

Metalogix® StoragePoint 5.9.1

EMC DataDomain Adapter Guide



© 2020 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Metalogix are trademarks and registered trademarks of Quest Software Inc. and its affiliates. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

Metalogix® StoragePoint

Updated February 2020

Version 5.9

Contents

EMC DataDomain Adapter Configuration	4
DataDomain Connection String Parameters	5
Example Storage Endpoint Using DataDomain Adapter	10
Appendix: Troubleshooting	11
Problem: Receiving errors on storage or retrieval of externalized content.	11
Problem: Retention isn't Reflected	12
Problem: Synchronization Actions are Not Updated	12
About Us	13
Contacting Quest	13
Technical Support Resources	13


EMC DataDomain Adapter Configuration

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

On the Application Management 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.

Adapter
EMCDataDomain 

Adapter Settings Show Connection String





Host

Share

Use SSL
 

User

Password

Retention
 None
 Date Format
 12 AM  00 
 Duration/Interval Day(s) 

Advanced Adapter Settings *(Hide)*

Buffer Size

DataDomain Connection String Parameters

Setting	Value/Options
<p>Name</p>	<p>Enter the unique name of the Storage or Backup Endpoint.</p>
<p>Type</p> <div data-bbox="204 584 544 685"> <p>Type</p> <p><input checked="" type="radio"/> Primary <input type="radio"/> Backup</p> </div> <p>See Backup Services Settings in the Reference Guide for more information on how Backup Endpoints are used.</p>	<p><i>Primary</i>– this endpoint will be available for externalization when creating storage profiles.</p> <p><i>Backup</i>– this endpoint will be in the Backup Services dropdown on the profile page.</p> <p>The selection is locked down when saving.</p>
<p>Status</p> <div data-bbox="204 1048 611 1167"> <p>Status</p> <p>Online</p> </div>	<p><i>Online</i>– Storage Endpoint should be available to associate to a Storage Profile and accept BLOBs. (default)</p> <p><i>Offline (Read Only)</i>– A storage endpoint can be configured, but not made available for externalizing content. The BLOBs already on the endpoint are still read only.</p>
<p>Adapter</p> <div data-bbox="204 1473 560 1570"> <p>EMCDataDomain</p> </div>	<p>Select the adapter for the endpoint that is being created.</p>
<p>Host</p> <div data-bbox="204 1615 874 1711"> <p>enter IP address or host name for the cluster</p> </div>	<p>IP or DNS name chosen at the time the storage solution was provisioned which represents the DataDomain access point.</p> <p>Single host examples:</p> <p>mycluster.company.com</p> <p>Or</p>

Setting	Value/Options
	192.168.1.42
<p>Share</p> <p><input type="text" value="Enter EMC Data Domain share name"/> EMC</p> <p><i>Data Domain Share must be provided.</i> Note:When a share is deleted from Data Domain, StoragePoint will take about 20 minutes to recognize this change. BLOBs will still attempt to be externalized to this endpoint during this time. If you delete a share, please ensure externalization is turned off first for the associated profile.</p>	Enter the DataDomain share that will be used to hold content specific to this endpoint.
<p>Use SSL</p> <p><input type="button" value="No"/> ▼</p>	Select whether or not SSL is required to access the DataDomain storage.
<p>User</p> <p><input type="text" value="enter the username to access Data Domain"/></p> <p>Password</p> <p><input type="text" value="enter the password to access Data Domain"/></p>	Enter the connection information for accessing the DataDomain storage solution, including domain if necessary.
<p>Retention</p> <p><input checked="" type="radio"/> None</p> <p><input type="radio"/> Date Format</p> <p><input type="text"/> <input type="button" value="Calendar"/> <input type="text" value="12 AM"/> ▼ <input type="text" value="00"/> ▼</p> <p><input type="radio"/> Duration/Interval <input type="text"/> <input type="button" value="Day(s)"/> ▼</p> <p>Note: StoragePoint is not able to determine if your Data Domain device has retention enabled. Please first check the Data Domain device to ensure retention and holds are enabled.</p>	<p>If supplied, the DataDomain adapter will calculate and supply a retention policy when saving content. Possible settings are:</p> <p>None</p> <p>[DateFormat] example: <i>Retention=*08/31/2009;</i></p> <p>[Duration][Interval] example: <i>Retention=5D;</i></p> <p>[Interval] may be days (D), months (M) or years (Y).</p>
<p>Advanced Adapter Settings <i>(Hide)</i></p> <p>Buffer Size</p> <p><input type="text" value="8192"/></p>	Click Show to see the buffer size field. The buffer size field limits the amount of resources

Setting	Value/Options
	used to externalize data to the DataDomain endpoint.
	If the endpoint is on a WORM (Write Once, Read Many) device, Unused BLOB Cleanup will ignore this endpoint.
	<p><i>No</i>– Externalized content BLOBs are not placed in folders.</p> <p><i>Yes</i>– Externalized content BLOBs are placed in folders (default).</p> <p>If <i>Folder Content in BLOB Store</i> is <i>Yes</i> then you can select a date/time folder scheme from the dropdown.</p> <p>YYYY/MM/DD/HH/MM is the default.</p>
	The Test Storage Settings button can be used at this point, or after completing the endpoint configuration, to verify that the endpoint is accessible.
	<p><i>No</i>– Externalized content BLOBs are not compressed (default).</p> <p><i>Yes</i>– Externalized content BLOBs are compressed.</p>

Setting	Value/Options
<p>Encryption Method for Content in BLOB Store</p> <p><input type="text" value="None"/></p>	<p><i>None</i>– Encryption will not be applied to externalized BLOBs (default).</p> <p><i>AES (128 bit)</i>– 128 bit AES encryption will be applied to externalized BLOBs.</p> <p><i>AES (256 bit)</i>– 256 bit AES encryption will be applied to externalized BLOBs.</p>
<p>Encryption Key Passphrase</p> <p><input type="text"/> <input type="button" value="Generate Key"/></p> <p><i>Enter a passphrase to be used to generate a key or leave blank to generate a random key. The passphrase entered is not saved with the Endpoint.</i></p>	<p>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 <i>Generate Key</i> button. The encryption key passphrase will be hidden.</p>
<p>Generate warning notification if:</p> <p><input checked="" type="checkbox"/> <input type="text" value="10"/> or more successive errors are encountered</p> <p><input checked="" type="checkbox"/> there is less than <input type="text" value="10"/> <input checked="" type="radio"/> MB <input type="radio"/> % of free space</p>	<p>A warning email can be sent if it encounters errors.</p>
<p>Automatically take endpoint offline if:</p> <p><input checked="" type="checkbox"/> <input type="text" value="25"/> or more successive errors are encountered</p> <p><input checked="" type="checkbox"/> there is less than <input type="text" value="1"/> <input checked="" type="radio"/> MB <input type="radio"/> % of free space</p>	<p>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.</p>

Setting	Value/Options
<p>Send Offline Notifications to:</p> <p><input checked="" type="checkbox"/> Use Notification Defaults</p> <p>Additional Contacts</p> <p><u>admin@company.com</u></p> <p><i>Provide a semi-colon delimited list of e-mail addresses.</i></p>	<p>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.</p>

Example Storage Endpoint Using DataDomain Adapter

Adapter
EMCDataDomain

Adapter Settings Show Connection String

Host

Share

Note:When a share is deleted from Data Domain, StoragePoint will take about 20 minutes to recognize this change. BLOBs will still attempt to be externalized to this endpoint during this time. If you delete a share, please ensure externalization is turned off first for the associated profile.

Use SSL

User

Password

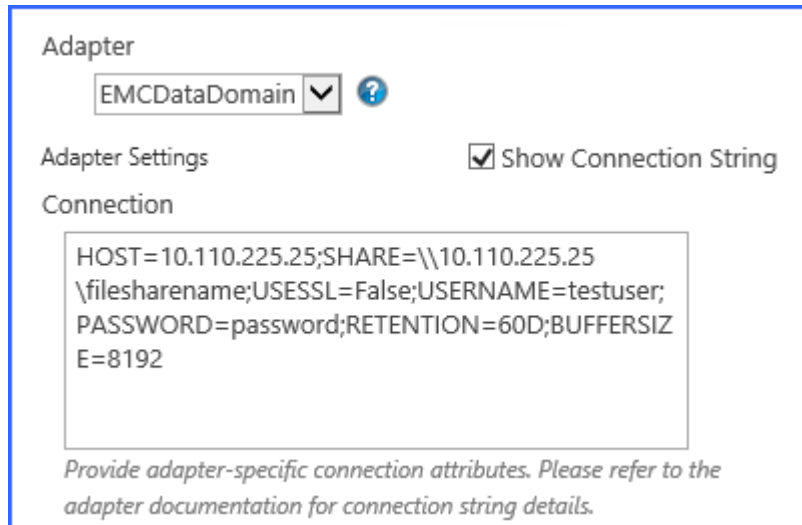
Retention
 None
 Date Format

 Duration/Interval

Note: StoragePoint is not able to determine if your Data Domain device has retention enabled. Please first check the Data Domain device to ensure retention and holds are enabled.

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.



Adapter

EMCDataDomain

Adapter Settings Show Connection String

Connection

```
HOST=10.110.225.25;SHARE=\\10.110.225.25
\filesharename;USESSL=False;USERNAME=testuser;
PASSWORD=password;RETENTION=60D;BUFFERSIZ
E=8192
```

Provide adapter-specific connection attributes. Please refer to the adapter documentation for connection string details.

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.

Appendix: Troubleshooting

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.

Problem: Retention isn't Reflected

The retention period can be configured on the StoragePoint endpoint screen without detecting whether the DataDomain share actually has a retention setting in place. In some cases, the BLOB on the endpoint can be deleted during Unused BLOB Cleanup if the retention isn't also manually enabled on the DataDomain share.

Problem: Synchronization Actions are Not Updated

When a CIFS shared Directory Path is disabled or deleted from Data Domain, it takes some time to be reflected in StoragePoint. StoragePoint can continue externalizing, recalling or migrating content during this period of time. Testing indicated the average time to reflect a deny message to the endpoint is from 10 to 20 minutes. After this time, the correct access denied messages will be shown in the logs.

To prevent lost data, add a second endpoint to the profile, move content of the DataDomain share by bulk migration timer job, then remove the DataDomain endpoint from the profile.

About Us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

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.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical Support Resources

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