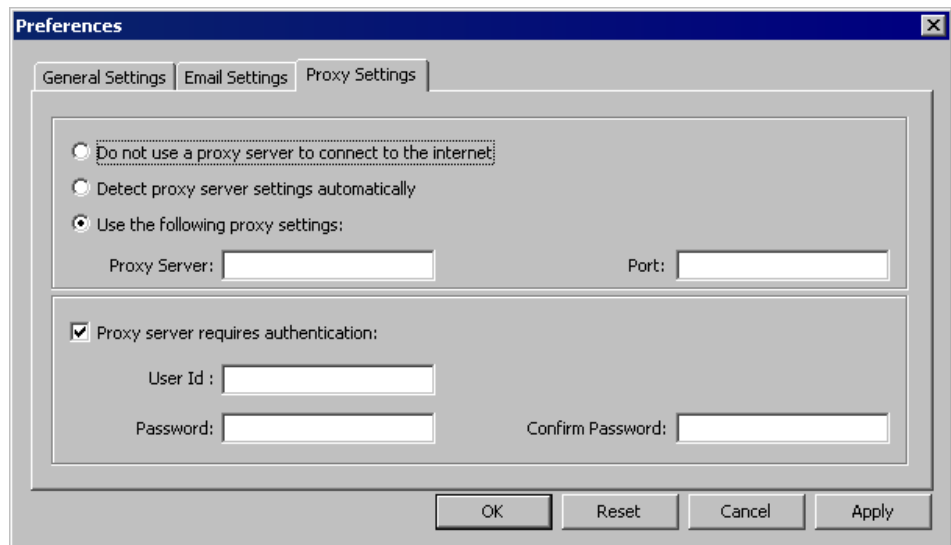
Do not use a proxy server to connect to the internet

Specifies to not use a proxy server to connect to the Arcserve Support internet site for patch information. Instead the client machine (with Arcserve Backup installed) will connect directly to the Arcserve Support internet site to obtain patch information. This is the default setting.

Automatically detect proxy server settings

Specifies to automatically detect and use the pre-configured proxy server settings.

(The proxy server settings are configured and viewed from the Internet Explorer/Properties/Connections/LAN Settings dialog)

Use these Proxy settings

Specifies to use the provided proxy server settings. If you select this option, you must also include the IP address (or machine name) of the proxy server and the corresponding port number that is used by the proxy server for internet connections.

Proxy server requires authentication

Specifies that authentication information (User ID and Password) are required to use the proxy server. You will also be required to confirm the password.
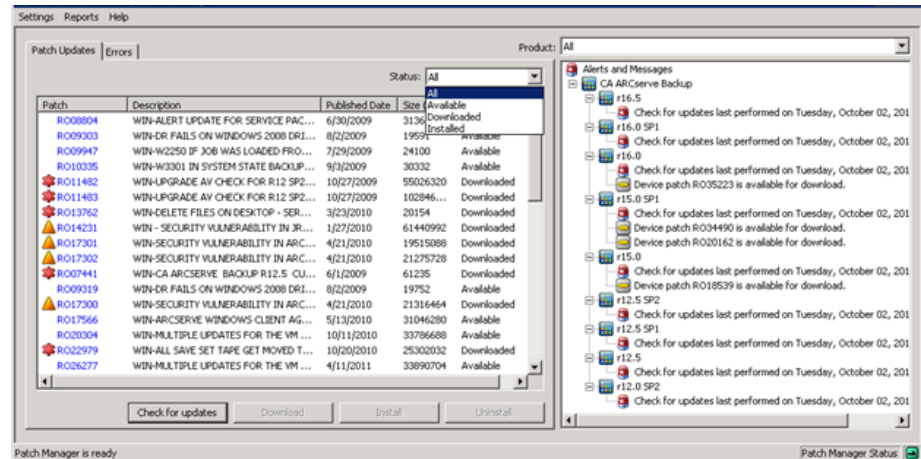
Manually Check for Available Patches

You can use the Arcserve Backup Patch Manager GUI to manually perform a check for available patches that have not already been downloaded.

Check for Available Patches

1. Launch the Arcserve Backup Patch Manager GUI (Programs/Arcserve/Arcserve Backup Patch Manager/Patch Manager).

   The Arcserve Backup Patch Manager GUI is displayed listing all patches that are available for download.

2. Click Check for Updates to manually initiate a check for available patches that are not already listed.

   Arcserve Backup Patch Manager will contact the Arcserve Support site and perform a comparison check of all available Arcserve Backup patches to determine which available patches are new and have not been previously downloaded.

   Note: To obtain additional information about a specific Arcserve Backup patch listed in the Patch Manager, contact Arcserve Technical Support.

   ■ If it is determined that the patch has not been previously downloaded, Arcserve Backup Patch Manager will tag the patch as an Available patch.

   ■ If it is determined that the patch has already been downloaded successfully, Arcserve Backup Patch Manager will then verify the existence of the patch in the physical location.

       – If the physical file does not exist and it is not installed, then the patch will be tagged as a new or available patch.

       – If the patch file exists in the physical location (with the correct checksum and file name), then it will be tagged as an already Downloaded patch.

       – If the patch file exists, but the file name and checksum value of the patch does not match same file, then that patch will be tagged as an Available patch.

Manually Download a Patch

You can use the Arcserve Backup Patch Manager GUI to manually download an available patch.

Download a Patch

1. Launch the Arcserve Backup Patch Manager GUI (Programs/CA/ARCserve Backup Patch Manager/Patch Manager).

   The Arcserve Backup Patch Manager GUI is displayed listing all patches that are available for downloading. The Patch Updates pane displays the Patch ID, Description, Date, Size (in KB), and Status of all listed patches.

   Note: To obtain additional information about a specific Arcserve Backup patch listed in the Patch Manager, contact Arcserve Technical Support.
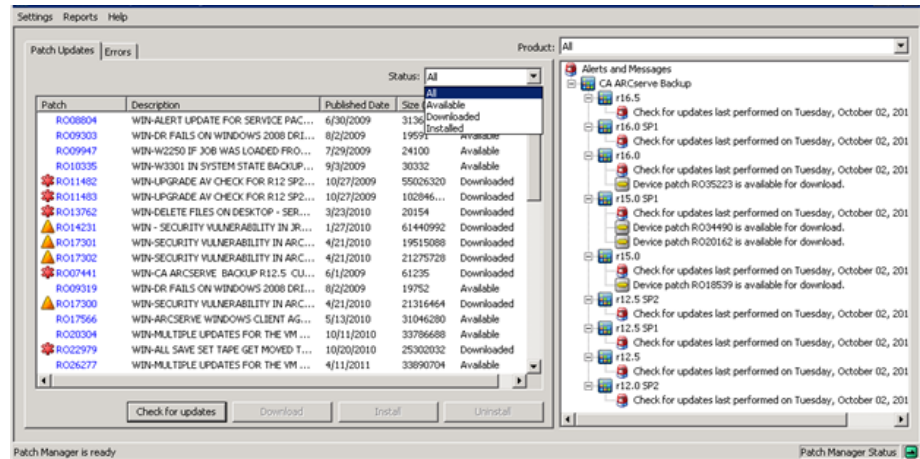

2. Select the patch that you want to download and click Download.

   Note: Multiple patches can be selected for download or install by using the "CTRL" or "SHIFT" key combinations. However, multiple patch selections will only function if all selected patches have the same status (Available, Downloaded, or Installed). Multiple downloads /installs will be performed sequentially (based upon prerequisite patches), and not concurrently.

   Arcserve Backup Patch Manager will first check if the selected patch has any dependent patches that also need to be downloaded. The purpose of the dependency check at download time is to make sure that all dependant patches if available are downloaded or already installed. (Arcserve Backup Patch Manager will automatically select all dependant patches and download them if a patch is selected for download, even though the dependant patches for it are not selected)

   The Dependencies screen appears, listing the patch selected for download and any dependent patches for the selected patch.
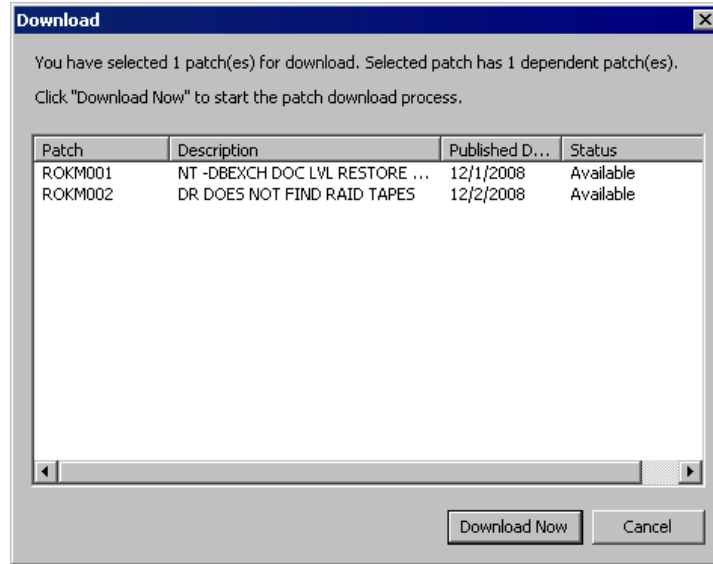
3. Click Download Now to proceed with the available patch download.

    The Download screen appears displaying the status of the patch download.

    Note: The default location for the patch download folder is: X:\Program Files\CA\SharedComponents\capm.
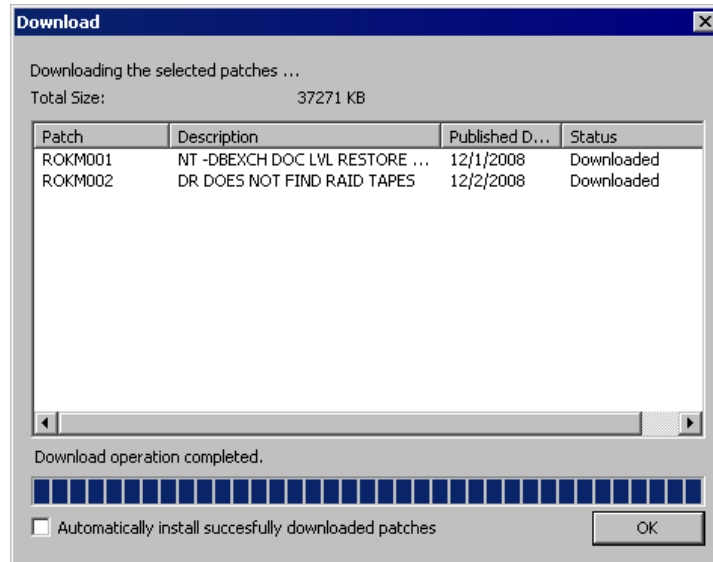
4. Click OK to close the Download screen.

   During the downloading process, you can double-click on the selected patch to display the current status (percent complete).

   When the download process is complete, the Patches/Updates Downloaded report is updated and the patch status in the Patch Updates pane now indicates Downloaded. The downloaded patches are stored in the specified Patch Manager download folder and do not get deleted after installation.

   If configured, an email notification will be sent informing you when the patch download has been completed.

5. A patch download can fail if one of the following conditions is encountered:

   - A patch that is displayed as Available may not exist in the staging server.

   - Not enough free space in download folder.

   - Network problems

   - Volume quota problems

   If a download failure occurs, you should check the Errors tab and the APMLog.log file for possible causes and additional information.

Manually Install a Patch

You can use the Arcserve Backup Patch Manager GUI to manually install a patch that has already been downloaded.

Install a Patch

1. Launch the Arcserve Backup Patch Manager GUI (Programs/CA/ARCserve Backup Patch Manager/Patch Manager).

   The Arcserve Backup Patch Manager GUI is displayed listing all Downloaded patches that are available for install. The Patch Updates pane displays the Patch ID, Description, Date, Size (in KB), and Status of all listed patches.

   Note: To obtain additional information about a specific Arcserve Backup patch listed in the Patch Manager, contact Arcserve Technical Support.
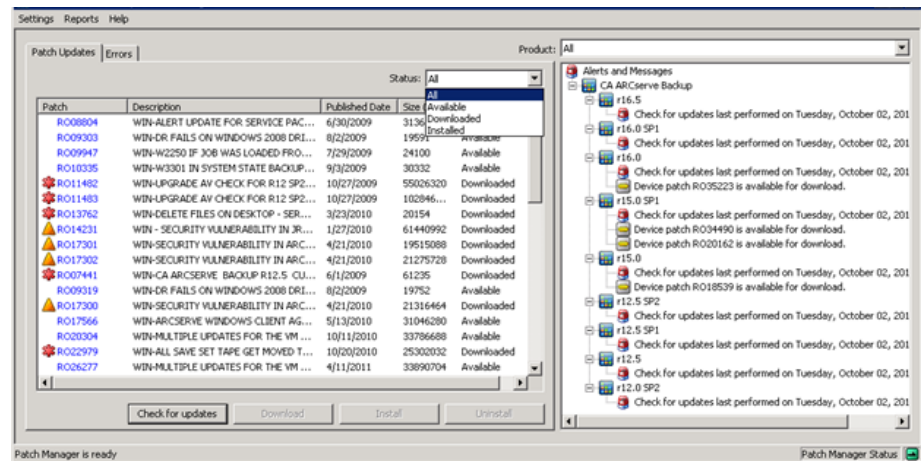

2. Select the patch that you want to install and click Install.

   Note: Multiple patches can be selected for download or install by using the "CTRL" or "SHIFT" key combinations. However, multiple patch selections will only function if all selected patches have the same status (Available, Downloaded, or Installed). Multiple downloads /installs will be performed sequentially (based upon prerequisite patches), and not concurrently.

   Arcserve Backup Patch Manager will first check if the selected patch has any dependent patches that also need to be installed. The purpose of the dependency check at patch install time is to make sure that the dependant patches if available are installed or already downloaded successfully.

The Dependencies screen appears, listing the patch selected for install and any dependent patches for the selected patch.

■ If all dependent patches have already been downloaded and installed, then the install process for the selected patch will continue.

■ If any dependent patch has not been downloaded already, an error message will be displayed to indicate that dependency patch is required and the install process will not continue.
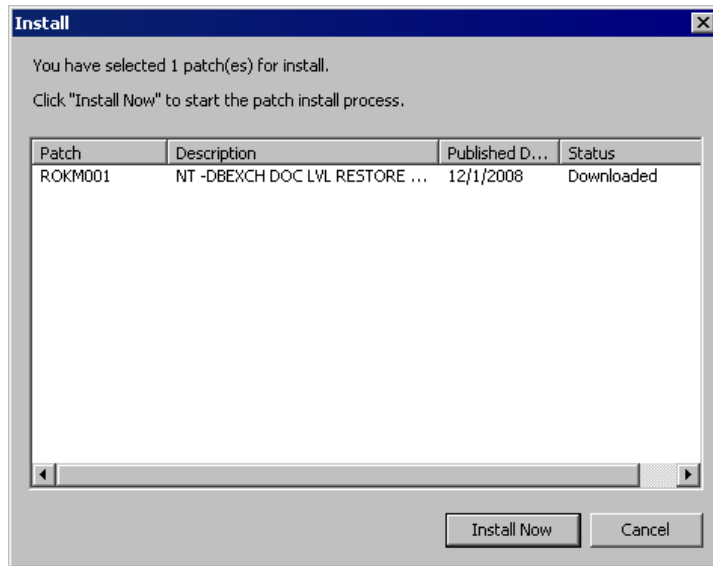
3. Click Install Now to proceed with the patch install.

The Install screen appears displaying the status of the patch install
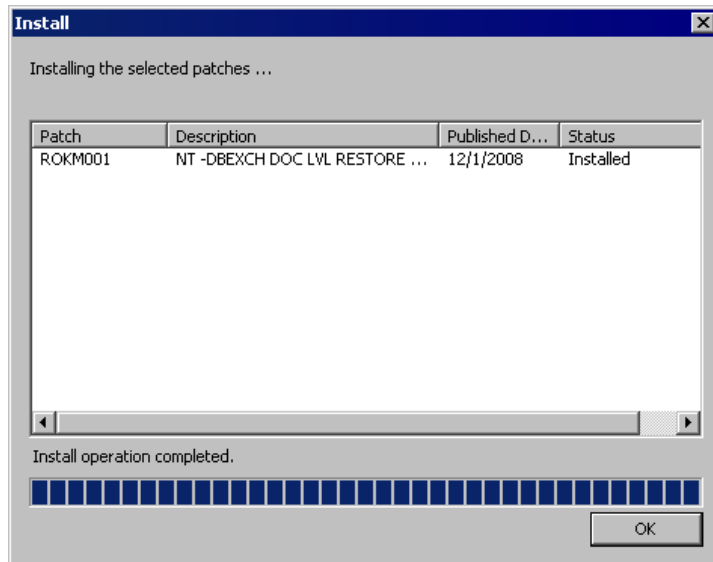
4. Click OK to close the Install screen.

   During the install process, you can double-click on the selected patch to display the current status (percent complete).

   When the patch install process is complete, the Patches/Updates Installed report is updated and the patch status in the Patch Updates pane now indicates Installed. The downloaded patches are stored in the specified Patch Manager download folder and do not get deleted after the install.

5. If configured, an email notification will be sent informing you when the patch installation has been completed.

6. If a patch install requires a reboot to take effect, you will be prompted to specify if you want to reboot immediately.

7. If a patch install failure occurs, you should check the Errors tab and the APMlog.LOG file for possible causes and additional information.

Manually Uninstall a Patch

You can use the Arcserve Backup Patch Manager GUI to manually uninstall a patch that has already been installed. You can only trigger a patch uninstallation manually from the GUI (automatic scheduling of patch uninstallation is not supported). In addition, you can only select one patch at a time for uninstallation (multiple patch selection for uninstallation is not supported).

Uninstall a Patch

1. Launch the Arcserve Backup Patch Manager GUI (Programs/Arcserve/Arcserve Backup Patch Manager/Patch Manager).

   The Arcserve Backup Patch Manager GUI is displayed listing all Installed patches that are available for uninstallation.

2. Select the patch that you want to uninstall and click Uninstall.

Arcserve Backup Patch Manager will first check if the selected patch has any dependent patches that also need to be uninstalled.
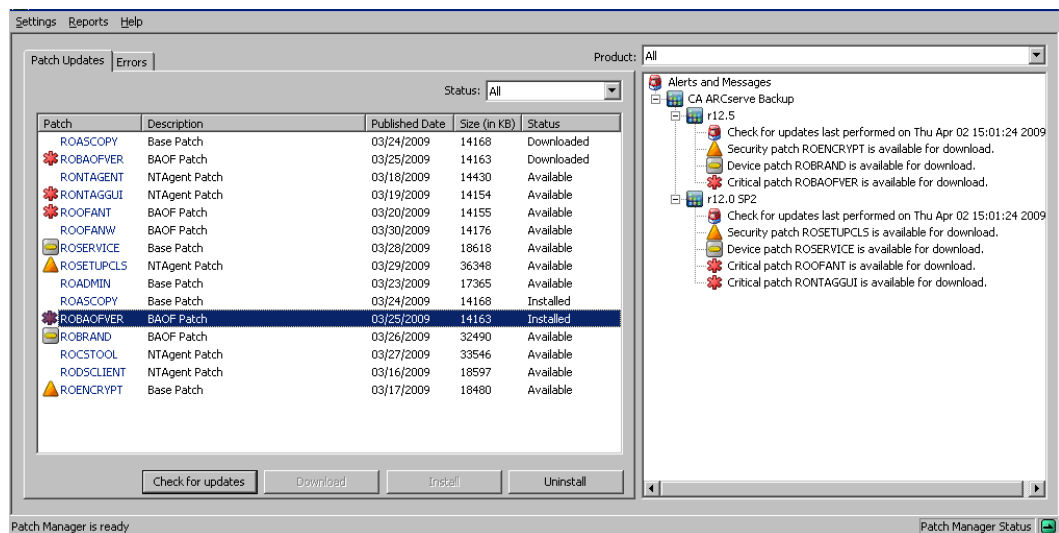
The Dependencies screen appears, listing the patch selected for uninstallation and any dependent patches for the selected patch.

■ If all dependent patches have already been uninstalled, then the uninstallation process for the selected patch will continue.

■ If any dependent patch has not been uninstalled already, an error message will be displayed to indicate that dependency patch is still installed and the uninstallation process will not continue.
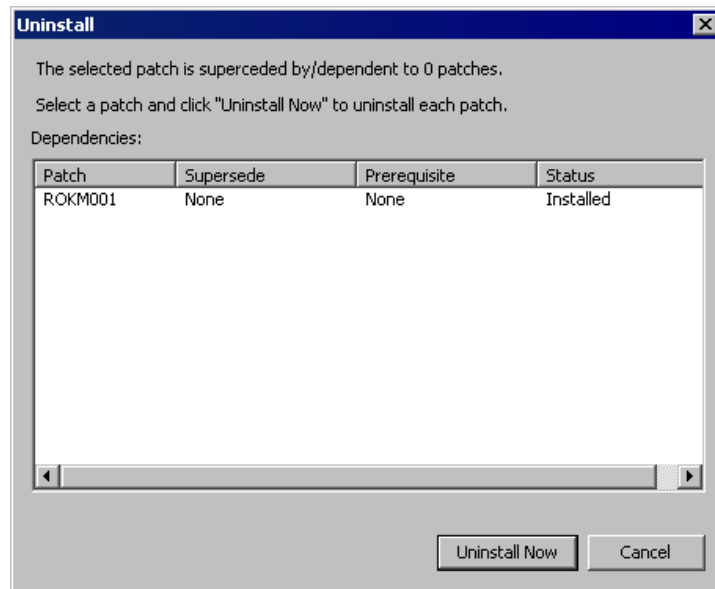
3. Click Uninstall Now to proceed with the patch uninstallation.

   The Uninstall screen appears displaying the status of the patch uninstallation.

   Note: After clicking the Uninstall Now button, if you did not select at least one patch displayed in the Uninstall screen then a pop-up window will appear prompting you to "Please select a patch and then try to uninstall"
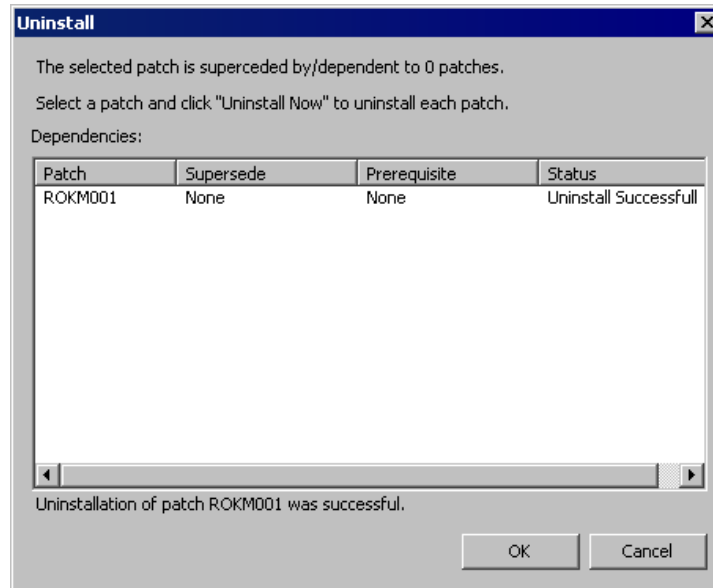
4. Click OK to close the Uninstall screen.

   When the uninstallation process is complete, the patch entry is removed from Patches/Updates Installed Current reports and the patch entry is added in the Patches/Updates Installed History report with an "Uninstalled" status and the patch status in the Patch Updates pane now indicates as Downloaded.

   Important! Arcserve Backup Patch Manager maintains a history file to identify whether the patch is installed or not. As a result, to properly track the status of a patch, you should only uninstall patches by using Arcserve Backup Patch Manager.

5. If the patch uninstall failure occurs, you should review the Errors tab for possible causes and additional information in the APMlog.log.

Automatically Download and Install a Patch

You can use the Arcserve Backup Patch Manager GUI to automatically check for new patches, download patches from the Arcserve Support internet site, and install the downloaded patches into your system. (Automatic patch uninstallation is not supported and can only be triggered manually from the GUI).
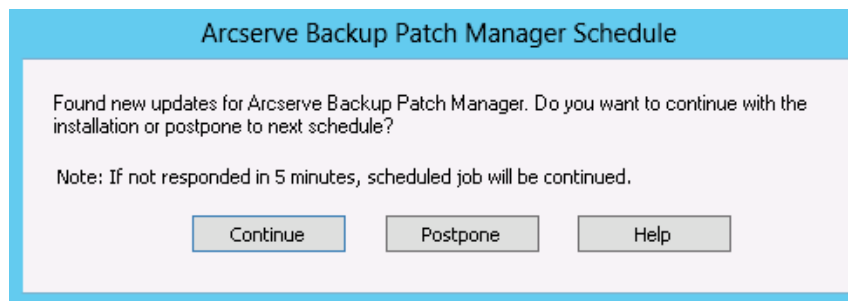
Note: Automatic patch download and installation is available for critical Arcserve Backup patches only.

Note: All patches for Arcserve Backup Patch Manager are considered critical.

The process for Arcserve Backup Patch Manager to automatically perform these tasks is the same as for manually performing them, except all tasks will be triggered at pre-configured days and times. The configuring of these automatic functions can be specified during the Arcserve Backup Patch Manager installation process, or through the Preferences dialog after Arcserve Backup Patch Manager installation. For more information about the Preferences dialog, see Understanding the Preferences Dialog (see page 46).

However, during the automatic patch download and install process, if a patch is for a Arcserve Backup agent and the agent is not installed on the target machine, an install error will occur. For example, if Arcserve Backup Patch Manager is set to automatically download and install patches and a new Agent for Oracle patch becomes available in the Arcserve Support site, then Arcserve Backup Patch Manager will try to automatically download and install the Oracle patch on the target machines. It will report an error about an install failure if the Oracle-related components are not installed on that target machine.

If you have the Arcserve Backup Patch Manager configured to automatically download and install patches, you will be prompted when a new patch becomes available to select whether to Continue or Postpone to the next schedule. If you do not respond within five minutes, the job will continue.

If configured, an email notification will be sent informing you when the automatic patch download and installation has been completed.

If a patch install requires a reboot to take effect, the following will occur:

- If email notification is enabled, you will be informed of this condition in the email. You will then need to manually reboot the machine after patch installation for the patch to take effect.

- If email notification is not enabled, you will need to check the status of the patch in the APMLog.log. If a reboot is required, a message stating this patch requires rebooting the machine will be included in the log. You will then need to manually reboot the machine after patch installation for the patch to take effect.

Chapter 4: Troubleshooting Arcserve Backup Patch Manager

This section contains the following topics:

Patch Manager Troubleshooting

This section explains the most common Arcserve Backup Patch Manager troubles, along with the reason or solution.

Troubleshooting Network Errors

HTTP service (staging server) is down or not available.

- Start the HTTP service.

- Check the APMLog.log file for additional information.

Not connected to the network.

- Connect to network.

- Check the APMLog.log file for additional information.

Connection timed out.

- Retry connection to the network.

- Verify the required HTTP service is up and running.

- Check the APMLog.log file for additional information.

Troubleshooting Service Errors

Arcserve Backup Patch Manager Service is not started.

- Start Arcserve Backup Patch Manager Service.

- Check the APMLog.log file for additional information.

Arcserve Backup Patch Manager Service is not installed.

- Install and start Arcserve Backup Patch Manager Service.

- Check the APMLog.log files for additional information.

Troubleshooting Configuration Errors

APMSettings.Ini file is missing or corrupted.

- Reinstall product.

- Check the APMLog.log file for additional information.

Note: The APMSettings.Ini file is located in the following directory: X:Program Files\CA\SharedComponents\APM\Patch Manager.

APMclient.Xml file is missing or corrupted.

- Reinstall product.

- Check the APMLog.log file for additional information

Note: The APMclient.Xml file is located in the following directory: *X:Program Files\CA\SharedComponents\APM\Patch Manager.*

AlreadyDownloadedPatchinfo.Xml file is missing or corrupted.

- Reinstall product.

- Check the APMLog.log file for additional information.

Note: The AlreadyDownloadedPatchinfo.Xml file is located in the following directories as applicable: *X:Program Files\CA\SharedComponents\APM\Patch Manager\Arcserve Backup* or *X:Program Files\CA\SharedComponents\APM\Patch Manager\Arcserve Backup Patch Manager.*

Retry times out

- Change the Retry option values in the APMSettings.INI file.

    [DOWNLOADCONFIG]

    RetryCount=

    The default value is 3 attempts. The available range is 1 to 5 attempts.

    TimeOutForEachTry=

    Specified in minutes. The default value is 60 minutes.

    PacketCount=

    The default number of packets is 16, with each packet size at 1KB. The available range is 4 to 64 packets.

- Check the APMLog.log file for additional information.

Patch Download Failed

Network Errors

See Troubleshooting Network Errors (see page 65).

Service Errors

See Troubleshooting Service Errors (see page 65).

Configuration Errors

See Troubleshooting Configuration Errors (see page 66).

Not Enough Disk Space

- Increase the Disk Space.

- Configure the download location to different drive and copy the already existing "capm" folder to the new location.

  Note: The default location for the patch download folder is: X:\Program Files\CA\SharedComponents\capm.

  Update the registry key:

  HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup Patch Manager\PATCHESROOT to the new location.

- Check the APMLog.log file for additional information.

Check for Updates Failed

Check the APMLog.log file for additional information.

Network Errors

See Troubleshooting Network Errors (see page 65).

Service Errors

See Troubleshooting Service Errors (see page 65).

Configuration Errors

See Troubleshooting Configuration Errors (see page 66).

Patch Install Failed

Service Errors

See Troubleshooting Service Errors (see page 65).

Email notifications not being received

- Verify you have the proper email notification configuration options applied. For more information, see Understanding the Preferences Email Settings (see page 50).

- Verify that the credentials provided for the SMTP server name and other fields are correct.

- Check the SMTP.LOG in the Patch Manager home folder for additional information.

- Verify the email ID's.

- If the problem persists, contact Arcserve support for online technical assistance and a complete list of locations, primary service hours, and telephone numbers.

The 'Client' or 'Staging Server' option is disabled during the install

- The 'Client' option will be enabled only if Arcserve Backup for Windows (r12 SP2 or later) or one of its Windows platform options is installed on the system.

- The "Staging Server' option is enabled only if Microsoft Internet Information Services (IIS) 6.0 or later is installed/configured for HTTP sites.

Patch install fails when automatically download and install option is selected

With the option to automatically download and install patches selected, Arcserve Backup Patch Manager will attempt to install all downloaded patches. If one or more patches are meant for specific components and those components are not installed on the system, the patch installation will fail and return a failure status.

Arcserve Backup Patch Manager causes Arcserve Backup jobs to fail

Important! When you are specifying a scheduled day and time for automatic patch downloads/installs, please make sure the schedule does not coincide or conflict with other scheduled active Arcserve Backup jobs (backup, restore, scan, merge, tapecopy, etc). The installation of some patches can cause the Arcserve Backup Services to be shut down and possibly disrupt your job.

- Verify that scheduled Arcserve Backup jobs do not conflict with the Arcserve Backup Patch Manager schedule for automatic installs. Arcserve Backup Patch Manager will not check if there are any active jobs or other Arcserve Backup operations running at the time of the automatic schedule to download and install patches.

- If the problem persists, contact Arcserve support for online technical assistance and a complete list of locations, primary service hours, and telephone numbers.

Invalid signature errors reported during patch download

The selected patch has not been uploaded to the Arcserve Support server. Arcserve Backup Patch Manager checks to ensure that the patches received are authentic. If the check fails for a particular patch, the modules are deleted and the download fails with the problem cause reporting that an invalid signature was detected.

The Check for Updates repeatedly fails

- Verify that the server selected for patch download is correctly configured. For more information, see Understanding the Preferences General Settings (see page 47).

- If the selected option is to download patches directly from the Arcserve Support server, then check the Patch Manager Log (APMLog.log) for additional information.

- If the selected option is to download patches from a staging server, then check that the default website can be browsed in that staging server.

  If you are unable to browse the default website, it may be due to an incomplete or improper installation of IIS. Verify proper installation of IIS.

- If Arcserve Backup Patch Manager is configured to use Proxy settings, verify that the proxy credentials are entered correctly. For more information, see Understanding the Preferences Proxy Settings (see page 51).

- If the selected option is to download patches from a staging server, verify the staging server is communicating through the proper port. If the port number is not correct, perform the following steps at the agent side:

  1. Open the APMSettings.ini file.

     Note: The APMSettings.Ini file is located in the following directory:

     X:Program Files\CA\SharedComponents\APM\Patch Manager

  2. Under the heading "[DownloadServer]" change the Port value to match the port number that the staging server is using.

- If the problem persists, contact Arcserve support for online technical assistance and a complete list of locations, primary service hours, and telephone numbers.

Do not know if Arcserve Backup Patch Manager is installed as a Staging Server or as a Client

From the Arcserve Backup Patch Manager GUI, access the Help menu and select About.

If you find a message that says "This is a Staging Server" then Arcserve Backup Patch Manager is installed as a Staging Server. If this message is not there, it automatically indicates that this is a Client.

Do not know if Arcserve Backup Patch Manager performed an auto update of itself

From the Arcserve Backup Patch Manager GUI, access the Help menu and select About.

You can verify the currently installed build number to determine if Arcserve Backup Patch Manager has been updated.

Previously installed patches listed in Arcserve Backup Patch Manager

If you installed patches manually and then installed Arcserve Backup Patch Manager, all previously installed published patches will be listed in the Patch Manager GUI.

Patch description needed before install

Prior to installation, if you need a more detailed description or additional information about a specific patch contact Arcserve Technical Support for online technical assistance.

During Patch Manager Upgrade, Configuration Settings Not Restored

If during the Arcserve Backup Patch Manager upgrade your configuration settings were not restored, you can manually copy (restore) the APMsettings.INI and PU.dat files back to their original location as follows:

1. Copy the APMsettings.INI and PU.dat files from the following location:

   "ProgramFiles\CA\SharedComponents\capm\capmconfig.F86757112A4542daB576 BC34469DBDD1"

2. Restore these copied APMsettings.INI and PU.dat files to the following location:

   "ProgramFiles\CA\SharedComponents\capm\PatchManager"

Note: For a 64-bit machine, "ProgramFiles" is replaced with "Program Files (x86)".

During Patch Manager Upgrade, Patch Information Not Restored

If during the Arcserve Backup Patch Manager upgrade your patch information was not restored, you can manually copy (restore) this patch information back to the original location as follows:

1. Copy the AlreadyDownloadedPatchInfo.xml file from the following location:

   "ProgramFiles\CA\SharedComponents\capm\capmconfig.F86757112A4542daB576BC34469DBDD1"

2. Restore this copied AlreadyDownloadedPatchInfo.xml file to the following location:

   "ProgramFiles\CA\SharedComponents\capm\PatchManager\CA ARCserve Backup"

3. Rename the folder "capm.F86757112A4542daB576BC34469DBDD1" to "capm" located in the same path which is resolved from the following registry key:

   "HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup Patch Manager\PATCHESROOT"

   For example: If the registry key value of "HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\CA ARCserve Backup Patch Manager\PATCHESROOT" is C:\Program Files\CA\SharedComponents\capm, then rename the folder from "C:\Program Files\CA\SharedComponents\capm.F86757112A4542daB576BC34469DBDD1" to "C:\Program Files\CA\SharedComponents\capm"

Note: For a 64-bit machine, "ProgramFiles" is replaced with "Program Files (x86)".

Troubleshooting Overview

When a problem is detected, Arcserve Backup Patch Manager generates a message to help you identify the problem and resolve the problem. These messages are contained in the Patch Manager Activity Log (APMLog.log) or the Patch Manager UI Log (CAPMUILog.log), which can be viewed at X:Program Files\CA\SharedComponents\APM\Patch Manager.

When an incorrect action is attempted, Arcserve Backup Patch Manager will generally display a pop-up message to help you identify and quickly resolve the problem.
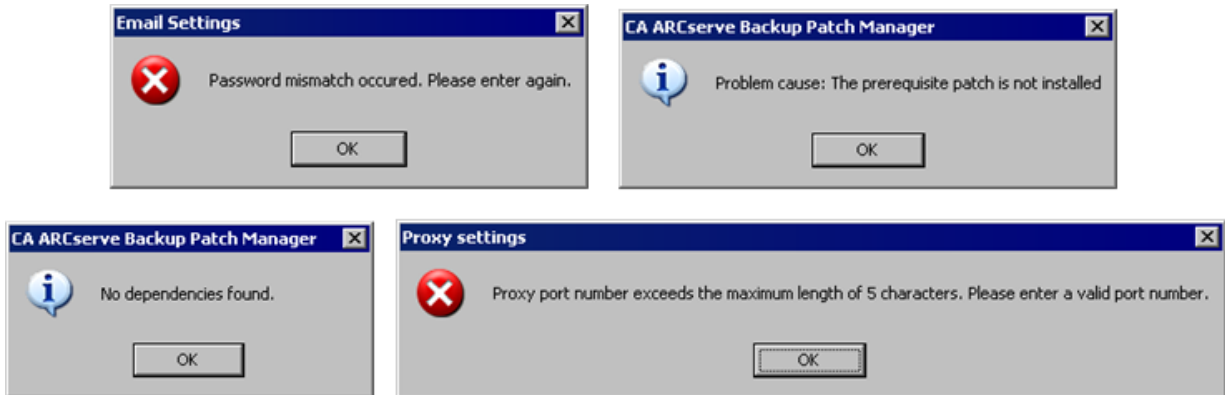
In addition, from the Errors pane on the Arcserve Backup Patch Manager GUI, you can also view any related errors for the corresponding patch.

Pre-requisites to download patches from Patch Manager

Edit the APMClient.xml file

1. Navigate to "%ProgramFiles(x86)%\CA\SharedComponents\APM\PatchManager" (64-bit machines) and "%ProgramFiles%\CA\SharedComponents\APM\Patch Manager" (32-bit machines).

2. Open APMClient.xml file.

   The following image represents the current APMClient.xml file.

```
1    <?xml version="1.0"?>
2    <client SchemaVersion="1.0">
3        <corpinfo>Arcserve</corpinfo>
4        <product Name="Arcserve Backup">
5            <downloadinfo>
6                <Protocol Name="HTTP">
7                    <ServerName>downloads.arcserve.com</ServerName>
8                    <source>downloads.arcserve.com</source>
9                    <!-- path on http is fixed for a patricular product -->
10                   <pathonsource>/PatchesRoot/arcserve/</pathonsource>
11               </Protocol>
12           </downloadinfo>
13       </product>
14       <product Name="Arcserve Backup Patch Manager">
15           <downloadinfo>
16               <Protocol Name="HTTP">
17                   <ServerName>downloads.arcserve.com</ServerName>
18                   <source>downloads.arcserve.com</source>
19                   <!-- path on http is fixed for a patricular product -->
20                   <pathonsource>/PatchesRoot/patchmanager/</pathonsource>
21               </Protocol>
22           </downloadinfo>
23       </product>
24   </client>
```

3. Change highlighted part of the text in APMClient.xml file as following:

   a. For the product "CA ARCserve Backup", replace the path in the pathonsource tag.

      Existing Code:

      <pathonsource>/capm/PatchesRoot/arcserve/ </pathonsource>

      New Code:

      <pathonsource>**/PatchesRoot/arcserve/**</pathonsource>

   b. For product "CA ARCserve Backup Patch Manager", replace the path in the pathonsource tag.

      Existing Code:

      <pathonsource>/capm/PatchesRoot/patchmanager/</pathonsource>

      New Code:

       <pathonsource>**/PatchesRoot/patchmanager/**</pathonsource>

c. Replace the address in the <ServerName> tag.

Existing Code:

<Server Name> rmdmdownloads.ca.com </Server Name>

New Code:

<Server Name>**downloads.arcserve.com**</Server Name>

d. Replace the address in the source tag.

Existing Code:

<source> rmdmdownloads.ca.com </source>

New Code:

<source>**downloads.arcserve.com**</source>

e. Restart Patch Manager after performing the changes.

The following image represents the edited APMClient.xml file.

Replace Commandbase.dll file on all the Patch Manager Clients and Staging Server

Follow the steps below after editing the APMClient.xml file.

1. Click on the following link to download the new CommandBase.dll file.

   http://arcserve.vo.llnwd.net/v1/PatchesRoot/arcserve/PatchManager.zip
   https://arcserve.zendesk.com/hc/en-us/articles/204909389

2. Extract PatchManager.zip and navigate to the folder of the version of the Arcserve Backup that you are using on your computer.

3. Rename CommandBase.dll.USA to CommandBase.dll from the appropriate folder of Arcserve version you are running.

4. Stop the "CA ARCserve Backup Patch Manager" service from Windows Services.
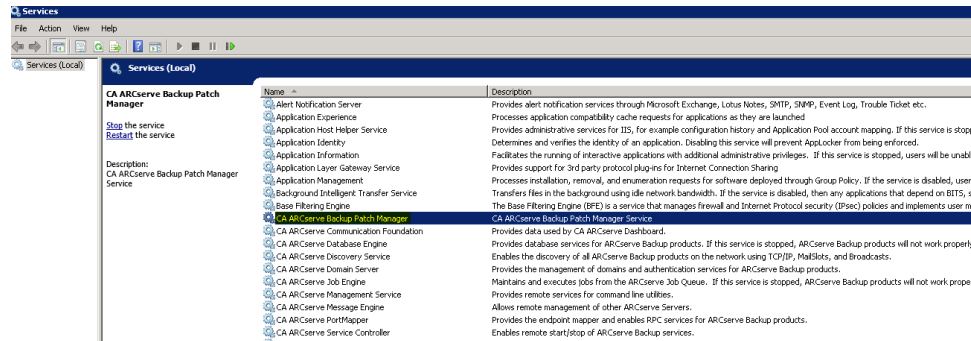
5. Replace the old CommandBase.dll file with the new CommandBase.dll file that you have renamed in Step 3 in the folder, "%ProgramFiles(x86)%\CA\SharedComponents\APM\Patch Manager" (64-bit machines) or "%ProgramFiles%\CA\SharedComponents\APM\Patch Manager" (32-bit machines).

6. Restart the "CA ARCserve Backup Patch Manager" service.

Configure the Staging Server

1. Navigate to Control Panel, Administrative Tools and open IIS Manager on Staging Server and browse to Default Website.

2. Right click on Default Web Site and add a virtual directory by clicking on Add Virtual Directory.

3. In Alias text field type "PatchesRoot" and select the physical path as "C:\Program Files (x86)\CA\SharedComponents\PatchesRoot" (64-bit machines) or "C:\Program Files \CA\SharedComponents\PatchesRoot" (32-bit machines).

Glossary

Checksum

A checksum is a simple type of redundancy check that is used to protect the integrity of data by detecting errors. Checksum is a calculated value of stored or transmitted data. When the data is retrieved from storage or received at the other end of a transmittal, a new checksum value is then computed and compared against the existing checksum value. A non-match indicates an error.

Client

A Client is one that is deployed on one or more machines/servers and will communicate either to a specified staging server or to the Arcserve server.

Critical Patch

A Critical Patch is a fix for high-impact or wide-spread problems. A Critical Patch is a software correction that is critical to the operation of the product in most environments. It is identical to Hyper-Patch in most cases.

Cumulative Patch

A Cumulative Patch is a means for delivering a group of individual patches that affect multiple product elements or components that are integrated and published into one patch and then applied to an existing environment. Cumulative Patches are included in and superseded by the next applicable Cumulative Patch or Service Pack.

Device Patch

A Device Patch is a fix that is released to support new devices used with Arcserve Backup.

Easy Update

Easy Update is the configuration section in the Patch Manager that allows you to automate the patch download and install process for all critical patches published by Arcserve.

Individual Patch

An Individual Patch is a fix for a confirmed problem and addresses only the product defect that was addressed in the original confirmed test patch. Individual Patches are included in and superseded by the next applicable Cumulative Patch or Service Pack.

Patch

A patch is a small set of files created to fix or enhance the functionality or security of a product.

Prerequisite Patch

A Prerequisite Patch is a fix which needs to be applied before another patch can be applied. For example, if Patch A is a Prerequisite Patch for Patch B, then Patch A must be installed before you can install Patch B.

Published Patch

A Published Patch (or published fix) is a classification for a patch that has been confirmed to correct a reported product defect or problem and is generally available to all users. Only Published Patches (not Test Fixes) are displayed in the Patch Updates pane. Published Patches can be downloaded from the Arcserve Technical Support.

Security Patch

A Security Patch is a fix that resolves a critical security vulnerability issue reported for a product.

Service Pack

A Service Pack is a means for delivering a product maintenance update and consists of an accumulation of patches from the last official product release to a more recent point in time. A Service Pack supersedes all previously issued patches and Service Packs.

Staging Server

A Staging Server is used as a temporary storage location for patch downloads before they are installed into Arcserve Backup clients. A Staging Server provides you with the ability to configure a server that can connect to the Arcserve server to download patches locally. All other machines/servers that do not have access to the internet or do not want to connect directly to the Arcserve server can connect to the locally configured staging server to download patches. The staging server is a local repository for all Clients that require patches and provides Clients with the ability to get patches quickly and safely by attaching to a locally configured server.

Superseded Patch

A Superseded Patch is a fix which replaces another patch with a newer version.

Test Patch

A Test Patch (or test fix) is a classification for a patch that has been confirmed to correct a reported product defect or problem. The distribution from Arcserve Technical Support is limited to the users who reported the problem and is not generally available to all existing users. Test Patches are not displayed on the Patch Updates pane of the Patch Manager GUI. If necessary, contact Arcserve Technical Support to obtain a Test Patch.

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