

Tivoli Continuous Data Protection for Files, Version 2.1

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Description

IBM Tivoli Continuous Data Protection (CDP) for Files V2.1 is a real-time continuous data protection solution. Workstations and laptops are notoriously under protected in the modern world and now account for a large percentage of a business data, resulting in significant risk and exposure. Tivoli Continuous Data Protection for Files is specifically designed to work well with you even if you are intermittently connected to a network. Tivoli Continuous Data Protection for Files also provides continuous protection for file servers, reducing or eliminating back-up windows and the amount of data potentially lost in a failure.

CDP can back-up your most important files the moment they change (real time) instead of waiting for a scheduled interval. Non-critical files are backed-up on a traditional interval. CDP can help you more fully protect your files.

By making up to three separate copies of files and versioning them for date-based restore, CDP for Files protects your files. The three target areas are:

- Local disk
For protection even when not connected to a network
- Network file system
For off-machine protection
- Tivoli Storage Manager
For use in more sophisticated enterprises

The announcement letter for IBM Tivoli Continuous Data Protection (CDP) for Files V2.1 is available on the Web at <http://www.ibm.com/common/ssi/OIX>.

System requirements

Windows systems

The minimum hardware configuration for Windows servers and workstations should be compatible with that stated by Microsoft for the respective operating systems.

The following Windows operating systems are supported:

32-bit Windows 2000 Server, Advanced Server, SP2 and up

32-bit Windows XP Professional

32-bit Windows 2003 Server—Standard Edition and Enterprise Edition

The Tivoli Continuous Data Protection for Files GUI supports the following browsers:

Internet Explorer, Version 5.0 and up (Recommended)

Firefox/Mozilla

Updates, limitations, and known problems

General

Continuous Data Protection for Files uses the international date format (i.e., Date (yyyy/mm/dd) : 2005/08/30).

Backup fails for files with long name.

Files with path names longer than 230 characters are not backed up. Once this limit is reached, Continuous Data Protection for Files displays an error in the log file and a balloon pop-up message.

Uninstall does not remove Tivoli entry in Programs.

This is normal behavior. Continuous Data Protection for Files uninstall cannot force the removal of the Tivoli entry because other Tivoli software may reside in the same directory.

Newly created files that have no data written will not be copied.

Explorer has the ability to create files with a default name. Continuous Data Protection for Files does not recognize the files because there is no data written to them. Continuous Data Protection for Files will not make a backup copy of those files.

Backup copies are deleted when threshold limit is reached.

When we reach our prescribed pool size (either local or remote), we remove material until we're at 80 or 85% of the prescribed size (to avoid performing this operation on every file added once the pool is saturated).

Same item list in exclusion and inclusion does not cause warning error.

Continuous Data Protection for Files processes the exclusion list first (high precedence) and then various inclusion lists.

Same item list in exclusion and vault does not cause warning error.

Continuous Data Protection for Files processes the exclusion list first (high precedence) and then various vault lists.

Error and non-started service occurs just after installation.

Continuous Data Protection for Files creates a Windows automatic startup service, but it exits after some initial work on boot up. This is normal product behavior and should be ignored.

Continuous Data Protection for Files does not function occasionally

You may receive a 'CDP is inoperable' balloon message. This message should be ignored as Continuous Data Protection for Files does work properly.

The Synchronize operation will stop processing if it encounters a file that has "xml expanders" in its name (e.g. "&"; ">"); Files named this way are very rare, but some web pages will be saved under "Favorites" in this manner. Work around this problem in either of two ways:

1. Rename such files before you synchronize and rename them after you synchronize
2. Exclude their containing directory (e.g. exclude "*\Favorites*").

Continuous Data Protection for Files does not presently support FAT32 partitions. This will be fixed in a patch release. Also, customers can convert FAT32 to NTFS by running the Windows 'convert' program.

If you install Continuous Data Protection for Files over VitalFile, it will result in double icons in the start menu. One icon labeled CDP and one labeled VF. Both products will function properly.

To save an Edit list, you must select the Next button.

Globalization

Tivoli Storage Manager integration functions of Continuous Data Protection for Files do not work when the Tivoli Storage Manager Backup-Archive client language pack is installed. Uninstall the Tivoli Storage Manager language pack for Continuous Data Protection for Files to work correctly with Tivoli Storage Manager.

Continuous Data Protection for Files does not recognize Tivoli Storage Manager installed under DBCS (Double-Byte Character Set) directory. Currently Continuous Data Protection for Files only supports Tivoli Storage Manager installed in non-DBCS directories.

Installation to DBCS directory fails

Currently CDP only supports installation to the default location.

Filelist field allows fewer characters of DBCS names than SBCS (Single-Byte Character Set) names.

Currently Continuous Data Protection for Files only supports 255 DBCS characters in the filelist field. If 256 DBCS characters are specified, the last character displays incorrectly.

DBCS: Garbled restore operation window is displayed.

You may receive a momentary window during a restore operation. This window should be ignored. The restore operation will complete successfully.

Contacting IBM Software Support

The Tivoli Software site is <http://www.ibm.com/software/tivoli>

IBM Software Support provides assistance with product defects.

Before you submit your problem to IBM Software Support, ensure that your company has an active IBM software maintenance contract, and that you are authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product you have:

For IBM distributed software products (including, but not limited to, Tivoli, Lotus, and Rational products, as well as DB2 and WebSphere products that run on Windows or UNIX operating systems), enroll in Passport Advantage in one of the following ways:

Online: Go to the Passport Advantage Web site at

http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home, and click **How to Enroll**.

By phone: For the phone number to call in your country, go to the "Contacts" page of the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/contacts.html>, and click the name of your geographic region.

If you have a Subscription and Support (S & S) contract, go to the Software Service Request Web site at

<http://www.techsupport.services.ibm.com/ssr/login>.

If you have IBMLink, CATIA, Linux, S/390, iSeries, pSeries, zSeries, or another support agreement, go to the IBM Support Line Web site at <http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006>.

For IBM eServer software products (including, but not limited to, DB2 and WebSphere products that run in zSeries, pSeries, and iSeries environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For more information about support for eServer software products, go to the IBM Technical Support Advantage Web site at

<http://www.ibm.com/servers/eserver/techsupport.html>.

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States. From other countries, go to the "Contacts" page of the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region for phone numbers of people who provide support for your location.

To contact IBM Software support, follow these steps:

1. Determine the business impact of your problem.
2. Describe your problem and gather background information.
3. Submit your problem to IBM Software Support.

Determine the business impact of your problem

When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting. Use the following criteria:

- Severity 1** The problem has a *critical* business impact: You are unable to use the program, resulting in a critical impact on operations. This condition must be resolved immediately.
- Severity 2** This problem has a *significant* business impact: The program is usable, but it is severely limited.
- Severity 3** The problem has *some* business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
- Severity 4** The problem has *minimal* business impact: The problem causes little impact on operations, or a reasonable circumvention to the problem exists.

Describe your problem and gather background information

When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:

What software versions were you running when the problem occurred?

Do you have logs, traces, and messages that are related to the problem symptoms? IBM Software Support is likely to ask for this information.

Can you re-create the problem? If so, what steps do you perform to re-create the problem?

Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?

Are you currently using a workaround for the problem? If so, please be prepared to describe the workaround when you report the problem.

Submit your problem

You can submit your problem to IBM Software Support in one of two ways:

Online: Go to the **Submit and track problems** tab on the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>. Type your information into the appropriate problem submission tool.

By phone: For the phone number to call in your country, go to the "Contacts" page of the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region.

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

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