

# Veritas Storage Foundation™ and High Availability Solutions Quick Recovery Solutions Guide for Microsoft Exchange 2007

Windows Server 2008 (x64),  
Windows Server 2008 R2 (x64)

6.0.1

# Veritas Storage Foundation and HA Solutions Quick Recovery Solutions Guide for Microsoft Exchange 2007

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# Introducing Quick Recovery for Microsoft Exchange

This chapter includes the following topics:

- [About Quick Recovery snapshot solutions](#)
- [Advantages of Quick Recovery snapshots](#)
- [Quick Recovery process](#)
- [About the components used in Quick Recovery](#)
- [About the Solutions Configuration Center](#)
- [Solutions wizard logs](#)
- [Where to get more information about solutions for Microsoft Exchange](#)

## About Quick Recovery snapshot solutions

Veritas Storage Foundation for Windows (SFW) provides the capability to create point-in-time images of production Exchange storage groups. These images, called snapshot sets, contain snapshots of the volumes associated with the databases and transaction logs of an Exchange storage group. A snapshot set is a complete copy of the storage group at the specific point in time the snapshots are taken.

SFW uses Veritas FlashSnap™ technology along with the Microsoft Volume Shadow Copy Service (VSS) framework to quiesce an Exchange storage group and ensure a persistent snapshot of the production data.

Quick Recovery is the term for creating and maintaining the snapshot sets on-host for use in quickly recovering missing or corrupt Exchange storage

groups or individual database stores. The Quick Recovery solution provides fast recovery from logical errors and eliminates the time-consuming process of restoring data from tape. Storage groups can be recovered to the point in time when the snapshot was taken or, by using current logs, rolled forward to the point of failure.

Quick Recovery is designed to augment your traditional backup methodology. Using the SFW Quick Recovery Configuration wizard, you can create multiple snapshot sets for each storage group and set up schedules for creating and refreshing the snapshot sets. The snapshot sets can be maintained on-host as a Quick Recovery solution.

If you are using Veritas Volume Replicator (VVR) for replication, you can also synchronize snapshot sets on the secondary site. See *Veritas Volume Replicator, Administrator's Guide*.

SFW snapshot solutions use a split-mirror snapshot method. The snapshot is a separate persistent volume that contains an exact duplicate of all the data on the original volume at the time the snapshot is taken. This type of persistent physical snapshot is also known as a Clone (HP) or a BCV (EMC). In contrast, copy-on-write snapshots, also known as metadata snapshots, only copy changed blocks to the snapshot and do not create a separate physical volume.

Because a snapshot set contains a split-mirror snapshot copy of each of the volumes in the storage group, the snapshot set requires the same amount of space as the original volumes.

Veritas FlashSnap technology is also integrated into the Veritas NetBackup 6.0 Advanced Client Option and Symantec Backup Exec 10d Advanced Disk-based Backup Option. These products are the preferred solution for on and off host snapshot-assisted backup.

## Advantages of Quick Recovery snapshots

A Quick Recovery solution serves as a first line of defense to recover corrupted or missing Exchange storage groups or databases. Maintaining a snapshot set requires just the few seconds it takes to detach a split-mirror snapshot from its original volume. On-host snapshot recovery is faster than restoring a full backup from tape or other media; on-host snapshot recovery reduces downtime and helps meet service-level agreements for application availability.

In addition to the primary benefit of recovery from logical errors, snapshot sets can be moved over a SAN to another server and used for other purposes including:

- Application tuning and testing—data can be updated and modified in a realistic environment without impacting users.

- **Business reporting and decision analysis**—up-to-date data is available with minimal impact on the production environment.

## Quick Recovery process

The Quick Recovery process can be broken down into the following phases:

- Creating an initial snapshot set  
This has two stages:
  - Preparing the mirror for the snapshot set  
This stage takes a while and should be scheduled for a time of low activity.
  - Creating the initial snapshot set by splitting the mirror so that it is no longer synchronized with the original volume and becomes a point-in-time copy.
- Periodically refreshing (resynchronizing) the split-mirror snapshot with the original volume, and then splitting the mirror again, as needed or according to a pre-set schedule  
This stage is automated by setting up snapshot schedules using the Quick Recovery wizard or VSS Exchange Snapshot Scheduler wizard.
- Using a snapshot set to recover a storage group or corrupted database

## About the components used in Quick Recovery

SFW snapshot solutions use Veritas FlashSnap and FastResync technology along with the Microsoft Volume Shadow Copy Service framework.

### FlashSnap and FastResync

Veritas FlashSnap provides the ability to create and maintain the on-host point-in-time copies of volumes that are integral to the snapshot solutions. Both the original and snapshot volume may consist of multiple physical devices, as in the case of RAID 0+1 (Mirrored Striped) volumes. FlashSnap cannot be used with software RAID-5 volumes.

FastResync is a FlashSnap feature that optimizes the resynchronization of a snapshot volume and its original volume. FlashSnap uses FastResync technology to track the changed blocks in an original volume after a snapshot is detached. A Disk Change Object (DCO) volume is automatically created to store a record of these changes. When the snapshot volume is resynchronized with the original volume, only the changed data blocks are written to the snapshot volume. This greatly reduces the time and performance impact of resynchronization which means that a snapshot set can be refreshed with minimal impact to production.

## Integration with Microsoft Volume Shadow Copy Service

SFW integrates with the Microsoft Volume Shadow Copy Service (VSS) as both a VSS Requestor and a VSS Provider. This integration is provided by FlashSnap.

The Volume Shadow Copy Service (VSS) process allows the databases of an Exchange Server storage group to be frozen before the snapshot operation occurs and then thawed immediately after it. This quiescing, supported by Exchange Server at the storage group level, allows for Microsoft supported and guaranteed persistent snapshots of your data.

FlashSnap integrates with VSS to create a snapshot set containing snapshot volumes of all the volumes associated with an Exchange storage group without taking the databases offline.

### The VSS framework

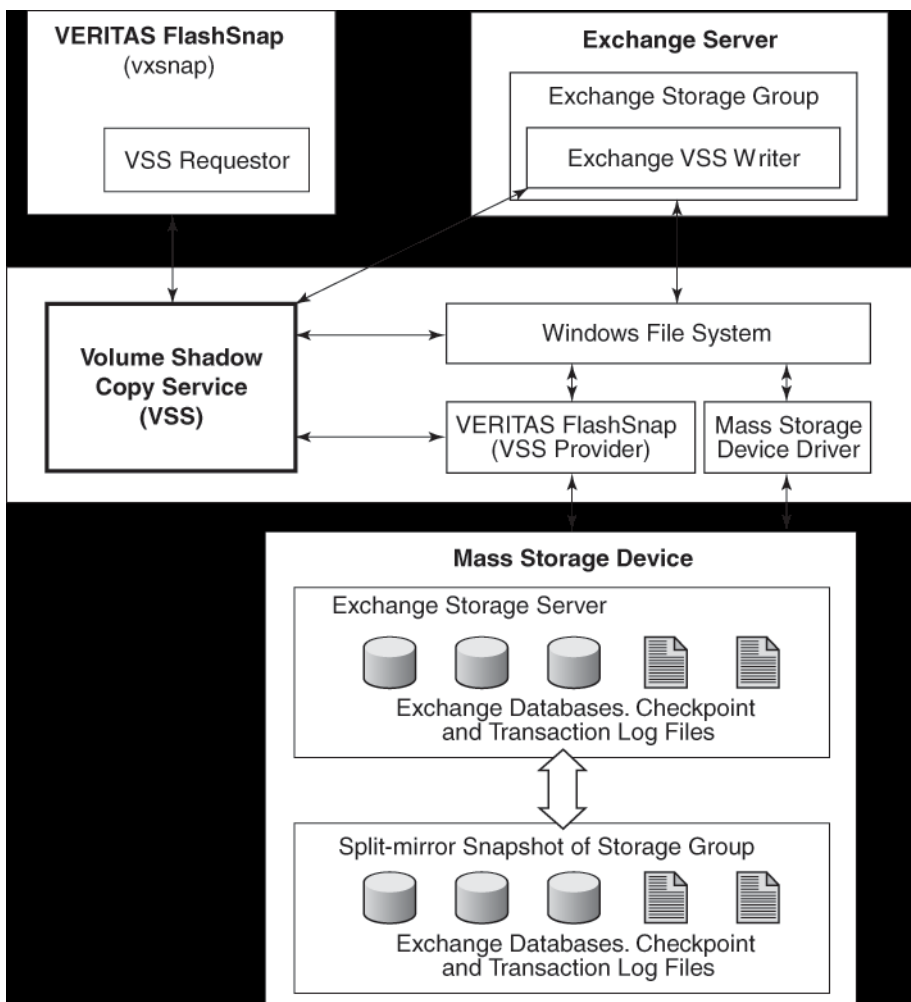
There are four components to the VSS framework: Requestor, Writer, Provider, and the Volume Shadow Copy Service itself.

**Table 2-1** VSS framework components

Component	Action
Volume Shadow Copy Service	Talks to and coordinates the Requestor, Provider, and Writer.
Requestor	As a Requestor, the vxsnap component of FlashSnap notifies the VSS coordinator to initiate the VSS request to prepare Exchange for quiescing and later requests that the snapshot process begin.
Writer	As Writers, VSS-enabled applications such as Exchange respond to requests to prepare and participate in the generation of snapshots, provide success/failure status, and provide information about the application including what is to be backed up and restored, and restore strategy.  The Exchange 2007 VSS Writer has two instances, the Store Writer and the Replica Writer. The Replica Writer is available for use if either Local Continuous Replication (LCR) or Cluster Continuous Replication (CCR) is enabled. The Replica Writer is supported by SFW Flashsnap for snapshot operations but not for scheduling or restore operations.
Provider	As a Provider, FlashSnap creates the persistent snapshot.

Figure 2-1 shows the steps in the Volume Shadow Copy Service Process.

Figure 2-1 The Volume Shadow Copy Service process



FlashSnap integrates with Volume Shadow Copy Service as both a VSS Requestor and a VSS Provider.

The following steps occur, in the order presented, during the snapshot process:

- Acting as a VSS Requestor, FlashSnap notifies the VSS coordinator service to prepare for a split-mirror snapshot of an Exchange storage group.
- The VSS coordinator service calls the Exchange VSS Writer to find out which volumes contain the databases and transaction logs.

- The VSS coordinator service notifies the FlashSnap VSS Provider to prepare for the snapshot.
- Acting as a VSS Requestor, FlashSnap requests that the VSS coordinator service begin the snapshot call.
- The VSS coordinator service notifies the Exchange VSS Writer to quiesce and freeze the databases in preparation for the snapshot. When this is accomplished, the Exchange Writer informs the VSS coordinator service to proceed.
- The VSS coordinator service calls the FlashSnap Provider to create the split-mirror snapshot by detaching the snapshot volume from the original volume. The snapshot process takes a maximum of 10 seconds. After the snapshot volume is detached, the FlashSnap Provider informs the VSS coordinator service to proceed.
- The VSS coordinator service notifies the Exchange Writer to thaw (release the freeze) and resume normal I/O.

The following steps occur, in the order presented, during the restore process:

- Acting as a VSS Requestor, FlashSnap notifies the VSS coordinator service to prepare for a restore operation.
- The VSS coordinator service calls the Exchange VSS Writer, which prepares for the restore operation.
- The FlashSnap utility restores the snapshot volumes. After the snapback operation completes, the FlashSnap utility informs the VSS coordinator service to proceed.
- The VSS coordinator service notifies the Exchange Writer to process the post-restore operations.

## About the Solutions Configuration Center

The Storage Foundation and High Availability Solutions Configuration Center guides you through setting up your Veritas Storage Foundation for Windows (SFW) or SFW High Availability (HA) environment.

You can use the Configuration Center to set up your environment for Quick Recovery using the Quick Recovery Configuration Wizard. The Quick Recovery Configuration Wizard schedules preparation of snapshot mirrors and schedules the Quick Recovery snapshots. Quick Recovery snapshots can provide on-host recovery from logical errors in application data.

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**Note:** For information about the other Configuration Center solutions, refer to the appropriate Symantec documentation.

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The Solutions Configuration Center provides two ways to access Solutions wizards:

- The Applications tab lists solutions by application. It provides step-by-step configuration instructions that include buttons to launch the appropriate wizard for each step.
- The Solutions tab, for advanced users, lists wizards by solution without additional instructions, so that you can go directly to a particular wizard.

The Configuration Center and the Quick Recovery Configuration Wizard can be run from a remote system.

## Solutions wizard logs

The Solutions Configuration Center provides access to many wizards. The Quick Recovery Configuration Wizard is built into the Solutions Configuration Center.

The Quick Recovery Configuration Wizard is launched only from the Solutions Configuration Center, whereas other wizards can be launched from product consoles or the Start menu.

Logs created by this Solution wizard are located in the following path:

```
C:\ProgramData\Veritas\winsolutions\log
```

## Where to get more information about solutions for Microsoft Exchange

[Table 2-2](#) shows the solutions guides provided with Veritas Storage Foundation HA for Windows for Microsoft Exchange Server. Separate guides are available

for other versions of Exchange, for Microsoft SQL, for Enterprise Vault, for Microsoft SharePoint Server, and for additional application solutions.

**Table 2-2** SFW HA solutions guides for Exchange Server

Title	Description
<i>Veritas Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft Exchange 2007</i>	Solutions for Exchange Server 2007 and Veritas Cluster Server clustering with Veritas Storage Foundation HA for Windows <ul style="list-style-type: none"> <li>■ High availability (HA)</li> <li>■ Campus clusters</li> <li>■ Replicated data clusters</li> <li>■ Disaster recovery (DR) with Veritas Volume Replicator or hardware array replication</li> </ul>
<i>Veritas Storage Foundation and High Availability Solutions Quick Recovery Solutions Guide for Microsoft Exchange 2007</i>	Quick Recovery solutions for Exchange Server 2007 using either Veritas Storage Foundation for Windows or Veritas Storage Foundation HA for Windows.
<i>Veritas Storage Foundation and High Availability Solutions Microsoft Clustering Solutions Guide for Microsoft Exchange 2007</i>	Solutions for Exchange Server 2007 and Microsoft clustering with Veritas Storage Foundation for Windows <ul style="list-style-type: none"> <li>■ High availability (HA)</li> <li>■ Campus clusters</li> <li>■ Disaster recovery (DR) with Veritas Volume Replicator</li> </ul>



# Planning a Quick Recovery snapshot solution

This chapter includes the following topics:

- [System requirements](#)
- [Methods of implementing Quick Recovery snapshots](#)
- [Planning your Quick Recovery solution](#)
- [Backup types for snapshot sets](#)
- [About logs](#)
- [Recommendations and best practices](#)

## System requirements

A Veritas Storage Foundation for Windows (SFW) Quick Recovery solution can be implemented on either a standalone system or a clustered system. Quick Recovery snapshots are supported in both Veritas Cluster Server (VCS) and Microsoft clusters.

Refer to the *Veritas Storage Foundation and High Availability Solutions Installation and Upgrade Guide* for SFW installation and configuration information.

## Supported software

Quick Recovery snapshots using Storage Foundation for Windows (SFW) require the following software:

- Veritas Storage Foundation 6.0 for Windows (SFW) with the FlashSnap option or Veritas Storage Foundation HA 6.0 for Windows (SFW HA) with the FlashSnap option.

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**Note:** If using Quick Recovery in a cluster environment, Exchange must be installed on all cluster nodes.

---

- Microsoft Exchange servers and their operating systems:

**Table 3-1** Supported Microsoft Exchange Server versions

Exchange Server	Windows Servers
Microsoft Exchange Server 2007 SP1, SP2, or SP3 Standard or Enterprise Edition (Mailbox server role required)	<ul style="list-style-type: none"> <li>■ Windows Server 2008 x64 (for AMD64 or Intel EM64T): Standard, Enterprise, or Datacenter Edition</li> <li>■ Windows Server 2008 R2 without Hyper-V on Standard, Enterprise, Datacenter Editions</li> <li>■ Windows Server 2008 R2 on Standard, Enterprise, Datacenter Editions (for physical host or guest, not parent partition/Hyper-V integration)</li> <li>■ Windows Server 2008 R2 Web Edition</li> <li>■ Windows Server 2008 on all current editions and architectures Symantec currently supports (SP2 required)</li> <li>■ Windows Storage Server 2008</li> </ul>

## Storage requirements

The hardware for your SFW snapshot solution should include sufficient storage to be able to create dynamic volumes on separate disks for the following purposes:

- Databases
- Transaction logs
- Split-mirror snapshots of the database stores and transaction logs volumes

The system and boot volumes should reside on a separate disk (Harddisk0).

Because a snapshot set contains a split-mirror snapshot copy of each of the volumes in the storage group, the snapshot set requires the same amount of space as the original volumes.

You can specify one or more snapshot sets for each volume with different disk locations for each. You can create more than one snapshot volume on the same disk as long as there is sufficient space available and as long as the snapshots are of different production volumes.

Disk groups must be of a Storage Foundation for Windows 4.0 or later version. It is necessary to upgrade any disk groups created using an earlier version of Volume Manager for Windows before implementing SFW snapshot solutions. Quick Recovery snapshots are supported only on volumes belonging to an SFW dynamic disk group. They are not supported on volumes belonging to a Microsoft Disk Management Disk Group. For more information, see *Veritas Storage Foundation Administrator's Guide*

# Methods of implementing Quick Recovery snapshots

Veritas Storage Foundation for Windows provides more than one method of implementing Quick Recovery snapshots.

[Table 3-2](#) summarizes the methods and when you would use them.

**Table 3-2** Methods of implementing Quick Recovery snapshots

Task you want to accomplish	Method	For more information
<ul style="list-style-type: none"> <li>■ Set up and schedule multiple snapshot sets for multiple storage groups</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>■ Update an existing snapshot set schedule</li> </ul>	<p>From the Solutions Configuration Center: Quick Recovery Configuration Wizard</p>	<p><a href="#">“About the Quick Recovery Configuration Wizard”</a> on page 24</p>
<ul style="list-style-type: none"> <li>■ Add a new snapshot set schedule for one storage group</li> </ul>	<p>From the VEA: VSS Exchange Snapshot Scheduler Wizard</p> <p>Alternatively, you can use the Quick Recovery Configuration Wizard.</p>	<p><a href="#">“About the VSS Exchange Snapshot Scheduler Wizard”</a> on page 25</p>
<ul style="list-style-type: none"> <li>■ Create a one-time snapshot as needed</li> </ul>	<p>From the VEA: VSS Exchange Snapshot Wizard and VSS Snapback Wizard</p> <p>Alternatively, you can use the Vxsnap utility from the CLI.</p>	<p><a href="#">“About the VSS Snapshot and Snapback wizards and the vxsnap utility”</a> on page 26</p>

## About the Quick Recovery Configuration Wizard

The Quick Recovery Configuration Wizard provides the most complete method of configuring snapshot sets and is therefore recommended for initial configuration. The Quick Recovery Configuration Wizard enables you to schedule all phases of snapshot creation and maintenance:

- Preparing the mirror for the snapshot set
- Creating the initial snapshot set by splitting the mirror so that it is no longer synchronized with the original volume and becomes a point-in-time copy
- Periodically refreshing (resynchronizing) the split-mirror snapshot with the original volume, and then splitting the mirror again

The wizard enables you to set up and schedule multiple snapshot sets for one or more storage groups of the selected Exchange instance. You can set up one or more schedules for each snapshot set.

You can schedule when to prepare the snapshot mirrors, when to create the initial snapshot sets, and when to refresh the snapshot sets, enabling you to establish a schedule that best suits your site. For example, you can schedule mirror preparation, the most time-consuming step, for a time of low activity.

The scheduling capability automates the process of refreshing the snapshot sets. At the scheduled times, the snapshot volumes are automatically reattached, resynchronized, and then split again. Once configured, snapshot schedules are maintained by the Veritas Scheduler Service, which runs in the background.

The wizard also enables you to save all configuration settings to a .tpl file (an XML file) that can be imported for use on other systems.

See [Chapter 5, “Implementing snapshot sets with the configuration wizard”](#) on page 45.

## About the VSS Exchange Snapshot Scheduler Wizard

You can use the VSS Exchange Snapshot Scheduler Wizard to add a snapshot schedule for a selected storage group. This wizard uses the same scheduling process as the Quick Recovery wizard.

Unlike the Quick Recovery Configuration Wizard, the VSS Exchange Snapshot Scheduler Wizard does not prepare the snapshot mirror. To prepare the snapshot mirror you must use the VEA Prepare command (or the vxsnap command line utility) before running the VSS Exchange Snapshot Scheduler Wizard. Also, you can only schedule a snapshot for one storage group at a time.

You would typically use this wizard to add a schedule to the initial configuration that was created with the Quick Recovery Configuration Wizard. For example, you configured a daily snapshot for Quick Recovery use and now want to add a weekly snapshot on a different disk for backup use.

---

**Note:** Adding a snapshot schedule using the VSS Exchange Snapshot Scheduler does not update the template settings created with the Quick Recovery Configuration Wizard. If you want to keep the template settings up to date, you should instead run the Quick Recovery Configuration Wizard to modify the schedule.

---

See [Chapter 6, “Scheduling or creating an individual snapshot set”](#) on page 65.

## About the VSS Snapshot and Snapback wizards and the vxsnap utility

If you need to create an individual one-time snapshot, you can do so either from the command line, using the vxsnap command line utility, or from the VEA console using the VSS Snapshot and Snapback wizards.

You must prepare the mirror for the snapshot manually, using the Prepare command. In addition, you cannot use the Snapshot wizard or command line to schedule periodic refreshing of the snapshot. Instead you manually reattach the mirror, allowing it to resynchronize, and then create a snapshot again from the resynchronized mirror.

Therefore, these methods are best suited for a one-time special-purpose snapshot. If you need to maintain a snapshot set for future use, you should instead set up a snapshot schedule using the VSS Exchange Snapshot Scheduler Wizard or the Quick Recovery Configuration Wizard.

See [Chapter 6, “Scheduling or creating an individual snapshot set”](#) on page 65.

If local continuous replication (LCR) or cluster continuous replication (CCR) is enabled for Exchange 2007, these SFW snapshot methods can also be used to create a snapshot of the passive copy of an Exchange 2007 storage group. The Quick Recovery Configuration Wizard does not support snapshots of the passive copy.

[Table 3-3](#) shows the corresponding vxsnap commands for the VSS wizards.

**Table 3-3** Actions of VSS wizard and vxsnap command

Action	VSS wizard	vxsnap command
Creates a set consisting of snapshots of all the volumes in the specified Exchange storage group.	VSS Snapshot	<code>create</code>
Reattaches and resynchronizes a snapshot set to the production database volumes.	VSS Snapback	<code>reattach</code>

**Note:** The vxsnap commands must be invoked on a local system. On Windows Server 2008, all CLI commands must run in the command window in the “run as administrator” mode. For more information about the vxsnap command line utility, see [Chapter 9, “Vxsnap utility command line reference”](#) on page 145.

## Planning your Quick Recovery solution

Consider the following questions as you plan your Quick Recovery solution:

- Should more than one snapshot set be created?  
Symantec recommends maintaining a snapshot set that is refreshed after each full backup. A separate snapshot set that is refreshed after each incremental backup would reduce the time it takes to replay the logs in a point-of-failure recovery.
- How often and when will each snapshot set be refreshed?
- Is sufficient disk space available for multiple snapshot sets as well as the production volumes?  
Each snapshot set contains split-mirror snapshots of all the volumes associated with a storage group and requires the same amount of space as the original volumes.
- Do you want to create a snapshot set schedule for use on multiple systems?  
You can use the Quick Recovery Configuration Wizard to save a template to an XML file for use on other systems.

## Backup types for snapshot sets

When creating a snapshot set, you can choose the backup type depending on how you plan to use the snapshot set:

- Copy backup is generally used for a snapshot set to be maintained on-host and used for quick recovery of a missing or corrupt Exchange storage group or database. This mode creates a snapshot or copy of the transaction log, but does not truncate it. You can choose whether or not to run the Eseutil consistency check.
- Full backup is generally used for a snapshot set to be used for snapshot-assisted backup. Full backup runs the Eseutil consistency check and truncates the transaction logs.

## About logs

Microsoft Exchange employs “write-ahead” logging to improve performance. As transactions occur, they are appended to a transaction log. Transactions are committed to the database when resources permit. A checkpoint file (E0n.CHK) tracks the location of the last transaction in the log files that has been successfully committed to the database. Transaction logs can be used to roll forward a database to achieve a point-of-failure recovery.

---

**Note:** Do not enable the circular logging option. If circular logging is enabled, you will not be able to roll forward a database to achieve a point-of-failure recovery. Microsoft does not recommend circular logging in production environments. Refer to the Microsoft Exchange Server documentation for further details.

---

## Recommendations and best practices

You should review the recommendations and best practices for the following:

- [“Recommendations for Exchange storage configuration”](#) on page 29
- [“Recommendations for maintenance and backups”](#) on page 29
- [“VCS cluster considerations”](#) on page 30
- [“Microsoft cluster considerations”](#) on page 31
- [“VVR considerations”](#) on page 32
- [“Exchange 2007 passive copy snapshot considerations”](#)

## Recommendations for Exchange storage configuration

To use the Quick Recovery snapshot functionality with Exchange storage groups, you must place the storage groups on Veritas Storage Foundation for Windows (SFW) dynamic volumes. The following recommendations enable you to take advantage of SFW storage configuration functionality as you manage your Exchange storage:

- Database stores and transaction logs for each storage group must be stored on disks contained within a single dynamic disk group.
- Each database should be in a separate volume, but the volumes may share the same dynamic disks.
- Mailbox stores and public stores must be stored on separate volumes in order to be able to recover each independently.
- Database stores and transaction logs must be in separate volumes in order to perform a roll-forward recovery to the point of failure.
- Database stores and transaction logs should be on separate disks so that disk failure does not affect both the database stores and transaction logs.
- Transaction logs should always be configured in a redundant layout. The preferred software layout is RAID 0+1 (mirrored striped) volumes as this provides better read and write performance than RAID 1 (mirrored) alone. The transaction log will generate the most I/O and thus should use the highest performance disks available.
- The preferred layout for the database stores is hardware RAID 5, software RAID 1 (mirrored with logging enabled) or software RAID 0+1 (mirrored striped).

---

**Note:** FlashSnap is not supported for software RAID 5 volumes.

---

- By default, a First Storage Group is created in the install location, which is the boot drive. Snapshots cannot be created on the boot drive. In order to use VSS snapshots on the storage group, you must move the storage group components from the boot drive to an SFW dynamic volume on another drive.

See [“Moving the First Storage Group”](#) on page 44.

## Recommendations for maintenance and backups

- Locate the snapshot volumes for each storage group on separate disks from snapshots of other storage groups. This is recommended so that the process of creating the snapshot of one storage group doesn't interfere with any operations on another storage group.

- Each snapshot set is associated with a metadata XML file that is needed for Quick Recovery restoration. Create a unique name for the metadata XML file of each snapshot set you create and maintain. The snapshot XML files should be stored separately from the volumes that are included in snapshots. Snapshot schedules have additional XML files associated with them. By default, the snapshot XML files are created in the following path.  
`C:\ProgramData\Veritas\VSSXML\application name`
- For Quick Recovery solutions, Symantec recommends that you create or refresh a snapshot set immediately after a Full Backup just after the database has been checked for corruption and the transaction logs have been truncated. Thus, you are assured an image of a clean database. Additionally, you may wish to create another snapshot set after an Incremental Backup. Create this snapshot set on a separate set of disks rather than refreshing the snapshot set taken after the Full Backup. This practice ensures you are not overwriting a snapshot set of a clean database with an image of a potentially corrupted database.

## VCS cluster considerations

In a VCS cluster environment, observe the following precautions:

- The XML metadata file for each snapshot set along with files that store snapshot schedule information are created in a folder on the local drive by default. In a cluster environment, store these files on shared storage so that the files are available from all nodes in the cluster. The snapshot XML files should be stored separately from the volumes that are included in snapshots.
  - If you use the Quick Recovery Configuration Wizard to create the snapshot set, you can use the wizard to specify the file path to the appropriate volume.
  - If you use a VSS wizard to create the snapshot set, you can store the XML files in a location of your choice using one of the following methods:
    - Edit the directory path in the Directory field in the VSS wizard.
    - Use a text editor to create a text file named `redirect.txt`. This text file should contain a single text line specifying the full path to the location of the metadata file, for example, `G:\BackupSets`. Save the `redirect.txt` file in the default VSS XML file directory `C:\Program Files\Veritas\Veritas Volume Manager 6.0\VSSXML` on each node of the cluster.
  - When using `vxsnap` utility commands that require the filename attribute, specify the full path to the location of the XML metadata file.

- If you plan to use the Quick Recovery or VSS Snapshot Scheduler wizard to specify scripts (commands) to be run before or after a snapshot, store the scripts on shared storage so that they are available to all nodes.
- If you set up a snapshot schedule with the Quick Recovery wizard and later add a node to the cluster, you can run the wizard again to synchronize schedules on the existing nodes with the new node.
- If you set up a snapshot schedule with the VSS Snapshot Scheduler wizard, before adding or removing a node from a VCS cluster setup, delete the schedules and then recreate the schedules on the required node.
- Exchange must be installed on all cluster nodes.

## Microsoft cluster considerations

In a Microsoft clustering environment, observe the following precautions:

- Store XML files required for snapshot operations on shared storage. The XML metadata file for each snapshot set along with files that store snapshot schedule information are created in a folder on the local drive by default. In a cluster environment, store these files on shared storage so that the files are available from all nodes in the cluster. The snapshot XML files should be stored separately from the volumes that are included in snapshots.
  - If you use the Quick Recovery Configuration Wizard to create the snapshot set, you can use the wizard to specify the file path to the appropriate volume.
  - If you use a VSS wizard to create the snapshot set, you can store the XML files in a location of your choice using one of the following methods:
    - Edit the directory path in the Directory field in the VSS wizard.
    - Use a text editor to create a text file named "**redirect.txt**." This text file should contain a single text line specifying the full path to the location of the metadata file, for example, `G:\BackupSets`. Save the **redirect.txt** file in the default VSS XML file directory `C:\Program Files\Veritas\Veritas Volume Manager 6.0\VSSXML` on each node of the cluster.
  - When using the `vxsnap` utility, specify the full path to the location of the XML metadata file in commands that require the filename attribute.

- If you plan to use the Quick Recovery or VSS Snapshot Scheduler wizard to specify scripts to be run before or after a snapshot, store the scripts on shared storage so that they are available to all nodes.
- If you set up a snapshot schedule with the Quick Recovery wizard and later add a node to the cluster, you can run the wizard again to synchronize schedules on the existing nodes with the new node.
- Exchange must be installed on all cluster nodes.
- If multiple Exchange virtual servers are online on the same server, ensure that they do not contain storage groups with the same name. Otherwise, snapshot operations on the components with the same name may fail. Rename any storage groups that have the same name, as follows:  
In the Exchange Management Console, right-click the storage group that you want to rename and click Properties. In General Properties, change the name in the editable box and click Apply.
- Before performing either a point-in-time recovery or a roll-forward recovery to the point of failure of an Exchange storage group, use the Microsoft clustering software console to offline the following resources:
  - Exchange HTTP Virtual Server Instance 100
  - Exchange IMAP4
  - Exchange POP3
  - Exchange Routing Service Instance
  - Exchange SMTP Virtual Service InstanceThe Exchange Information Store, Exchange SA, and VMDg resources in the Exchange resource group must remain online as these resources control the Exchange writer and enable the VSS snapshot and restore processes.
- Pause all passive nodes in the cluster before beginning a roll-forward recovery to the point of failure. This is necessary to prevent inadvertent failover during the recovery process. A failover can occur when the replaying of a large number of logs prevents Exchange from responding to the MSCS IsAlive call.
- Before performing a restore operation on a passive copy snapshot, manually dismount the databases and set for overwrite by restore.

## VVR considerations

In a VVR environment, observe the following precautions:

- Store the XML metadata file and other snapshot related files on a volume that is included in the replicated data set so that the metadata file is available at the secondary site. Additionally, if VCS is used, store the

metadata file on a volume in the cluster disk group associated with the Exchange storage group so that the metadata file is available from all nodes in the cluster.

See “[VCS cluster considerations](#)” on page 30.

- During a point-in-time recovery, the volumes on the secondary site lose write-order fidelity. DCM automatically becomes active to ensure data consistency between the primary and secondary sites. While DCM is active, the volumes cannot be expanded by either manual or AutoGrow operations. You must perform a manual resynchronization of the secondary to deactivate DCM.

See “[Post-recovery steps](#)” on page 99 in [Chapter 7, “Recovering Exchange mailbox storage group or databases”](#).

## Exchange 2007 passive copy snapshot considerations

Exchange 2007 supports Local Continuous Replication (LCR) and Cluster Continuous Replication (CCR). When either of these are enabled, the Microsoft Exchange Writer Replica instance of the VSS Writer is enabled.

There are limitations on SFW support for snapshots of the passive (replicated) copy of the storage group. The Quick Recovery Wizard and the VSS Scheduler Wizard do not support snapshots for the passive copy. Therefore, you cannot schedule snapshots of the passive copy.

However, SFW does support creating snapshots of the LCR or CCR passive storage group with the VSS Exchange Snapshot Wizard or with the `vxsnap` CLI command. Creating a snapshot of a passive storage group requires using the Microsoft Exchange Writer Replica instance to prepare the snapshot mirror and to create the snapshot. If replication is enabled:

- The Microsoft Exchange Writer Replica instance is displayed in the tree view of the VEA under the Applications node. Right-clicking the Exchange Replica node displays a context menu that shows VSS Snapshot, VSS Snapback, and VSS Refresh selections.
- Using the `vxsnap` CLI command, you can specify Microsoft Exchange Writer Replica (instead of Microsoft Exchange Writer) for the `writer` option in the required commands.

Using the passive copy for snapshots is described further in [Chapter 6, “Scheduling or creating an individual snapshot set”](#).

Although you cannot restore a snapshot to the passive copy, you can use the passive copy snapshot to restore a storage group or database after first manually performing a "Restore-StorageGroupCopy" on the storage group. However, note the following considerations:

- The LCR copy is automatically disabled when running the `Restore-StorageGroupCopy` cmdlet.
- If a snapshot schedule exists for the active storage group, running the `Restore-StorageGroupCopy` cmdlet makes the schedule invalid, and you must delete the invalid schedule before running the restore operation. The cmdlet changes which volumes are the active copy. The previous passive volumes are now active, and vice versa. The scheduled snapshots point the active writer instance, Microsoft Exchange Writer, toward what are now passive volumes, so the snapshot operations fail. The schedule must be deleted so that the active writer can be pointed toward the new active volumes in order to do the restore operation.

See [“Recovery using an Exchange 2007 passive copy snapshot”](#) on page 89 in [Chapter 7, “Recovering Exchange mailbox storage group or databases”](#).

# Configuring Exchange for Quick Recovery snapshots

This chapter includes the following topics:

- [Tasks for configuring Exchange storage](#)
- [Reviewing the prerequisites](#)
- [Reviewing the configuration](#)
- [Creating dynamic disk groups](#)
- [Creating dynamic volumes](#)
- [Pointing the databases and log paths to the SFW volumes](#)
- [Moving the First Storage Group](#)

## Tasks for configuring Exchange storage

[Table 4-1](#) outlines the high-level objectives and the tasks to complete each objective for configuring Exchange storage for Quick Recovery snapshots.

**Table 4-1** Tasks for configuring Exchange storage for Quick Recovery snapshots

Objective	Tasks
<a href="#">“Reviewing the prerequisites”</a> on page 36	■ Verifying hardware and software prerequisites
<a href="#">“Reviewing the configuration”</a> on page 37	■ Reviewing the sample configuration
<a href="#">“Creating dynamic disk groups”</a> on page 38	■ Creating dynamic disk group for each Exchange storage group
<a href="#">“Creating dynamic volumes”</a> on page 39	■ Creating volumes for the database stores and transaction logs in each storage group
<a href="#">“Pointing the databases and log paths to the SFW volumes”</a> on page 42	■ Using Exchange to set the database and log paths for new or existing storage groups and databases to point to the SFW volumes
<a href="#">“Moving the First Storage Group”</a> on page 44	■ Moving the First Storage Group from its default location on the boot volume

## Reviewing the prerequisites

This solution assumes that the required SFW software is already installed and configured.

Refer to the *Veritas Storage Foundation and High Availability Solutions Installation and Upgrade Guide* for installation and configuration information.

The solution also assumes that the required Exchange software is installed.

You should also familiarize yourself with the system requirements and recommendations and best practices for configuring Exchange storage for snapshot solutions.

See [Chapter 3, “Planning a Quick Recovery snapshot solution”](#).

## Reviewing the configuration

Table 4-3 shows the object names that are used to illustrate the tasks you perform when configuring Exchange storage with Veritas Storage Foundation for Windows:

**Table 4-3** Object names for Exchange

Name	Drive Letter	Object
Exch1		Exchange Server host name
SG2		Exchange Storage Group (Component Name)
Exch1-SG2		Dynamic disk group associated with the SG2 storage group
Harddisk1, Harddisk2, Harddisk3		Disks included in Exch1-SG2
SG2-tlogs	I:	Transaction logs volume
SG2-DB1	G:	Mailbox store database volume
SG2-DB2	H:	Mailbox store database volume
SG2-tlogssnap		Snapshot volume of SG2-tlogs
SG2-DB1snap		Snapshot volume of SG2-DB1
SG2-DB2snap		Snapshot volume of SG2-DB2
Image1.xml		Name for the metadata file that contains information about the snapshot set

## Creating dynamic disk groups

Create one dynamic disk group for each Exchange storage group.

If your Exchange production server is in a clustered environment, choose the cluster disk group option.

See *Veritas Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft Exchange* for further configuration information on the SFW HA clustered environment.

---

**Note:** Disk groups must be of a Storage Foundation for Windows 4.0 or later version. You must upgrade any disk groups created using an earlier version of Volume Manager for Windows before implementing SFW snapshot solutions. Quick Recovery snapshots are supported only on volumes belonging to an SFW dynamic disk group. They are not supported on volumes belonging to a Microsoft Disk Management Disk Group. For more information, see *Veritas Storage Foundation Administrator's Guide*.

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**Note:** If User Access Control (UAC) is enabled on Windows Server 2008 systems, then you cannot log on to VEA GUI with an account that is not a member of the Administrators group, such as a guest user. This happens because such user does not have the "Write" permission for the "Veritas" folder in the installation directory (typically, C:\Program Files\Veritas). As a workaround, an OS administrator user can set "Write" permission for the guest user using the Security tab of the "Veritas" folder's properties.

---

### To create a dynamic disk group from the VEA console

- 1 Click **Start > Programs > Symantec > Veritas Storage Foundation>Veritas Enterprise Administrator** and if prompted to select a profile, select a profile (or Default).
- 2 Click **Connect to a Host or Domain** and in the Connect dialog box, specify the host name and click **Connect**.  
For the local system you can specify **localhost**.
- 3 If prompted to do so, specify the user name, password, and domain for the system.
- 4 In the tree expand the system name and expand the storage agent.
- 5 Right-click **Disk Groups**, and click **New Dynamic Disk Group**.
- 6 On the **Welcome** screen of the New Dynamic Disk Group Wizard, click **Next**.

- 7 Enter a name for the disk group (for example, Exch1-SG2).
- 8 For an off-host or cluster environment, choose from the following:
  - For a cluster environment, check the **Create cluster group** check box.
  - For an off-host environment, check the **Add private group protection** check box.
- 9 Select the appropriate disks in the Available disks list and click the **Add** button to move them to the Selected disks list.
- 10 Click **Next**.
- 11 Click **Next** to upgrade the selected disks.
- 12 Click **Finish** to create the new disk group.

#### To create a dynamic disk group from the command line

- Type the following command:

For an on-host environment

```
vxdbg -gExch1-SG2 init Harddisk1 Harddisk2 Harddisk3
```

For an off-host environment

```
vxdbg -gExch1-SG2 -R init Harddisk1 Harddisk2  
Harddisk3
```

For a cluster environment

```
vxdbg -gExch1-SG2 -s init Harddisk1 Harddisk2  
Harddisk3
```

where Exch1-SG2 is the name of the dynamic disk group you want to create and Harddisk1, Harddisk2, and Harddisk3 are the disks included in the dynamic disk group.

For the complete syntax of the `vxdbg init` command, see the *Veritas Storage Foundation Administrator's Guide*.

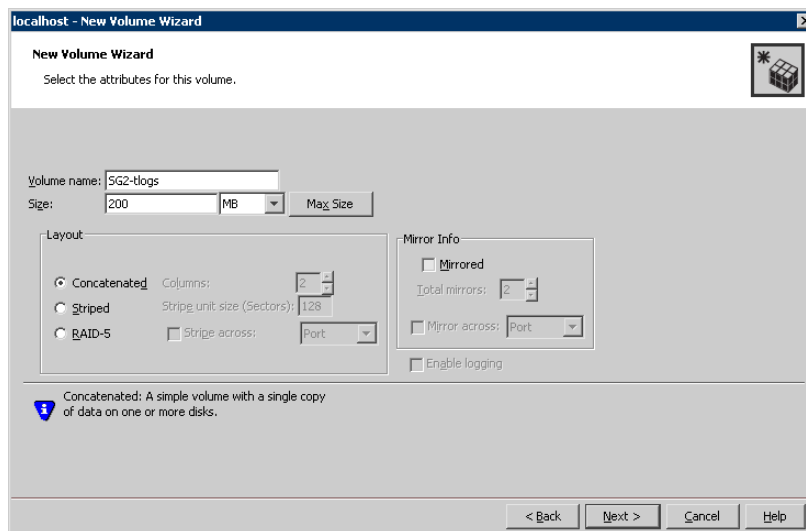
## Creating dynamic volumes

For each storage group, create a volume for the log files and an additional volume for each database.

#### To create a dynamic volume from the VEA console

- 1 Start the VEA and connect to the appropriate host.
- 2 In the tree, expand the system name, expand the storage agent, and then expand **Disk Groups**.

- 3 Right-click on the disk group in which to create the volumes (for example, Exch1-SG2), and click **New Volume**.
- 4 In the Welcome panel of the New Volume Wizard, click **Next**.
- 5 Select the disks for the volume:
  - Confirm that the **Group name** is the correct disk group (Exch1-SG2). If necessary, select the correct disk group name from the drop-down menu.
  - For Site Preference, you can leave the setting as **Siteless** (the default). For information on implementing site-aware allocation for volumes, refer to the *Veritas Storage Foundation Administrator's Guide*.
  - Specify automatic or manual disk selection. Symantec recommends using the **Manually select disks** option.
  - Select the appropriate disks in the Available disks list, and click the **Add** button to move them to the Selected disks list.
  - You may also check Disable Track Alignment to disable track alignment for the volume. Disabling Track Alignment means that the volume does not store blocks of data in alignment with the boundaries of the physical track of the disk.
  - Click **Next**.
- 6 Specify the parameters of the volume:



- Enter the volume name (for example, SG2-tlogs).

- Enter the size.
  - Select the layout.
  - Select the appropriate mirror options.
  - Click **Next**.
- 7 Assign a drive letter to the volume (for example, I: for the SG2-tlogs volume) and click **Next**.
  - 8 Create an NTFS file system:
    - Accept the default **Format this volume**.
    - Click **NTFS**.
    - Select an allocation size.
    - Accept the default file system label, which is the same as the volume name you entered previously or enter a file system label.
    - If desired, select **Perform a quick format**.
    - Click **Next**.
  - 9 Review the volume specifications, then click **Finish** to create the new volume.
  - 10 Repeat the previous steps as necessary to create volumes for the databases in the storage group. For example, create volumes SG2-DB1 and SG2-DB2.

#### To create a volume from the command line

- 1 Type the CLI command, as in the following example:

```
vxassist [-b] -gExch1-SG2 make SG2-tlogs 200 DriveLetter=I
```

This example command will create a 200 MB volume named SG2-tlogs on drive letter I: in the Exch1-SG2 storage group.

---

**Note:** This command does not format the volume (a file system is not created on the volume). You must use the operating system format command to format the volume.

---

- 2 Modify and repeat this command as necessary to create volumes for the databases in the storage group.

For the complete syntax of the `vxassist make` command, see *Veritas Storage Foundation Administrator's Guide*.

## Pointing the databases and log paths to the SFW volumes

After you create the volumes in SFW, you must set the Exchange 2007 log file paths, system file paths, and database paths to point to the SFW volumes.

For each Exchange 2007 storage group, set the log files path and system files path to point to the log volume. For each database, set the database path to point to the appropriate database volume.

You can use either the Exchange Management Console or the Exchange Management Shell cmdlets to specify log and database locations. You can specify locations when creating new storage groups or databases or change the locations for existing storage groups or databases.

---

**Note:** You cannot use the Exchange Management Console to change the log file location for remote Mailbox servers.

---

The following procedures can be used to change paths for existing storage groups and databases.

See the Microsoft Exchange 2007 documentation for additional information on creating new storage groups and databases.

### To use the Exchange Management Console to change log file and system file locations for an existing database

- 1 Start the Exchange Management Console (**Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**) on the server on which the storage group is located.
- 2 In the console tree, expand **Server Configuration**, and then click **Mailbox**.
- 3 In the result pane, click the Mailbox server that contains the storage group for which you want to change the log file location.
- 4 In the work pane, right-click the storage group for which you want to change the log file location and click **Move Storage Group Path**. The Move Storage Group Path wizard appears.
- 5 On the Introduction panel, click **Browse**, specify the SFW volume to which to move the log files, and create a folder for the log files. Repeat for the system files. The volume should be the same for both.
- 6 Click **Move**. A warning appears that all databases in the storage group must be temporarily dismounted, which will make them inaccessible to any user. To continue, click **Yes**.

- 7 On the Completion panel, confirm whether the path was changed successfully. A status of Completed indicates that the wizard completed the task successfully. A status of Failed indicates that the task was not completed. If the task fails, review the summary for an explanation, and then click **Back** to make any configuration changes. Click **Finish** to complete the Move Storage Group Path wizard.

#### To use the Exchange Management Console to change the database file location for an existing database

- 1 Start the Exchange Management Console (**Start > All Programs > Microsoft Exchange Server 2007 > Exchange Management Console**) on the server on which the storage group is located.
- 2 In the console tree, expand **Server Configuration**, and then click **Mailbox**.
- 3 In the result pane, click the Mailbox server that contains the database for which you want to change the database file location.
- 4 In the work pane, right-click the desired database and click **Move Database Path**. The Move Database Path wizard appears.
- 5 On the Introduction panel, click **Browse**, specify the SFW volume to which to move the database file, and create a folder for it as needed.
- 6 Click **Move**. A warning appears indicating that the database must be temporarily dismounted, which will make it inaccessible to any user. To continue, click **Yes**.
- 7 On the Completion panel, confirm whether the database files were moved successfully. A status of Completed indicates that the wizard completed the task successfully. A status of Failed indicates that the task was not completed. If the task fails, review the summary for an explanation, and then click **Back** to make any configuration changes. Click **Finish** to complete the Move Database Path wizard.

## Moving the First Storage Group

When Exchange Server is installed and the First Storage Group is created, the First Storage Group is mapped to the boot drive by default. The boot drive cannot be snapshotted. In order to implement a snapshot solution you must move the components of the First Storage Group to new volumes not on the boot drive. This involves the following procedures:

- Create two new volumes, one for the mailbox store and the other for the transaction logs and system files.  
See “[Creating dynamic volumes](#)” on page 39 for instructions.
- Move the log, system, and database files to the appropriate new volume  
See “[Pointing the databases and log paths to the SFW volumes](#)” on page 42.

# Implementing snapshot sets with the configuration wizard

This chapter covers the following topics:

- [About the Quick Recovery Configuration Wizard](#)
- [Tasks for implementing snapshot sets with the configuration wizard](#)
- [Reviewing the prerequisites](#)
- [Scheduling and creating snapshot sets](#)
- [Viewing the status of scheduled snapshots](#)
- [Troubleshooting scheduled snapshots](#)
- [Deleting or modifying schedules](#)
- [Synchronizing schedules after adding a cluster node](#)

## About the Quick Recovery Configuration Wizard

The Quick Recovery Configuration Wizard enables you to schedule all phases of snapshot creation and maintenance:

- Preparing the mirrors
- Creating the initial snapshot sets
- Periodically refreshing the snapshot sets

The wizard enables you to set up and schedule multiple snapshot sets for one or more Exchange components. For Microsoft Exchange 2007, Exchange

components are defined as storage groups. For Microsoft Exchange 2010, Exchange components are defined as databases.

You can set up different schedules for each snapshot set. You can schedule when to prepare the snapshot mirrors, when to create the initial snapshot sets, and when to refresh the snapshot sets, enabling you to establish a schedule that best suits your site. The scheduling capability automates the process of refreshing the snapshot sets. At the scheduled time, the snapshot volumes are automatically reattached, resynchronized, and then split again.

The snapshot creation process integrates with VSS to quiesce the databases and then simultaneously snapshot the volumes. The snapshot is done while the databases are online and without disrupting the email flow.

Once configured and applied, snapshot schedules are maintained by the Veritas Scheduler Service, which runs in the background.

The wizard includes the following settings:

- Which Exchange component to snapshot.
- Number of snapshot sets for each Exchange component
- Volume layout and disk location for each snapshot set
- When to prepare the selected volumes for the snapshots
- When and how often snapshots occur  
You can schedule snapshot run days using days of the week, days of the month, and include or exclude dates. You can specify that a schedule recurs daily or uses some other recurrence interval. You can also schedule a daily time window in which the snapshots occur, and the intervals for refreshing snapshot sets within the time window.
- Backup type (Full, Copy, or Copy plus Eseutil)

Optionally, you can also specify scripts to run before and after snapshots.

After you configure the settings, you can do one or both of the following:

- Save the settings in a template file for reuse on other systems. Even if you do not save the settings to a template file, they are still stored for the Exchange component to which they apply. You can access them later by selecting the same instance and Exchange component in the wizard.
- Implement the settings immediately.

## About snapshot sets

Because a snapshot set contains a split-mirror snapshot copy of each of the volumes in the Exchange component, the snapshot set requires the same amount of space as the original volumes. For Microsoft Exchange 2007,

Exchange components are defined as storage groups. For Microsoft Exchange 2010, Exchange components are defined as databases.

Each snapshot set can be created as a different backup type: full copy including Eseutil consistency check and transaction log truncation, copy with Eseutil, or copy without Eseutil or transaction log truncation.

Snapshot set creation has the following stages, all of which you can schedule using the Quick Recovery Configuration Wizard:

- Preparing the mirror for the snapshot set. This stage takes a while and should be scheduled for a time of low activity. The remaining stages take little time.
- Creating the initial snapshot by splitting the mirror so that it is no longer synchronized with the original volume and becomes a point-in-time copy.
- Refreshing (resynchronizing) the split-mirror snapshot with the original volume, and then splitting the mirror again. This stage occurs for each snapshot set at the times or frequency that you specify. For example, you can schedule one snapshot to occur every 30 minutes starting at 9 A.M. and ending at 6 P.M.

## About snapshot templates

A snapshot template contains all the settings that you implemented with the Quick Recovery Configuration Wizard for the selected Exchange component. For Microsoft Exchange 2007, Exchange components are defined as storage groups. For Microsoft Exchange 2010, Exchange components are defined as databases.

After configuring settings with the wizard, you can save the template settings to a template (.tpl) file (an XML file) for use on another Exchange component. This enables you to re-use the same schedule or use it with minor modifications. If you apply the settings without saving, they are stored in the registry so that you can view or modify them in the wizard, but they are not available to import for another instance or Exchange component.

Before you can use the template settings on another system, you must first copy the template (.tpl) file to that system. You can then import the file while using the Quick Recovery Configuration Wizard.

If settings already exist for an Exchange component that you selected in the wizard, you cannot import a template to overwrite those settings. You can only modify the settings in the wizard. However, you can import a template for another Exchange component for which settings do not exist.

Templates store the following information:

- The selected Exchange component
- The number of snapshot sets for each Exchange component

- When to prepare the snapshot mirrors
- The snapshot schedule and rules related to the schedule, including backup type and the names of optional scripts
- The current date and time when the template is created
- The application name

## Templates and multiple components

When you apply a template that has multiple components, the wizard first attempts to match the names of components (storage group for Microsoft Exchange 2007, or database for Microsoft Exchange 2010) in the template to the Exchange component you selected in the wizard.

If it matches a name, it applies the information stored under that name in the template to that Exchange component. For example, if you select Exch\_SG1 for a Microsoft Exchange 2007 component or Exch1-DB1 for a Microsoft Exchange 2010 component in the wizard and the template has settings for these Exchange components, it applies those settings.

An Exchange component selected in the wizard may not match the names of any Exchange component in the template. In that case, the wizard applies the information for the first unapplied component in the template to the first selected Exchange component that does not match any name in the template. It continues in that sequence.

If you selected more Exchange components in the wizard than the number of components in the template, the wizard prompts you to fill in any required information for the remaining Exchange components.

## Templates and schedule start dates

Templates contain settings for one or more schedule start dates, including a mirror preparation date, a "Start on" date, and a "Schedule takes effect on" date.

If you import a template after a start date has elapsed, the wizard tries to maintain the same delta between the template import date and a start date as the delta between the template creation date and a start date. It shifts the dates forward to maintain this delta.

Therefore, after importing the template, use the wizard to review the settings and adjust dates as necessary to meet your needs.

If you import a template that uses the current date as the "takes effect on" date, but part of the schedule cannot be implemented for the current date, the effective date is shifted to the following day. For example, a schedule includes two daily snapshots, one in the morning and one at night, and you import the

schedule in the afternoon. In this case neither of the snapshots will occur on the current date. Instead the effective date is shifted ahead one day.

## Tasks for implementing snapshot sets with the configuration wizard

[Table 5-1](#) outlines the high-level objectives and the tasks to complete each objective.

**Table 5-1** Tasks for implementing snapshot sets with the configuration wizard

Objective	Tasks
<a href="#">“Reviewing the prerequisites”</a> on page 49	<ul style="list-style-type: none"> <li>■ Verifying hardware and software prerequisites</li> </ul>
<a href="#">“Scheduling and creating snapshot sets”</a> on page 51	<ul style="list-style-type: none"> <li>■ Running the Quick Recovery Configuration Wizard to configure and schedule snapshot sets</li> <li>■ Optionally, saving the configuration and schedules to a template file</li> <li>■ Applying the configuration</li> </ul>
<a href="#">“Viewing the status of scheduled snapshots”</a> on page 60	<ul style="list-style-type: none"> <li>■ Viewing the status of scheduled snapshots to determine whether they were successful</li> </ul>
<a href="#">“Deleting or modifying schedules”</a> on page 63	<ul style="list-style-type: none"> <li>■ Deleting schedules that are no longer needed or modifying schedules.</li> </ul>
<a href="#">“Synchronizing schedules after adding a cluster node”</a> on page 64	<ul style="list-style-type: none"> <li>■ In a clustered environment, synchronizing schedules after adding a cluster node</li> </ul>

## Reviewing the prerequisites

Before running the Quick Recovery Configuration Wizard, you should do the following:

- Ensure that your system hardware and software meets the requirements. See [“System requirements”](#) in [Chapter 3, “Planning a Quick Recovery snapshot solution”](#).

- Review the recommendations and best practices.  
See “[Recommendations and best practices](#)” on page 28 in [Chapter 3, “Planning a Quick Recovery snapshot solution”](#).
- Set up your Exchange component (storage group or database depending upon the version of Microsoft Exchange you are using) for use with Storage Foundation for Windows (SFW).  
See [Chapter 4, “Configuring Exchange for Quick Recovery snapshots”](#) on page 35.
- For Microsoft Exchange 2007, ensure that the mailbox stores for which you plan to schedule snapshot operations are mounted. For Microsoft Exchange 2010, ensure that the mailbox databases for which you plan to schedule snapshot operations are mounted.
- Ensure that you have disks with enough space to store the snapshot volumes. Each snapshot set requires the same amount of space as the original volumes.
- Ensure that you are logged in as a domain administrator or as a member of the Domain Admins group.
- If a firewall exists between the wizard and any systems it needs access to, set the firewall to allow both ingoing and outgoing TCP requests on port 7419.
- In a clustered server environment, ensure that the Veritas Scheduler Service is configured and running with domain administrator privileges on all nodes in the cluster.
- To use a previously created template, copy it to the server that you are configuring.
- Ensure that the Microsoft Software Shadow Copy Provider service is running. For a clustered server environment, ensure that the service is running on all systems in the cluster.
- Solutions wizards cannot be used to perform Disaster Recovery, Fire Drill, or Quick Recovery remotely on Windows 2008 SP2 Server Core systems. The DR, FD, and QR wizards require that the .NET Framework is present on the system where these operations are to be performed. As the .NET Framework is not supported on the Windows 2008 SP2 Server Core systems, the wizards cannot be used to perform DR, FD, or QR on these systems.

Refer to the following Microsoft knowledge database article for more details:

<http://technet.microsoft.com/en-us/library/dd184075.aspx>

## Scheduling and creating snapshot sets

You schedule and create snapshot sets using the Quick Recovery Configuration Wizard. You can also use the wizard to modify or delete existing schedules or import a schedule template.

See “[About the Quick Recovery Configuration Wizard](#)” on page 45.

You should ensure that you meet the prerequisites before you begin using the wizard.

See “[Reviewing the prerequisites](#)” on page 49.

In addition, if you plan to reuse settings for the Exchange component (storage group or database depending upon the version of Microsoft Exchange you are using) on other instances, you should be familiar with the information about snapshot templates.

See “[About snapshot templates](#)” on page 47.

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**Note:** For Exchange 2007, if using local continuous replication (LCR), you can schedule snapshots only for the active copy, not the passive copy.

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**Note:** For Exchange 2010, if using replication in a DAG, you can schedule snapshots only for the active copy, not the passive copy.

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### To schedule and create snapshot sets

- 1 Start the Solutions Configuration Center (**Start > All Programs > Symantec > Veritas Storage Foundation > Solutions Configuration Center**), expand the application on the Solutions tab, expand **Quick Recovery Configuration**, and start the Quick Recovery Configuration Wizard.
- 2 In the Welcome panel, review the information to ensure you meet the requirements and click **Next**.
- 3 In the System Selection panel, specify the fully qualified host name or IP address of the system that is running the application (or specify localhost for the local system), and click **Next**.  
For failover of an application virtual server in a clustered server (high availability) environment, Symantec recommends that you specify the virtual server name or virtual IP address.  
Ensure that the disk groups for the application are imported to the selected system.

- 4 In the Instance Selection panel, specify the following options and click **Next**:

Set up Quick Recovery for For Exchange 2007, select the Exchange virtual server name. For Exchange 2010, select the system name of the Exchange mailbox server.

The selection details are displayed in the panel.

Select objects or view details Depending upon your version of Microsoft Exchange, the Components list shows either storage groups or databases. Select the component for which you want to configure the snapshot sets.

For Exchange 2010, you can select either VCS clustered databases or standalone, but not both together. If you are selecting clustered databases, they must be configured to fail over to the same list of systems.

The wizard checks for existing schedules for the selected component. The wizard cleans up any obsolete schedule files and entries. In a clustered server environment, the wizard will synchronize schedules between cluster nodes to ensure that all existing schedules are available on the selected node.

- 5 The wizard validates that the volumes containing the schedule configuration files are mounted. If a volume is not mounted, the Mount Details panel displays the information about the missing drive. Mount the missing drive and click **Refresh**, then click **Next**. Otherwise, the schedule is deleted.
- 6 For existing schedules, the Synchronizing Schedules panel displays the status of schedule synchronization and cleanup. If schedule synchronization fails in a clustered environment, restart any cluster nodes that are down and then restart the wizard. Otherwise, click **Next**.

- 7 In the Template Selection panel, select from the following options and click **Next**:

Create or modify a template	<p>Create or modify the Quick Recovery settings for the selected components.</p> <p>If at least one of the selected components has existing settings, this option is the only choice. In this case, the existing settings are displayed for you to view or modify as you continue through the wizard panels.</p> <p>If a scheduled snapshot operation is occurring on the selected object at the same time that you select the object in the wizard, the wizard is temporarily unable to display the existing settings. You can try running the wizard later.</p>
Import a template	<p>Import Quick Recovery settings from a template (.tpl) file created by the Quick Recovery wizard earlier. Browse to the file location and select the file. The file must be located on the system for which Quick Recovery is being configured. The file also must be of the same application type as the application you are configuring.</p> <p>This option is available only if no settings exist for a selected component.</p>

- 8 In the Number of Snapshot Sets panel, select how many sets of snapshots to create for each database. Remember that each snapshot set uses the same amount of space as the original volumes.

- 9 In the Snapshot Volume Assignment panel, expand the snapshot set and make the following selections:

Snapshot set	<p>In the box under the Snapshot Set column heading, optionally edit the snapshot set name. If you edit the name, ensure that the name is unique among all snapshot sets for all databases.</p> <p>If you are modifying an existing schedule, the snapshot set name cannot be changed.</p>
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XML Metadata File Name	<p>Specify a name for the XML file that will be associated with the snapshot set. This file is used for recovery, so you may want to assign a name to easily identify it for that purpose. Ensure that the XML file for each snapshot set has a unique name.</p> <p>If you are modifying an existing schedule, the XML file name cannot be changed.</p>
Mirror Preparation Time	<p>Click <b>Edit</b> and in the Mirror Preparation dialog box, specify the date and time for mirror preparation and click <b>OK</b>.</p> <p>Preparing the snapshot mirrors slows down performance, so you may want to choose a time of low usage.</p>
Snapshot Disks	<p>Assign one or more disks to each snapshot volume. Click the icon next to the disk column to select from available disks and to select a concatenated or striped volume layout.</p>
Mount	<p>Optionally, click <b>Set</b> to set a drive letter or mount path.</p> <p>The drive letter specified may not be available when the snapshot operation is performed. When this occurs, the snapshot operation is performed, but no drive letter is assigned.</p>

**File path for snapshot XML file** File path for the snapshot XML files. The path specified applies to all the snapshot sets that you are currently creating, for all currently selected databases. If the field is not editable, you are modifying an existing snapshot set schedule, so the value cannot be changed.

For a non-clustered environment, the default location is:

*SystemDrive:\ProgramData\VERITAS\VSSXML\  
 application name*

If a `redirect.txt` file has been created, the path in that file is shown in the field.

For new schedules for a clustered server environment, if there is no `redirect.txt` file, the field is empty. Enter the full path to a location on shared storage, for example: `G:\SnapshotSets`.

For Exchange 2010 configured in a VCS cluster, you can store the snapshot set metadata file in a file share path by configuring a file share resource. This is to avoid configuring extra shared volumes to store the snapshot set file, which is available once the mailbox database fails over. You can also specify the file share path in the `redirect.txt` file.

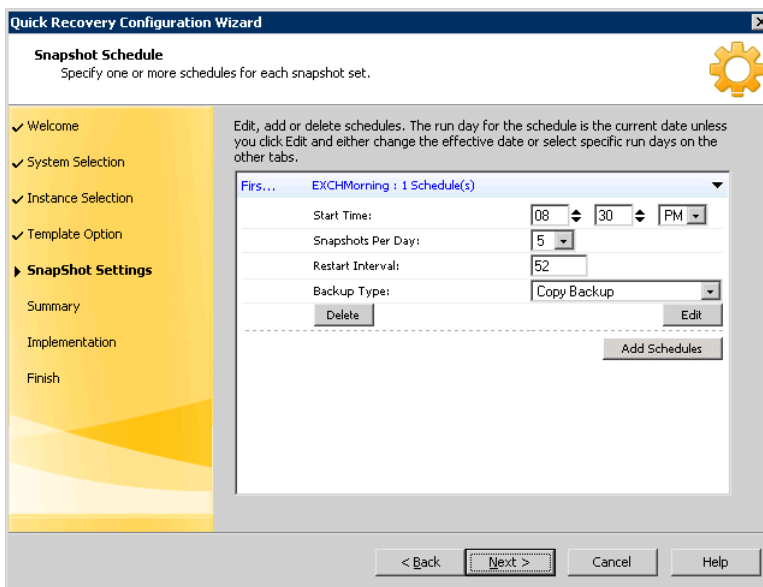
You must store the XML files on a separate volume from the volumes that are included in snapshots.

**Note:** If the snapshot XML files are not stored separately from the volumes that are included in the snapshots, a restore will fail.

Ensure that you use a consistent location. That way, you can easily find the XML metadata file, which is required for recovery.

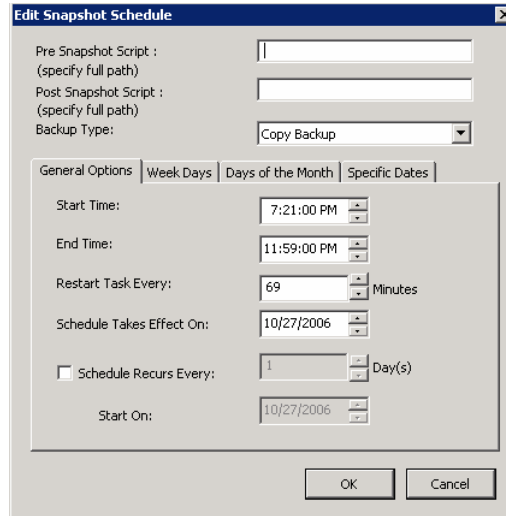
- 10 Repeat [step 9](#) for any additional snapshot sets and when you finish, click **Next**.

11 In the Snapshot Schedule panel, choose one of the following:



- To specify a simple schedule, edit the default schedule settings shown on this panel: the time to start the snapshot (at least 1 hour later than the scheduled mirror preparation time), the number of snapshots to take, the interval in minutes between snapshots, and the type of snapshot. By default, the simple schedule takes effect on the current date and does not recur. Continue with [step 16](#).
- To specify a recurring schedule, a time window, a different run date, or other schedule details, click **Edit**. Expired schedules cannot be edited. Instead, delete the expired schedule and add a new one.

- 12 If you clicked **Edit**, in the Edit Snapshot Schedule dialog box, choose from the following settings and then make additional selections on the dialog box tabs:



**Pre Snapshot Script**

Optionally, specify the full path of a script to run before the scheduled snapshot occurs.

In a cluster environment, script files should be located on shared storage.

For security purposes, ensure that script files are not accessible to any user with fewer privileges than the user account under whose context the scheduler service is running. Otherwise, a user with fewer privileges might change or replace the file that is launched by the scheduler service.

**Post Snapshot Script**

Optionally, specify the full path of a script to run after the snapshot is complete.

Backup Type

Select a backup type:

**Full Backup** is typically used for backup to tape or other storage media. It does the following:

- Creates a copy of the Exchange component
- Runs Eseutil to check for consistency before truncating the logs
- Truncates the transaction logs

**Copy Backup** is typically used for Quick Recovery. It creates a copy of the Exchange component, but does not truncate the transaction logs.

**Copy Backup + Eseutil** is used to create a copy and check the snapshot for consistency.

13 In the Edit Snapshot Schedule dialog box, on the General Options tab, you can specify the following:

Start Time

The time of the day to begin taking snapshots

End Time

The time of day to end taking snapshots. If a snapshot is in progress it is completed but a new one is not started after the end time.

Restart task every

The interval between snapshots, in minutes.

For example, if the interval is 360 minutes and you schedule a snapshot start time of 12 P.M. and an end time of 7 P.M., the snapshot occurs twice. If no interval is specified the snapshot occurs once.

Schedule takes effect on

The date on which the specified schedule takes effect. If you specify no other run day information on the other tabs, this date is used as the only run date.

If you specify run days on the other tabs, the schedule starts running on the earliest day specified. Therefore, if you want the current date included, specify it as an Include date on the Specific Dates tab.

Schedule recurs every	<p>Enable this option to have the snapshot schedule continue to recur. Otherwise the schedule applies only for one day.</p> <p>Specify the number of days before restarting the snapshot schedule.</p> <p>For example, 1 day would mean the schedule takes effect daily, 2 days would mean every other day.</p>
Start On	<p>If you specify the Every option, specify the starting date.</p>

- 14** In the Edit Snapshot Schedule dialog box, optionally make selections on the Week Days, Days of Month, and Specific Dates tabs as follows:

Week Days	<p>Select one or more days on one or more weeks of the month.</p> <p>You can click a button at the top of the column to select the entire column or a button to the left of a row to select the entire row. For example, clicking <b>1st</b> schedules the snapshots to occur on the first occurrence of all the week days for the month.</p>
Days of Month	<p>Select one or more days of the month. You can also specify the last day of the month.</p>
Specific Dates	<p>Select one or more specific dates to include in or to exclude from the schedule.</p> <p>Excluding a date takes precedence over days scheduled on the other tabs. For example, if you schedule every Monday on the Days of Week tab, and you exclude Monday October 9 on the Specific Dates tab, the snapshots are not taken on October 9.</p>

If two schedules for the same snapshot set overlap for the same snapshot, only one snapshot is taken. For example, if you select every Thursday plus the last day of the month, and the last day of the month occurs on Thursday, only one snapshot is taken on Thursday.

- 15** When you are done making selections on the Edit Snapshot Schedule dialog box for this schedule, click **OK**.
- 16** In the Snapshot Schedule panel, choose from the following and when scheduling is complete for all snapshot sets, click **Next**:
- Edit schedules for any remaining snapshot sets
  - Click **Add Schedules** if you want to add a new schedule

- Click **Delete** if you want to remove a schedule
- 17 In the Summary panel, choose one or both of the following:
    - If you want to save the settings to a template file for reuse, click **Save** and save the template to a file location of your choice.  
If you do not save the settings to a file, you can still view or modify them by launching the wizard and selecting the same instance and Exchange component.
    - If you are ready to implement the template with its current settings, click **Apply**.  
If you click **Apply** without saving the template, you are prompted to confirm.  
If you have saved the settings to a template file and want to exit the wizard without applying the template, click **Cancel**.
  - 18 In the Template Implementation panel, wait until the wizard shows that Quick Recovery configuration is complete and click **Next**.
  - 19 Click **Finish**.

## Viewing the status of scheduled snapshots

If a scheduled snapshot fails for some reason, the scheduler process will attempt to rerun it. You may want to verify that scheduled snapshots completed successfully. From the VEA console, you can view snapshot results.

### To view a scheduled snapshot status

- 1 From the VEA console, navigate to the system where the production volumes and snapshot mirrors are located.
- 2 Expand the system node and the Storage Agent node.
- 3 Click **Scheduled Tasks** to view all the applications that have schedules.
- 4 Select the application for which you scheduled the snapshot. The scheduled snapshots are listed in the pane on the right.  
If you have just configured the schedules and they are not yet displayed, right-click the Storage Agent node and click **Refresh** to update the display.
- 5 Choose one of the following:
  - To view the status of all scheduled jobs, right-click the selected application and click **All Job History**.
  - To view the status of a particular schedule, right-click the snapshot schedule name and click **Job History**.

- 6 In the Job History dialog box, view the schedule information.  
 You can sort listed schedules by clicking the column headings. The Status column shows if the snapshot completed successfully.

## Troubleshooting scheduled snapshots

When scheduling snapshots using the Quick Recovery Configuration Wizard or the VSS Snapshot Scheduler Wizard, you can use the information in the following table to help avoid problems or troubleshoot situations.

Situation	Resolution
Snapshots do not occur on a scheduled date.	The date may have been excluded under “Specific Dates” on the schedule. Excluding a date takes precedence over other days scheduled.
A snapshot is not taken on the date that you create the schedule, although that date is specified as the “Schedule takes effect on date”.	The date shown in the Schedule takes effect on field is used as a run day only if no other run days are specified. If you specify other run days, the schedule starts running on the earliest day specified.  If you want the current date included in a schedule, specify it as an Include date on the Specific Dates tab.
A scheduled snapshot does not occur for an imported template schedule.	If you import a template that uses the current date as the “takes effect on” date, but part of the schedule cannot be implemented for the current date, the effective date is shifted to the following day.  For example, if the schedule includes two daily snapshots, one in the morning and one at night, and you import the schedule in the afternoon, neither of the snapshots occur on the current date. Both occur the following day.
While running the Quick Recovery Wizard to modify template settings, the existing settings are not displayed.	If a scheduled snapshot operation is occurring on the selected object at the same time that you select the object in the wizard, the wizard is temporarily unable to display the existing settings.  You can try running the wizard later.
A schedule is unavailable to be edited in the Quick Recovery Wizard.	Expired schedules cannot be edited. Instead, delete the expired schedule and add a new one.

Situation	Resolution
You want to use the VSS Scheduler wizard but the Applications node is not shown in the VEA.	You may need to refresh the VEA display to see the node.
You are unable to locate a snapshot set XML file.	The VSS Snapshot Scheduler Wizard assigns a prefix of “VM_” to the name you assign.
Drive letters assignments for snapshot volumes do not occur.	If time elapses between when you use the wizard to assign drive letters and when the snapshot operation occurs, a drive letter you assigned may become unavailable. When this occurs, the snapshot operation is performed, but no drive letters are assigned.  You can assign or change drive letters or mount paths in Veritas Enterprise Administrator.
A scheduled snapshot fails after you have done a manual snapback (reattach) of one or more of the snapshot volumes in the snapshot set.	When a snapback is done manually for a volume rather than by using the VSS Snapback wizard or allowing the scheduler to handle it, the XML metadata file is not deleted. To take the next scheduled snapshot, the scheduler attempts to reattach all the volumes specified in the XML metadata file and fails because one or more are already reattached. Therefore, the snapshot also fails.  To ensure that the next scheduled snapshot works correctly, use the VSS Snapback wizard (or the vxsnap utility) to reattach using the XML file.

**Situation**

Two databases are on the same volume. You run the Quick Recovery wizard to schedule the first database. You then run it again to schedule a snapshot for the second database on the same disk. But the mirror preparation for the first database is not yet complete.

The following problems can occur:

- When running the wizard, the second time, it does not update the available disk space shown for the disk where the first snapshot is scheduled.
- Mirror preparation for the second database fails.

**Resolution**

You can choose from the following ways to avoid these problems:

- Include both databases in the snapshot when running the wizard the first time.
- Select a different disk for the second snapshot mirror when running the wizard the second time.
- Wait for the mirror preparation for the first snapshot to finish before running the wizard to schedule the second snapshot.

In addition, when troubleshooting, you may want to review the following logs.

If a schedule fails, check the scheduler service logs in the following folder:

```
C:\Program Files\Veritas\Veritas Volume Manager  
6.0\logs\SchedService.log
```

If a snapshot fails, check the VxSnap.log file in the following folder:

```
C:\Program Files\Veritas\Veritas Volume Manager 6.0\logs
```

Quick Recovery Configuration wizard log files are located in the following path:

```
C:\ProgramData\Veritas\winsolutions\log
```

## Deleting or modifying schedules

You can delete or modify a schedule that you created with the Quick Recovery Configuration Wizard by running the wizard again and deleting or editing the schedule on the Snapshot Schedule panel.

You cannot use the Quick Recovery Configuration Wizard to delete or modify schedules created from the VEA console.

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**Note:** You cannot modify a schedule that has expired.

---

You can also delete (but not modify) a schedule from the VEA console.

---

**Note:** The VEA can delete snapshot schedules only; it does not delete mirror preparation scheduled with the Quick Recovery Configuration Wizard. In addition, deleting a snapshot schedule using the VEA does not update template settings created with the Quick Recovery Configuration Wizard.

---

#### To delete a schedule from the VEA

- 1 From the VEA console, navigate to the system where the production volumes and snapshot mirrors are located.
- 2 Expand the **System** node and **StorageAgent** node. Select and click to expand the **Scheduled Tasks > Exchange** node.  
The scheduled snapshots are listed on the right pane.
- 3 Right-click the name of the snapshot schedule and select **Delete Schedule**.

## Synchronizing schedules after adding a cluster node

In a cluster environment, you may add a cluster node after you set up snapshot schedules with the Quick Recovery Configuration Wizard.

In such a case, you can ensure that the schedules are available on the new node by running the Quick Recovery Configuration Wizard again.

#### To synchronize schedules after adding a node

- 1 Start the Quick Recovery Configuration Wizard from the Solutions Configuration Center.
- 2 Continue through the wizard until the Synchronizing Schedules panel shows that synchronization between cluster nodes is complete.
- 3 Click **Cancel** to exit the wizard.

# Scheduling or creating an individual snapshot set

This chapter includes the following topics:

- [About scheduling or creating an individual snapshot set](#)
- [Tasks to schedule a new snapshot](#)
- [Tasks to create a one-time snapshot set](#)
- [Reviewing the prerequisites](#)
- [Preparing the snapshot mirrors](#)
- [Scheduling a snapshot set](#)
- [Troubleshooting scheduled snapshots](#)
- [Creating a one-time snapshot set](#)
- [Refreshing a snapshot set manually](#)

## About scheduling or creating an individual snapshot set

Typically you set up your initial snapshot schedules with the Quick Recovery Configuration Wizard.

See [Chapter 5, “Implementing snapshot sets with the configuration wizard”](#) on page 45.

However, later, you may want to schedule an additional snapshot. For example, you configured a daily snapshot for Quick Recovery use and now want to add a weekly snapshot on a different disk for backup use.

You can use the VSS Exchange Snapshot Scheduler Wizard to add a snapshot schedule for a selected storage group. Like the Quick Recovery Configuration

Wizard, the scheduler wizard enables you to automate the refreshing of snapshots according to the schedule that you define.

However, unlike the Quick Recovery Configuration Wizard, the VSS Exchange Snapshot Scheduler Wizard does not prepare snapshot mirrors. You must use the Prepare command to prepare the snapshot mirrors before running the VSS Exchange Snapshot Scheduler Wizard for that storage group. In addition, you can use the scheduler wizard to schedule only one snapshot set for one storage group at a time.

---

**Note:** Adding a snapshot set using the VSS Exchange Snapshot Scheduler will not update the template settings created with the Quick Recovery Configuration Wizard. If you want to keep the template settings up to date, you should instead run the Quick Recovery Configuration Wizard to modify the schedule.

---

See [“Scheduling a snapshot set”](#) on page 69.

At times you may want to create a one-time snapshot set. You can do so using either the vxsnap command line utility or from the VEA console using the VSS Exchange Snapshot and Snapback wizards.

See [“Creating a one-time snapshot set”](#) on page 80.

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**Note:** To snapshot only a single volume rather than multiple volumes, you can use the VEA Snapshot Volume Wizard. See the *Veritas Storage Foundation Administrator’s Guide*.

---

## Tasks to schedule a new snapshot

[Table 6-1](#) outlines the high-level objectives and the tasks to complete each objective.

**Table 6-1** Tasks for scheduling a new snapshot set

Objective	Tasks
<a href="#">“Reviewing the prerequisites”</a> on page 67	<ul style="list-style-type: none"> <li>■ Verifying hardware and software prerequisites</li> </ul>
<a href="#">“Preparing the snapshot mirrors”</a> on page 68	<ul style="list-style-type: none"> <li>■ Creating snapshot mirrors using the using the VEA Prepare command or the vxsnap utility</li> </ul>
<a href="#">“Scheduling a snapshot set”</a> on page 69	<ul style="list-style-type: none"> <li>■ Using the VSS Exchange Snapshot Scheduler Wizard to create the initial snapshot and set up the schedule for keeping it refreshed.</li> </ul>

## Tasks to create a one-time snapshot set

[Table 6-2](#) outlines the high-level objectives and the tasks to complete each objective.

**Table 6-2** Tasks for creating a one-time snapshot set

Objective	Tasks
<a href="#">“Reviewing the prerequisites”</a> on page 67	■ Verifying hardware and software prerequisites
<a href="#">“Preparing the snapshot mirrors”</a> on page 68	■ Creating snapshot mirrors using the VEA Prepare command or the vxsnap utility
<a href="#">“Creating a one-time snapshot set”</a> on page 80	■ Creating the one-time snapshot set using the VEA or the vxsnap utility.
<a href="#">“Refreshing a snapshot set manually”</a> on page 83	■ Refreshing the one-time snapshot set if necessary.

## Reviewing the prerequisites

Before implementing an individual snapshot set, you should do the following:

- Ensure that your system hardware and software meets the requirements. See [“System requirements”](#) on page 21 in [Chapter 3, “Planning a Quick Recovery snapshot solution”](#).
- Set up your Exchange storage groups for use with Storage Foundation for Windows. See [Chapter 4, “Configuring Exchange for Quick Recovery snapshots”](#) on page 35.
- Ensure that you have disks with enough space to store the snapshot volumes. Each snapshot set requires the same amount of space as the original volumes.
- The `vxsnap` commands must be invoked on a local system. On Windows Server 2008, all CLI commands must run in the command window in the “run as administrator” mode.

## Preparing the snapshot mirrors

To prepare the snapshot mirrors in order to create a snapshot from the VEA or from the `vxsnap` command line, you can use either of the following methods:

- The Prepare command from the VEA  
You repeat the VEA console Prepare operation for each volume in the storage group.
- The `vxsnap prepare` command from the CLI  
Use the `vxsnap prepare` command to prepare a mirror for each of the volumes associated with the databases or transaction logs of your Exchange storage group.

The snapshot mirrors remain attached to the original volumes and continue to be updated until you use the VSS Exchange Snapshot Wizard, the `vxsnap create` command, or the VSS Exchange Snapshot Scheduler Wizard to create the snapshot set.

For the snapshot volumes, make sure to select disks or LUNs that are not used for production data. You can create more than one snapshot volume on the same disk as long as there is sufficient space available and as long as the snapshots are of different production volumes.

### To create the snapshot mirrors using the VEA console

- 1 Right-click the desired volume, select **Snap > Snap Prepare** option from the context menu.
- 2 Choose one of the following.

If the volume is not mirrored

Choose **Manually select disks**, use the **Add** and **Remove** buttons to move the desired disks to the Selected disks box, and click **OK**.

If the volume is mirrored and no additional disks are available to create a new mirror

Click on an existing plex and click **OK**.

If the volume is mirrored and there are additional disks available on your system

Choose either to use an existing mirror for the snapshot or to create a new mirror.

- To create a new mirror, click **Select Disk**, use the **Add** and **Remove** buttons to move the desired disks to the **Selected disks** box, and click **OK**.
- To use an existing mirror, click **Select existing mirror for snap**, select the desired mirror, and click **OK**.

- 3 Repeat [step 1](#) and [step 2](#) to create a snapshot mirror for each volume associated with the Exchange storage group and transaction logs. Verify that the lower pane of the VEA console indicates that the resynchronization process is complete before creating the snapshot set.

### To create the snapshot mirrors using the command line

Type the command, as in the following example:

```
vxsnap prepare component=SG2/writer="Microsoft Exchange Writer"  
source=G:/harddisk=harddisk4  
source=H:/harddisk=harddisk4  
source=I:/harddisk=harddisk5
```

In this example, snapshot mirrors for the database volumes mounted at G: and H: are created on disk 4 and a snapshot mirror for the log volume mounted at I: is created on disk 5.

---

**Note:** If local continuous replication (LCR) is enabled for Exchange 2007 and you want to create a snapshot mirror for the passive copy, specify the writer option as "Microsoft Exchange Writer Replica."

---

The complete syntax of the `vxsnap prepare` command is:

```
vxsnap prepare component=<componentName>/writer=<writerName>  
[-b][source=<volume>/harddisk=<harddisk,...>] ...]
```

See "[vxsnap prepare](#)" on page 147.

## Scheduling a snapshot set

Before you run the VSS Exchange Snapshot Scheduler Wizard to schedule a snapshot set for a storage group, you must prepare snapshot mirrors attached to the volumes in the storage group.

See "[Preparing the snapshot mirrors](#)" on page 68.

You can then use the VSS Exchange Snapshot Scheduler Wizard to schedule the initial snapshot and to set up the schedule for keeping it refreshed.

When the scheduled snapshot occurs, the snapshot mirrors are detached from the original volumes, creating separate on-host snapshot volumes as well as an XML file to store the Exchange and snapshot volume metadata. The scheduled process integrates with VSS to quiesce the databases and then simultaneously snapshot the volumes in the storage group. This snapshot is done while the databases are online and without disrupting the email flow.

---

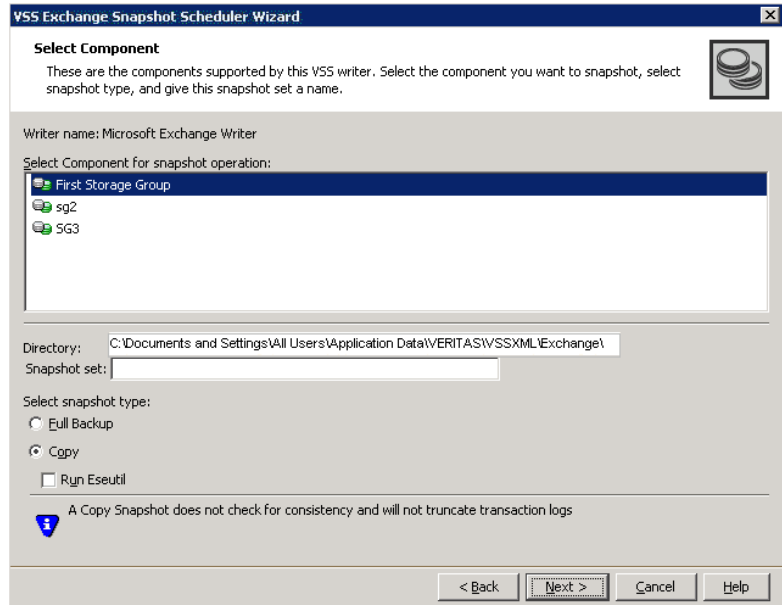
**Note:** If using local continuous replication (LCR) for Exchange 2007, you can schedule snapshots only for the active copy, not the passive copy.

---

#### To schedule a snapshot

- 1 From the VEA console, navigate to the system where the production volumes and snapshot mirrors are located.
- 2 Expand the system node, the Storage Agent node, and the **Applications** node.
- 3 Right-click **Exchange** and click **Schedule VSS Exchange Snapshot**.
- 4 In the Welcome panel, review the information and click **Next**.

5 Specify the snapshot set parameters as follows and then click **Next**:



Select component for snapshot operation

Select the component for the snapshot set.  
For Exchange 2003 or 2007, the component is a storage group.

Directory

Accept or enter a directory location for the XML file.  
The XML file is stored by default in the directory shown on the screen.

**Note:** The XML file for the snapshot must be stored separately from the volumes that are included in the snapshots, otherwise a restore will fail.

In a clustered server environment, the XML file must be saved on shared storage to be available from all nodes in the cluster. To accomplish this, either edit the directory path in the Directory field for this wizard screen or use a text editor to create a text file named `redirect.txt`. This text file should contain a single text line specifying the full path to the location of the XML file, for example, `G:\BackupSets`. Save the `redirect.txt` file in the default directory `C:\Program Files\Veritas\Veritas Volume Manager 6.0\VSSXML` on each node of the cluster.

**Note:** You must not use the volume name or volume path in the `redirect.txt` file that is involved in the snapshot. If the volume name or path for the snapshot is used, then a restore will fail.

Snapshot set

Enter a name for the snapshot set.

## Select snapshot type

Select the snapshot type.

**Full Backup** is typically used for backup to tape or other storage media. It does the following:

- Creates a copy of the selected component
- Runs **Eseutil** to check for consistency before truncating the logs
- Truncates the transaction logs

**Copy** is typically used for Quick Recovery. It creates a copy of the storage group, but does not truncate the transaction logs. Optionally, check **Run Eseutil** with the **Copy** option to check the snapshot for consistency.

You can specify that snapshots be created as either a Full backup or Copy backup type. Either type can be used to restore a database.

6 In the Change Attributes panel, optionally change the attributes for the snapshot volumes and click **Next**:

## Snapshot Volume Label

Displays the read-only label for the snapshot volume.

## Drive Letter

Optionally, click a drive letter and select a new choice from the drop-down menu.

The drive letters specified may not be available when the snapshot is taken. When this occurs, the snapshot operation is performed, but no drive letters are assigned.

## Plex

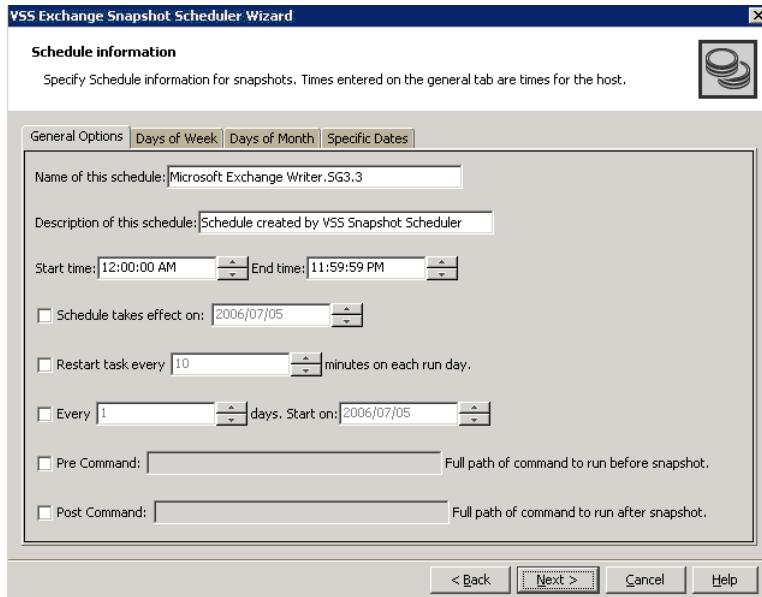
Optionally, click a plex and select a new choice from the drop-down menu.

7 Optionally, in the Synchronized Snapshot panel (VVR only), select the secondary hosts for which you want to create synchronized snapshots. Either double-click on the host name or click the **Add** option to move the host into the Selected Secondary Hosts pane. To select all the available hosts, click the **Add All** option. The VSS wizard creates synchronized snapshots on all the selected secondary hosts.

This panel is displayed only in an environment using Veritas Volume Replicator (VVR). Otherwise, you will be directly taken to the Schedule Information panel.

See *Veritas Volume Replicator Administrator's Guide*.

- 8 In the Schedule Information panel, on the General Options tab, specify the following:



- |                              |  |
|------------------------------|--|
| Name of this schedule        | Enter a unique name for the snapshot set schedule.<br>This name identifies the snapshot schedule if you later want to view information about the snapshot status. A default name consists of the VSS writer name, the component name and a numbered suffix that increments with each schedule. |
| Description of this schedule | Optionally, enter a description to help you identify the schedule when you view information about the snapshot status  |
| Start Time                   | The time of the day to begin taking snapshots.   |
| End Time                     | The time of day to end taking snapshots.<br>If a snapshot is in progress it is completed but a new one is not started after the end time.  |
| Schedule takes effect on     | The date on which the specified schedule takes effect. The default is the current date.  |

Restart task every	The interval between snapshots, in minutes.  For example, if the interval is 360 minutes and you schedule a snapshot start time of 12 P.M. and an end time of 7 P.M, the snapshot occurs twice.
Every	Enable the <b>Every</b> option to have the snapshot schedule continue to occur. Otherwise the schedule applies only for one day.  Specify the number of days before restarting the snapshot schedule.  For example, 1 day would mean the schedule takes effect daily, 2 days would mean every other day.
Start On	If you enable the Every option, specify the starting date.
Pre Command	Optionally, specify the full path of a command script to run before the scheduled snapshot occurs.  <b>Note:</b> Precommands which launch windows or any other GUI related entities are not allowed in the Scheduler.
Post Command	Optionally, specify the full path of a command script to run after the snapshot is complete.  <b>Note:</b> Postcommands which launch windows or any other GUI related entities are not allowed in the Scheduler.

**9** To specify run days for the schedule, make selections on the following tabs:

Days of Week	Select one or more days on one or more weeks of the month.  You can click a button at the top of the column to select the entire column or a button to the left of a row to select the entire row. For example, clicking <b>First</b> schedules the snapshots to occur on the first occurrence of all the week days for the month.
Days of Month	Select one or more days of the month. You can also check the <b>Last Day</b> checkbox to schedule the snapshot for the last day of each month.

#### Specific Dates

Select one or more specific dates to include in or to exclude from the schedule.

Excluding a date takes precedence over days scheduled on the other tabs. For example, if you schedule every Monday on the Days of Week tab, and you exclude Monday October 9 on the Specific Dates tab, the snapshots are not taken on October 9.

If two schedules overlap for the same snapshot set, only one snapshot is taken. For example, if you select every Thursday plus the last day of the month, and the last day of the month occurs on Thursday, only one snapshot is taken on Thursday.

10 Click **Next**.

11 Review the snapshot set and schedule details and click **Finish**.

## Viewing the status of scheduled snapshots

If a scheduled snapshot fails for some reason, the scheduler process will attempt to rerun it. You may want to verify that scheduled snapshots completed successfully. From the VEA console, you can view snapshot results.

### To view a scheduled snapshot status

- 1 From the VEA console, navigate to the system where the production volumes and snapshot mirrors are located.
- 2 Expand the system node and the Storage Agent node.
- 3 Click **Scheduled Tasks** to view all the applications that have schedules.
- 4 Select the application for which you scheduled the snapshot. The scheduled snapshots are listed in the pane on the right.  
If you have just configured the schedules and they are not yet displayed, right-click the Storage Agent node and click **Refresh** to update the display.
- 5 Choose one of the following:
  - To view the status of all scheduled jobs, right-click the selected application and click **All Job History**.
  - To view the status of a particular schedule, right-click the snapshot schedule name and click **Job History**.
- 6 In the Job History dialog box, view the schedule information.  
You can sort listed schedules by clicking the column headings. The Status column shows if the snapshot completed successfully.

## Troubleshooting scheduled snapshots

When scheduling snapshots using the Quick Recovery Configuration Wizard or the VSS Snapshot Scheduler Wizard, you can use the information in the following table to help avoid problems or troubleshoot situations.

Situation	Resolution
Snapshots do not occur on a scheduled date.	The date may have been excluded under “Specific Dates” on the schedule. Excluding a date takes precedence over other days scheduled.
A snapshot is not taken on the date that you create the schedule, although that date is specified as the “Schedule takes effect on date”.	The date shown in the Schedule takes effect on field is used as a run day only if no other run days are specified. If you specify other run days, the schedule starts running on the earliest day specified. If you want the current date included in a schedule, specify it as an Include date on the Specific Dates tab.
A scheduled snapshot does not occur for an imported template schedule.	If you import a template that uses the current date as the “takes effect on” date, but part of the schedule cannot be implemented for the current date, the effective date is shifted to the following day. For example, if the schedule includes two daily snapshots, one in the morning and one at night, and you import the schedule in the afternoon, neither of the snapshots occur on the current date. Both occur the following day.
While running the Quick Recovery Wizard to modify template settings, the existing settings are not displayed.	If a scheduled snapshot operation is occurring on the selected object at the same time that you select the object in the wizard, the wizard is temporarily unable to display the existing settings. You can try running the wizard later.
A schedule is unavailable to be edited in the Quick Recovery Wizard.	Expired schedules cannot be edited. Instead, delete the expired schedule and add a new one.
You want to use the VSS Scheduler wizard but the Applications node is not shown in the VEA.	You may need to refresh the VEA display to see the node.
You are unable to locate a snapshot set XML file.	The VSS Snapshot Scheduler Wizard assigns a prefix of “VM_” to the name you assign.

Situation	Resolution
Drive letters assignments for snapshot volumes do not occur.	<p>If time elapses between when you use the wizard to assign drive letters and when the snapshot operation occurs, a drive letter you assigned may become unavailable. When this occurs, the snapshot operation is performed, but no drive letters are assigned.</p> <p>You can assign or change drive letters or mount paths in Veritas Enterprise Administrator.</p>
A scheduled snapshot fails after you have done a manual snapback (reattach) of one or more of the snapshot volumes in the snapshot set.	<p>When a snapback is done manually for a volume rather than by using the VSS Snapback wizard or allowing the scheduler to handle it, the XML metadata file is not deleted. To take the next scheduled snapshot, the scheduler attempts to reattach all the volumes specified in the XML metadata file and fails because one or more are already reattached. Therefore, the snapshot also fails.</p> <p>To ensure that the next scheduled snapshot works correctly, use the VSS Snapback wizard (or the vxsnap utility) to reattach using the XML file.</p>
Two databases are on the same volume. You run the Quick Recovery wizard to schedule the first database. You then run it again to schedule a snapshot for the second database on the same disk. But the mirror preparation for the first database is not yet complete.	<p>You can choose from the following ways to avoid these problems:</p> <ul style="list-style-type: none"><li>■ Include both databases in the snapshot when running the wizard the first time.</li><li>■ Select a different disk for the second snapshot mirror when running the wizard the second time.</li><li>■ Wait for the mirror preparation for the first snapshot to finish before running the wizard to schedule the second snapshot.</li></ul>
<p>The following problems can occur:</p> <ul style="list-style-type: none"><li>■ When running the wizard, the second time, it does not update the available disk space shown for the disk where the first snapshot is scheduled.</li><li>■ Mirror preparation for the second database fails.</li></ul>	

In addition, when troubleshooting, you may want to review the following logs. If a schedule fails, check the scheduler service logs in the following folder:

```
C:\Program Files\Veritas\Veritas Volume Manager  
6.0\logs\SchedService.log
```

If a snapshot fails, check the VxSnap.log file in the following folder:

```
C:\Program Files\Veritas\Veritas Volume Manager 6.0\logs
```

Quick Recovery Configuration wizard log files are located in the following path:

```
C:\ProgramData\Veritas\winsolutions\log
```

## Deleting schedules

You can delete (but not modify) a schedule from the VEA console. To modify a schedule, run the wizard again and select the same instance and component.

---

**Note:** Deleting a snapshot schedule using the VEA does not update template settings created with the Quick Recovery Configuration Wizard.

---

---

**Note:** You cannot modify a schedule that has expired.

---

You can also delete (but not modify) a schedule from the VEA console.

---

**Note:** The VEA can delete snapshot schedules only; it does not delete mirror preparation scheduled with the Quick Recovery Configuration Wizard. In addition, deleting a snapshot schedule using the VEA does not update template settings created with the Quick Recovery Configuration Wizard.

---

### To delete a schedule from the VEA

- 1 From the VEA console, navigate to the system where the production volumes and snapshot mirrors are located.
- 2 Expand the **System** node and **StorageAgent** node. Select and click to expand the **Scheduled Tasks > Exchange** node.  
The scheduled snapshots are listed on the right pane.
- 3 Right-click the name of the snapshot schedule and select **Delete Schedule**.

## Creating a one-time snapshot set

Creating a one-time snapshot set is a two-step process:

- The first step is to prepare snapshot mirrors attached to all the original volumes in the specified storage group. If you are creating a snapshot set after a snapback to refresh existing snapshot mirrors, you can skip this step. See [“Preparing the snapshot mirrors”](#) on page 68.
- The second step uses either the `vxsnap create` command or the VSS Exchange Snapshot Wizard to create the snapshot set by detaching the snapshot mirrors from the original volumes. This step creates separate on-host snapshot volumes as well as an XML file to store the Exchange and snapshot volume metadata.

The `vxsnap create` command and VSS Exchange Snapshot Wizard integrate with VSS to quiesce the databases and then simultaneously snapshot the volumes in the storage group. This snapshot is done while the databases are online and without disrupting the email flow. The resulting snapshot set provides a complete picture of the storage group at the point in time the command is issued.

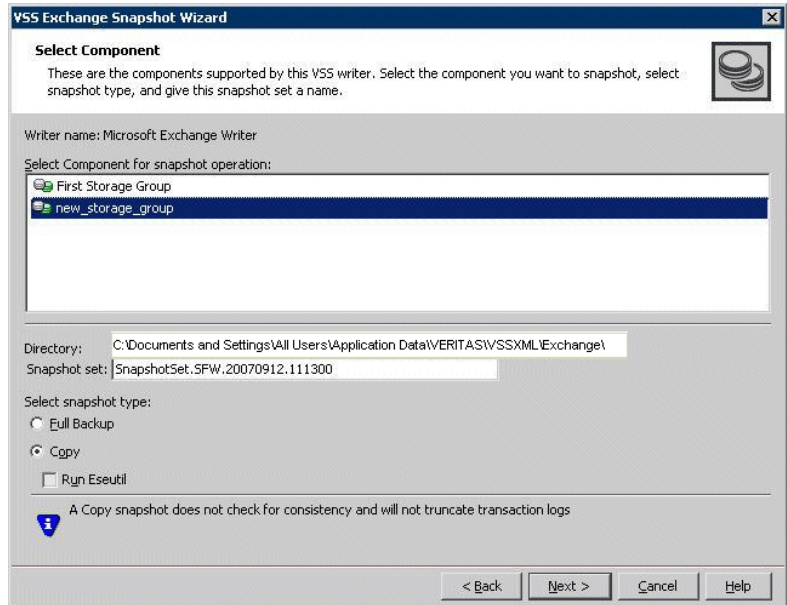
The VSS Exchange Snapshot Wizard can be run from either a local system or a remote node. The `vxsnap` utility must be run from the local system.

See [“Scheduling a snapshot set”](#) on page 69.

### To create the snapshot set from the VEA console

- 1 From the VEA console, navigate to the system where the production volumes and snapshots mirrors are located.
- 2 Expand the system node, the Storage Agent node, and the **Applications** node.
- 3 Choose one of the following:
  - Right-click **Exchange** and click **VSS Exchange Snapshot**.
  - (Exchange 2007 only) Optionally, if replication is enabled and you want to create a snapshot of the replica, right-click **Exchange Replica** and click **VSS Exchange Snapshot**.
- 4 In the wizard, review the Welcome page and click **Next**.

5 Specify the snapshot set parameters as follows and then click **Next**:



Select Component for  
snapshot operation

Select the component for the snapshot set.  
For Exchange 2007, the component is a storage group.

Directory	<p>Enter a directory location for the XML file or accept the default. The XML file is stored by default in the directory shown on the screen.</p> <p><b>Note:</b> The XML file for the snapshot must be stored separately from the volumes that are included in the snapshots, otherwise a restore will fail.</p> <p>In a clustered server environment, the XML file must be saved on shared storage to be available from all nodes in the cluster. To accomplish this, either edit the directory path in the Directory field for this wizard screen or use a text editor to create a text file named "<b>redirect.txt</b>." This text file should contain a single text line specifying the full path to the location of the metadata file, for example, <code>G:\BackupSets</code>. Save the <b>redirect.txt</b> file in the default directory <code>C:\Program Files\Veritas\Veritas Volume Manager 6.0\VSSXML</code> on each node of the cluster.</p> <p><b>Note:</b> You must not use the volume name or volume path in the <code>redirect.txt</code> file that is involved in the snapshot. If the volume name or path for the snapshot is used, then a restore will fail.</p>
Snapshot set	<p>Enter a name for the snapshot set. The snapshot set metadata XML file is stored under this name.</p>
Select snapshot type	<p>Select the snapshot type.</p> <p><b>Full Backup</b> is typically used for backup to tape or other storage media. It does the following:</p> <ul style="list-style-type: none"><li>■ Creates a copy of the selected component</li><li>■ Runs <b>Eseutil</b> to check for consistency before truncating the logs</li><li>■ Truncates the transaction logs</li></ul> <p><b>Copy</b> is typically used for Quick Recovery. It creates a copy of the storage group, but does not truncate the transaction logs. Optionally check <b>Run Eseutil</b> with the <b>Copy</b> option to check the snapshot for consistency.</p>
6	<p>In the Change Attributes panel, optionally change the attributes for the snapshot volumes as follows and click <b>Next</b>:</p>
Snapshot Volume Label	<p>Displays the read-only label for the snapshot volume.</p>

Drive Letter	Optionally, click a drive letter and select a new choice from the drop-down menu.
Plex	Optionally, click a plex and select a new choice from the drop-down menu.

- Optionally, in the Synchronized Snapshot panel, select the secondary hosts for which you want to create synchronized snapshots. Either double-click on the host name or click the **Add** option to move the host into the Selected Secondary Hosts pane. To select all the available hosts, click the **Add All** option. The VSS wizard creates synchronized snapshots on all the selected secondary hosts.

This panel is displayed only in an environment using Veritas Volume Replicator (VVR). Otherwise, you will be directly taken to the Schedule Information panel.

- Review the specifications of the snapshot set and click **Finish**.

#### To create the snapshot set from the command line

The complete syntax of the `vxsnap create` command is:

```
vxsnap [-x <filename>] create [source=<volume>]
[/DriveLetter=<driveLetter>][/DrivePath=<drivePath>][ /Newvol=<newVolName>][ /Plex=<plexName>] . . . writer=<writerName>
component=<componentName>[backuptype=<backuptype>][-E][-O][-C][
secHosts=<secondary hosts>]
```

The *WriterName* and *ComponentName* must be included in the command. The option to assign drive letters or mount points is useful for tracking volumes and for scripting purposes. Creating the snapshot set with the copy backup type does not automatically run the Eseutil consistency check nor truncate the transaction logs. You can check the snapshot for consistency by specifying the `-E` flag.

---

**Note:** Any text string that contains spaces must be enclosed in quotation marks.

---

See “[vxsnap create](#)” on page 148.

## Refreshing a snapshot set manually

Once a snapshot set has been created, it can be refreshed quickly since the time-consuming step of preparing the mirrors is not required.

Normally, if you want to periodically refresh a snapshot set, you set up the snapshot schedule using the VSS Exchange Snapshot Scheduler Wizard or the Quick Recovery Configuration Wizard.

However, if you should need to manually refresh a snapshot set, you can do so. To refresh the snapshot set requires the following tasks:

- “Reattaching the split-mirror snapshots” on page 84
- “Creating the refreshed snapshot set” on page 86

---

**Note:** The VSS Refresh option available in the VEA console from the Microsoft Exchange Writer object refreshes the display of the VSS Writer and components. It does not refresh the snapshot set.

---

## Reattaching the split-mirror snapshots

Get the VSS Writer matches available for the host and its original Exchange Writer object page

### To snapback a snapshot set

- 1 Close the database application GUI and all Explorer windows, applications, consoles (except the VEA console), or third-party system management tools that may be accessing the snapshot set.
- 2 From the VEA console URL bar, select the *<host name>* which is the system where the production volumes and snapshot mirrors are located, as the active host.
- 3 Expand the system node, the Storage Agent node, and the **Applications** node.
- 4 Right-click on the node of the application and click **VSS Snapback**.
- 5 Review the Welcome page and click **Next**.
- 6 Select the snapshot set you want to snapback and click **Next**.  
The XML metadata file contains all required information needed to snapback the snapshot set, including the names of the database and transaction logs volumes. Click the appropriate header to sort the list of available files by **File Name** or **Creation Time**. This file is deleted after the snapback operation has completed successfully.
- 7 If a message appears that indicates some volumes have open handles, confirm that all open handles are closed and then click Yes to proceed.
- 8 Verify that the snapback specifications are correct and click **Finish**.

To reattach the split-mirror snapshots to the original volumes from the command line

- 1 Close the Exchange GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 2 Type the command, as in the following example:

```
vxsnap -x Image1.xml reattach writer="Microsoft Exchange Writer"
```

The complete syntax for the `vxsnap reattach` command is:

```
vxsnap -x <filename> [-f][-b] reattach writer=<writername>  
[secHosts=<secondary hosts>]
```

See [“vxsnap reattach”](#) on page 151.

## Creating the refreshed snapshot set

Create a new snapshot set of the storage group using either the VSS Exchange Snapshot Wizard or the `vxsnap create` command.

See “[Creating a one-time snapshot set](#)” on page 80.

# Recovering Exchange mailbox storage group or databases

This chapter includes the following topics:

- [About recovery using Quick Recovery snapshots](#)
- [Tasks for recovery using Quick Recovery snapshots](#)
- [Prerequisites for recovery](#)
- [Recovery using an Exchange 2007 passive copy snapshot](#)
- [Recovering using the VSS Restore Wizard](#)
- [Recovering using the vxsnap utility](#)
- [Post-recovery steps](#)

## About recovery using Quick Recovery snapshots

The on-host snapshot set can be used to quickly recover a storage group after logical corruption. You can restore a storage group either to the Point in Time (PIT) that the `vxsnap restore` command was last refreshed or, using current transaction logs, to the Point of Failure (POF) of the database. Additionally, you can recover a single database to the point of failure.

You can use either the VSS Restore Wizard from the VEA console or the `vxsnap restore` command. Both the VSS Restore wizard and `vxsnap restore` command integrate with VSS to notify the Exchange VSS Writer to prepare for the restore before the snapback operation and then to complete post-restore processes afterwards.

After completing the recovery, you refresh the snapshot set.

## Tasks for recovery using Quick Recovery snapshots

Table 7-1 outlines the high-level objectives and the tasks to complete each objective.

**Table 7-1** Tasks for recovery using Quick Recovery snapshots

Objective	Tasks
<a href="#">“Prerequisites for recovery”</a> on page 89	<ul style="list-style-type: none"><li>■ Verifying hardware and software prerequisites</li></ul>
<a href="#">“Recovery using an Exchange 2007 passive copy snapshot”</a> on page 89	<ul style="list-style-type: none"><li>■ Reviewing prerequisites for using a passive copy snapshot for recovery</li></ul>
<a href="#">“Recovering using the VSS Restore Wizard”</a> on page 91	<ul style="list-style-type: none"><li>■ Running the VSS Restore Wizard from the VEA console to restore a storage group to point in time or restore a storage group or database point of failure</li><li>■</li></ul>
<a href="#">“Recovering using the vxsnap utility”</a> on page 96	<ul style="list-style-type: none"><li>■ Using the vxsnap utility to restore a storage group to point in time or restore a storage group or database point of failure</li><li>■</li></ul>
<a href="#">“Post-recovery steps”</a> on page 99	<ul style="list-style-type: none"><li>■ Refreshing the snapshot set</li><li>■ Performing additional tasks in a VVR environment</li></ul>

## Prerequisites for recovery

You can use the VSS Restore Wizard or vxsnap utility to recover a storage group or single database in cases where a snapshot set is available and where there has been no hardware failure.

---

**Caution:** Do not attempt to use the VSS Restore Wizard for recovery after hardware failure. Instead, refer to the special procedures for recovery after hardware failure.

See [Chapter 8, “Recovering after hardware failure”](#) on page 101.

---

See the following additional information before you begin:

- Before restoring an Exchange 2007 database in a Microsoft clustering environment:
  - Manually dismount the stores and set them for overwrite by restore.
  - If CCR is enabled, disable the circular logging feature before restoring the database.
  - If CCR is enabled, suspend CCR before restoring the database.
- Before restoring from a passive copy snapshot, additional steps are required. See [“Recovery using an Exchange 2007 passive copy snapshot”](#) on page 89.
- If you have set up a recovery storage group (RSG) in Exchange 2007, you have the option to restore to the RSG rather than to the production volume, leaving the production volume intact. The RSG must be created before you begin the recovery. Follow the Microsoft instructions in creating the RSG. The database names in the recovery storage group must match those in the source storage group.

## Recovery using an Exchange 2007 passive copy snapshot

If you used SFW to create a snapshot of a passive copy of the Exchange 2007 storage group, the passive copy snapshot can be used to restore an Exchange database.

See the following topics:

- [“Overview of recovery steps using an Exchange 2007 passive copy snapshot”](#) on page 90
- [“Example of restoring from a passive copy”](#) on page 91

## Overview of recovery steps using an Exchange 2007 passive copy snapshot

To recover using an Exchange 2007 passive copy snapshot, you follow this process:

- Use the Microsoft Exchange Management Shell to execute the following cmdlets:
  - Dismount-Database
  - Restore-StorageGroupCopy  
The LCR copy is automatically disabled when running the Restore-StorageGroupCopy cmdlet. You can enable it again once all recovery steps are complete.
  - Mount-Database  
Refer to the Microsoft Exchange documentation for additional information on Microsoft Exchange Management Shell and cmdlets.  
For an example of how to use these cmdlets, see the following topic:
    - [“Example of restoring from a passive copy”](#) on page 91
- Execute the Refresh command from the VEA or command line.
- In a Microsoft clustering environment (MSCS or Failover Clustering), ensure that you dismount the stores and set them for overwrite by restore. In a VCS or SFW environments, SFW attempts to dismount the stores before beginning the restore operation. If SFW fails to dismount the stores, dismount them manually.
- If a snapshot schedule exists for the active storage group, it is now invalid, and you must delete it before beginning the restore operation.
- Use either the VEA wizard or the vxsnap CLI utility with the active writer (Microsoft Exchange Writer) to restore the passive copy snapshot. See the following topics:
  - [“Recovering using the VSS Restore Wizard”](#) on page 91.
  - [“Recovering using the vxsnap utility”](#) on page 96

---

**Note:** You can restore using either Point in Time or Point of Failure. Restoring just the database log files from a passive copy is not supported.

---

## Example of restoring from a passive copy

The following example illustrates a Point in Time recovery from a snapshot of a passive copy of an Exchange storage group, SG1, that contains two databases, DB1 and DB2, on an Exchange server, TestExch.

- 1 From the Exchange Management Shell, run the Dismount-Database cmdlet on the DB1 and DB2 databases.

```
Dismount-database -Identity TestExch\SG1\DB1  
Dismount-database -Identity TestExch\SG1\DB2
```

- 2 Run the Restore-StorageGroupCopy cmdlet on the SG1 storage group.

```
Restore-StorageGroupCopy -Identity TestExch\SG1  
-ReplaceLocations
```

- 3 Run the Mount-Database cmdlet on the DB1 and DB2 databases.

```
Mount-database -Identity TestExch\SG1\DB1  
Mount-database -Identity TestExch\SG1\DB2
```

- 4 Perform a vxsnap refresh.

```
vxsnap refresh
```

- 5 Perform the VSS restore operation using the snapshot of the passive copy.

```
vxsnap -x snapdata.xml restore RestoreType=PIT  
writer="Microsoft Exchange Writer"
```

---

**Note:** For this example, assume that the snapshot of the passive copy was performed with

```
vxsnap -x snapdata.xml create writer="Microsoft  
Exchange Writer Replica" component=SG1 backupType=COPY  
-E -O
```

---

## Recovering using the VSS Restore Wizard

Using the VSS Restore Wizard, you can do the following:

- Restore a storage group to the point in time of the snapshot set
- Perform a roll-forward recovery of a storage group or single database to the point of failure

---

**Note:** Recovery Database for Exchange 2010 is not supported by SFW.

---

Before you begin, review the prerequisites.  
See “[Prerequisites for recovery](#)” on page 89.

---

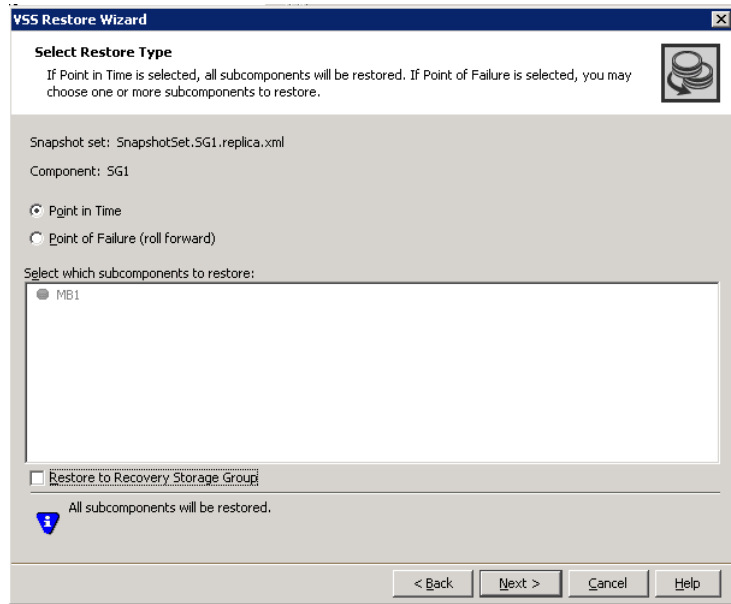
**Note:** SFW dismounts the stores before beginning the restore operation. If it fails to dismount the stores, the restore operation fails. In that case, manually dismount the stores and set them for overwrite by restore. If LCR is enabled, suspend LCR. Then repeat the restore operation. If you suspended LCR, re-enable it after the restore operation.

---

#### To restore to the point in time of the snapshot set

- 1 Close the database application GUI and all Explorer windows, applications, consoles (except the VEA console), or third-party system management tools that may be accessing the volumes.
- 2 From the VEA console, navigate to the system where the production volumes and snapshot set are located.
- 3 Expand the system icon and the **Applications** node.
- 4 Right-click **Exchange** and click **VSS Restore**.
- 5 Review the Welcome page and click **Next**.
- 6 Select the snapshot set you wish to restore and click **Next**.  
The XML metadata file contains all required information needed to restore the snapshot set, including the names of the database and transaction logs volumes. Click the appropriate header to sort the list of available files by **File Name** or **Creation Time**.

- 7 In the Select Restore Type panel, select Point in Time. Point in Time restores to the point in time that the snapshot set was created or refreshed based on the information contained in the metadata file.



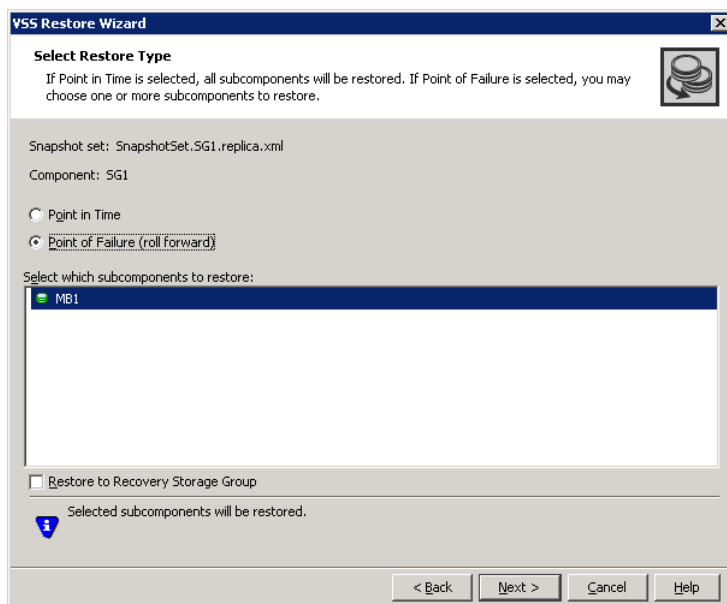
Click **Next**

- 8 Verify that the restore specifications are correct and click **Finish**.
- 9 Mount all the databases (stores) in the Exchange storage group.
- 10 To refresh the snapshot set use the VSS Exchange Snapshot Wizard or `vxsnap create` command to create a new snapshot set of all the volumes in the storage group.

**To perform a roll-forward recovery of one or more databases to the point of failure**

- 1 Dismount all the databases (stores) in the Exchange storage group. You can use the Exchange Management Console.
- 1 Close the database application GUI and all Explorer windows, applications, consoles (except the VEA console), or third-party system management tools that may be accessing the volumes.
- 2 From the VEA console, navigate to the system where the production volumes and snapshot set are located.

- 3 Expand the system icon and the **Applications** node.
- 4 Right-click **Exchange** and click **VSS Restore**.
- 5 Review the Welcome page and click **Next**.
- 6 Select the name of the metadata file for the snapshot set you wish to restore and click **Next**.  
The XML metadata file contains all required information about the Exchange storage group, including the names of the database and transaction logs volumes. Click the appropriate header to sort the list of available files by File Name or Creation Time.
- 7 In the Select Restore Type panel, select Point of Failure and select one or more subcomponents (databases). Do not select the transaction logs volume.



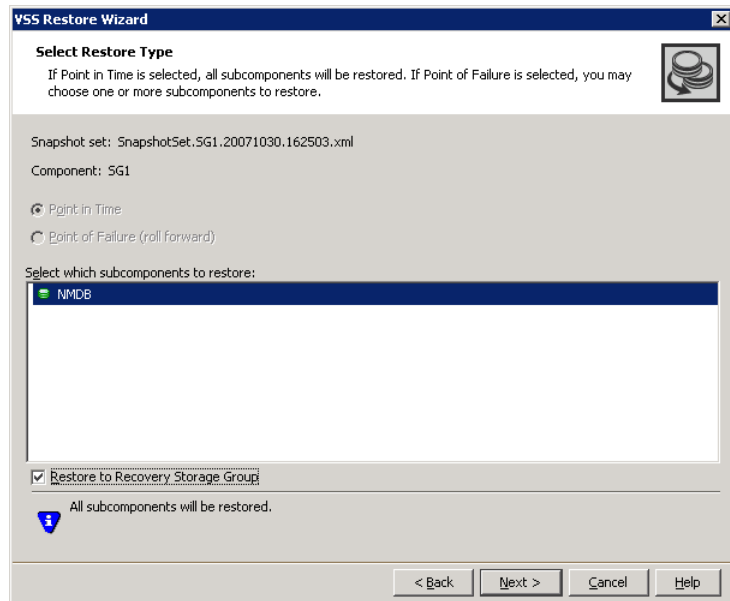
Click **Next**

- 8 Verify that the restore specifications are correct and click **Finish**.
- 9 Mount all databases (stores) in the Exchange storage group; the transaction logs will roll forward to the point of failure. This action can be observed in the Event Viewer Application log.
- 10 To refresh the snapshot set at this point, snapback any remaining database volumes and the transaction logs volume using either the VSS Snapback wizard or the `vxsnap reattach` command. Then use the VSS Exchange

Snapshot wizard or `vxsnap create` command to create a new snapshot set of the storage group.

**To restore to a recovery storage group**

- 1 Close the database application GUI and all Explorer windows, applications, consoles (except the VEA console), or third-party system management tools that may be accessing the volumes.
- 2 From the VEA console, navigate to the system where the production volumes and snapshot set are located.
- 3 Expand the system icon and the **Applications** node.
- 4 Right-click **Exchange** and click **VSS Restore**.
- 5 Review the Welcome page and click **Next**.
- 6 Select the snapshot set you wish to restore and click **Next**.  
 The XML metadata file contains all required information needed to restore the snapshot set, including the names of the database and transaction logs volumes. Click the appropriate header to sort the list of available files by **File Name** or **Creation Time**.
- 7 In the Select Restore Type panel, select Restore to Recovery Storage Group and select one or more subcomponents.



Click **Next**

- 8 Verify that the restore specifications are correct and click **Finish**.
- 9 Mount all the databases (stores) in the Exchange storage group.

## Recovering using the vxsnap utility

You can also recover exchange mailbox databases by using the vxsnap utility from the Command Line Interface (CLI).

Refer to Microsoft Exchange Shell cmdlets for details.

---

**Note:** SFW automatically dismounts the stores before beginning the restore operation. If it fails to dismount the stores, the restore operation fails. In that case, manually dismount the stores and repeat the restore operation. For a VCS cluster setup, it offlines and onlines the resource for the database automatically. If automatic offlining of the resource fails, then manually offline the resource.

---

Using the vxsnap utility, you can do the following:

- Restore a storage group to the point in time (PIT) of the snapshot set
- Perform a roll-forward recovery of a storage group to the point of failure (POF)
- Perform a roll-forward recovery of a single database to the point of failure
- Restore to a recovery storage group (RSG) rather than the production store

Before you begin, review the prerequisites.

See “[Prerequisites for recovery](#)” on page 89.

You use the `vxsnap restore` command. The complete syntax of the `vxsnap restore` command is:

```
vxsnap -x filename [-f] [-b] [-r] restore restoreType=<PIT|POF>
[subComponent=subComponentName][writer=WriterName]
[RSG=<YES|NO>]
vxsnap -x <filename>[-f][-b][-r] [-a] restore
restoreType=<PIT|POF>writer=<writername>[subComponent=<subCompo
nentName>][RSG=<Yes|No>]
```

### To restore a storage group to the point in time of the snapshot set using the vxsnap restore command

- 1 Close the database GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 2 Click **Start > Run**. In the command window, type the `vxsnap restore` command

```
vxsnap -x Imagel.xml restore restoretype=PIT writer="Microsoft
Exchange Writer"
```

The XML metadata file contains all the necessary information about the Exchange storage group, including the names of the database and transaction logs volumes.

- 3 Mount all the databases (stores) in the Exchange storage group.
- 4 To refresh the snapshot set use the `vxsnap create` command to create a new snapshot of all the volumes in the storage group.

#### To perform a roll-forward recovery of a storage group to the point of failure using the `vxsnap restore` command

- 1 Close the database GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 2 Click **Start > Run**. In the command window, type the `vxsnap restore` command

```
vxsnap -x Image1.xml restore restoretype=POF writer="Microsoft Exchange Writer"
```

In this example, `Image1.xml` is the name of the XML metadata file associated with the snapshot set.

If you want to restore to an RSG, use the `RSG=Yes` option.

- 3 Mount all databases (stores) in the Exchange storage group; the transaction logs will roll forward to the point of failure. This action can be observed in the Event Viewer Application log.
- 4 To refresh the snapshot set at this point, snapback any remaining database volumes and the transaction logs volume using either the VSS Snapback wizard or the `vxsnap reattach` command. Then use the VSS Exchange Snapshot Wizard or `vxsnap create` command to create a new snapshot set of the storage group.

#### To perform a roll-forward recovery of a single database to the point of failure using the `vxsnap restore` command

- 1 Close the database GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 2 Type the `vxsnap restore` command, as in the following example:

```
> vxsnap -x Image1.xml restore restoretype=POF  
subcomponent=DB1 writer="Microsoft Exchange Writer"
```

In this example, `DB1` is the name of the Exchange database that is associated with the volume `SG2-DB1`, and `Image1.xml` is the name of the XML metadata file associated with the snapshot set.

If you want to restore to an RSG, use the `RSG=Yes` option.

- 3 Mount all databases (stores) in the Exchange storage group; the transaction logs will roll forward to the point of failure. This action can be observed in the Event Viewer Application log
- 4 Mount all databases; the transaction logs will roll forward to the point of failure. This action can be observed in the Event Viewer Application log.
- 5 To refresh the snapshot set at this point, snapback any remaining database volumes and the transaction logs volume using either the VSS Snapback wizard or the `vxsnap reattach` command. Then use the VSS Exchange Snapshot Wizard or `vxsnap create` command to create a new snapshot set of the storage group.

## Post-recovery steps

After you have performed any of the recovery methods, whether point-in-time or roll forward, you should refresh the snapshot set, by performing a snapback to reattach the snapshot mirrors, and then create a new snapshot set.

See [“Refreshing a snapshot set manually”](#) on page 83 in [Chapter 6](#), [“Scheduling or creating an individual snapshot set”](#).

In a VVR environment, there is an additional post-recovery step. During a point-in-time recovery in a VVR environment, the volumes on the secondary site lose write-order fidelity. DCM automatically becomes active to ensure data consistency between the primary and secondary sites. While DCM is active, the volumes cannot be expanded by either manual or AutoGrow operations. You must perform a manual resynchronization of the secondary to deactivate DCM.

**To resynchronize the node at the secondary site with the node at the primary site:**

- 1 Right-click on the primary RVG and click **Resynchronize Secondaries**.
- 2 Click **Yes** to resynchronize the nodes.



# Recovering after hardware failure

This chapter includes the following topics:

- [About recovery after hardware failure](#)
- [Tasks for recovering after hardware failure](#)
- [Reviewing the prerequisites](#)
- [Reviewing the sample configuration](#)
- [Scenario I: Database and transaction logs volumes are missing](#)
- [Scenario II: Database volumes missing, transaction logs are available](#)
- [Scenario III: Some DB volumes missing, transaction logs are available](#)
- [Refreshing the snapshot set](#)
- [Refreshing the snapshot set on the current disks](#)
- [Moving the production volumes to different disks and refreshing the snapshot set](#)

## About recovery after hardware failure

A system failure that results in the loss of either database or transaction log volumes leads to unplanned downtime. If the failure does not affect the disk or disks where the snapshot set resides, you can recover from the failure and resume normal email operations faster by using the snapshot set than you could by restoring from your backup media.

You can use the vxsnap utility to recover a storage group after production volumes are lost due to a hardware failure.

---

**Note:** The methods described in this chapter are the simplest possible and assumes that a volume snapshot set is already available before proceeding with the restore operation. However, if the snapshot set is not available, you will need to recover it from your tape backup.

---

## Recovery scenarios

**Table 8-1** lists the storage group recovery scenarios that you choose from if the complete snapshot set (including the XML metadata file) is available:

**Table 8-1** Available recovery type after missing production volume

Scenario	Database Volumes	Transaction Logs Volume	Recovery
Scenario I	One or more volumes are missing	Missing	point in time
Scenario II	All volumes are missing	Available	point in time or point of failure
Scenario III	One or more volumes are missing. At least one volume is available	Available	point of failure

---

**Caution:** If you choose to restore the storage group to the point in time, you cannot later restore it to the point of failure. You can only perform one recovery procedure on a mailbox database.

---

## Recovery tasks

Perform the recovery tasks in the order shown below:

- Prepare for the recovery
  - Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume.
  - Use Exchange Management Console to dismount all remaining databases in the storage group.
  - Delete the missing volumes from Storage Foundation for Windows.
  - Replace the failed hardware and add the new disks to the dynamic disk group.

- Reassign the drive letters or mount points of the snapshot volumes so that they are the same as the missing production volumes.
- Use the `vxsnap restore` command to recover the databases.
- Refresh the snapshot set.

## Tasks for recovering after hardware failure

Table 8-2 outlines the high-level objectives and the tasks to complete each objective.

**Table 8-2** Tasks for recovering after hardware failure

Objective	Tasks
“Reviewing the prerequisites” on page 104	<ul style="list-style-type: none"> <li>■ Reviewing the prerequisites for a recovery after system failure</li> </ul>
“Scenario I: Database and transaction logs volumes are missing” on page 105	<ul style="list-style-type: none"> <li>■ Preparing for the recovery</li> <li>■ Changing drive letters or mount points of all the snapshot volumes</li> <li>■ Restoring the storage group to the point in time</li> <li>■ Refreshing the snapshot set</li> </ul>
“Scenario II: Database volumes missing, transaction logs are available” on page 113	<ul style="list-style-type: none"> <li>■ Preparing for the recovery</li> <li>■ Removing the drive letter or mount point of the transaction logs volume</li> <li>■ Changing drive letters or mount points of all the snapshot database volumes</li> <li>■ Restoring the storage group to the point in time or Recovering the storage group to the point of failure</li> <li>■ Refreshing the snapshot set</li> </ul>
“Scenario III: Some DB volumes missing, transaction logs are available” on page 121	<ul style="list-style-type: none"> <li>■ Preparing for the recovery</li> <li>■ Changing drive letters or mount points of snapshot database volumes for missing database volume only</li> <li>■ Recovering the storage group to the point of failure</li> <li>■ Refreshing the snapshot set</li> </ul>
“Refreshing the snapshot set” on page 129	<ul style="list-style-type: none"> <li>■ Understanding your current configuration</li> <li>■ Choosing the disks for the refreshed snapshot sets.</li> </ul>

**Table 8-2** Tasks for recovering after hardware failure

Objective	Tasks
“Refreshing the snapshot set on the current disks” on page 129	<ul style="list-style-type: none"> <li>■ Reattaching healthy snapshot volumes</li> <li>■ Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned</li> <li>■ Creating the refreshed snapshot set</li> </ul>
“Moving the production volumes to different disks and refreshing the snapshot set” on page 136	<ul style="list-style-type: none"> <li>■ Reattaching healthy snapshot volumes</li> <li>■ Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned</li> <li>■ Adding mirrors to volumes whose drive letters or mount points were reassigned</li> <li>■ Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned</li> <li>■ Creating the refreshed snapshot set</li> </ul>

## Reviewing the prerequisites

Ensure that you have fulfilled the prerequisites cited below before proceeding with the restore operation.

Observe the following prerequisites:

- Make sure to correct the hardware or software issues and repair the failed volumes prior to using the procedures described below. Note that the `vxsnap restore -r` recovery method should be used only after other options have proved unsuccessful.  
 See the Troubleshooting section of the *Veritas Storage Foundation Administrator’s Guide* for more information.
- The complete snapshot set including the corresponding XML metadata file must be available before you perform the restore operation.

## Reviewing the sample configuration

Table 8-3 shows the objects that relate to an Exchange storage group, SG2, and are used to illustrate the tasks for hardware recovery.

**Table 8-3** Objects for the Exchange storage group

Volume	Drive letter or mount point	Object
SG2-tlogs	I:\Logs	transaction logs volume

**Table 8-3** Objects for the Exchange storage group

Volume	Drive letter or mount point	Object
SG2-DB1	G:	mailbox store database volume
SG2-DB2	H:	mailbox store database volume

The storage group SG2 has an associated snapshot set with a metadata file TestDB.xml and the volumes shown in [Table 8-4](#).

**Table 8-4** Objects for storage group SG2 snapshot set

Volume	Drive letter or mount point	Object
SG2-tlogssnap	not assigned	snapshot volume of SG2-tlogs
SG2-DB1snap	not assigned	snapshot volume of SG2-DB1
SG2-DB2snap	not assigned	snapshot volume of SG2-DB2

## Scenario I: Database and transaction logs volumes are missing

If the metadata file is available but the transaction logs volume and database volume are missing, you can use the snapshot set to restore the storage group to the point in time that the snapshot set was created or last refreshed.

Complete the following tasks to perform a VSS-integrated recovery:

- Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume. See [“Identifying the missing volumes”](#) on page 107.
- Use Exchange to dismount all remaining databases in the storage group. See [“Dismounting the Exchange database”](#) on page 107.
- Delete the missing volumes from Storage Foundation for Windows. See [“Deleting missing volumes from Storage Foundation for Windows”](#) on page 109.
- Replace the failed hardware and add the new disks to the dynamic disk group.

**Scenario I: Database and transaction logs volumes are missing**

See [“Replacing hardware and adding disks to the dynamic disk group”](#) on page 109.

- Reassign the drive letters or mount points of the snapshot volumes so that they are the same as the missing production volumes.

See [“Changing the drive letter or mount points of the snapshot volumes”](#) on page 110.

- Use the `vxsnap restore` to recover the databases.

See [“Restoring the storage group to the point in time”](#) on page 112.

- Refresh the snapshot set.

See [“Refreshing the snapshot set”](#) on page 113.

## Identifying the missing volumes

Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume. The drive letter or mount point information is available either through the VEA console or Exchange.

In Exchange, the transaction logs path is shown on the properties page of the storage group and the database path is shown on the properties page of each individual database (store).

For example, if SG2-tlogs and SG2-DB1 are missing due to hardware failure, you would need the information in [Table 8-5](#).

**Table 8-5** Information for missing volumes

Status	Volume	Drive letter or mount point	Object
Missing	SG2-tlogs	I:\Logs	transaction logs volume
Missing	SG2-DB1	G:	mailbox store database volume
Available	SG2-DB2	H:	mailbox store database volume
Available	SG2-tlogssnap	not assigned	snapshot volume of SG2-tlogs
Available	SG2-DB1snap	not assigned	snapshot volume of SG2-DB1
Available	SG2-DB2snap	not assigned	snapshot volume of SG2-DB2

## Dismounting the Exchange database

Dismount all the databases in the Exchange storage group.

### To dismount an Exchange 2007 database

- 1 In the Exchange Management Console, navigate to the database that you want to dismount.
- 2 Right-click the database, and click **Dismount Database**.
- 3 A warning appears asking if you want to dismount the database. Click **Yes**.
- 4 Verify that the status indicated in the Status column has changed from Dismounted to Mounted.

**Scenario I: Database and transaction logs volumes are missing**

- 5 Repeat the procedure for all databases in the Exchange storage group.

## Deleting missing volumes from Storage Foundation for Windows

You must delete missing volumes from Storage Foundation for Windows. This makes the drive letter or mount point available and removes information about the missing volume that is no longer relevant.

---

**Note:** Before deleting the missing production volumes, note the volume name and drive letter or mount point. You will need this information later on in order to assign the same drive letter to the snapshot volume associated with each missing production volume.

---

### To delete a missing volume using the VEA console

- 1 Right-click on the missing volume and select **Delete Volume**.
- 2 You are prompted for verification. Click **Yes** to delete the volume.

### To delete a missing volume using the command line

- ◆ Type the command as in the following example, which deletes the SG2-DB1 volume:

```
> vxassist -gExch1SG2 delete SG2-DB1
```

For complete syntax of `vxassist delete` command, refer to the *Veritas Storage Foundation Administrator's Guide*.

## Replacing hardware and adding disks to the dynamic disk group

Replace any defective hardware and add new disks to the dynamic disk group, as necessary. The number assigned to a new disk, for example `harddisk5`, may not be the same as the disk number of the failed disk.

Note the new disk number(s). You will need the information later on to add the disks to the dynamic disk group and for the recovery operation.

### To replace the hardware and add the new disks to the dynamic disk group

- 1 Replace the defective hardware.
- 2 In the Actions menu, click **Rescan**.
- 3 If the disk was previously used in another system and has a disk signature, proceed to [step 7](#).

*or*

If the new disk has never been used before, it is unsigned and needs a disk signature. In this case, the disk appears in the left pane of the VEA console and is marked with (No Signature), for example, `harddisk5 (No signature)`. Proceed to the next step.

**Scenario I: Database and transaction logs volumes are missing**

- 4 Right-click on a new, unsigned disk and click **Write Signature**.
- 5 Select the appropriate disks in the **Available disks** list, and use the **Add** button to move them to the **Selected disks** list.
- 6 Click **OK**.  
After a signature appears on a disk, the disk will display as a basic disk.
- 7 Add the disk to the dynamic disk group of the volumes associated with the production Exchange storage group. Right-click the new disk and click **Add Disk to Dynamic Disk Group**.
- 8 In the Welcome panel, click **Next**.
- 9 Select the appropriate disks in the **Available disks** list, and use the **Add** button to move them to the **Selected disks** list.
- 10 Click **Next**.
- 11 Review the confirmation information and click **Next**.
- 12 Click **Finish** to upgrade the selected disks from basic to dynamic and add them to the dynamic disk group.

## Changing the drive letter or mount points of the snapshot volumes

If the production volume is missing, change the drive letter or mount point of the snapshot volume to the drive letter or mount point that was assigned to the missing production volume. If the production volume is healthy and available, do not make any changes.

[Table 8-6](#) shows the changes that would be made in the sample configuration.

**Table 8-6** Changes to make in the sample configuration

Volume	Drive letter or mount point	Object
SG2-tlogssnap	I:\Logs	snapshot volume of SG2-tlogs
SG2-DB1snap	G:	snapshot volume of SG2-DB1
SG2-DB2snap	Do not change, production volume is healthy	snapshot volume of SG2-DB2

The steps for changing a drive letter vary slightly from the steps for changing a mount point. Follow the procedure that best fits your environment.

#### To change a snapshot volume drive letter to a production volume drive letter

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Select **Modify**.
- 3 From the assign drive letter list, select the drive letter originally assigned to the production volume.
- 4 Click **OK**.

#### To change a snapshot volume mount point to a production volume drive letter

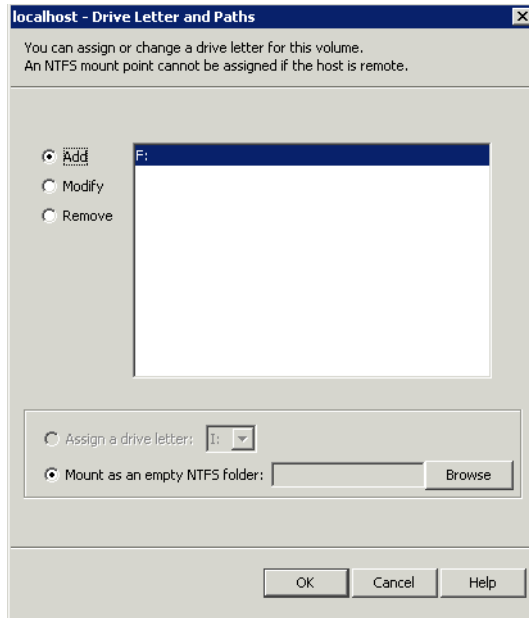
- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Click **Remove**.
- 3 Click **OK**.
- 4 Click **Yes** to confirm your choice.
- 5 Assign the new drive letter. Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 6 Click **Add**.
- 7 Select the drive letter originally assigned to the associated production volume.
- 8 Click **OK**.

#### To change a snapshot volume mount point to a production volume mount point

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Click **Remove**.
- 3 Click **OK**.
- 4 Click **Yes** to confirm your choice.
- 5 Assign the new mount point. Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 6 Click **Add**.
- 7 Click **Mount as an empty NTFS folder** and click **Browse**.

**Scenario I: Database and transaction logs volumes are missing**

- 8 Double-click the volume where the production volume was mounted.



- 9 Select the drive folder where the production volume was mounted.
- 10 Click **OK** to assign the mount point.

## Restoring the storage group to the point in time

Restore the storage group to the point in time and mount the Exchange databases.

When restoring after hardware failure, you must use the command line and make sure to specify the `-r` option.

See “[vxsnap restore](#)” on page 152.

---

**Caution:** You must dismount all databases (stores) in the affected storage group before issuing the command. You must verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).

---

**To restore the storage group to the point in time of the snapshot set**

- 1 Verify that all databases in the storage group are dismounted.

- 2 Verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).
- 3 Close the Exchange GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 4 Click **Start > Run**. In the Command window, type the following:  

```
vxsnap -x <Filename> [-f] [-b] -r [-a] restore restoreType=<PIT>
writer=WriterName
```

 For example:  

```
vxsnap -x TestDB.xml -r -a restore restoreType=PIT writer=
"Microsoft Exchange Writer"
```

 This command will restore the storage group associated with the TestDB.xml metadata file to the point in time that the snapshot set was created or last refreshed.  
 Use the `-a` attribute to dismount and mount the database automatically or use Exchange to dismount and mount the database before and after the restore operation respectively.  
 For a VCS cluster setup, specifying the `-a` option offlines the VCS resource for the database before a restore operation and onlines the resource after a restore operation.
- 5 Use Exchange to mount the restored databases in the Exchange storage group.

## Refreshing the snapshot set

After recovering from a hardware failure, refresh the snapshot set.

See [“Refreshing the snapshot set”](#) on page 129.

In the example, the SG2-tlogssnap and SG2-DB1snap volumes will reside on the disks where the original snapshot volumes were and the SG2-DB2 volume will reside on the disk(s) where the original production volume was.

## Scenario II: Database volumes missing, transaction logs are available

If all the database volumes are missing but the transaction logs volume and metadata file are available, you can either use the snapshot set to restore the storage group to the Point in Time (PIT) that the snapshot set was created or last refreshed or you can use the snapshot set to perform a roll-forward recovery to the Point of Failure (POF).

The tasks for either a point in time or point of failure recovery are the same except for the actual `vxsnap restore` command.

Complete the following tasks to perform a VSS-integrated recovery:

- Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume.  
See [“Identifying the missing volumes”](#) on page 114.
- Use Exchange to dismount all remaining databases in the storage group.  
See [“Dismounting Exchange databases”](#) on page 115.
- Delete the missing volumes from Storage Foundation for Windows.  
See [“Deleting missing volumes from Storage Foundation for Windows”](#) on page 115.
- Replace the failed hardware and add the new disks to the dynamic disk group.  
See [“Replacing hardware and adding disks to the dynamic disk group”](#) on page 116.
- Reassign the drive letters or mount points of the snapshot volumes so that they are the same as the missing production volumes.  
See [“Changing the drive letter or mount points of the snapshot volumes”](#) on page 117.
- Use the `vxsnap restore` to recover the databases.  
See [“Restoring the storage group to the Point in Time \(PIT\)”](#) on page 119.  
See [“Recovering the storage group to the Point of Failure \(POF\)”](#) on page 120.
- Refresh the snapshot set.  
See [“Refreshing the snapshot set”](#) on page 128.

## Identifying the missing volumes

Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume. The drive letter or mount point information is available either through the VEA console or Exchange.

For example, if SG2-DB1 and SG2-DB2 are missing due to hardware failure, you would need the information in [Table 8-7](#).

**Table 8-7** Information to identify missing volumes

Status	Volume	Drive letter or mount point	Object
Available	SG2-tlogs	I:\Logs	transaction logs volume

**Table 8-7** Information to identify missing volumes

Status	Volume	Drive letter or mount point	Object
Missing	SG2-DB1	G:	mailbox store database volume
Missing	SG2-DB2	H:	mailbox store database volume
Available	SG2-tlogssnap	not assigned	snapshot volume of SG2-tlogs
Available	SG2-DB1snap	not assigned	snapshot volume of SG2-DB1
Available	SG2-DB2snap	not assigned	snapshot volume of SG2-DB2

## Dismounting Exchange databases

Dismount all the databases in the Exchange storage group.

### To dismount an Exchange 2007 database

- 1 In the Exchange Management Console, navigate to the database that you want to dismount.
- 2 Right-click the database, and click **Dismount Database**.
- 3 A warning appears asking if you want to dismount the database. Click **Yes**.
- 4 Verify that the status indicated in the Status column has changed from Dismounted to Mounted.
- 5 Repeat the procedure for all databases in the Exchange storage group.

## Deleting missing volumes from Storage Foundation for Windows

You must delete missing volumes from Storage Foundation for Windows. This will make the drive letter or mount point available and will remove information about the missing volume that is no longer relevant. For example delete the SG2-DB1 and SG2-DB2 volumes. Do not delete the SG2-tlogs volume.

---

**Note:** Before deleting the missing production volumes, note the volume name and drive letter or mount point. You will need this information later on in order to assign the same drive letter to the snapshot volume associated with each missing production volume.

---

#### To delete a missing volume using the VEA console

- 1 Right-click on the designated volume and select **Delete Volume**.
- 2 You are prompted for verification. Click **Yes** to delete the volume.

#### To delete a missing volume using the command line

Type the command as in the following example, which deletes the SG2-DB1 volume:

```
vxassist -gExch1SG2 delete SG2-DB1
```

For the complete syntax of the `vxassist delete` command, see *Veritas Storage Foundation Administrator's Guide*.

## Replacing hardware and adding disks to the dynamic disk group

Replace any defective hardware and add new disks to the dynamic disk group, as necessary. The number assigned to a new disk, for example `harddisk5`, may not be the same as the disk number of the failed disk. Note the new disk number(s). You will need the information to add the disks to the dynamic disk group and for the recovery operation.

#### To replace the hardware and add the new disks to the dynamic disk group

- 1 Replace the defective hardware.
- 2 From the **Actions** menu, select **Rescan**.
- 3 If the disk was previously used in another system and has a disk signature, proceed to [step 7](#).  
*or*  
If the new disk has never been used before, it is unsigned and needs a disk signature. In this case, the disk appears in the left pane of the VEA console and is marked with (No Signature), for example, `harddisk5 (No signature)`. Proceed to the next step.
- 4 Right-click on a new, unsigned disk and click **Write Signature**.
- 5 Select the appropriate disks in the **Available disks** list, and use the **Add** button to move them to the **Selected disks** list.
- 6 Click **OK**.

After a signature appears on a disk, the disk will display as a basic disk.

- 7 Add the disk to the dynamic disk group of the volumes associated with the production Exchange storage group. Right-click the new disk and click **Add Disk to Dynamic Disk Group**.
- 8 Click **Next** at the welcome screen.
- 9 Select the appropriate disks in the **Available disks** list, and use the **Add** button to move them to the **Selected disks** list.
- 10 Click **Next**.
- 11 Review the confirmation information and click **Next**.
- 12 Click **Finish** to upgrade the selected disks from basic to dynamic and add them to the dynamic disk group.

## Changing the drive letter or mount points of the snapshot volumes

If the production volume is missing, change the drive letter or mount point of the snapshot volume to the drive letter or mount point that was assigned to the missing production volume. If the production volume is healthy and available, do not make any changes.

[Table 8-8](#) shows the changes that would be made in the sample configuration.

**Table 8-8** Changing the drive letter or mount points

Volume	Drive letter or mount point	Object
SG2-tlogsnap	Do not change, production volume is healthy	snapshot volume of SG2-tlogs
SG2-DB1snap	G:	snapshot volume of SG2-DB1
SG2-DB2snap	H:	snapshot volume of SG2-DB2

**Note:** Assign drive letters to database snapshot volumes only. Do not change the transaction logs volume.

The steps for changing a drive letter vary slightly from the steps for changing a mount point. Follow the procedure that best fits your environment.

**To change a snapshot volume drive letter to a production volume drive letter**

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Select **Modify**.
- 3 From the assign drive letter list, select the drive letter originally assigned to the production volume.
- 4 Click **OK**.
- 5 Repeat this procedure for all snapshot volumes of database volumes only.

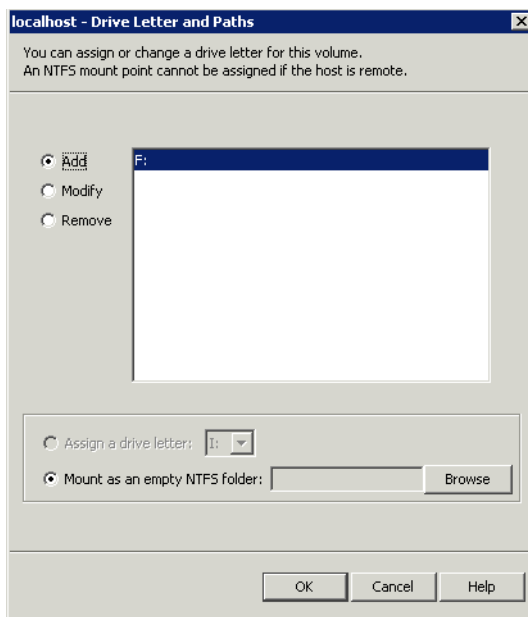
**To change a snapshot volume mount point to a production volume drive letter**

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Click **Remove**.
- 3 Click **OK**.
- 4 Click **Yes** to confirm your choice.
- 5 Assign the new drive letter. Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 6 Click **Add**.
- 7 Select the drive letter originally assigned to the associated production volume.
- 8 Click **OK**.
- 9 Repeat this procedure for all snapshot volumes of database volumes only.

**To change a snapshot volume mount point to a production volume mount point**

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Click **Remove**.
- 3 Click **OK**.
- 4 Click **Yes** to confirm your choice.
- 5 Assign the new mount point. Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 6 Click **Add**.
- 7 Click **Mount as an empty NTFS folder** and click **Browse**.

- 8 Double-click the volume where the production volume was mounted.



- 9 Select the drive folder where the production volume was mounted.
- 10 Click **OK** to assign the mount point.  
Repeat this procedure for all snapshot volumes of database volumes only.

## Restoring the storage group to the Point in Time (PIT)

Restore the storage group to the point in time that the snapshot set was created or last refreshed and mount the Exchange databases.

Refer to Microsoft Exchange Shell cmdlets for details.

---

**Note:** When restoring after hardware failure, you must use the command line and make sure to specify the `-r` option.

---



---

**Caution:** If you choose to restore the storage group to the point in time, you cannot later restore it to the point of failure. You can only perform one recovery procedure on a database.

---

---

**Caution:** You must dismount all databases (stores) in the affected storage group before issuing the command. You must verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).

---

### To restore the storage group to the point in time of the snapshot set

Verify that all databases in the storage group are dismounted.

- 1 Verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).
- 2 Close the Exchange GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 3 Click **Start > Run**. In the Command window, type the following: Type the command as in the following example:

```
vxsnap -x <Filename> [-f] [-b] -r [-a] restorerestoreType=<PIT>  
writer=WriterName
```

For example:

```
vxsnap -x TestDB.xml -r -a restore restoreType=PIT  
writer="Microsoft Exchange Writer"
```

This command will restore the storage group associated with the TestDB.xml metadata file to the point in time that the snapshot set was created or last refreshed.

- 4 Use Exchange to mount the restored databases (stores) in the Exchange storage group.

## Recovering the storage group to the Point of Failure (POF)

Use the following procedure to recover the storage group to the point of failure. Refer to the Microsoft Exchange Shell cmdlets.

---

**Note:** When restoring after a hardware failure, you must use the command line and make sure to specify the `-r` option.

---

---

**Caution:** If you choose to restore the storage group to the point of failure, you cannot later restore to the point of time. You can only perform one recovery procedure on a storage group.

---

---

**Caution:** You must dismount all databases (stores) in the affected storage group before issuing the command. You must verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).

---

#### To recover the storage group to the point of failure

Verify that all databases (stores) in the affected Exchange storage group are dismounted.

- 1 Verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).
- 2 Close the Exchange GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 3 Click **Start > Run**. In the Command window, type the following command as which recovers the storage group associated with the TestDB.xml metadata file:

```
vxsnap -x TestDB.xml -r restore restoreType=POF  
writer="Microsoft Exchange Writer"
```
- 4 Mount all databases (stores) in the Exchange storage group; the transaction logs will roll forward to the point of failure. This action can be observed in the Event Viewer Application log.

## Refreshing the snapshot set

After recovering from a hardware failure, refresh the snapshot set.

See “[Refreshing the snapshot set](#)” on page 129.

In the example, SG2-DB1snap and SG2-DB2snap will reside on the disks where the original snapshot volumes were and SG2-tlogs will reside on the disk(s) where the original production volume was.

## Scenario III: Some DB volumes missing, transaction logs are available

If some but not all of the database volumes are missing and the transaction logs volume and metadata file are available, you can use the snapshot set to perform a roll-forward recovery to the point of failure of the failed volumes. If only one database volume is missing, you can perform a single database restore by using the `subComponent=subComponentName` attribute in the `vxsnap restore` command.

Complete the following tasks to perform a VSS-integrated recovery:

- Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume.  
See [“Identifying the missing volumes”](#) on page 122.
- Use Exchange to dismount all remaining databases in the mailbox database storage group.  
See [“Dismounting Exchange databases”](#) on page 123.
- Delete the missing volumes from Storage Foundation for Windows.  
See [“Deleting missing volumes from Storage Foundation for Windows”](#) on page 123.
- Replace the failed hardware and add the new disks to the dynamic disk group.  
See [“Replacing hardware and adding disks to the dynamic disk group”](#) on page 124.
- Reassign the drive letters or mount points of the snapshot volumes so that they are the same as the missing production volumes.  
See [“Changing the drive letter or mount points of the snapshot volumes”](#) on page 125.
- Use the `vxsnap restore` to recover the databases.  
See [“Recovering the storage group to the Point of Failure \(POF\)”](#) on page 127.
- Refresh the snapshot set.  
See [“Refreshing the snapshot set”](#) on page 128.

## Identifying the missing volumes

Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume. The drive letter or mount point information is available either through the VEA console or Exchange. In Exchange, the transaction logs path is shown on the properties page of the storage group, and the database path is shown on the properties page of each individual database (store).

For example, if SG2-DB1 is missing due to hardware failure, you would need the information in [Table 8-9](#).

**Table 8-9** Information for missing SG2-DB1

Status	Volume	Drive letter or mount point	Object
Available	SG2-tlogs	I:\Logs	transaction logs volume
Missing	SG2-DB1	G:	mailbox store database volume
Available	SG2-DB2	H:	mailbox store database volume
Available	SG2-tlogssnap	not assigned	snapshot volume of SG2-tlogs
Available	SG2-DB1snap	not assigned	snapshot volume of SG2-DB1
Available	SG2-DB2snap	not assigned	snapshot volume of SG2-DB2

## Dismounting Exchange databases

Dismount all the databases in the Exchange storage group.

### To dismount an Exchange 2007 database

- 1 In the Exchange Management Console, navigate to the database that you want to dismount.
- 2 Right-click the database, and click **Dismount Database**.
- 3 A warning appears asking if you want to dismount the database. Click **Yes**.
- 4 Verify that the status indicated in the Status column has changed from Dismounted to Mounted.
- 5 Repeat the procedure for all databases in the Exchange storage group.

## Deleting missing volumes from Storage Foundation for Windows

You must delete missing volumes from Storage Foundation for Windows. This will make the drive letter or mount point available and will remove information about the missing volume that is no longer relevant.

For example delete the SG2-DB1 volume. Do not delete the SG2-DB2 or SG2-tlogs volumes.

---

**Note:** Before deleting the missing production volumes, note the volume name and drive letter or mount point. You will need this information later on for assigning the same drive letter to the snapshot volume associated with each missing production volume.

---

#### To delete a missing volume using the VEA console

- 1 Right-click on the designated volume and select **Delete Volume**.
- 2 You are prompted for verification. Click **Yes** to delete the volume.

#### To delete a missing volume using the command line

Type the command as in the following example, which deletes the SG2-DB1DB1 volume:

```
vxassist -gExch1SG2 delete SG2-DB1
```

For the complete syntax of the `vxassist delete` command, refer to the *Veritas Storage Foundation Administrator's Guide*.

## Replacing hardware and adding disks to the dynamic disk group

Replace any defective hardware and add new disks to the dynamic disk group, as necessary. The number assigned to a new disk, for example `harddisk5`, may not be the same as the disk number of the failed disk. Note the new disk number(s). You will need the information to add the disks to the dynamic disk group and for the recovery operation.

#### To replace the hardware and add the new disks to the dynamic disk group

- 1 Replace the defective hardware.
- 2 From the **Actions** menu, select **Rescan**.
- 3 If the disk was previously used in another system and has a disk signature, proceed to [step 7](#).

*or*

If the new disk has never been used before, it is unsigned and needs a disk signature. In this case, the disk appears in the left pane of the VEA console and is marked with (No Signature), for example, `harddisk5 (No signature)`. Proceed to the next step.

- 4 Right-click on a new, unsigned disk and click **Write Signature**.

- 5 Select the appropriate disks in the **Available disks** list, and use the **Add** button to move them to the **Selected disks** list.
- 6 Click **OK**.  
After a signature appears on a disk, the disk will display as a basic disk.
- 7 Add the disk to the dynamic disk group of the volumes associated with the production Exchange storage group. Right-click the new disk and click **Add Disk to Dynamic Disk Group**.
- 8 Click **Next** at the welcome screen.
- 9 Select the appropriate disks in the **Available disks** list, and use the **Add** button to move them to the **Selected disks** list.
- 10 Click **Next**.
- 11 Review the confirmation information and click **Next**.
- 12 Click **Finish** to upgrade the selected disks from basic to dynamic and add them to the dynamic disk group.

## Changing the drive letter or mount points of the snapshot volumes

If the production volume is missing, change the drive letter or mount point of the snapshot volume to the drive letter or mount point that was assigned to the missing production volume. If the production volume is healthy and available, do not make any changes.

[Table 8-10](#) shows the changes that would be made in the sample configuration.

**Table 8-10** Changes if the production volume is missing

Volume	Drive letter or mount point	Object
SG2-tlogssnap	Do not change, production volume is healthy	snapshot volume of SG2-tlogs
SG2-DB1snap	G:	snapshot volume of SG2-DB1
SG2-DB2snap	Do not change, production volume is healthy	snapshot volume of SG2-DB2

**Note:** Assign drive letters or mount points to database snapshot volumes of missing production volumes only. Do not change the drive letter or mount point for healthy database volumes or for the transaction logs volume.

The steps for changing a drive letter vary slightly from the steps for changing a mount point. Follow the procedure that best fits your environment.

**To change a snapshot volume drive letter to a production volume drive letter**

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Select **Modify**.
- 3 From the assign drive letter list, select the drive letter originally assigned to the production volume.
- 4 Click **OK**.
- 5 Repeat this procedure for all snapshot volumes of database volumes only.

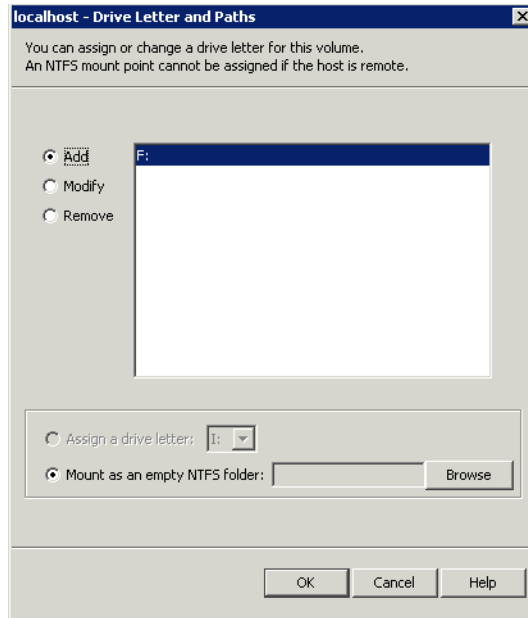
**To change a snapshot volume mount point to a production volume drive letter**

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Click **Remove**.
- 3 Click **OK**.
- 4 Click **Yes** to confirm your choice.
- 5 Assign the new drive letter. Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 6 Click **Add**.
- 7 Select the drive letter originally assigned to the associated production volume.
- 8 Click **OK**.
- 9 Repeat this procedure for all snapshot volumes of database volumes only.

**To change a snapshot volume mount point to a production volume mount point**

- 1 Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 2 Click **Remove**.
- 3 Click **OK**.
- 4 Click **Yes** to confirm your choice.
- 5 Assign the new mount point. Right-click the snapshot volume, click **File System** and click **Change Drive Letter and Path**.
- 6 Click **Add**.

- 7 Click **Mount as an empty NTFS folder** and click **Browse**.
- 8 Double-click the volume where the production volume was mounted.



- 9 Select the drive folder where the production volume was mounted.
- 10 Click **OK** to assign the mount point.  
Repeat this procedure for all snapshot volumes of missing database volumes only.

## Recovering the storage group to the Point of Failure (POF)

Use the following procedure to recover the mailbox database storage group to the point of failure.

---

**Note:** When restoring after hardware failure, you must use the command line and make sure to specify the `-r` option.

---

---

**Caution:** You must dismount all databases (stores) in the affected mailbox database storage group before issuing the command. You must also verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the mailbox database storage group (component).

---

#### To recover the storage group to the point of failure from the command line

- 1 Verify that all databases (stores) in the affected Exchange mailbox database storage group are dismounted.
- 2 Verify that you have correctly assigned the drive letter or mount point to each volume and that you have accounted for all the volumes in the storage group (component).
- 3 Close the Exchange GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 4 Type the command as in the following example, which recovers the mailbox database storage group associated with the TestDB.xml metadata file:

```
vxsnap -x TestDB.xml -r restore restoreType=POF  
writer="Microsoft Exchange Writer"
```

If only one database volume is missing, you can perform a single database restore by using the `subComponent=subComponentName` option in the `vxsnap restore` command. For example, if DB1 is the name of the Exchange database that is associated with the volume SG2-DB1, type the command:

```
> vxsnap -x TestDB.xml -r restore restoreType=POF  
subComponent=DB1 writer="Microsoft Exchange Writer"
```

- 5 Use Exchange to mount all databases (stores) in the Exchange mailbox database storage group; the transaction logs will roll forward to the point of failure.

This action can be observed in the Event Viewer Application log.

## Refreshing the snapshot set

After recovering from a hardware failure, refresh the snapshot set.

See [“Refreshing the snapshot set”](#) on page 129.

In the example, SG2-DB1snap will reside on the disk(s) where the original snapshot volume was and the SG2-DB2 and SG2-tlogs volumes will reside on the disk(s) where the original production volume was.

## Refreshing the snapshot set

Refresh your snapshot set after recovering from the hardware failure. You must decide if the disks which now store the data are suitable for production or if you want to move the production volumes to different disks which you earlier added to the dynamic disk group as replacement disks.

---

**Note:** Note that during the process of refreshing the snapshot set any volumes that were originally snapshot volumes of missing production volumes will become master (production) volumes. These volumes currently reside on the disks on which the original snapshot volumes were created.

---

Choose one of the following options for your snapshot set:

- [“Refreshing the snapshot set on the current disks”](#) on page 129.
- [“Moving the production volumes to different disks and refreshing the snapshot set”](#) on page 136.

## Refreshing the snapshot set on the current disks

Perform the following tasks to refresh the snapshot set on the current disks. In this case the volumes that were originally snapshot volumes of missing production volumes will become production volumes and will reside on the disks on which the original snapshot volumes were created.

Complete the following tasks to refresh the snapshot set on the current disks:

- Snap back the snapshot transaction logs volumes if you recovered using a roll-forward recovery to the point of failure. Additionally, snap back the snapshot volumes of any databases that were not affected by the disk failure (and thus still have snapshot volumes associated with them), as might occur in Scenario III.  
See [“Reattaching healthy snapshot volumes”](#) on page 130.
- Snap clear each volume in the snapshot set whose drive letter or mount point was reassigned prior to the restore process. The snap clear removes the association of the snapshot volume with the original production volume.  
See [“Clearing the snapshot association for volumes whose drive letters or mount points were reassigned”](#) on page 131.
- Prepare the snapshot mirror for each volume in the snapshot set whose drive letter or mount point was reassigned prior to the restore process.  
See [“Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned”](#) on page 131.

- Use the `vxsnap create` command to create a new snapshot set of all the volumes in the storage group.  
See “[Creating the new snapshot set](#)” on page 132.

## Reattaching healthy snapshot volumes

If you recovered using a roll-forward recovery to the Point of Failure (POF), you must snap back the snapshot transaction logs volume using the **Resynchronize using the original volume** option. Additionally, snap back the snapshot volumes of any databases that were not affected by the disk failure (and thus still have snapshot volumes associated with them), as might occur in Scenario III.

The VSS Snapback wizard reattaches and resynchronizes an existing snapshot snapshot set so that it matches the current state of its original Exchange storage group.

For the complete syntax of the `vxassist snapback` command, see *Veritas Storage Foundation Administrator's Guide*.

### To snapback a snapshot set

- 1 Close the database application GUI and all Explorer windows, applications, consoles (except the VEA console), or third-party system management tools that may be accessing the snapshot set.
- 2 From the VEA console URL bar, select the *<host name>* which is the system where the production volumes and snapshot mirrors are located, as the active host.
- 3 Expand the system node, the Storage Agent node, and the **Applications** node.
- 4 Right-click on the node of the application and click **VSS Snapback**.
- 5 Review the Welcome page and click **Next**.
- 6 Select the snapshot set you want to snapback and click **Next**.  
The XML metadata file contains all required information needed to snapback the snapshot set, including the names of the database and transaction logs volumes. Click the appropriate header to sort the list of available files by **File Name** or **Creation Time**. This file is deleted after the snapback operation has completed successfully.
- 7 If a message appears that indicates some volumes have open handles, confirm that all open handles are closed and then click Yes to proceed.
- 8 Verify that the snapback specifications are correct and click **Finish**.

### To reattach the split-mirror snapshots to the original volumes from the command line

- 1 Close all open handles on the snapshot volumes.
- 2 Type the following command, replacing the example values:  

```
> vxassist -gExch1-SG2 snapback SG2-tlogsnap
```

If there is an open handle on the volume you will get the following error message “One of the volumes of this dynamic disk group is currently in use. Please close applications and try again.”
- 3 Repeat the command for any other snapshot volumes in the storage group that were not affected by the disk failure.

## Clearing the snapshot association for volumes whose drive letters or mount points were reassigned

The clear removes the association of the snapshot volume with the original production volume. Perform the snap clear operation only on those volumes whose drive letter or mount point was reassigned prior to the restore process. Volumes that remained healthy throughout the disk failure have an existing snapshot mirror that will continue to be used as part of the snapshot set.

### To snap clear a volume

- 1 Right-click the snapshot volume and select **Snap > Snap Clear**.
- 2 Click **Yes** to confirm the snap clear operation for the specified volume.
- 3 Repeat this process for each volume whose drive letter or mount point was reassigned prior to the restore process.

## Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned

Use the Prepare command to prepare each of the volumes whose drive letter or mount point was reassigned prior to the restore process. Make sure to select disks or LUNs that are not used for production data. However, you may create more than one snapshot volume on the same disk or LUN as long as there is sufficient space available.

### To create the snapshot mirrors using the VEA console

- 1 Right-click the desired volume, select **Snap > Snap Prepare**.
- 2 In the **Prepare** dialog box:
  - Choose **Manually select disks**.

- Use the **Add** and **Remove** buttons to move the desired disks to the **Selected disks** box.
  - Click **OK**.
- 3 Repeat the procedure to create a snapshot mirror for each volume whose drive letter or mount point was reassigned prior to the restore process. Make sure that the lower pane of the VEA console shows that the resynchronization process is complete before continuing with the `vxsnap create` command.

#### To create snapshot mirrors from the command line

- 1 Type the command as in the following example, which prepares volume G: and selects `harddisk3` for the split-mirror snapshot volume:  

```
vxassist prepare G: Harddisk3
```
- 2 Repeat [step 1](#) to create snapshot mirrors of each volume associated whose drive letter or mount point was reassigned prior to the restore process. Make sure that the lower pane of the VEA console shows that the resynchronization process is complete before continuing with the `vxsnap create` command.

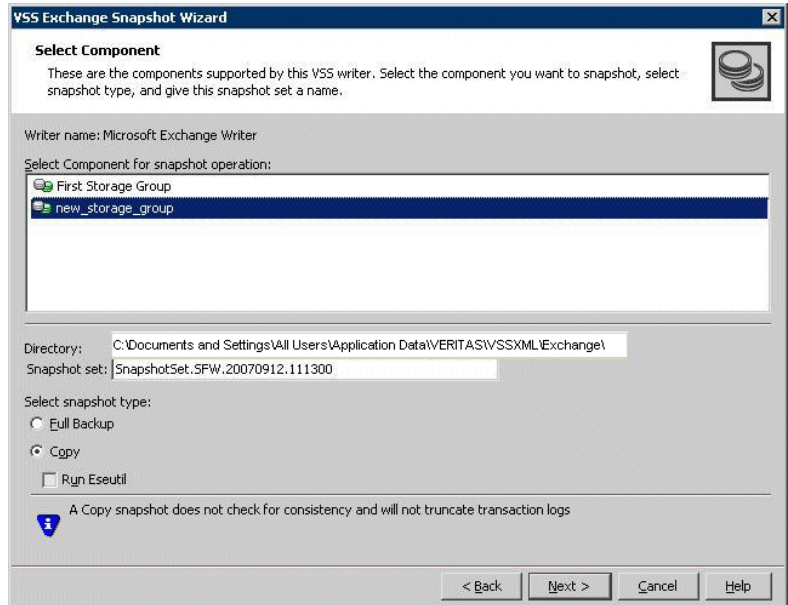
## Creating the new snapshot set

Create the new snapshot set from the VEA console or from the command line.

#### To create the snapshot set from the VEA console

- 1 From the VEA console, navigate to the system where the production volumes and snapshots mirrors are located.
- 2 Expand the system node, the Storage Agent node, and the **Applications** node.
- 3 Choose one of the following:
  - Right-click **Exchange** and click **VSS Exchange Snapshot**.
  - (Exchange 2007 only) Optionally, if replication is enabled and you want to create a snapshot of the replica, right-click **Exchange Replica** and click **VSS Exchange Snapshot**.
- 4 In the wizard, review the Welcome page and click **Next**.

5 Specify the snapshot set parameters as follows and then click **Next**:



Select Component for  
snapshot operation

Select the component for the snapshot set.  
For Exchange 2007, the component is a storage group.

Directory	<p>Enter a directory location for the XML file or accept the default. The XML file is stored by default in the directory shown on the screen.</p> <p><b>Note:</b> The XML file for the snapshot must be stored separately from the volumes that are included in the snapshots, otherwise a restore will fail.</p> <p>In a clustered server environment, the XML file must be saved on shared storage to be available from all nodes in the cluster. To accomplish this, either edit the directory path in the Directory field for this wizard screen or use a text editor to create a text file named "<b>redirect.txt</b>." This text file should contain a single text line specifying the full path to the location of the metadata file, for example, <code>G:\BackupSets</code>. Save the <b>redirect.txt</b> file in the default directory <code>C:\Program Files\Veritas\Veritas Volume Manager 6.0\VSSXML</code> on each node of the cluster.</p> <p><b>Note:</b> You must not use the volume name or volume path in the <code>redirect.txt</code> file that is involved in the snapshot. If the volume name or path for the snapshot is used, then a restore will fail.</p>
Snapshot set	<p>Enter a name for the snapshot set. The snapshot set metadata XML file is stored under this name.</p>
Select snapshot type	<p>Select the snapshot type.</p> <p><b>Full Backup</b> is typically used for backup to tape or other storage media. It does the following:</p> <ul style="list-style-type: none"><li>■ Creates a copy of the selected component</li><li>■ Runs <b>Eseutil</b> to check for consistency before truncating the logs</li><li>■ Truncates the transaction logs</li></ul> <p><b>Copy</b> is typically used for Quick Recovery. It creates a copy of the storage group, but does not truncate the transaction logs. Optionally check <b>Run Eseutil</b> with the <b>Copy</b> option to check the snapshot for consistency.</p>
6	<p>In the Change Attributes panel, optionally change the attributes for the snapshot volumes as follows and click <b>Next</b>:</p>
Snapshot Volume Label	<p>Displays the read-only label for the snapshot volume.</p>

Drive Letter	Optionally, click a drive letter and select a new choice from the drop-down menu.
Plex	Optionally, click a plex and select a new choice from the drop-down menu.

- 7 Optionally, in the Synchronized Snapshot panel, select the secondary hosts for which you want to create synchronized snapshots. Either double-click on the host name or click the **Add** option to move the host into the Selected Secondary Hosts pane. To select all the available hosts, click the **Add All** option. The VSS wizard creates synchronized snapshots on all the selected secondary hosts.

This panel is displayed only in an environment using Veritas Volume Replicator (VVR). Otherwise, you will be directly taken to the Schedule Information panel.

- 8 Review the specifications of the snapshot set and click **Finish**.

**To create the new snapshot set from the command line**

- ◆ Type the `vxsnap create` command. The exact command will vary depending on your environment.

The complete syntax of the `vxsnap create` command is:

```
vxsnap [-x <filename>] create [source=<volume>]
[/DriveLetter=<driveLetter>][/DrivePath=<drivePath>][Newvol=<newVolName>][/Plex=<plexName>]...writer=<writerName>
component=<componentName>[backuptype=<backuptype>][-E][-O][-C][
secHosts=<secondary hosts>]
```

The *WriterName* and *ComponentName* must be included in the command. The option to assign drive letters or mount points is useful for tracking volumes and for scripting purposes. Any text string that contains spaces must be enclosed in quotation marks.

---

**Note:** If you have scripted the refresh process, you will need to change the snapshot volume names assigned by your script using the option `Newvol=NewVolName`. For instance, if SG2-DB1 volume was missing, and the volume SG2-DB1snap was used in the restore process, it will retain the volume name SG2-DB1snap. Your script will not be able to assign SG2-DB1snap as the new snapshot volume name in step 4 when using the `vxsnap create` command.

---

See “[vxsnap create](#)” on page 148.

## Moving the production volumes to different disks and refreshing the snapshot set

During the process of refreshing the snapshot set any volumes that were originally snapshot volumes of missing production volumes will become master (production) volumes. These volumes currently reside on the disks on which the original snapshot volumes were created.

Perform the following tasks to move the master (production) volumes to different disks:

- Snap back the snapshot transaction logs volumes if you recovered using a roll-forward recovery to the point of failure. Additionally, snap back the snapshot volumes of any databases that were not affected by the disk failure (and thus still have snapshot volumes associated with them) as might occur in Scenario III.  
See [“Reattaching healthy snapshot volumes”](#) on page 136.
- Snap clear each volume in the snapshot set whose drive letter or mount point was reassigned prior to the restore process. The snap clear removes the association of the snapshot volume with the original production volume.  
See [“Clearing the snapshot association for volumes whose drive letters or mount points were reassigned”](#) on page 137.
- Add a mirror to each volume in the snapshot set whose drive letter or mount point was reassigned prior to the restore process. For each new mirror (plex), choose the disks where you want the production volumes to reside.  
See [“Adding mirrors to volumes whose drive letters or mount points were reassigned”](#) on page 138.
- Prepare each of the new mirror volumes and convert an existing mirror into a snap plex. Choose the mirror that was the snapshot volume of the failed production volume as the new snapshot mirror (snap plex).  
See [“Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned”](#) on page 138.
- Use the `vxsnap create` command to create a new snapshot set of all the volumes in the storage group.  
See [“Creating the new snapshot set”](#) on page 139.

### Reattaching healthy snapshot volumes

If you recovered using a roll-forward recovery to the point of failure, use the VSS Snapback wizard or `vxsnap reattach` command to reattach the snapshot transaction logs volume and the snapshot volumes of any databases that were

not affected by the disk failure (and thus still have snapshot volumes associated with them), as might occur in Scenario III.

#### To snapback a snapshot set

- 1 Close the database application GUI and all Explorer windows, applications, consoles (except the VEA console), or third-party system management tools that may be accessing the snapshot set.
- 2 From the VEA console URL bar, select the *<host name>* which is the system where the production volumes and snapshot mirrors are located, as the active host.
- 3 Expand the system node, the Storage Agent node, and the **Applications** node.
- 4 Right-click on the node of the application and click **VSS Snapback**.
- 5 Review the Welcome page and click **Next**.
- 6 Select the snapshot set you want to snapback and click **Next**.  
The XML metadata file contains all required information needed to snapback the snapshot set, including the names of the database and transaction logs volumes. Click the appropriate header to sort the list of available files by **File Name** or **Creation Time**. This file is deleted after the snapback operation has completed successfully.
- 7 If a message appears that indicates some volumes have open handles, confirm that all open handles are closed and then click Yes to proceed.
- 8 Verify that the snapback specifications are correct and click **Finish**.

#### To reattach the split-mirror snapshots to the original volumes from the command line

- 1 Close the Exchange GUI and all Explorer windows, applications, consoles, or third-party system management tools that may be accessing the volumes.
- 2 Type the command, replacing the example file name:  

```
vxsnap -x Image1.xml reattach writer="Microsoft Exchange Writer"
```

 The complete syntax for the `vxsnap reattach` command is:  

```
vxsnap -x <filename> [-f][-b] reattach writer=<writername>  
[secHosts=<secondary hosts>]
```

## Clearing the snapshot association for volumes whose drive letters or mount points were reassigned

The `snap clear` removes the association of the snapshot volume with the original production volume. Perform the `snap clear` operation only on those volumes

whose drive letter or mount point was reassigned prior to the restore process. Volumes that remained healthy throughout the disk failure have an existing snapshot mirror that will continue to be used as part of the snapshot set.

#### To snap clear a volume

- 1 Right-click the snapshot volume and select **Snap > Snap Clear**.
- 2 Click **Yes** to confirm the Snap Clear operation for the specified volume.
- 3 Repeat this process for each volume whose drive letter or mount point was reassigned prior to the restore process.

## Adding mirrors to volumes whose drive letters or mount points were reassigned

Add a mirror to each volume in the snapshot set whose drive letter or mount point was reassigned prior to the restore process. For each new mirror (plex), choose the disks where you want the production volumes to reside.

#### To add a mirror to a volume

- 1 Right-click on the volume you want to mirror, click **Mirror** and click **Add**.
- 2 Enter the number of mirrors to create.
- 3 Choose to manually assign the destination disks for the mirrors.
- 4 Select the disks in the Available disks list where you want the production volume to reside, and use the **Add** button to move them to the Selected disks list.
- 5 Click **OK** to add the mirror.

---

**Note:** If you create more than one mirror at a time, you may see inconsistent information on the progress bar. Also, the generation of multiple mirrors does affect system resources. After creating a mirror, you may want to wait until it has finished generating before creating another mirror.

---

## Creating snapshot mirrors of volumes whose drive letters or mount points were reassigned

Prepare each of the new mirror volumes and choose to convert an existing mirror into a snap plex. Choose the mirror that was the snapshot volume of the failed production volume as the new snapshot mirror (snap plex).

## Moving the production volumes to different disks and refreshing the snapshot set

### To create the snapshot mirrors using the VEA console

- 1 Right-click the desired volume, select **Snap > Snap Prepare**.
- 2 The result of this command varies depending on whether or not there are additional disks available to create a new mirror. Choose from the following:

If the volume is mirrored and no additional disks are available to create a new mirror

- Click the mirror where you want the snapshot volume to be created. Choose the mirror that was the snapshot volume of the failed production volume as the new snapshot mirror (snap plex). The remaining mirror will become the master (production) volume.
- Click **OK**.

If the volume is mirrored and there are additional disks available on your system

Choose an existing mirror for the snapshot

- Click **Select existing mirror for snap**.
- Click the mirror where you want the snapshot volume to be created. Choose the mirror that was the snapshot volume of the failed production volume as the new snapshot mirror (snap plex). The remaining mirror will become the master (production) volume.
- Click **OK**.

- 3 Repeat the procedure to create a snapshot mirror for each volume associated with the Exchange storage group databases and transaction logs.

---

**Caution:** Make sure that the lower pane of the VEA console shows that the resynchronization process is complete before creating the new snapshot set.

---

## Creating the new snapshot set

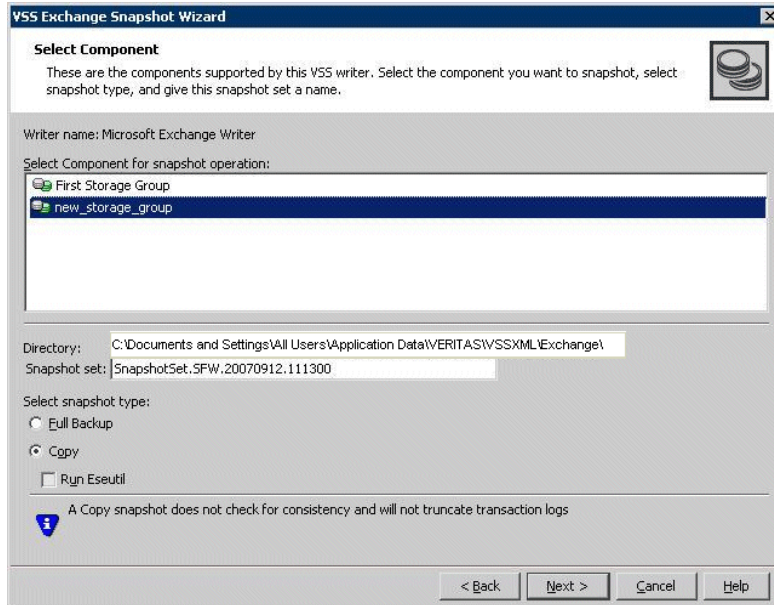
Create the new snapshot set from the VEA console or from the command line.

### To create the snapshot set from the VEA console

- 1 From the VEA console, navigate to the system where the production volumes and snapshots mirrors are located.
- 2 Expand the system node, the Storage Agent node, and the **Applications** node.
- 3 Choose one of the following:
  - Right-click **Exchange** and click **VSS Exchange Snapshot**.

## Moving the production volumes to different disks and refreshing the snapshot set

- (Exchange 2007 only) Optionally, if replication is enabled and you want to create a snapshot of the replica, right-click **Exchange Replica** and click **VSS Exchange Snapshot**.
- 4 In the wizard, review the Welcome page and click **Next**.
  - 5 Specify the snapshot set parameters as follows and then click **Next**:



Select Component for  
snapshot operation

Select the component for the snapshot set.

For Exchange 2007, the component is a storage group.

## Moving the production volumes to different disks and refreshing the snapshot set

Directory	<p>Enter a directory location for the XML file or accept the default. The XML file is stored by default in the directory shown on the screen.</p> <p><b>Note:</b> The XML file for the snapshot must be stored separately from the volumes that are included in the snapshots, otherwise a restore will fail.</p> <p>In a clustered server environment, the XML file must be saved on shared storage to be available from all nodes in the cluster. To accomplish this, either edit the directory path in the Directory field for this wizard screen or use a text editor to create a text file named "<b>redirect.txt</b>." This text file should contain a single text line specifying the full path to the location of the metadata file, for example, G:\BackupSets. Save the <b>redirect.txt</b> file in the default directory C:\Program Files\Veritas\Veritas Volume Manager 6.0\VSSXML on each node of the cluster.</p> <p><b>Note:</b> You must not use the volume name or volume path in the <b>redirect.txt</b> file that is involved in the snapshot. If the volume name or path for the snapshot is used, then a restore will fail.</p>
Snapshot set	Enter a name for the snapshot set. The snapshot set metadata XML file is stored under this name.
Select snapshot type	<p>Select the snapshot type.</p> <p><b>Full Backup</b> is typically used for backup to tape or other storage media. It does the following:</p> <ul style="list-style-type: none"> <li>■ Creates a copy of the selected component</li> <li>■ Runs <b>Eseutil</b> to check for consistency before truncating the logs</li> <li>■ Truncates the transaction logs</li> </ul> <p><b>Copy</b> is typically used for Quick Recovery. It creates a copy of the storage group, but does not truncate the transaction logs. Optionally check <b>Run Eseutil</b> with the <b>Copy</b> option to check the snapshot for consistency.</p>
<p><b>6</b> In the Change Attributes panel, optionally change the attributes for the snapshot volumes as follows and click <b>Next</b>:</p>	
Snapshot Volume Label	Displays the read-only label for the snapshot volume.

Drive Letter	Optionally, click a drive letter and select a new choice from the drop-down menu.
Plex	Optionally, click a plex and select a new choice from the drop-down menu.

- Optionally, in the Synchronized Snapshot panel, select the secondary hosts for which you want to create synchronized snapshots. Either double-click on the host name or click the **Add** option to move the host into the Selected Secondary Hosts pane. To select all the available hosts, click the **Add All** option. The VSS wizard creates synchronized snapshots on all the selected secondary hosts.

This panel is displayed only in an environment using Veritas Volume Replicator (VVR). Otherwise, you will be directly taken to the Schedule Information panel.

- Review the specifications of the snapshot set and click **Finish**.

#### To create the new snapshot set from the command line

- Type the `vxsnap create` command. The exact command will vary depending on your environment. For example:

```
> vxsnap -x TestDB.xml create source=G:/Newvol=SG2-DB1snap2
source=H:/Newvol=SG2-DB2snap2 source=I:/Newvol=SG2-tlogsnap2
writer="Microsoft Exchange Writer" component=SG2
backuptype=copy
```

The complete syntax of the `vxsnap create` command is:

```
vxsnap [-x <filename>] create [source=<volume>]
[/DriveLetter=<driveLetter>][/DrivePath=<drivePath>][Newvol=<n
ewVolName>][/Plex=<plexName>]...writer=<writerName>
component=<componentName>[backuptype=<backuptype>][-E][-O][-C][
secHosts=<secondary hosts>]
```

The *WriterName* and *ComponentName* must be included in the command. The option to assign drive letters or mount points is useful for tracking volumes and for scripting purposes. Any text string that contains spaces must be enclosed in quotation marks.

---

**Note:** If you have scripted the refresh process, you will need to change the snapshot volume names assigned by your script using the option `Newvol=NewVolName`. For instance, if SG2-DB1 volume was missing, and the volume SG2-DB1snap was used in the restore process, it will retain the volume name SG2-DB1snap. Your script will not be able to assign SG2-DB1snap as the new snapshot volume name in step 4 when using the `vxsnap create` command.

---

See [“vxsnap create”](#) on page 148.



# Vxsnap utility command line reference

This chapter includes the following topics:

- [About the vxsnap utility](#)
- [Vxsnap keywords](#)

## About the vxsnap utility

The command line utilities are available in the Veritas Storage Foundation for Windows installation directory.

The vxsnap utility integrates with the Windows Volume Shadow Copy Service (VSS) as a VSS Requester. This allows for the simultaneous snapshot of all volumes associated with an Exchange Server database.

Note the following requirements:

- Disk groups must be of a Storage Foundation for Windows 4.0 or later version. You must upgrade any disk groups created using an earlier version of Volume Manager for Windows before using the vxsnap utility
- The CLI commands run only on the server. They will not run on the Veritas Storage Foundation for Windows client.
- The vxsnap commands must be invoked on a local system.
- For Windows Server 2008, all CLI commands must run in the command window in the “run as administrator” mode.

## Vxsnap keywords

Type the following sequence to view a description of the command syntax:

`vxsnap keyword -?`

`vxsnap` has the following keywords:

<code>prepare</code>	Creates snapshot mirrors of the volumes in the specified component. The snapshot mirrors remain attached to and synchronized with the original volumes  Either the <code>prepare</code> or <code>start</code> keyword may be used in the CLI; however <code>prepare</code> is recommended.
<code>create</code>	Creates simultaneous snapshots of all volumes in the specified component, providing a point-in-time snapshot set.
<code>reattach</code>	Reattaches and resynchronizes an existing snapshot set to the original database volumes.
<code>restore</code>	Restores an Exchange storage group (component) or a single database (subcomponent) from a snapshot set. Storage group recovery can be either a point-in-time restore or a roll-forward recovery to the point of failure. Database recovery must be a roll-forward recovery to the point of failure.

## vxsnap prepare

Creates snapshot mirrors of the volumes in the specified component and eliminates the need for multiple `vxassist prepare` commands. The snapshot mirrors remain attached to and synchronized with the original volumes.

### Syntax

```
vxsnap prepare component=<componentName>/writer=<writerName>  
[-b][source=<volume>/harddisk=<harddisk,...>] ...]
```

### Attributes

The following attributes apply:

<code>component=&lt;ComponentName&gt;</code>	Name of the component; for Exchange 2007, this is the storage group name, for example, "SG2".
<code>writer=&lt;WriterName&gt;</code>	Unique ID of the VSS writer, for example, "Microsoft Exchange Writer" or the GUID for the writer. For Exchange 2007, if local continuous replication (LCR) is enabled and you want to create a snapshot mirror for the passive copy, specify the writer option as "Microsoft Exchange Writer Replica." That is the name of the writer used for the passive copy.
<code>-b</code>	Resynchronizes the volume in the background. A snapshot cannot be made until the resynchronization is complete.
<code>source=&lt;Volume&gt;</code>	Indicates the source volume for the snapshot mirror specified by a drive letter, drive path (mount point), or volume name of the form "\\?\Volume{GUID}\\".
<code>harddisk=&lt;Harddisk&gt;</code>	Name of the disk where the snapshot mirror is prepared, for example, <code>harddisk2</code> .

## Example

```
vxsnap prepare component=SG2/writer="Microsoft Exchange Writer"  
source=L:/harddisk=harddisk2 source=M:/harddisk=harddisk3
```

This command will create snapshot mirrors of all the volumes contained in the Exchange storage group (component) SG2. The snapshot mirror of the volume mounted on L: will be created on disk 2 and the snapshot mirror of the volume mounted on M: will be created on disk 3.

## vxsnap create

Creates simultaneous snapshots of all volumes in a specified component, providing a point-in-time snapshot set.

Separate source volumes and attributes with forward slashes, not spaces. Source and snapshot volume attributes are paired. You must specify the source volume if you choose to specify the snapshot volume plex, drive letter, drive path, label, or volume name.

See [“Creating a one-time snapshot set”](#) on page 80.

## Syntax

```
vxsnap [-x <filename>] create [source=<volume>]  
[/DriveLetter=<driveLetter>][/DrivePath=<drivePath>]  
[/Newvol=<newVolName>][/Plex=<plexName>]...writer=<writerName>  
component=<componentName>[backuptype=<backuptype>][ -E ][ -O ][ -C ]  
[secHosts=<secondary hosts>]
```

## Attributes

The following attributes apply:

- |                            |   |
|----------------------------|---|
| <p>-x &lt;Filename&gt;</p> | <p>Indicates the name to be assigned to the XML metadata file that will be created with the command. The file name must include the ".xml" extension. The default path to the file is under the SFW program files directory (normally C:\Documents and Settings\All Users\Application Data\Veritas\VSSXML\Exchange). If you wish to place the file in another directory, specify a full path before the file name, for example J:\XML\Image1.xml.</p> |
|----------------------------|---|

<code>source=&lt;Volume&gt;</code>	Indicates the source volume for the split-mirror snapshot specified by a drive letter, drive path (mount point), or volume name of the form "\\?\Volume{GUID}\". Repeat this parameter for each volume associated with the specified component (for example, Exchange storage group).
<code>[ /plex=&lt;PlexName&gt; ]</code>	Specifies the name of the mirror or plex that is to be detached. Use this parameter if there are multiple snap plexes available to be snapshotted.
<code>[ /DriveLetter=&lt;DriveLetter&gt; ]</code>	The drive letter to be assigned to the new snapshot volume.
<code>[ /DrivePath=&lt;DrivePath&gt; ]</code>	The drive path to be assigned to the new snapshot volume. The drive path must reference an empty local NTFS folder, which was created beforehand. The path must include the drive letter and folder to be mounted, for example, C:\DB1VOL.
<code>[ /Newvol=&lt;NewVolName&gt; ]</code>	Specifies the name of the new snapshot volume that is created. If the name is not specified using this option, the form "SnapVolume01" is created. The full device path becomes: \Device\HarddiskDmVolumes\ <DiskGroupName>\<NewVolName>
<code>writer=&lt;WriterName&gt;</code>	Unique ID of the VSS writer, for example, "Microsoft Exchange Writer" or the GUID for the writer. If you plan to be able to do a roll-forward recovery to the point of failure, you must specify the writer.  For Exchange 2007, if local continuous replication (LCR) is enabled and you want to create a snapshot of the passive copy, specify the writer option as "Microsoft Exchange Writer Replica."

<code>component=&lt;ComponentName&gt;</code>	Name of the component; for Exchange 2007, this is the storage group name, for example, SG2. If you plan to be able to do a roll-forward recovery to the point of failure, you must use this component.
<code>backuptype=&lt;Backuptype&gt;</code>	Specifies the type of backup, either a Full or Copy. If no option is specified then Copy is the default. Copy backup creates a copy of the database and transaction logs volumes. Full backup creates a copy of the database and transaction logs volumes, runs Eseutil to check for consistency, and if consistent, truncates the transaction logs.
<code>-E</code>	Runs the Eseutil consistency check for database and log files. Eseutil is run automatically with a Full backup, but must be optionally specified for a copy backup.
<code>-O</code>	Allows an existing XML file of the same name to be overwritten. If <code>-O</code> is not specified the <code>vxsnap create</code> command does not overwrite an existing XML file of the same name and the operation fails.
<code>sechosts=&lt;SecondaryHosts&gt;</code>	Applies to Veritas Volume Replicator (VVR) environment only. Comma separated list of secondary hosts on which a synchronized snapshot is to be taken.

---

**Note:** Any text string that contains spaces must be enclosed in quotation marks.

---

## Examples

```
vxsnap -x backupdoc.xml create  
writer="Microsoft Exchange Writer"  
component="SG2"  
source=L:/DriveLetter=O source=M:/DriveLetter=P  
source=N:/DriveLetter=Q backuptype=full
```

This example creates a snapshot set based on the component "SG2," which contains volume L, the log volume, and volumes M and N, two database volumes.

The snapshots are assigned drive letters O, P, and Q, respectively. The XML file backupdoc.xml is used to store the VSS metadata that identifies the snapshot set. The Full backup creates the copy of the database and transaction logs volumes, runs Eseutil to check for consistency, and then truncates the transaction logs.

```
vxsnap -x snapdata.xml  
createsource=E:\Data\DB1/DrivePath=E:\Backup\DB1  
source=E:\Data\DB2/DrivePath=E:\Backup\DB2
```

This command does not specify a specific storage group (component) but rather creates snapshots from the volume mounted on E:\Data\DB1 and E:\Data\DB2. The resulting snapshot volumes are assigned mount points E:\Backup\DB1 and E:\Backup\DB2, respectively. The metadata involved in this operation is stored in snapdata.xml.

## vxsnap reattach

Reattaches and resynchronizes the snapshot volumes in the snapshot set to the original database volumes.

---

**Note:** Make sure that the snapshot volumes are not in use before using this command.

---

### Syntax

```
vxsnap -x <filename> [-f][-b] reattach writer=<writername>  
[secHosts=<secondary hosts>]
```

### Attributes

The following attributes apply:

- |               |   |
|---------------|---|
| -x <Filename> | The file created by the vxsnap create command. Each snapshot set must have a unique name for the metadata file.<br><br><b>Note:</b> This file is deleted after the reattach operation has completed successfully. |
| -f            | Forces the reattach. Make sure the volume is not in use by another application before using this command. Use this option with care.  |

<code>-b</code>	Resynchronizes the volume in the background. A new snapshot cannot be made until the resynchronization is complete.
<code>writer=&lt;writername&gt;</code>	Unique ID of the VSS writer, for example, "Microsoft Exchange Writer" or the GUID for the writer. If you plan to be able to do a roll-forward recovery to the point of failure, you must specify the writer.
<code>secHosts=&lt;secondary hosts&gt;</code>	Applies to Veritas Volume Replicator (VVR) environment only. Comma separated list of secondary hosts on which a synchronized snapshot is to be taken.

## Example

```
vxsnap -x snapdata.xml reattach writer="Microsoft Exchange Writer"
```

This command uses the information in the `snapdata.xml` file to reattach and resynchronize all the volumes in the snapshot set. This xml file is deleted after the reattach operation has completed successfully. The snapshot volumes remain synchronized with the original volumes until the `vxsnap create` command is issued.

## vxsnap restore

Uses the snapshot volumes in a snapshot set created by the `vxsnap create` command to restore data, for example, after an original volume has become corrupted. You can restore the data either to the point in time that the snapshot set was last refreshed or to the point of failure of the storage group or a single database.

Before using this command, make sure that the source volumes and the snapshot volumes are not in use. Use the `[-a]` attribute to dismount and mount the databases automatically or use Exchange to dismount all the databases in the storage group and then mount them after the command is completed. For Exchange 2007, you have the following additional options:

- If you want to restore from a passive copy snapshot, additional steps are required. See [“Recovery using an Exchange 2007 passive copy snapshot”](#) on page 89 in [Chapter 7, “Recovering Exchange mailbox storage group or databases”](#).
- If you have created a recovery storage group (RSG) for a storage group, you have the option to restore snapshot volumes to the databases in the RSG.

---

**Note:** After completing a point of failure (POF) recovery of a single database, Symantec recommends using the **vxsnap reattach** command to reattach and resynchronize the other databases in the storage group and to use the **vxsnap create** command to create a new snapshot set.

---

## Syntax

```
vxsnap -x <filename>[-f][-b][-r] [-a] restore  
restoreType=<PIT|POF>writer=<writername>[subComponent=<subComponentName>][RSG=<Yes|No>]
```

## Attributes

The following attributes apply:

-x <Filename>	The file created by the vxsnap create command. Each snapshot set must have a unique name for the metadata file.
-f	Forces the snapback. Make sure the volume is not in use by another application before using this command. Use this option with care.
-b	Resynchronizes the volume in the background. A new snapshot cannot be made until the resynchronization is complete.
-r	Recover one or more of the original volumes that are missing. Example below shows additional required steps.
-a	Use the [-a] attribute to dismount and mount the database automatically.
restoreType=<PIT POF>	PIT specifies a restore to the point in time that the snapshot set was created or last refreshed.
>	POF specifies a roll-forward recovery to the point of failure.

<code>writer=&lt;WriterName&gt;</code>	<p>Unique ID of the VSS writer, for example, "Microsoft Exchange Writer" or the GUID for the writer.</p> <p>If you specify the POF option, you must specify the writer.</p> <p>For Exchange 2007, for which there can be both an active writer and a replica writer, you must specify the active writer "Microsoft Exchange Writer" with the POF option.</p>
<code>subComponent=&lt;subComponentName&gt;</code>	<p>Name of the subcomponent to be restored. In Exchange 2007, a subcomponent is a mailbox store (database). Use this attribute only in a point of failure recovery.</p>
<code>[RSG=&lt;Yes No&gt;]</code>	<p>Exchange 2007 only.</p> <p><b>Yes</b> restores the snapshot set to a recovery storage group (RSG). In order to restore to an RSG, the RSG for that storage group must already exist, and databases created inside the RSG must have the same names as that of the source storage group.</p> <p>When performing a PIT recovery for an RSG, all subcomponents of the storage group are recovered.</p> <p>When performing a POF recovery for an RSG, only the subcomponents that you specify in the command are recovered.</p>

## Examples

### Restore to the Point in Time

```
vxsnap -x snapdata.xml restore restoreType=PIT writer="Microsoft Exchange Writer"
```

This command uses the information in the snapdata.xml file to restore all the volumes in the snapshot set identified in that file to the point in time the snapshot set was created or last refreshed.

### Roll-Forward Recovery to the Point of Failure

```
vxsnap -x snapdata.xml restore restoreType=POF writer="Microsoft Exchange Writer"
```

This command uses the information about the storage group specified in the `snapdata.xml` file to snapback the database volumes and then use current transaction logs to roll forward to the point of failure.

### Roll-Forward Recovery to the Point of Failure of a Single Database

```
vxsnap -x snapdata.xml restore restoreType=POF subcomponent=DB1
writer="Microsoft Exchange Writer"
```

This command restores the specified database (subcomponent) DB1 and then uses current transaction logs to roll forward only that database to the point of failure.

## Recovery after hardware failure

You can use the `-r` switch to perform a VSS-integrated recovery after a hardware failure. The following recovery scenarios are possible if the complete snapshot set including the XML metadata file is available:

**Table 9-1** Available recovery type after missing production volume

Scenario	Database Volumes	Transaction Logs Volume	Recovery
Scenario I	One or more volumes are missing.	Missing	point in time
Scenario II	All volumes are missing.	Available	point in time or point of failure
Scenario III	One or more volumes are missing. At least one volume is available,	Available	point of failure

**Caution:** Before using the `vxsnap restore` command, verify that you have correctly assigned the drive or mount point to each volume and that you have accounted for all the volumes in the storage group (component).

It is important that each of the tasks be performed exactly as described.

See [Chapter 8, “Recovering after hardware failure”](#) on page 101 for details.

Complete the following tasks to perform a VSS-integrated recovery:

- Prepare for the recovery
  - Identify the snapshot volume associated with each missing production volume. Note the drive letter or mount point of each volume.
  - Use Exchange Management Console to dismount all remaining databases in the storage group.

- Delete the missing volumes from Storage Foundation for Windows.
- Replace the failed hardware and add the new disks to the dynamic disk group.
- Reassign the drive letters or mount points of the snapshot volumes so that they are the same as the missing production volumes.
- Use the `vxsnap restore` command to recover the databases by including the `-r` switch in the `vxsnap restore` command.  
For example, run the following command:  

```
vxsnap -x snapdata.xml -r restore restoreType=PIT  
writer="Microsoft Exchange Writer"
```

This command uses the information in the `snapdata.xml` file to restore all the volumes in the snapshot set identified in that file to the point in time the snapshot set was created or last refreshed.
- Refresh the snapshot set.

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