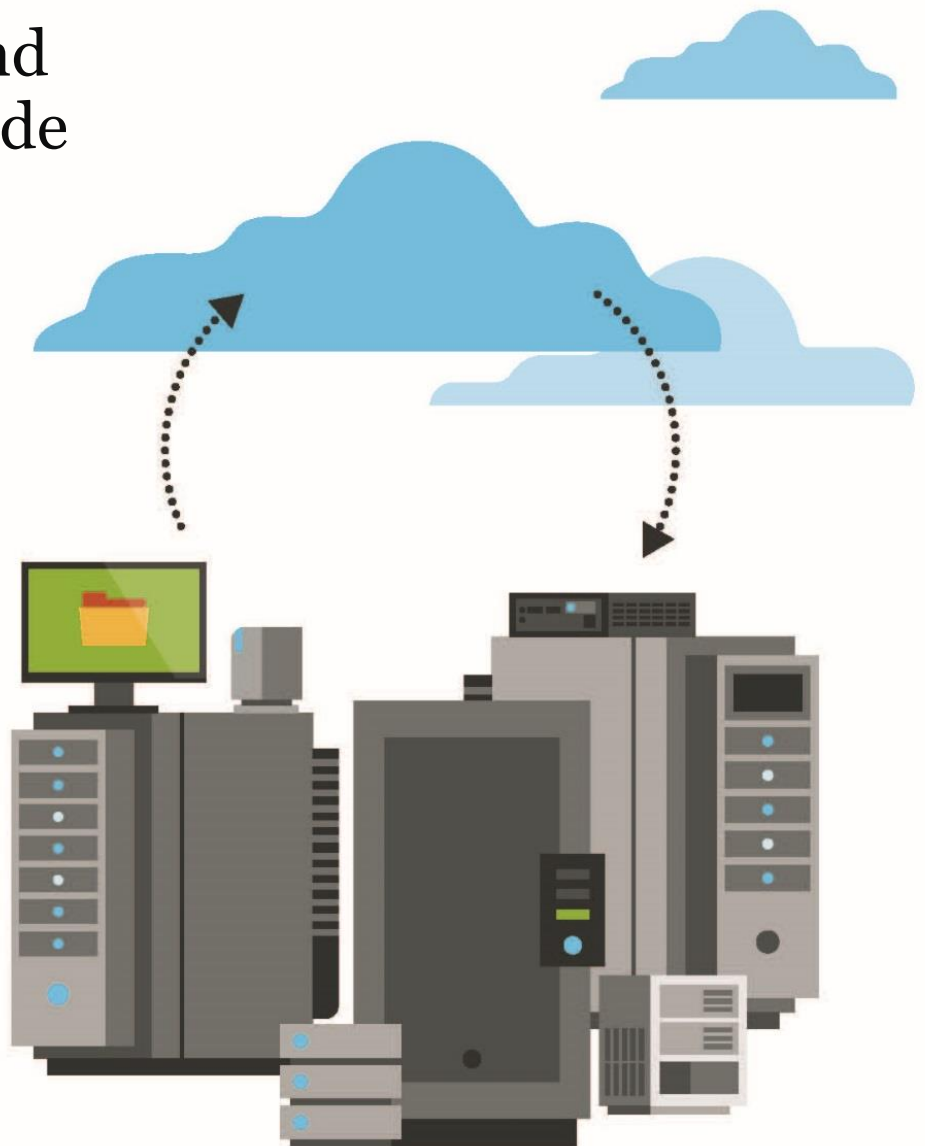


Carbonite Server Backup EVault Reports 2.8

Installation and
Migration Guide



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The Carbonite Server Backup Agent, Carbonite Server Backup CentralControl, and Carbonite Server Backup Director applications have the encryption option of AES (Advanced Encryption Standard). Advanced Encryption Standard algorithm (named Rijndael, pronounced “Rain Doll”) was developed by cryptographers Dr. Joan Daemen and Dr. Vincent Rijmen. This algorithm was chosen by the National Institute of Standards and Technology (NIST) of the U.S. Department of Commerce to be the new Federal Information Processing Standard (FIPS).

The Carbonite Server Backup Agents and Carbonite Server Backup Director applications also have the added security feature of an over the wire encryption method.

Document History

Version	Date	Description
1	February 2022	Initial guide provided for EVault Reports 2.8x.

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1 Introduction to EVault Reports

In Portal, users can view reports that provide detailed information about their backups, restores and vault space usage. Data for Portal reports is obtained using EVault Reports.

EVault Reports receives data from Reports Extractors on Director vault servers. The Reports Extractor application collects vault data and sends the data to EVault Reports. For more information, see the *Reports Extractor User Guide*.

EVault Reports then compiles vault data in a Reports database and allows users to view report data in Portal.

To enable Portal users to view reports, you must integrate EVault Reports with Portal. See the *Portal Installation and Configuration Guide*. For report descriptions and instructions, see the *Portal User Guide*.

Note: With EVault Reports 2.80, users must view and schedule reports in Portal. With previous EVault Reports versions, users could also view reports in a separate Reports Viewer.

2 Install EVault Reports

EVault Reports 2.8 includes three components:

- Loader (Web Service). The Loader sends data received from Reports Extractors on vault servers to the Reports Database.
- Reports Database. The Reports Database stores information received from Reports Extractors.
- Token Manager (Web Service). The Token Manager creates and manages authentication tokens that allow users to view reports in Portal.

You can install all three components on one server or install components on multiple servers. You can also install EVault Reports components on Portal servers. For example, you could install:

- All Portal and EVault Reports components on one server.
- Portal and EVault Reports databases on one SQL server instance, and other Portal and EVault Reports components on another server.
- Portal and EVault Reports databases and components on separate servers.

For environments with many agents and vaults, it is preferable to use separate SQL Server instances for Portal and EVault Reports.

Do not install EVault Reports on the same server as a Director vault.

To install EVault Reports, see [Install all EVault Reports components on one server](#) or [Install EVault Reports components on multiple servers](#).

2.1 Prerequisites

A supported version of Microsoft SQL Server must be installed and running before you can install the EVault Reports database. For detailed information, see [SQL Server Requirements](#).

The following are required on the server where the Loader and Token Manager are installed:

- Microsoft Internet Information Services (IIS) 7.0 or later, including all role services that are installed by default, plus the following available role services and features:
 - Under Common HTTP Features:
 - Static Content
 - HTTP Errors
 - Under Application Development:
 - .NET Extensibility 3.5
 - .NET Extensibility 4.5 or later
 - ASP.NET 3.5
 - ASP.NET 4.5 or later

- ISAPI Extensions
- ISAPI Filters
- Under Security:
 - Windows Authentication
 - Under .NET 3.5 Framework Features:
 - HTTP Activation
 - Under .NET 4.5 or later Framework Features:
 - HTTP Activation
- .NET Framework 4.6.2 or later
- .NET Framework 3.5
- A website (either the Default Web Site in IIS or a new website) with a host name in the site's binding. To integrate EVault Reports with Portal, you must enter the site's URL in Portal. See the *Portal Installation and Configuration Guide*.

Important: If Portal components are installed on the machine where you install EVault Reports, do not install EVault Reports components into the Portal website.

To run the Reports Database installation from a server with remote access to the SQL Server database instance, the OSQL utility from Microsoft must be installed on the remote server. To install this utility, install SQL Server Management Studio (SSMS) version 17.9.1 or earlier.

2.2 SQL Server Requirements

Before you install EVault Reports, a supported version of Microsoft SQL Server must be installed, with the following requirements:

SQL Server Option	Requirement
Features	Database Engine Services
Services	SQL Server Agent
Authentication	Mixed Mode (SQL Server and Windows authentication)
Collation	Any case-insensitive collation
Instance name	Any instance name; no restrictions

Note: SQL Server Reporting Service was required for previous EVault Reports versions but is not required in version 2.80.

SQL Server should be installed on a system that is not externally visible, configured with default settings, and ready for use.

When SQL Server and EVault Reports components are installed on different servers, TCP/IP and Named Pipes must be enabled for the database instance. SQL credentials must also be specified for connecting to the database from remote servers.

EVault Reports can use the same SQL Server instance as Portal. However, for scalability and environments with many agents and vaults, it is preferable to use separate SQL Server instances for Portal and EVault Reports.

2.3 Install all EVault Reports components on one server

To install all EVault Reports components on one server:

1. On the server where you want to install EVault Reports, double-click the installation kit.
2. On the Setup Wizard for EVault Reports page, click **Next**.
3. On the View Notes page, click **Next**.
4. On the Software License Agreement page, read the license agreement. Click **I accept the terms in the license agreement**, and then click **Next**.
5. On the Installation Type page, click **Typical Installation** and then click **Next**.
6. On the Allow Group Access to Reports page, accept the default selection and click **Next**.
If a confirmation message box appears, click **Yes**.
7. On the SQL Server Setup page, choose the SQL Server instance where the Reports database will be installed. Specify the authentication method, and then click **Next**.
8. On the Select Target Website page, select Default Web Site.
Important: If Portal components are installed on the machine where you are installing EVault Reports, do not install EVault Reports components into the Portal website.
9. On the Token Manager page, select Default Web Site.
Important: If Portal components are installed on the machine where you are installing EVault Reports, do not install EVault Reports components into the Portal website.
10. On the installation confirmation page, click **Yes**.
11. On the Installation Complete page, click **Finish**.

You can then integrate EVault Reports with Portal as described in the *Portal Installation and Configuration Guide*.

2.4 Install EVault Reports components on multiple servers

2.4.1 Install the Reports Database

To install the Reports Database:

1. On a server with access to the SQL Server database instance for the Reports Database, double-click the installation kit.
Note: To run the Reports Database installation from a server with remote access to the SQL Server database instance, the OSQL utility from Microsoft must be installed on the remote server. See [Prerequisites](#).
2. On the Setup Wizard for EVault Reports page, click **Next**.
3. On the View Notes page, click **Next**.
4. On the Software License Agreement page, read the license agreement. Click **I accept the terms in the license agreement**, and then click **Next**.
5. On the Installation Type page, click **Custom Installation** and then click **Next**.
6. On the Select Features page, select **Reports Database**. Clear the other options. Click **Next**.
7. On the Allow Group Access to Reports page, accept the default selection and click **Next**.
If a confirmation message box appears, click **Yes**.
8. On the SQL Server Setup page, choose the SQL Server instance where the Reports database will be installed. Specify the authentication method, and then click **Next**.
9. If a SQL Server Setup – Select SQL Database page appears, enter a name for the reports database. If a create database confirmation message box appears, click **Yes**.
By default, the Reports database name is VaultReporting.
10. In the installation confirmation message box, click **Yes**.
11. On the installation complete page, click **Finish**.

2.4.2 Install the Loader and Token Manager

The Reports database must be installed before you can install the Loader and Token Manager on a separate server.

Although this procedure describes how to install the Loader and Token Manager on one server, you can install them on separate servers.

To install the Loader and Token Manager:

1. On the server where you want to install EVault Reports components, double-click the installation kit.
2. On the Setup Wizard for EVault Reports page, click **Next**.

3. On the View Notes page, click **Next**.
4. On the Software License Agreement page, read the license agreement. Click **I accept the terms in the license agreement**, and then click **Next**.
5. On the Installation Type page, click **Custom Installation** and then click **Next**.
6. On the Select Features page, select **Loader (Web Service)** and **Token Manager (Web Service)**. Clear the Reports Database option. Click **Next**.
7. On the Allow Group Access to Reports page, accept the default selection and click **Next**.
8. On the SQL Server Setup page, enter or select the SQL Server instance where you installed the reports database in [Install the Reports Database](#). Specify credentials for connecting to the SQL Server instance, and then click **Next**.
9. On the SQL Server Setup - Select SQL Database page, choose the reports database that you installed in [Install the Reports Database](#).
10. On the Loader (Web Service) - Select Target Website, choose the website where you want to install the Loader virtual directory, and then click **Next**.

Important: If Portal components are installed on the machine where you are installing EVault Reports, do not install EVault Reports components into the Portal website.
11. On the Token Manager (Web Service) - Select the Target Website page, choose the website where you want to install the Token Manager virtual directory, and then click **Next**.

Important: If Portal components are installed on the machine where you are installing EVault Reports, do not install EVault Reports components into the Portal website.
12. In the installation confirmation message box, click **Yes**.
13. On the installation complete page, click **Finish**.

3 Migrate from EVault Reports 2.74

You cannot upgrade directly from EVault Reports 2.74 to version 2.80 on a server. Instead, you must migrate EVault Reports to a new server or servers with a supported operating system and SQL Server version and restore the Reports database.

Note: Migrations from EVault Reports versions earlier than 2.74 are not supported. If an earlier EVault Reports version installed, you must migrate or upgrade to version 2.74 before you can migrate to version 2.80.

3.1 Stop websites where EVault Reports 2.74 components are installed

You must stop all EVault Reports components before performing the migration. Components might be installed on multiple servers in a distributed environment.

To stop websites where EVault Reports 2.74 components are installed:

1. On a server where EVault Reports 2.74 components are running, open Internet Information Services (IIS) Manager.
2. In IIS Manager, stop websites that host any of the following EVault Reports components:
 - ERLogin
 - Loader
 - ReportManager
 - ReportViewer
 - TokenManager

3.2 Check the EVault Reports database version

To check the EVault Reports database version:

1. In SQL Server Management Studio, connect to the SQL Server instance where the Reports database is running.
2. Click **New Query**. In the new SQL query tab, type the following:

```
SELECT * FROM [reportsDatabaseName].[dbo].[Version]
```

Where *reportsDatabaseName* is the name of the EVault Reports database. By default, the database name is VaultReporting.
3. Run the query and view the results.

The database version appears in the Major, Minor and Patch fields in the most recent database record. For example, the following values indicate that the database version is 2.74:

Major	Minor	Patch
2	7	4

4. Do one of the following:
 - If the database version is 2.74, continue to [Back up the EVault Reports 2.74 database](#).
 - If the database version is 2.73 or 2.72, upgrade to EVault Reports 2.74 before migrating to version 2.80. Migrations from EVault Reports versions earlier than 2.74 are not supported.
 - If the database version is 2.71 or earlier, migrate EVault Reports to version 2.74 before migrating to 2.80. Be sure to follow the instructions provided in the *EVault Reports 2.74 Migration Guide*.

Repeat this procedure to check that the database version is updated.

3.3 Back up the EVault Reports 2.74 database

To back up the EVault Reports 2.74 database:

1. In SQL Server Management Studio, connect to the SQL Server instance where the Reports database is running.
2. Right-click the Reports database (named VaultReporting, by default) and go to **Tasks > Backup**.
3. Create a full database backup.

3.4 Install EVault Reports 2.80 and stop websites where EVault Reports components are installed

To install EVault Reports 2.80 and stop websites where EVault Reports components are installed:

1. On one or more servers with supported platforms, install EVault Reports 2.80 as described in [Install EVault Reports](#).
When installing EVault Reports 2.80, select a SQL Server instance that is supported with EVault Reports 2.80.
2. On each server where the EVault Reports 2.80 Loader or Token Manager is running, open Internet Information Services (IIS) Manager and stop websites that host the Loader or Token Manager.

3.5 Restore the Reports database to the SQL Server instance for EVault Reports 2.80

After installing EVault Reports 2.80, restore the Reports database that you backed up in [Back up the EVault Reports 2.74 Database](#), and change the compatibility level of the database.

To restore the Reports database to the SQL Server instance for EVault Reports 2.80:

1. Stop the SQL Server Agent service.
2. In SQL Server Management Studio, connect to the EVault Reports 2.80 database server.
3. Right-click the reports database (named VaultReporting, by default) and go to **Tasks > Restore > Database**.
4. In the Restore Database dialog box, select **Device** and then choose the Reports database backup (.bak file) created in [Back up the EVault Reports 2.74 Database](#).
5. Click **OK**.
6. In SQL Server Management Studio, right-click the restored Reports database (named VaultReporting, by default) and select **Properties**.
7. In the Select a page pane, select **Options**.
8. In the **Compatibility level** list, select the SQL Server version of the EVault Reports 2.80 database server.
9. Click **OK**.
10. Start the SQL Server Agent service.

3.6 Repair EVault Reports

After restoring the Reports database, you must repair the EVault Reports installation to update the database.

To repair EVault Reports:

1. On a server with access to the SQL Server database instance for the Reports Database, double-click the installation kit.
2. On the Setup Wizard for Reports page, click **Next**.
3. On the Welcome page, click **Repair** and then click **Next**.
4. On the Select SQL Server page, choose the SQL Server instance where the Reports database is installed. Specify the authentication method, and then click **Next**.
5. In the confirmation message box, click **OK**.
6. On the Maintenance Operation Completed page, click **Finish**.

3.7 Redirect Reports Extractors to EVault Reports 2.80

On each vault server, update the Reports Extractor to send vault data to the new EVault Reports 2.80 URL.

To redirect a Reports Extractor to EVault Reports 2.80:

1. In a text editor, open the SynchWeb.cfg file (C:\Program Files\Carbonite Server Backup\Director\conf\SynchWeb.cfg, by default) on the vault server.
2. Find the following line:
`ServiceURL=http://oldEVaultReportsURL/loader/Loader.asmx`
Where *oldEVaultReportsURL* is the EVault Reports 2.74 IP address or hostname.
3. Replace *oldEVaultReportsURL* the ServiceURL with the EVault Reports 2.80 IP address or hostname.
4. Save the SynchWeb.cfg file.

3.8 Update the Reports URL in Portal

Update the Reports URL in Portal. For more information, see the *Portal Installation and Configuration Guide*.

3.9 Uninstall EVault Reports 2.74

After verifying that EVault Reports 2.80 is working correctly, uninstall EVault Reports 2.74.

4 Secure communications with EVault Reports

To secure communications with EVault Reports:

- Install a certificate on your EVault Reports server and bind it to the IIS Site for https (port:443).
- Make sure port:443 is open on the firewall.
- On each vault server where the Reports Extractor is running, edit the SynchWeb.cfg file. (C:\Program Files\Carbonite Server Backup\Director\conf\SynchWeb.cfg, by default). In the ServiceURL line, change “http” to “https”.

Note: Do not disable the TLS 1.0 and 1.1 protocols.

5 Uninstall EVault Reports components

To uninstall EVault Reports components:

1. Double-click the EVault Reports installation kit.
2. On the Setup Wizard page, click **Next**.
3. On the Welcome page, click **Remove**, and then click **Next**.
4. If the Database Uninstallation page appears, click **Remove Database**, and then click **Next**.
5. If the Select SQL Server page appears, select the SQL Server instance with the EVault Reports database and enter credentials for connecting to SQL Server. Click **Next**.
6. In the confirmation message box, click **OK**.
7. On the Maintenance Operation Completed page, click **Finish**.

6 Carbonite Server Backup Support

If you have a question about Carbonite Server Backup that isn't covered in this guide, our frequently-updated Knowledge Base contains comprehensive information. The Knowledge Base is your first stop when searching for any Carbonite Server Backup solutions you may need. We highly recommend searching here first for the quickest answers to your questions.

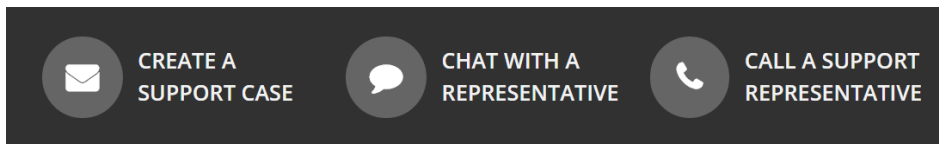
Knowledge Base: <http://support.carbonite.com/evault>

What can we help you with?

Popular Searches
[pending reboot](#), [restore](#), [clnt-e-04103](#)

6.1 Contacting Carbonite

If you need live assistance from a qualified support agent, Carbonite Support is here for you 24 hours a day, 7 days a week (excluding US holidays). Please feel free to get in touch with us, and we'll help out any way we can! You can find the contact information for Carbonite Support in the Knowledge Base: <http://support.carbonite.com/evault>



Tip: When contacting Support with a technical issue, please have both the program's log files and the store you are having difficulty with ready.

To gather log files, click **File** menu and choose *Open log folder*. Compress the contents of the folder in a .zip file and attach it to your support request.

If the log archive and/or mail store exceeds 10MB, you may not be able to send them as an email attachment. In that case, upload instructions will be provided to you upon request.