

Epicor Eagle™ Archiving SDBU Backup Data



EL8045

EPICOR
Eagle®

This manual contains reference information about software products from Epicor Software Corporation.™

The software described in this manual and the manual itself are furnished under the terms and conditions of a license agreement. The software consists of software options that are separately licensed. It is against the law to copy the software on any medium, or to enable any software options, except as specifically permitted under the license agreement. In addition, no part of this manual may be copied or transmitted in any form or by any means without the prior written permission of Epicor Software Corporation.

From time to time, Epicor makes changes to its software products. Therefore, information in this manual is subject to change, and the illustrations and screens that appear in the manual may differ somewhat from the version of the software provided to you.

Created by:

Epicor Software Corporation
4120 Dublin Boulevard
Dublin, CA 94568

Copyright © 2014 Epicor Software Corporation. All rights reserved. Epicor, the Epicor stylized logo design, and Epicor Eagle are registered trademarks of Epicor Software Corporation. All other trademarks are property of their respective owners.

Publication No. **EL8045**
Publication Date: May 2014

Contents

Background 4

Procedure 4

Questions You May Have 9

Background

Since its inception, the SDBU backup service has provided its customers with the ability to recover data going back as far as seven days. The data can be restored from the local backup appliance in normal circumstances, or from the Epicor Data Center in the event of a site-wide disaster where the local backup appliance may no longer exist. However, customers have occasionally asked how they can archive SDBU backups in order to remain in compliance with varying state and federal regulations that might apply to them. They want the ability to save point-in-time snapshots of their ERP server's data set going back for months or years.

The newest version of the SDBU local backup appliance, released in late May of 2014, provides an "Archive Data" feature developed for this very purpose. In short, at any point in time, a customer can attach an off-the-shelf portable USB hard drive to the appliance, log into the appliance's web-based dashboard, and choose to "archive" their most recent backup data onto the USB hard drive. Simply choose the "client" (server) for which to archive the data (i.e., the ERP server), specify a folder name that you would like the data stored under, and proceed. The data for the specified client will then be restored onto the portable hard drive and into the specified folder. As long as it is large enough, the same hard drive can be used repeatedly by specifying different folder names each time. After the process completes, the drive can then be stored in an off-site location, and serve as an archival "point-in-time snapshot" of the selected server's data set. This procedure can be done during normal business hours because the ERP server (Eagle, Compass, Falcon, etc.) is not involved in any way.

IMPORTANT: Any portable hard drive used for this procedure must be dedicated to this procedure. The portable hard drive must be initially formatted with a linux filesystem. The web dashboard enables you to perform this operation if necessary. This format is destructive and will erase any files currently on the portable hard drive. In other words, don't use a portable hard drive that is already being used for storing documents or other files, and use it for archiving unless you are willing to lose the existing documents and/or files.

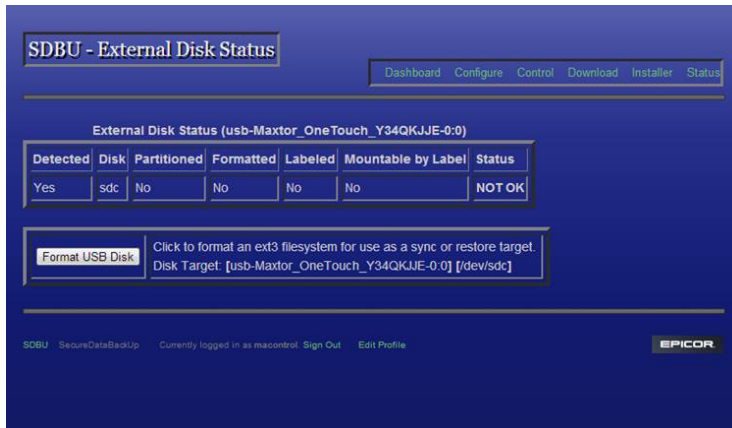
Procedure

1. Connect the portable hard drive to a USB port on the front of the SDBU appliance. If your hard drive is USB 3.0 compatible, use one of the top two ports on the front, which are marked with an "SS" in addition to the little USB symbol. Those are USB 3.0 super speed ports.
2. Open your web browser and connect to the web dashboard of the local SDBU backup appliance. Your LPS should have made you familiar with this process at the time of installation. In short, follow these guidelines:
 - Use either Mozilla Firefox or Google Chrome as your web browser.
 - You should configure your browser to allow pop-ups.
 - You have to know the IP address of the local SDBU backup appliance.
 - Use "macontrol" as the login account to the web dashboard. You should have set a password during initial installation with the LPS.
3. Once connected, navigate to the "External Disk Status" menu. Simply click "Status," then select "External Disk Status." NOTE: If there is a delay in between making these selections, that is normal, because the appliance is communicating with the Epicor data center in the background. If your

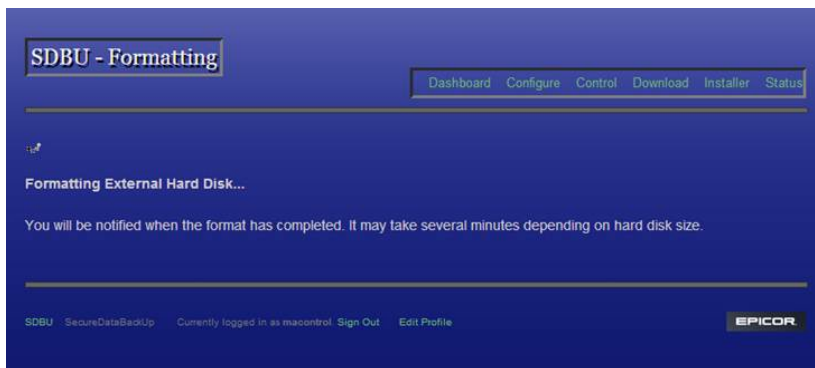
EL8045 Archiving SDBU Backup Data

portable drive was detected correctly, that should be indicated in the status table. If the portable drive has never been used for archiving before, you will need to format it. If the portable drive has been used for archiving in the past, there should be no need to format it, and a list of the existing folders will display.

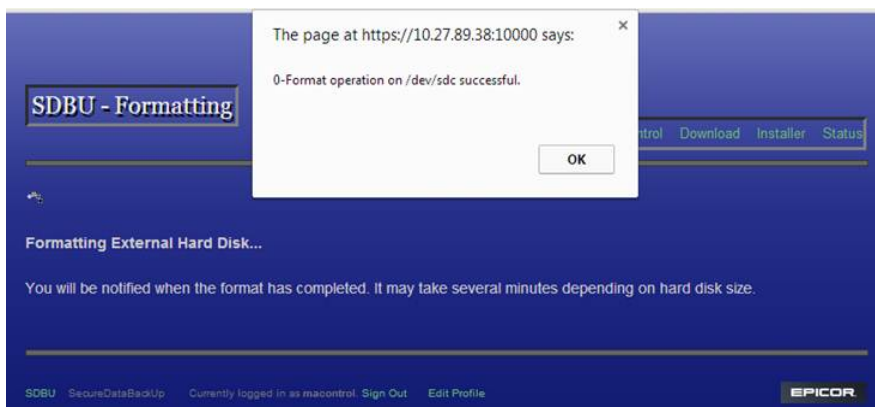
4. See the screenshots below, which depict the formatting process. The first screenshot illustrates that this drive needs formatting:



The next screenshot is what you'll see after clicking "Format USB Disk." When the format is under way, at the top left, a little whirly-gig is whirling around to let you know it is running.



After a few minutes, you are notified that the format operation was successful:



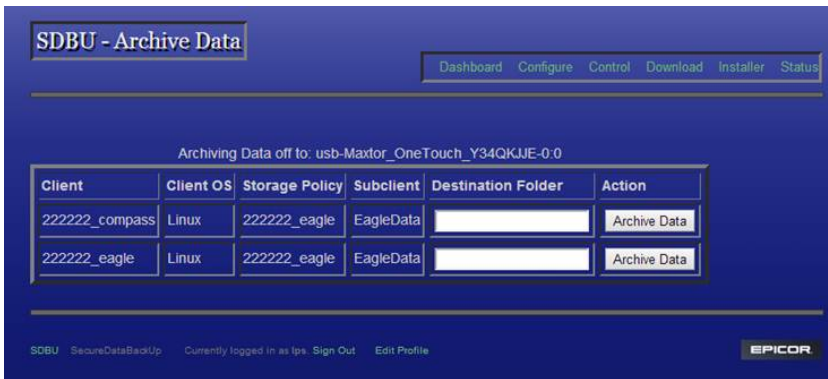
EL8045 Archiving SDBU Backup Data

- Once the formatting has completed, you can return to the “External Disk Status” page. The screenshot below is from a situation where an already-used drive is attached, and you’ll see it looks quite a bit different. Note that the “Status” of the drive is “OK.” Note that there are already some existing folders on this drive. Most importantly, now that a useable portable drive is present, note the addition of the link at the bottom of the page called “Archive Data.” Click that link.



The screenshot shows the 'SDBU - External Disk Status' page. At the top, there are navigation links: Dashboard, Configure, Control, Download, Installer, Status. The main heading is 'External Disk Status (usb-Maxtor_OneTouch_Y34QKJJE-0:0)'. Below this is a table with columns: Detected, Disk, Partitioned, Formatted, Labeled, Mountable by Label, Status. The row shows: Yes, sdc, Yes, Yes, Yes, Yes, OK. Below that is a table with columns: Filesystem, Size, Used, Free, Usage %, Mount Point. The row shows: External Disk, 112.70 Gb, 8.06 Gb, 104.64 Gb, 7.15, /bkupdiskk. Below that is a table with columns: Existing Folders, Space Used. The rows show: Feb_2014, 0.97 Gb; Jan_2014, 0.97 Gb. At the bottom, there is a 'Format USB Disk' button with a tooltip: 'Click to format an ext3 filesystem. This is a destructive format. Disk Target: [usb-Maxtor_OneTouch_Y34QKJJE-0:0] [/dev/sdc]'. Below that is an 'Archive Data' button with a tooltip: 'Menu for Archiving Data to the External Disk Listed Above'. At the very bottom, there is a footer with 'SDBU SecureDataBackup Currently logged in as lps Sign Out Edit Profile' and the EPICOR logo.

- Enter the “Archive Data” menu, and you get something like this:



The screenshot shows the 'SDBU - Archive Data' page. At the top, there are navigation links: Dashboard, Configure, Control, Download, Installer, Status. The main heading is 'Archiving Data off to: usb-Maxtor_OneTouch_Y34QKJJE-0:0'. Below this is a table with columns: Client, Client OS, Storage Policy, Subclient, Destination Folder, Action. The rows show: 222222_compass, Linux, 222222_eagle, EagleData, [empty], Archive Data; 222222_eagle, Linux, 222222_eagle, EagleData, [empty], Archive Data. At the bottom, there is a footer with 'SDBU SecureDataBackup Currently logged in as lps Sign Out Edit Profile' and the EPICOR logo.

Note the above table. The backup appliance has logged into the Epicor Data Center in order to figure out what backup Clients it serves so it can draw the table correctly. In this example, there are both Compass and Eagle servers that back up to this appliance regularly.

Continuing with our example, let’s say it is April 1, 2014, and you want to archive your Compass Data as of March month-end (i.e., as of the prior night’s backup). Type in the desired “Destination Folder” name, (for example, something like “Mar_2014_Compass”), then click the appropriate “Archive Data” button. NOTE: The destination folder name is limited to 26 characters and no spaces are allowed. See the screenshot below for an example.

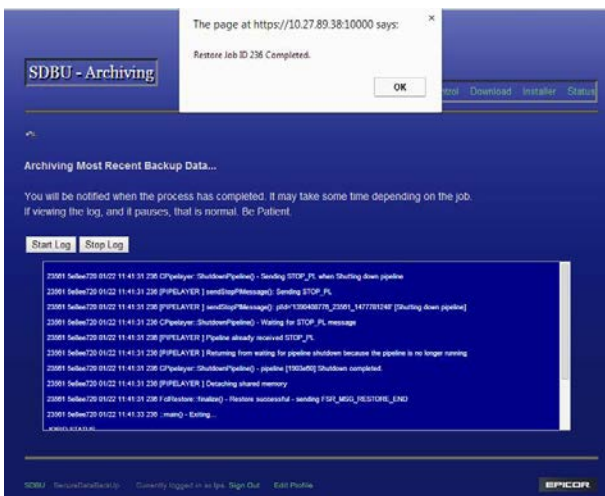
EL8045 Archiving SDBU Backup Data



- 7. The next screen shot is after clicking the button for archiving the Compass server data. The Log Viewer has been started, so you can watch a restore log while the restore runs.

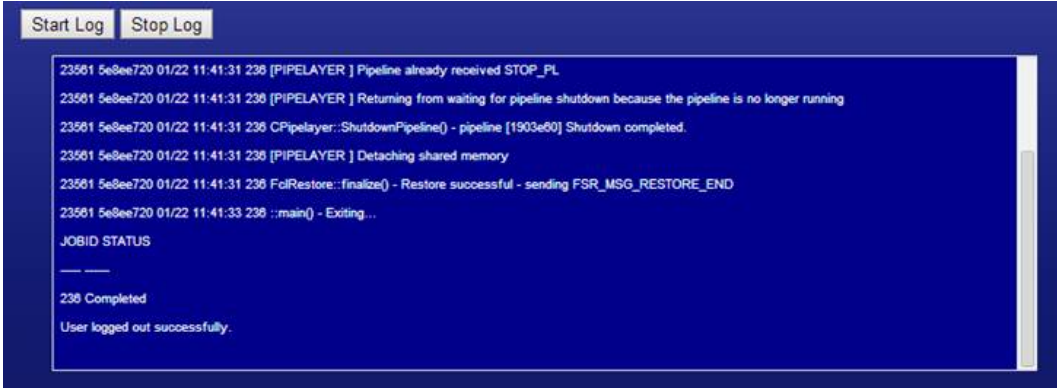


If you are using the Log Viewer, it might indicate that the restore is complete. HOWEVER, please wait for a pop-up alert that will require you to click "OK" to proceed. There is typically a slight delay between the two. It is important to give the process time to complete so that the portable hard drive can be un-mounted in the background properly. The screen shot below illustrates the desired pop-up indicating the restore job is complete:



EL8045 Archiving SDBU Backup Data


If in the above example, you were viewing the log, don't forget to click "Stop Log" once you have acknowledged the pop-up alert.



```
Start Log Stop Log
23561 5e8ee720 01/22 11:41:31 236 [PIPELAYER ] Pipeline already received STOP_PL
23561 5e8ee720 01/22 11:41:31 236 [PIPELAYER ] Returning from waiting for pipeline shutdown because the pipeline is no longer running
23561 5e8ee720 01/22 11:41:31 236 CPipeline::ShutdownPipeline() - pipeline [1903e60] Shutdown completed.
23561 5e8ee720 01/22 11:41:31 236 [PIPELAYER ] Detaching shared memory
23561 5e8ee720 01/22 11:41:31 236 FclRestore::finalize() - Restore successful - sending FSR_MSG_RESTORE_END
23561 5e8ee720 01/22 11:41:33 236 ::main() - Exiting...

JOBID STATUS
-----
236 Completed
User logged out successfully.
```

8. If you go back to the External Disk Status page while the disk is still attached, you will see how additional space has been used up on the portable hard drive, and you will also see the folder into which you just archived data, and how much space is being used:



SDBU - External Disk Status

Dashboard Configure Control Download Installer Status

External Disk Status (usb-Maxtor_OneTouch_Y34QKJE-0:0)

Detected	Disk	Partitioned	Formatted	Labeled	Mountable by Label	Status
Yes	sdC	Yes	Yes	Yes	Yes	OK

Filesystem	Size	Used	Free	Usage %	Mount Point
External Disk	112.70 Gb	9.13 Gb	103.57 Gb	8.10	/bkupdiskk

Existing Folders	Space Used
Feb_2014	0.97 Gb
Jan_2014	0.97 Gb
Mar_2014_Compass	0.97 Gb

Format USB Disk Click to format an ext3 filesystem. This is a destructive format.
Disk Target: [usb-Maxtor_OneTouch_Y34QKJE-0:0] [/dev/sdC]

Archive Data Menu for Archiving Data to the External Disk Listed Above

SDBU SecureDataBackUp Currently logged in as lps Sign Out Edit Profile

EPICOR

9. Simply click "Sign Out" at the bottom of the screen. Don't forget to detach your portable hard drive and store it somewhere safe.

Questions You May Have

- What type of portable USB hard drive can I use for this purpose?
- Almost any off-the-shelf portable USB drive should work. If it were big enough to accommodate your data set, you could even use a “thumb drive.” We cannot guarantee all drives will work, as there are hundreds available in the marketplace. Epicor sells the Dell RD1000 external drive enclosure, which utilizes individual drive cartridges.
- How big does the portable USB hard drive need to be?
- The drive size that is required depends on several factors. The most basic requirement is that it be capable of holding the amount of data that will be restored onto it. Support can assist you in determining that information if you don’t already know it. The second consideration is, how many sets of data do you wish to keep on one drive. Remember, you will be archiving the data into folders. If, for example, you want to store 12 archives on one portable hard drive, it will need to be big enough to hold 12 sets of data.
- What is actually on the drive after archiving data?
- After archiving data, what is on the drive is exactly what was backed up most recently for the client for which you chose to archive data. For example, if you archive data for an Eagle server during the middle of the day on Wednesday, and the most recent Eagle data backup was Tuesday night, you’ll restore onto the portable hard drive the Eagle data as of Tuesday night when that most recent backup ran. It is important to understand that there is really no choice other than to archive your most recent backup. You cannot, at this time, choose to archive data from a backup that occurred several days in the past.
- How long will archiving take?
- If you know how long your nightly SDBU backup takes, that should give you a pretty good approximation of how long archiving will take.
- If I receive a request for past data, such as if an auditor calls me and wants sales information from last year, and I have my data archived onto portable storage, how do I access it?
- Contact software support as you normally would, and explain the situation to them. More than likely, your LPS would be involved, as would Technical Services, and accessing that data may end up being a billable project.