Quest

Metalogix® StoragePoint 5.7

IBM Tivoli Adapter Guide

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1

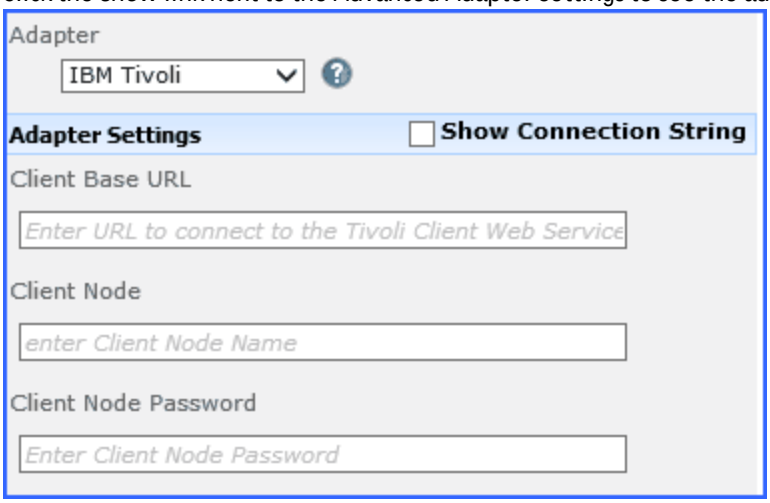
Tivoli Adapter Configuration

This section will provide you details on how to configure a storage endpoint's connection string to utilize the IBMTivoli Adapter. Please refer to the StoragePoint Reference Guide for information on managing Storage Endpoints.

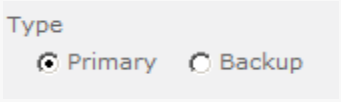
On the ApplicationManagement page, click *Storage and Backup Endpoints*.

Click *Create New Endpoint* or click the name of an existing storage endpoint that you want to edit.

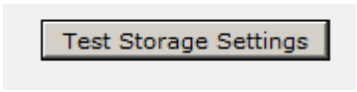
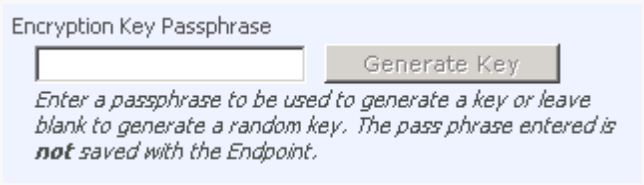
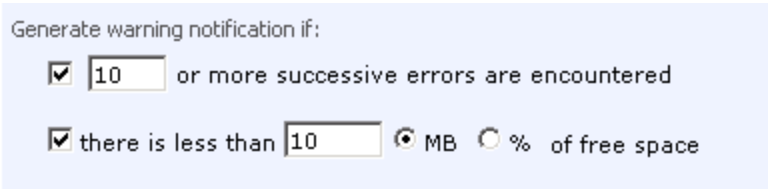
Click the *Show* link next to the Advanced Adapter Settings to see the additional fields.

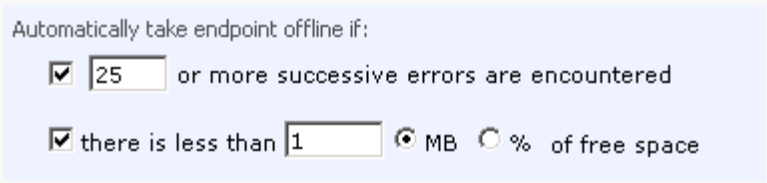
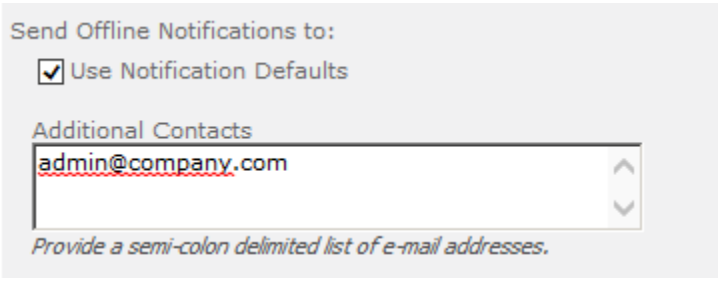


Tivoli Connection String Parameters

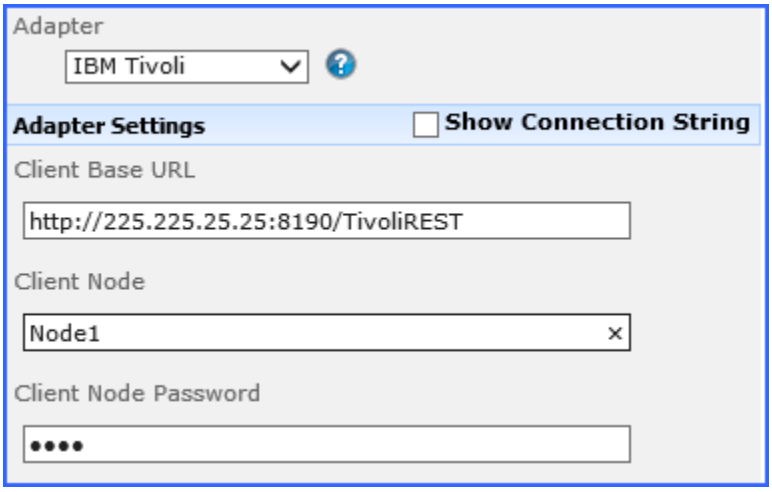
Setting	Value/Options
Name	Enter the unique name of the Storage or Backup Endpoint.
Type  See Backup Services Settings in the Reference Guide for more information on how Backup Endpoints are used.	*Primary* – this endpoint will be available for externalization when creating storage profiles. *Backup* – this endpoint will be in the Backup Services dropdown on the profile page. The selection is locked down when saving.

Setting	Value/Options
Status 	*Online* – Storage Endpoint should be available to associate to a Storage Profile and accept BLOBs. (default) *Offline (Read Only)* – A storage endpoint can be configured, but not made available for externalizing content. The BLOBs already on the endpoint are still read only.
	Select the adapter for the endpoint that is being created.
	IP or DNS name chosen at the time the storage solution was provisioned which represents the Tivoli client access point. The Metalogix Tivoli Client uses port 8190. This port needs to be opened (inbound rule on the client machine) to communicate with SharePoint.
	Enter the connection information for accessing the Tivoli node.
	If the endpoint is on a WORM (Write Once, Read Many) device, Unused BLOB Cleanup will ignore this endpoint.
	No – Externalized content BLOBs are not placed in folders. *Yes* – Externalized content BLOBs are placed in folders (default).

Setting	Value/Options
	If *Folder Content in BLOB Store* is *Yes* then you can select a date/time folder scheme from the dropdown. YYYY/MM/DD/HH/MM is the default.
	The Test Storage Settings button can be used at this point, or after completing the endpoint configuration, to verify that the endpoint is accessible.
	No – Externalized content BLOBs are not compressed (default).
	None – Encryption will not be applied to externalized BLOBs (default). *AES (128 bit)* – 128 bit AES encryption will be applied to externalized BLOBs. *AES (256 bit)* – 256 bit AES encryption will be applied to externalized BLOBs.
	Enter a passphrase to use when generating the encryption key. Using a passphrase will help you re-create the encryption key if necessary. You can generate a random key by leaving the box blank and clicking the *Generate Key* button. The encryption key passphrase will be hidden.
	A warning email can be sent if it encounters errors.

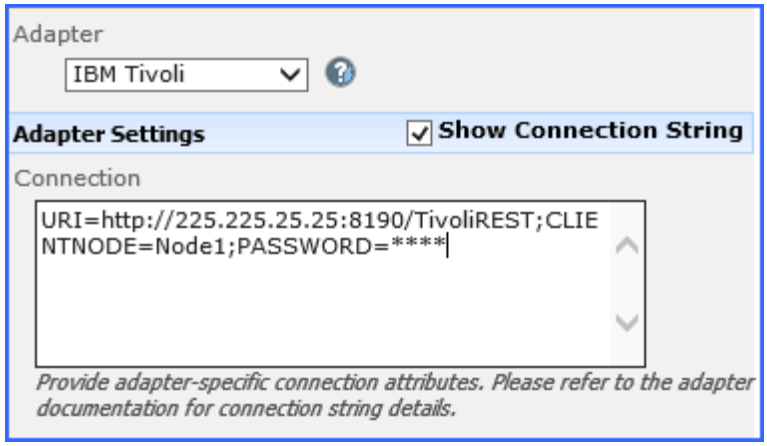
Setting	Value/Options
	An online storage endpoint can be automatically taken offline if it encounters errors. If a storage endpoint is taken offline automatically, BLOBs that were intended to be written to that endpoint will go to the content database.
	Default email addresses for system error and offline notification can be entered. Check the box to include the list of Default Notification Contacts specified on the General Settings page.

Example Storage Endpoint Using Tivoli



Click the *Show Connection String* checkbox to edit the connection string. Otherwise, fill in the connection fields shown for the adapter selected. Notice that the connection string parameters are name/value pairs separated

by semi-colons when editing using the Show Connection String option.



NOTE: Adapter parameters are not case-sensitive.

NOTE: You should always use a passphrase when generating encryption keys. The passphrase gives you a means of re-creating keys should they become unrecoverable or corrupt. It is very important to remember or record the passphrase outside of Metalogix StoragePoint. Otherwise, encrypted content could become irretrievable in the event of a database failure.

If you choose to externalize content you should test the storage profile settings by clicking the *Test Storage Settings* button. A message under the button will indicate whether or not the test was successful. If the test fails the message will include the error that was the root cause of the failure.

NOTE: When testing access to an endpoint from within Central Administration, the Identity of the Application Pool hosting the Central Administration Site is the one that is being used for the test. If there are different Identities used for other Web Applications in the Farm then those identities will also need access but cannot be tested from within Central Admin itself. See BLOB Store Security and Metalogix StoragePoint Required Privileges in the Metalogix StoragePoint Reference Guide.

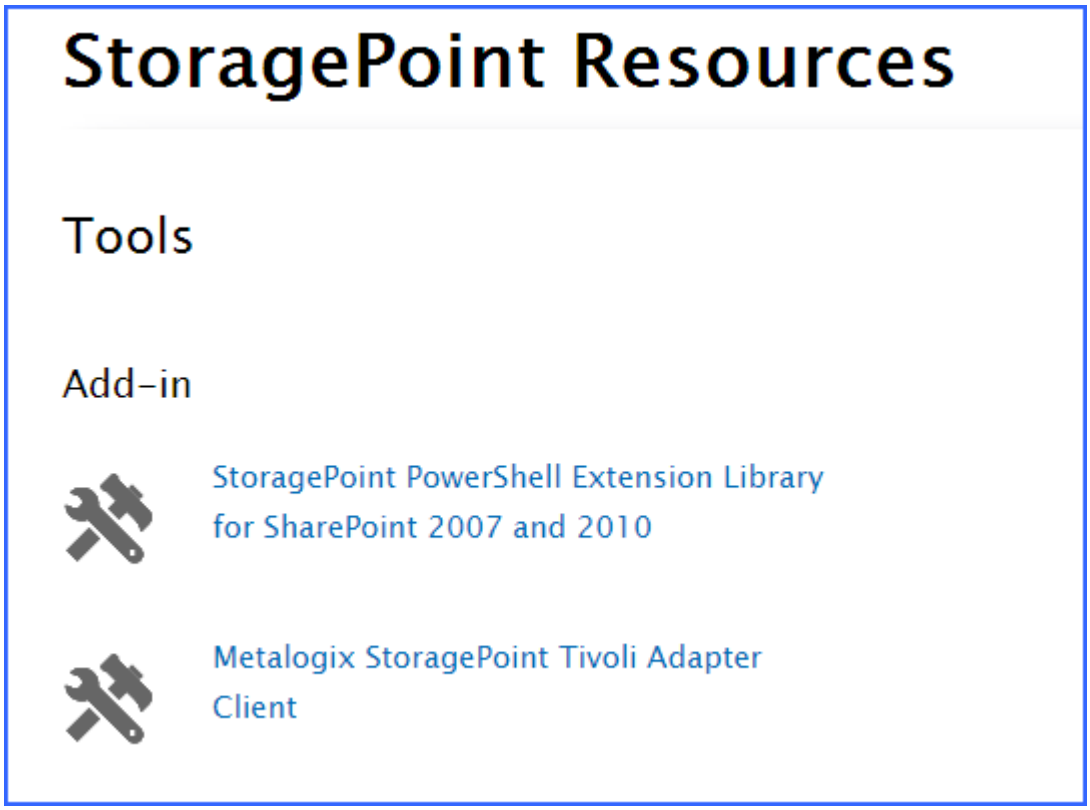
Installing the Metalogix Tivoli Client

Installing the Metalogix Tivoli Client is critical for communication with the Tivoli node.

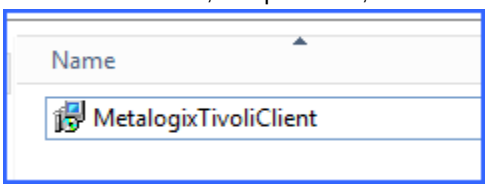
NOTE: There is a minimum version requirement of .NET 4.0 to install the Metalogix Tivoli Client.

NOTE: If this is an upgrade, the old client must be uninstalled before continuing with the install.

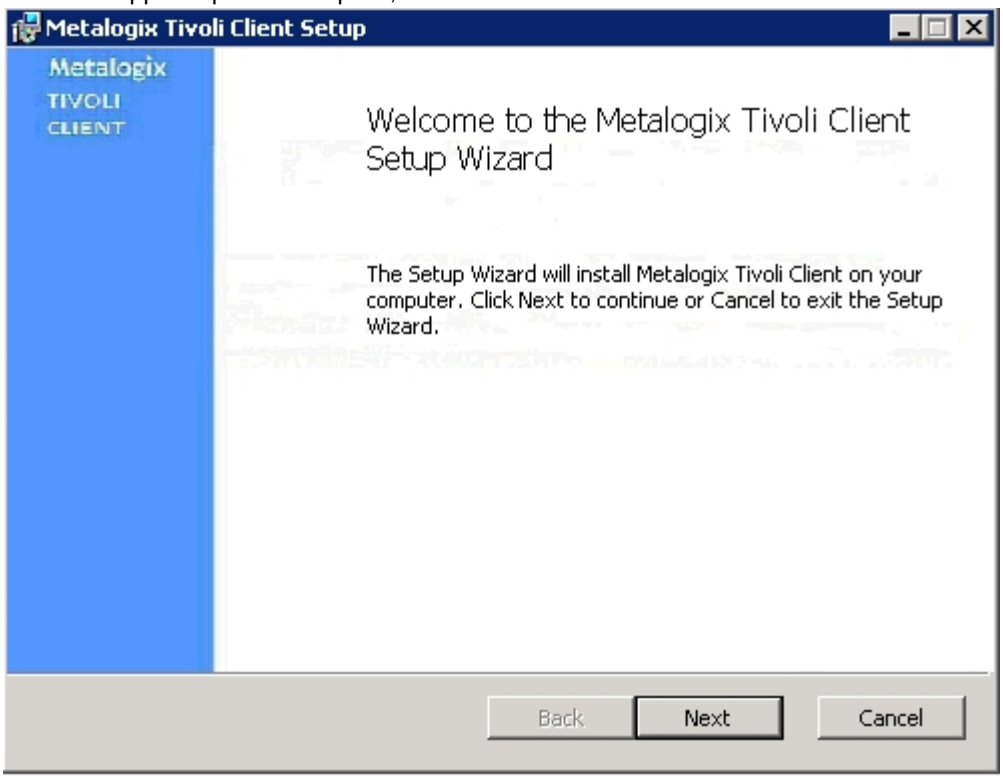
1. Download the Metalogix StoragePoint Tivoli Adapter Client from the Metalogix website, and copy it to the Tivoli Client machine.



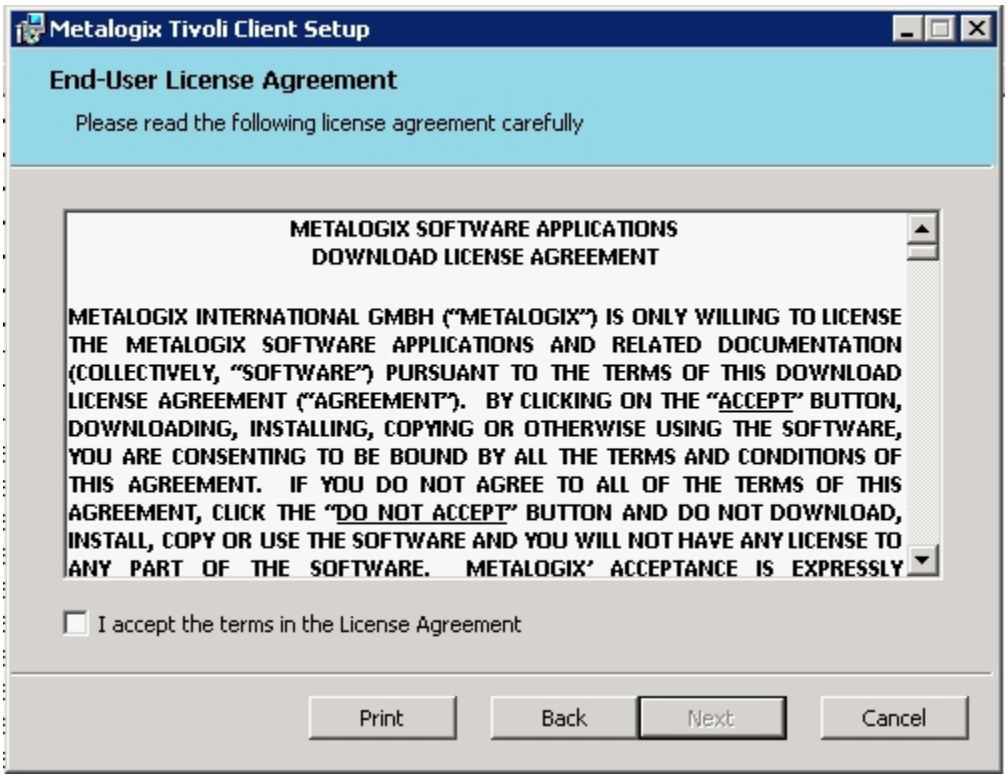
2. On the Tivoli client, unzip the file, and double click the executable.



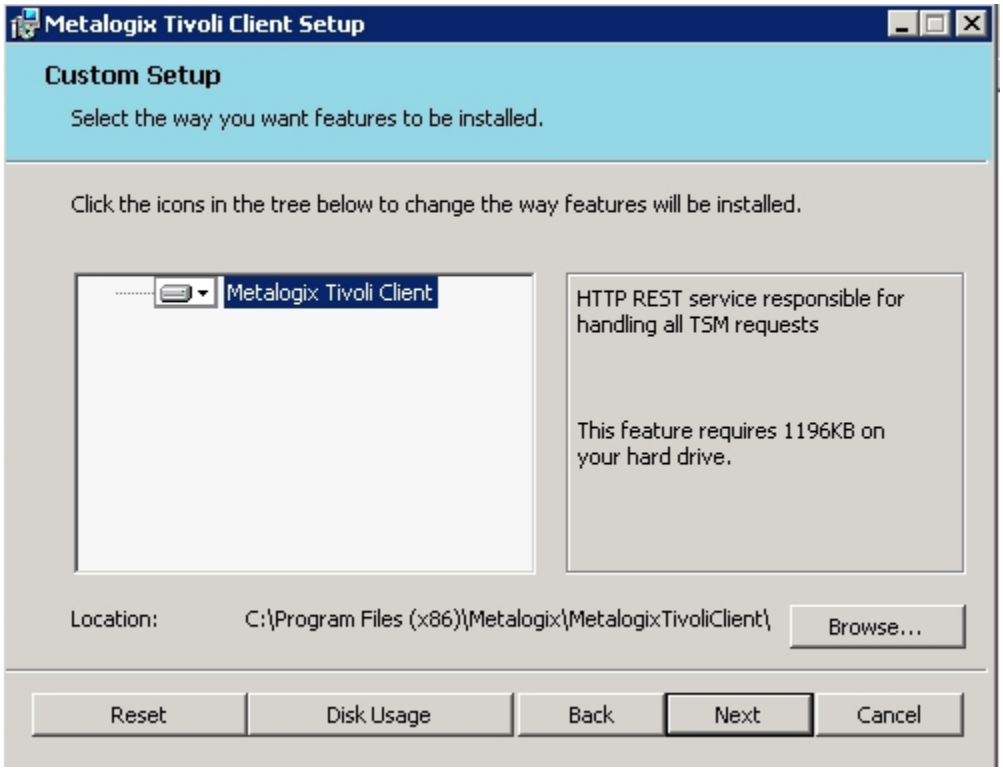
3. When the App Setup window opens, click Next.



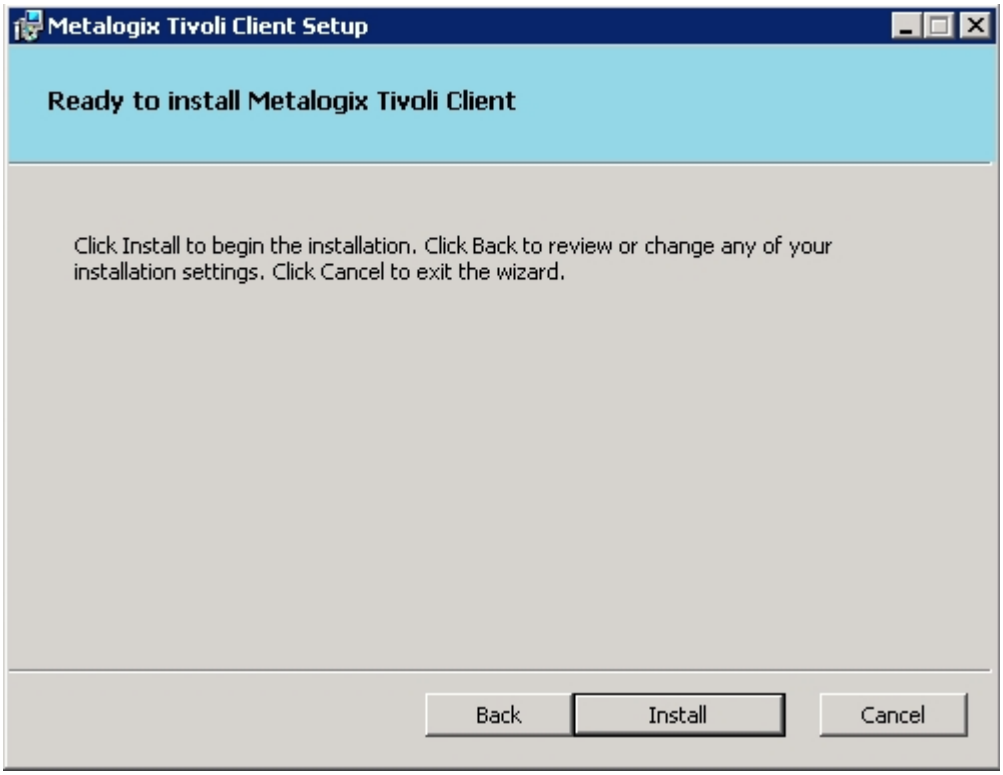
4. Click the checkbox, and click Next.



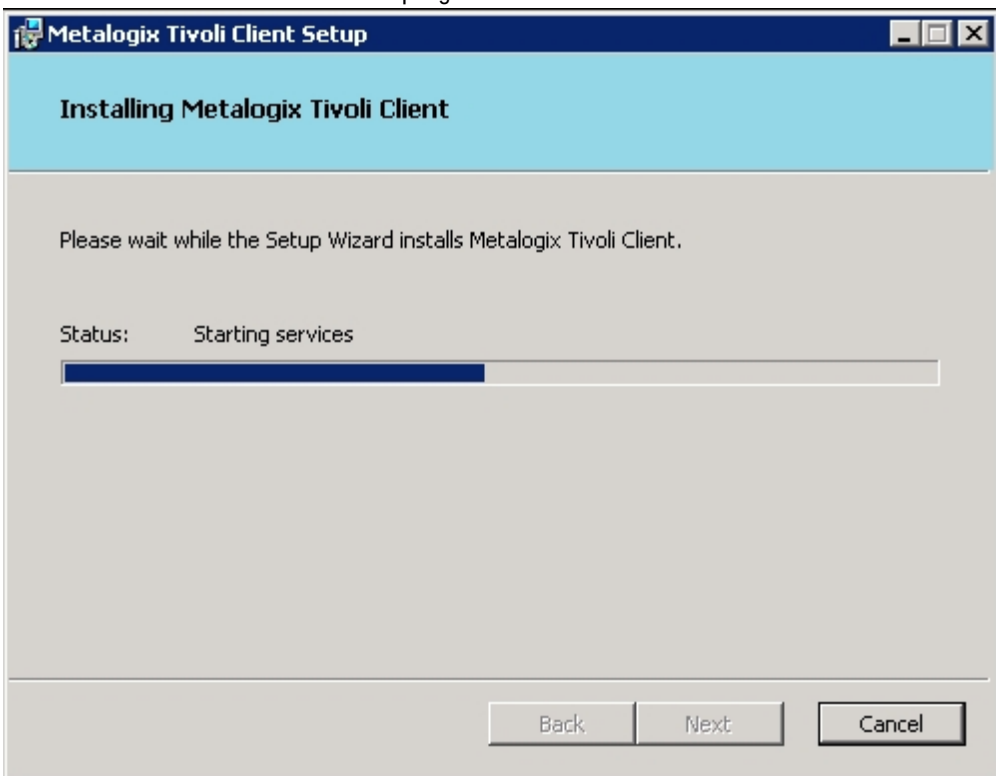
5. Click Next, or browse to a different location to install the service.



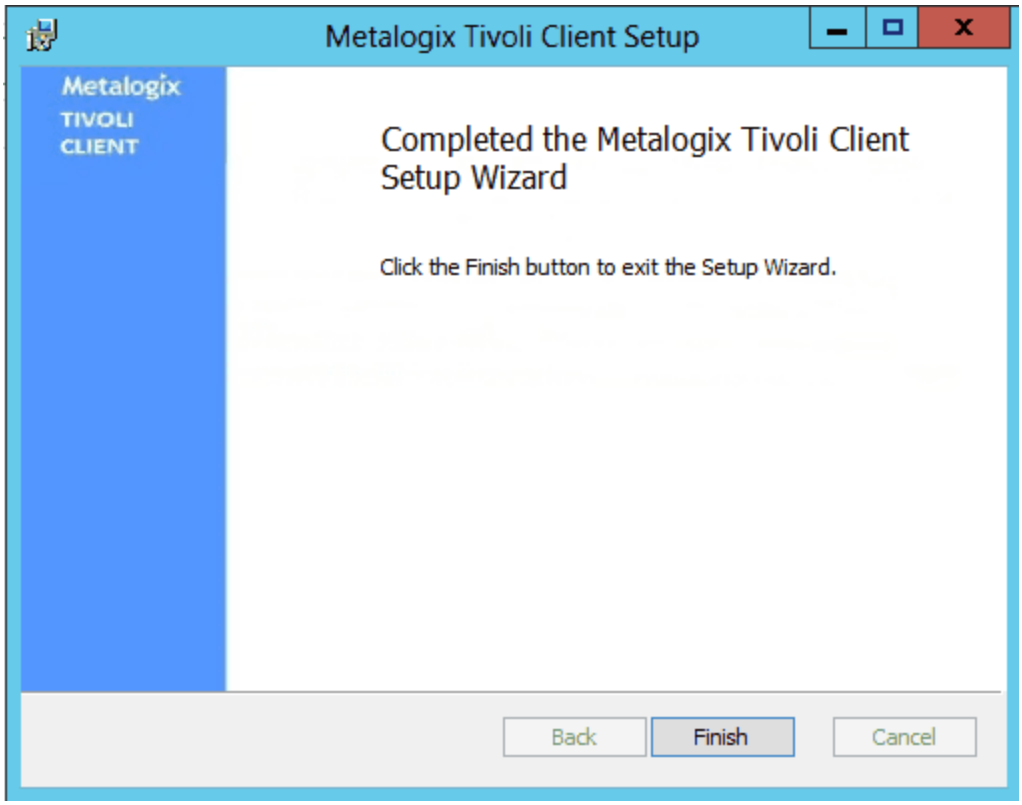
6. Click Install.



7. The window will refresh to show the progress.

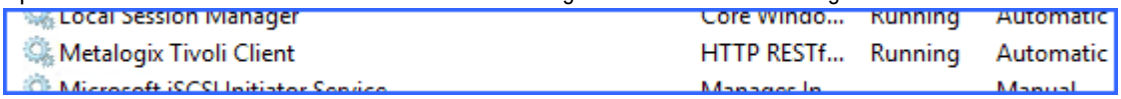


8. Click Finish.



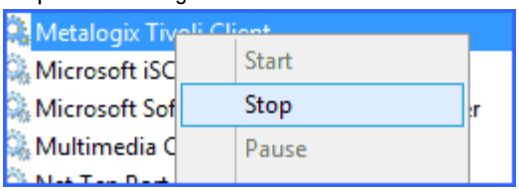
Confirmation

Open the services admin tool and make sure Metalogix Tivoli Client is running.

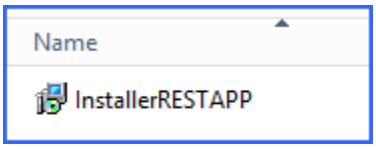


Uninstalling the Metalogix Tivoli Client

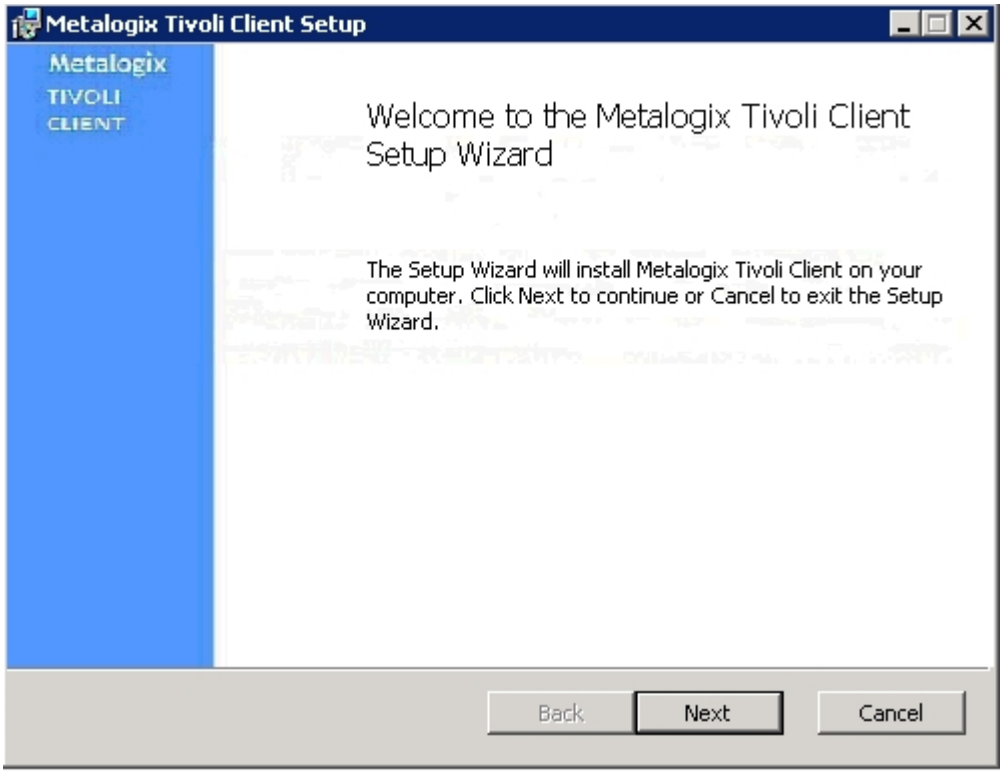
1. Stop the Metalogix Tivoli Client in Services.



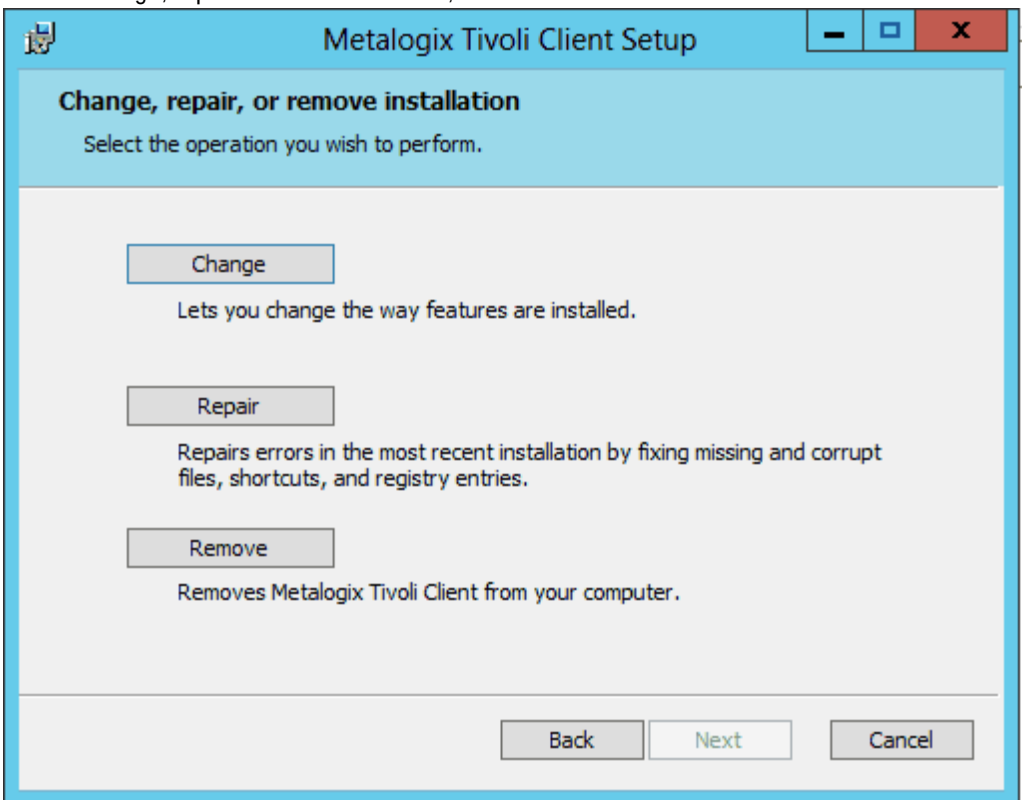
2. Double click the executable.



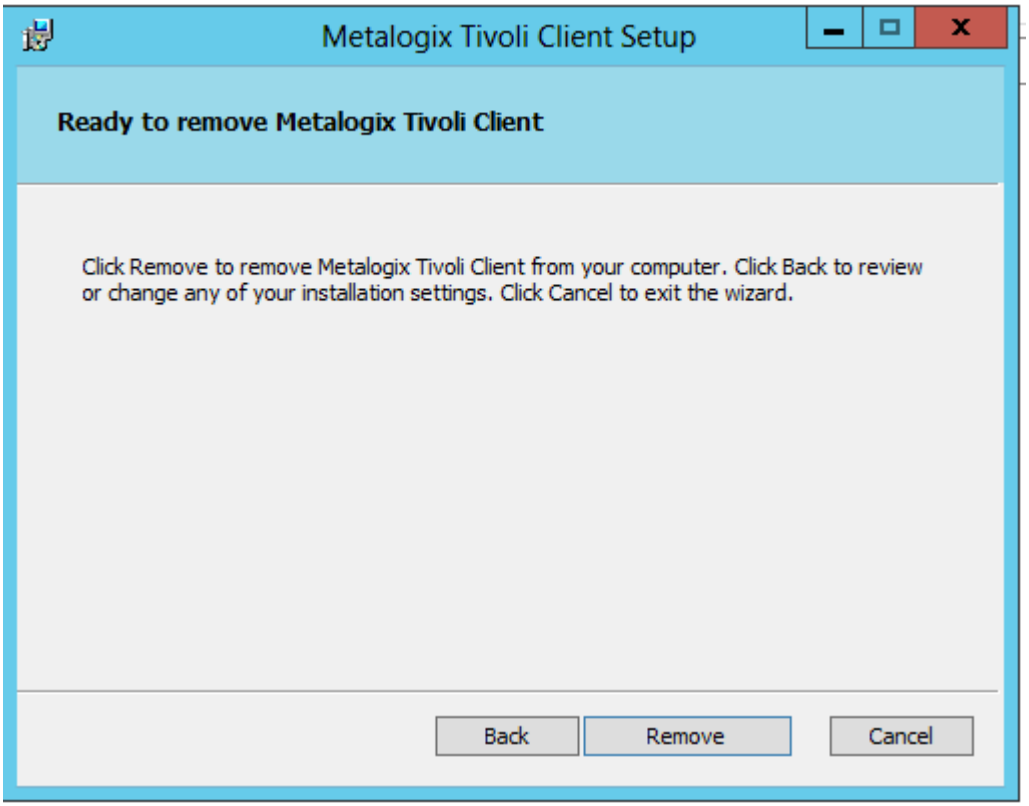
3. When the App Setup window opens, click Next.



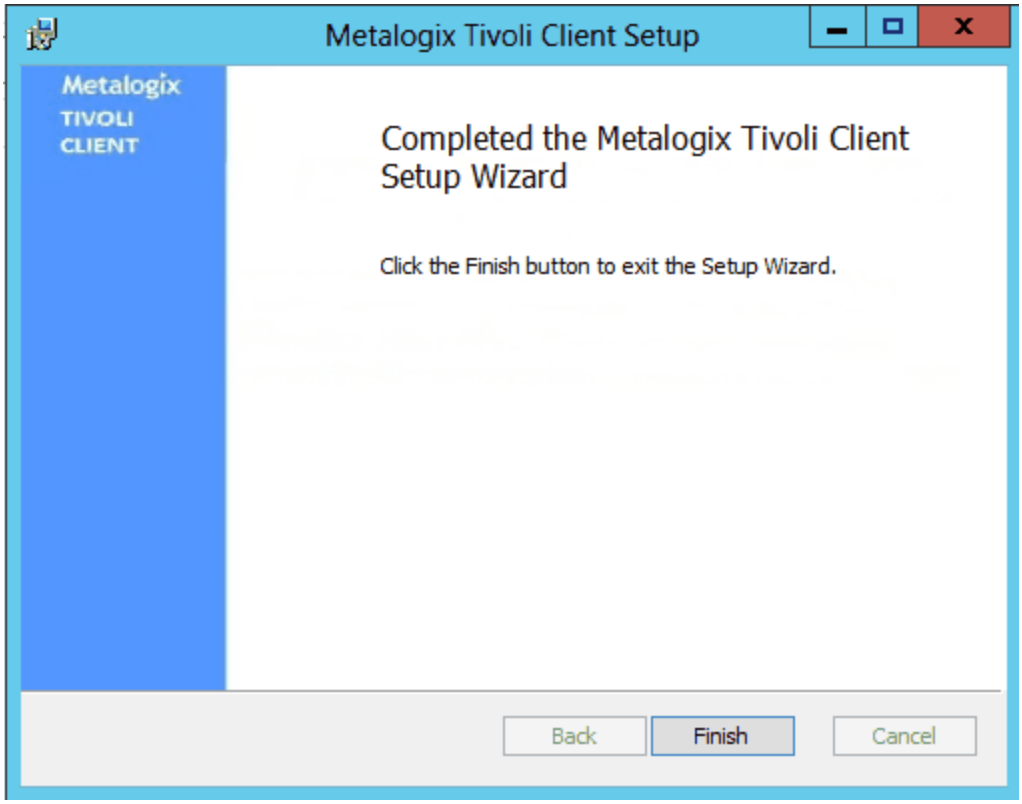
4. On the Change, repair or remove window, click Remove.



5. Click Remove.



6. Click Finish.



Appendix: Troubleshooting

Enter topic text here.

Problem: Receiving errors on storage or retrieval of externalized content.

Wherever possible, StoragePoint surfaces error messages returned by the adapter either directly to the user or within the SharePoint ULS logs. You should refer to your storage platform/provider documentation for resolution to errors logged by the adapter.

Check to see that the TSM instance does not have Archive Data Retention Protection enabled. This will prevent the deletion of data on Tivoli, until the expiration date is reached. For more information please see this link.

Problem: Content won't migrate betwen nodes.

If multiple Nodes are configured on the Tivoli Server Manager, Administrator privileges need to be shared among nodes.

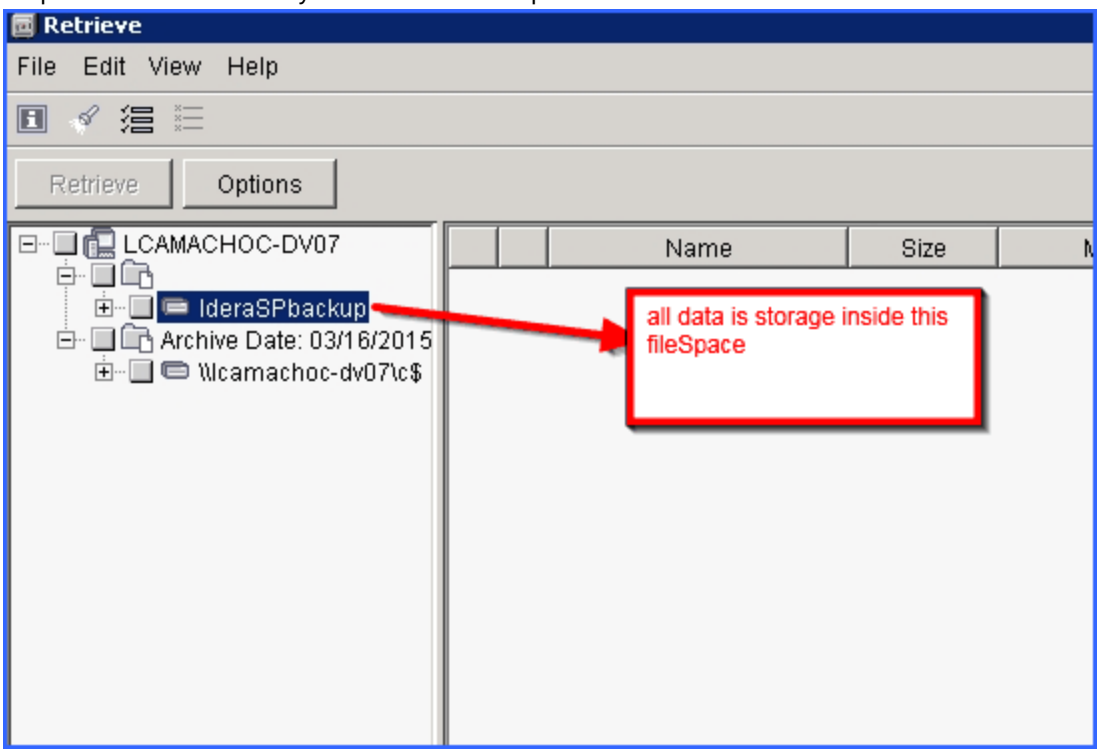
For more information and instructions, please see the following link.

Tips for Configuring Tivoli

If the Tivoli license has expired, there may be errors trying to recall or migrate data from the Tivoli endpoint. Renew the license to correct these errors.

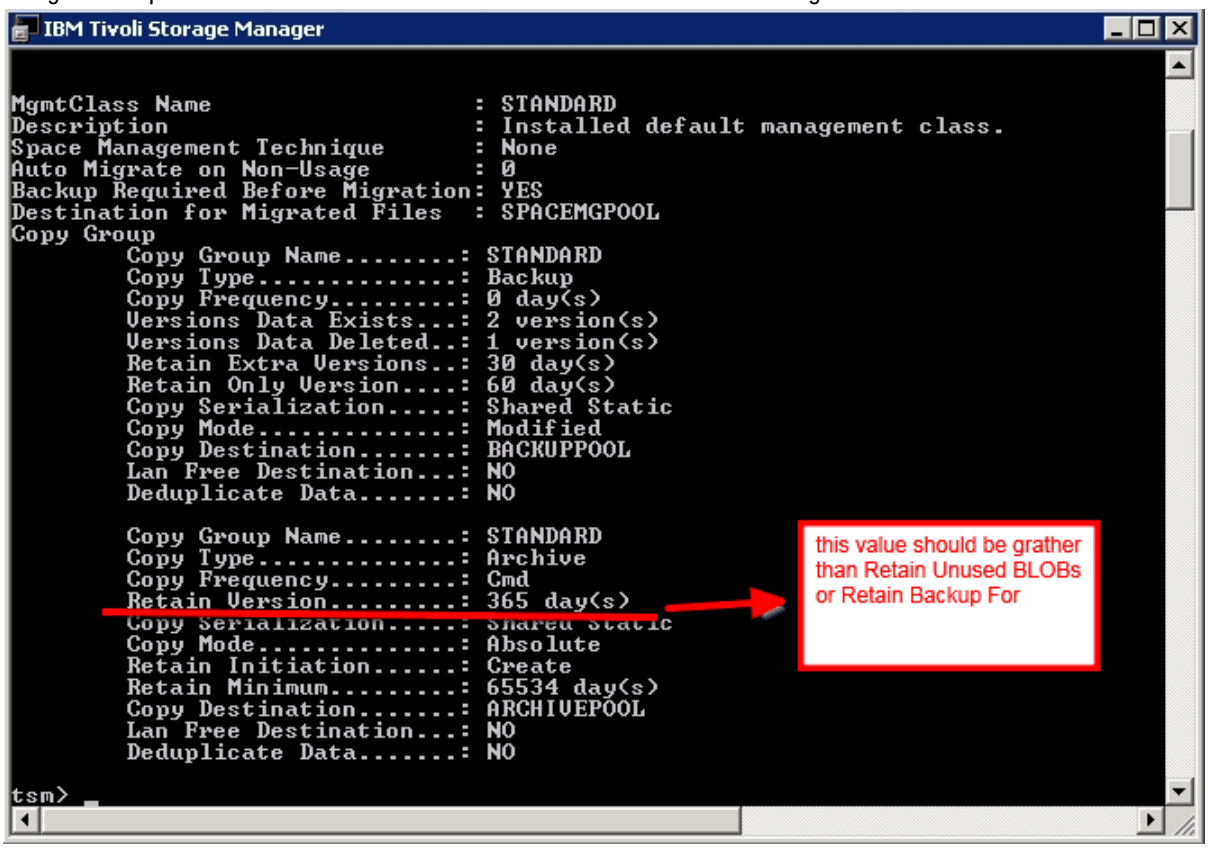
Location of Content on Tivoli

Within the Tivoli user interface, all content that is externalized by StoragePoint using the Tivoli endpoint adapter will be in a directory called IderaSPbackup.



Tivoli Management Class

The Retain Version parameter should be greater than the Unused BLOB Retention period set for the profile using the endpoint. See the section on Unused BLOB Retention in the StoragePoint Reference Guide.



2

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Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

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Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at https://support.quest.com

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles

- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product