

Application Note

April 2013

Installing a Symantec Backup Exec Agent on a SnapScale Cluster X2 Node or SnapServer DX1 or DX2



Summary

This application note describes how to install the Linux RALUS/RMALS agent for Backup Exec versions 2010R3 or 2012 on an Overland Storage SnapScale™ node or SnapServer® system.

Overview

This application note describes how to install and use the Linux RALUS and RMALS agent from Symantec Backup Exec 2010R3 and 2012 on a **SnapScale node** running RAINcloudOS 3.1 or a **SnapServer** running GuardianOS 7.x.

Required Information, Tools, and Files

Before performing the backup solution installation procedures for the SnapScale node or SnapServer, the following information, tools, and files are required.

Backup and Media Server IP Addresses

Most backup agents must know the IP addresses of the backup and media servers that will be used with the SnapServer or SnapScale Cluster. From the **Maintenance >Tools >Host File Editor** page in the Web Management Interface, provide a host-name to IP-address mapping that persists across system reboots.

Unix/Linux client

When you configure a backup server to see the agent running on the server or cluster assume that the server is a Unix or Linux client.

Secure Shell (SSH) client

To remotely install any backup solution on the server or cluster node, you must have an SSH client installed on a remote workstation. The SSH implementation requires SSH v2. If you do not already have an SSH client application installed, you can download one from the Internet. The commands must be entered via SSH to install your backup agent are case-sensitive; therefore the commands must be entered exactly as shown.

Backup and Restore Path Location

Backup servers often request the path for backup and restore operations on the backup agent. Specify the path relative to share mount points on the server or cluster as */shares/sharename* (where *sharename* is the name of the share to be backed up). If you have accepted the default SnapServer or SnapScale Cluster configuration, the correct path is */shares/SHARE1*.

Password Expiration Policies

If the backup application uses a specific local server or cluster user account to perform backups, ensure that the user is exempt from password expiration policies, if enabled (see the Online Help for procedures *to set password policy for local users*).

Linux Agent Installers - GSU file

Symantec provides different Linux agents for Backup Exec 2010R3 and 2012. Overland Storage has packaged these Linux agent installers into GSU files and they can be installed through the standard OS upgrade procedure. You can get additional technical support on the Internet at <http://support.overlandstorage.com>, or by contacting Overland Storage using the information found on the [Contact Us](#) page on our website.

Preinstallation Tasks

Perform the following tasks prior to installing any solution:

1. In the Web Management Interface, navigate to the **Maintenance > Host File Editor** page and click **Add**.
2. Enter the **IP address** of the backup or media server and enter one or both of the following names (as required by your backup environment):
 - **Host name (long form)** – Enter the fully qualified address for the backup server using a *myserver.mydomain.com* format.
 - **Host name (short form)** – Enter an abbreviated address for the backup server using a *myserver* format.
3. Click **OK**. The entry appears on the Host Editor page.
4. Repeat **Steps 2–3** for **each** backup and media server with which the agent installed on the server or cluster node needs to communicate.
5. Navigate to the **Server > SSH** or **SnapScale > SSH** page, make sure the Enable SSH box is checked, and then click **OK**.
SSH is immediately available.



CAUTION: To maintain security, SSH should be disabled when not in use.

Assign a Utility IP Address to a SnapScale Node

For SnapScale clusters, select a node on which to install the agent or media server and assign a Utility IP address to it.

1. On the **Utility IP Address** page, in the empty field, enter a **static IP address** on the same subnet as the IP address pool on the Client network.
2. Using the drop-down list, select the **name of the node** to which the Utility IP address will be assigned.
3. Click **OK**.
4. At the confirmation page, click **Save Changes**.

The Utility IP address is displayed on the Network Information page (**Network > Information**) beneath the static address of the node on which it was configured. The Utility IP address remains with the node, even if the node is restarted or goes offline.

Backup Exec Agent and Media Server Installation

The RALUS (Remote Agent for Linux / Unix Servers) agent provides the ability to back up a server or cluster node to another machine. The RMALES (Remote Media Agent for Linux Servers) agent provides the ability to back up a server, node, or any other Backup Exec agent to a tape drive or tape library attached to the server or cluster node. Both are available for installation once a Symantec Backup Exec Agent GSU file provided by Overland is uploaded to the SnapServer or SnapScale Cluster product.

Filenames and Versions

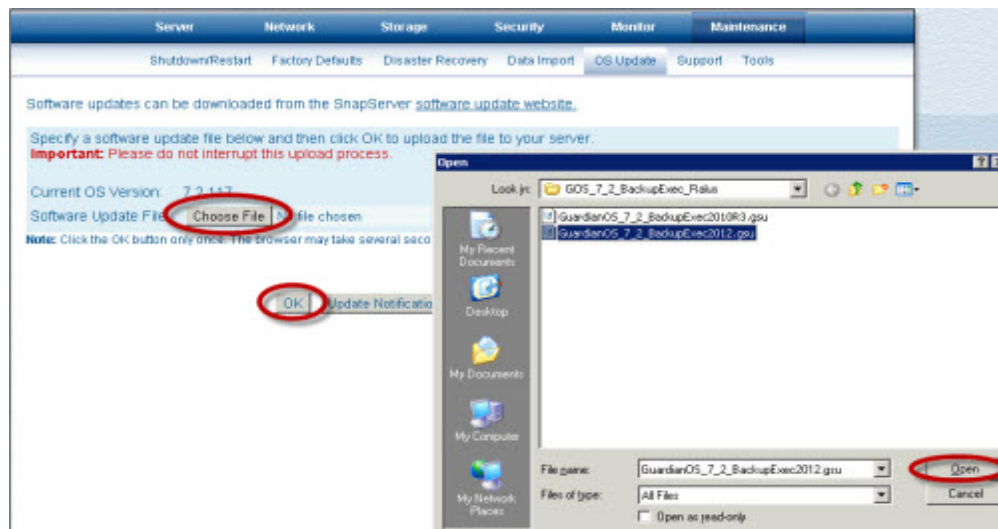
File names and versions provided by Symantec used in this guide:

- Backup Exec 2010R3 uses the Linux Agent version from Symantec of RALUS_RMALS_RAM5-5204.4.tar.gz
- Backup Exec 2012 uses the Linux Agent version from Symantec of RALUS_RMALS_RAM5-1798.17.tar.gz

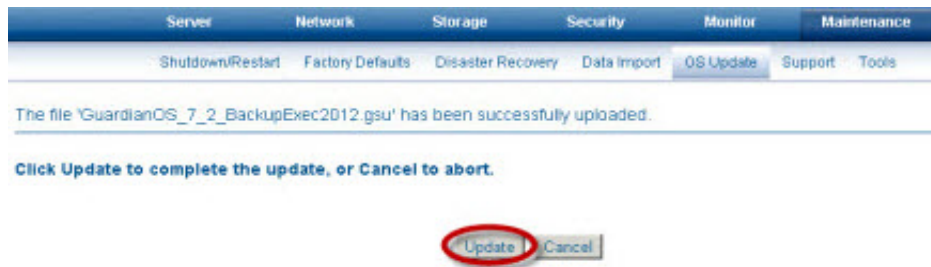
Prepare the SnapServer or SnapScale Cluster

There are four GSU files available for download from Overland Storage for either Symantec Backup Exec 2010R3 or 2012 to install on a SnapServer or SnapScale node. Follow these installation instructions:

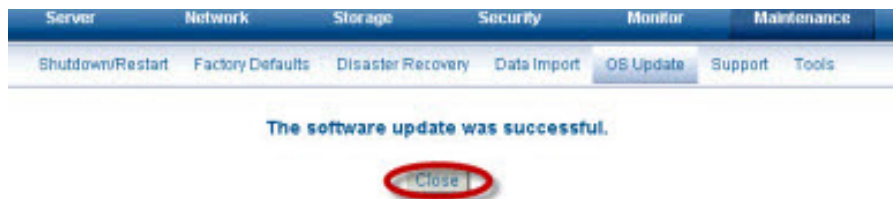
1. Download and save the appropriate GSU version to the **client** used to log in to the Web Management Interface.
2. Log in to the Web Management Interface and go to **Maintenance > OS Update**.
3. Click **Choose File** and browse to the GSU file containing the agent to install it:
4. Click **OK** on the OS Update page.



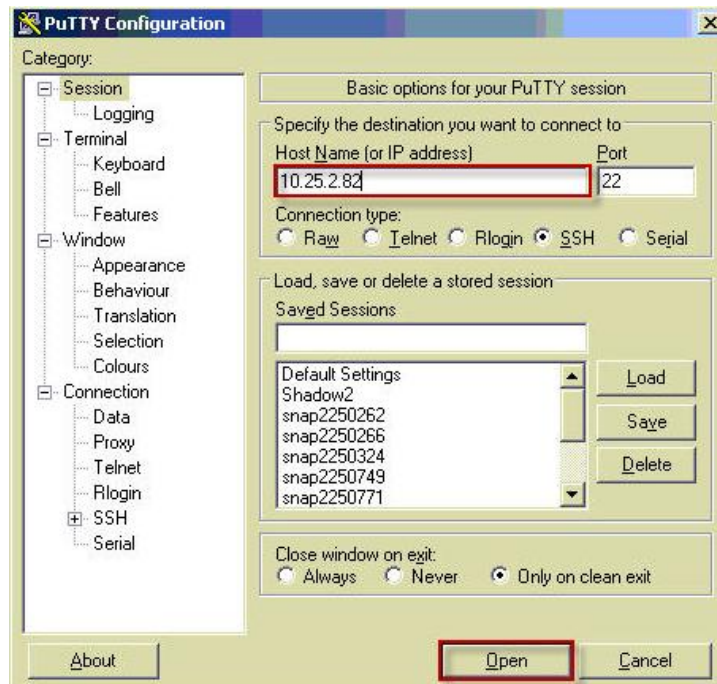
- Click **Update** on the confirmation page.



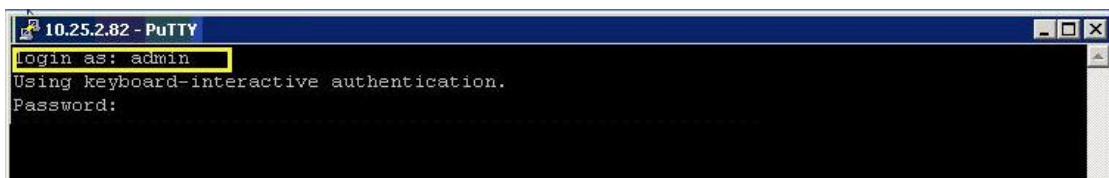
- When the update successful page appears, click **Close**.



- Connect to the **server or cluster node** selected for agent installation over SSH (PuTTY is used in this example). For SnapScale, use the Utility IP address to connect to the node.



- Log in as **admin** (using the Admin password) to enter the CLI shell.



9. A standard **Linux shell** must be launched to install the agent. Type `osshell`.

10. Press **Enter**.

```

10.25.2.82 - PuTTY
login as: admin
Using keyboard-interactive authentication.
Password:
-----
SnapCLI - SnapServer Command-line Utility, version 7.1.024
Copyright 2003-2011 Overland Storage, Inc. All rights reserved.
-----
[VM-Snap1441634]>osshell

```

11. Change to the root by entering the following command:

```
su -
```

12. Enter the root password (same as the admin password).

```

10.25.2.82 - PuTTY
login as: admin
Using keyboard-interactive authentication.
Password:
-----
SnapCLI - SnapServer Command-line Utility, version 7.1.024
Copyright 2003-2011 Overland Storage, Inc. All rights reserved.
-----
[VM-Snap1441634]>osshell
SnapServers are optimized file serving storage appliances.
The system shell utility is provided to enable easy installation
of Overland Storage Inc. certified and sanctioned backup agents only.
Overland Storage Inc. is not responsible for the support of installed
third-party applications and cannot be held liable for system
failures and/or data loss which may result from improper use
of command-line or Graphical User Interface management utilities.

For a list of compatible Overland Storage Inc. backup agents/client
applications please refer to our web site at
http://www.snapserver.com/support

Type 'exit' to return to the SnapCLI shell.

sh-3.2$ su -
Password:
-sh-3.2#

```

Change Directory

1. Type:

```
cd /usr/local
```

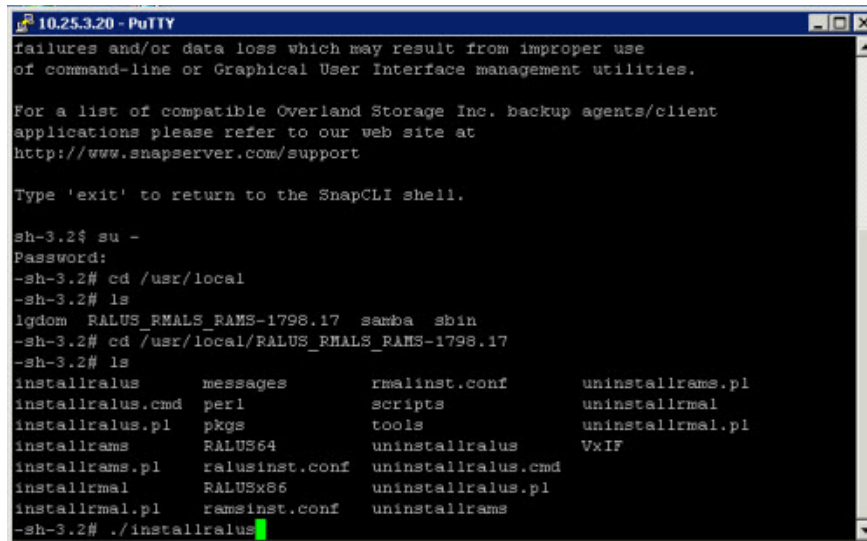
2. Type:

```
ls
```

A list of the contents of the `/usr/local` directory appears. The agent installer is extracted to a directory named “`RALUS_RMALS_RAMs-[agent version number]`.”

3. Change to **directory** where the installer was extracted:

```
cd RALUS_RMALS_RAMs-[agent version number]
```



```
10.25.3.20 - PuTTY
failures and/or data loss which may result from improper use
of command-line or Graphical User Interface management utilities.

For a list of compatible Overland Storage Inc. backup agents/client
applications please refer to our web site at
http://www.snapserver.com/support

Type 'exit' to return to the SnapCLI shell.

sh-3.2$ su -
Password:
~sh-3.2# cd /usr/local
~sh-3.2# ls
lgdom RALUS_RMALS_RAMs-1798.17 samba sbin
~sh-3.2# cd /usr/local/RALUS_RMALS_RAMs-1798.17
~sh-3.2# ls
installralus      messages          rmalinst.conf    uninstallrams.pl
installralus.cmd  perl              scripts           uninstallrmal
installralus.pl   pkgs              tools             uninstallrmal.pl
installrams       RALUS64          uninstallralus    VxIF
installrams.pl    ralusinst.conf  uninstallralus.cmd
installrmal       RALUSx86         uninstallralus.pl
installrmal.pl    ramsinst.conf   uninstallrams
~sh-3.2# ./installralus
```

4. Install the **software**:

- To install only the **agent** enter:
./installralus
- To install the **agent and media library** (to back up to local tape), enter:
./installrmal

5. Follow the on-screen **instructions** to complete the Backup Exec installation.

Agent Startup

If the agent did not start during installation, enter the following to start the agent:

```
/etc/init.d/VRTSralus.init start
```

To stop the agent, enter:

```
/etc/init.d/VRTSralus.init stop
```

NOTE: If agent startup returned an error, it may indicate that the agent is already running. If using a local user account other than root or admin, and if password policies are enabled, configure the user to be exempt from password expiration.

Verification

To verify the agent is running, enter:

```
ps aux |grep VRTS |grep -v grep
```

This should return a process named /opt/VRTSralus/bin/beremote.