

Carbonite Server Backup Reports Extractor 8.7

User Guide



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Document History

Version	Date	Description
1	April 2023	Initial Reports Extractor 8.7x guide.

Contents

1	Introduction	4
1.1	Prerequisites.....	4
2	Install Reports Extractor	5
2.1	Upgrade Reports Extractor.....	6
3	Run data extractions using the SynchWeb command	7
3.1	Change the retention period for CSV files.....	7
3.2	Resolve command line errors.....	8
4	Schedule and run data extractions	9
4.1	Schedule data extractions	9
4.2	Modify the data extraction schedule	9
4.3	Enable scheduled data extractions.....	10
4.4	Disable scheduled data extractions.....	10
4.5	Run a data extraction	10
5	View log files	12
6	Carbonite Server Backup Support	13
6.1	Contacting Carbonite.....	13

1 Introduction

Reports Extractor moves information from a Director vault to the Reports database so that you can create vault data reports. Report data is stored on the vault and then sent to the Reports Loader web service.

Reports Extractor is installed on the vault server, and data extractions are scheduled using the Director scheduler. Data extractions must be scheduled using the Director UI after Reports Extractor is installed.

1.1 Prerequisites

Director must be installed before you install Reports Extractor. Please see the Reports Extractor release notes for compatible Director versions.

You need a Reports Extractor license on the vault to run Reports Extractor. If you do not have a valid license, the following error messages appear in the log file:

```
VVLT-I-0001 Retrieving vault id to use ...  
ACTV-E-0003 License is invalid for vault option: SYNCHWEB  
VVLT-E-0003 vault license validation failed. Application terminated
```

2 Install Reports Extractor

Reports Extractor must be installed on the vault server.

When vaults are involved in data replication, install and run Reports Extractor as described in the following table:

Replication configuration	Reports Extractor location
One-to-one (1:1) replication	<p>Install and run Reports Extractor on the Active vault.</p> <p>Do not run Reports Extractor on the Passive vault. Running data extractions on both the Active and Passive vaults could result in incorrect or corrupted report data. While you should not run Reports Extractor on the Passive vault, we recommend installing Reports Extractor on the Passive vault so that it is available if you have to fail over.</p>
Many-to-one (N:1) replication	<p>Install and run Reports Extractor on the Base vault.</p> <p>Do not install and run Reports Extractor on Satellite vaults.</p> <p>When backups are completed on the Satellite vault, some backup information might be missing from the generated reports because the information is unavailable to Reports Extractor.</p>
Many-to-one-to-one (N:1:1) replication	<p>Install and run Reports Extractor on the Active Base vault.</p> <p>Do not run Reports Extractor on the Passive Base vault. Running data extractions on both the Active and Passive Base vaults could result in incorrect or corrupted report data. While you should not run Reports Extractor on the Passive Base vault, we recommend installing Reports Extractor on the Passive Base vault so that it is available if you have to fail over.</p> <p>Do not install and run Reports Extractor on Satellite vaults.</p>

To install Reports Extractor:

1. On the machine where a vault is installed, double-click the Reports Extractor installation kit.
2. On the Welcome page, click **Next**.
3. On the release notes, page, click **Next**.
4. Review the Software License Agreement and select **I accept the terms of this license agreement**. Click **Next**.
5. In the **Reports Service URL** field, enter the full URL for the loader service on the Reports system. For example, the loader service URL could be <https://company.reports.com/loader/Loader.asmx>, where company.reports.com is the address for the site that hosts the Reports web applications.

6. Click **Next**.
7. Click **Finish**.
8. Open the Director UI.
9. Click **Vault Maintenance** and select **Vault Settings**.
10. Click the **License Summary** tab and click **Manage Licenses**.
11. Enter your Reports Extractor license key in the top pane and click **Add License Keys**.
12. Click **Online Activation** to activate the Reports Extractor license online.
– or –
Click **Manual Activation** to activate the Reports Extractor license manually.
13. Click **OK**.
You must now schedule the data extractions. See [Scheduling data extractions](#).

2.1 Upgrade Reports Extractor

To upgrade Reports Extractor:

1. Open the Director UI.
2. Select a vault connection in the left pane.
3. Click **Vault Maintenance** and select **Schedule Entries**.
4. Select **Extract data for web service** in the **Description** list.
5. Click **Disable**.
6. Click **OK**.
7. Upgrade Director if it is older than the Reports Extractor version you are installing.
8. Double-click the Reports Extractor installation kit.
9. Review the Software License Agreement and select **I accept the terms of this license agreement**.
Click **Next**.
10. On the Welcome page, click **Upgrade**, and then click **Next**.
11. Click **Finish**.

3 Run data extractions using the SynchWeb command

Vault data extractions are run using the SynchWeb command.

Run the SynchWeb command on the vault server where Reports Extractor is installed. You can also schedule the command to run using a Director schedule entry. See [Scheduling data extractions](#).

To run a data extraction, enter the following command at a command prompt:

```
SynchWeb
```

Command parameters are not required, but the following parameters are available:

- `send/nosend` – Determines if data is sent to the loader.
- `read/noread` – Determines if data is collected from the vault.
- `/send /read` – Collects vault data and sends it to the loader immediately.
- `/nosend` – Collects vault data, but it is not sent to the loader.
- `/noread` – Sends previously read data to the loader.

Examples:

- `SynchWeb /read /nosend` – Data is extracted from the vault, but it is not sent to the loader.
- `SynchWeb /noread /send` – Sends previously extracted vault data to the loader.

3.1 Change the retention period for CSV files

When you run a data extraction, the data is saved in comma-separated values (CSV) files. A data loader transfers the data to the Web Server and it is stored in a database. When you request a report, this data is extracted and used to populate the report.

The CSV files are kept for 30 days by default.

To change the retention period for CSV files:

1. Browse to the location of the Director conf folder on the machine (e.g., `C:\Program Files\Carbonite Server Backup\Director\conf`).
2. Double-click `SynchWeb.cfg`.
3. Scroll to the **DataPath** entry.
4. Below **DataPath**, add **KEEPSNAPSHOT=20**. In this example, the comma-separated values (CSV) files are removed after 20 successful executions, or 20 days if the extraction occurs daily, or 10 days if the extraction occurs twice a day.

5. Save your changes and close SynchWeb.cfg.
6. To confirm your change, open the WebExtract log file and locate the **keep snapshot** entry. For example:

Jan31 09:40 VVLT-I-0001 Keep snapshot (days): 20

3.2 Resolve command line errors

The following table lists error messages that can appear after running the SynchWeb command:

Error Message	Description	Resolution
Internal error. The underlying connection was closed. Unable to connect to the remote server.	This error message indicates that the vault cannot communicate with the loader web service.	Check your connection and retry the data extraction.
Internal error. Invalid URL: The format of the URL could not be determined.	This error message indicates that the URL of the loader web service is incorrect.	Open the SynchWeb.cfg file and verify the URL of the loader web service.
Extractor fails for a corrupted customer billing code.	Invalid billing record for location.cid.	Fix the billing code problem on the vault. Manually delete the CSV file and remove the corresponding data in session.dat file.

4 Schedule and run data extractions

4.1 Schedule data extractions

To schedule data extractions:

1. Open the Director UI.
2. Select a vault connection in the left pane.
3. Click **Vault Maintenance** and select **Schedule Entries**.
4. In the Vault Schedule dialog box, click **Custom**.
5. In the Custom Command Scheduling Wizard, click **Next**.
6. In the **Command to execute** field, enter:
`SynchWeb`
7. In the **Description** field, enter:
`Extract data for web service`
8. Click **Next**.
9. Select **Weekly** or **Monthly**, and then click **Next**.
10. Select the days of the week and a time.

– or –

Select the days of the month and a time.
11. Click **Next**.
12. Click **Finish**.

4.2 Modify the data extraction schedule

To modify the data extraction schedule:

1. Open the Director UI.
2. Select a vault connection in the left pane.
3. Click **Vault Maintenance** and select **Schedule Entries**.
4. Select **Extract data for web service** and click **Edit**.
5. Click **Next**.
6. Select **Weekly** or **Monthly**.

7. Select the days of the week and a time.

– or –

Select the days of the month and a time.

8. Click **Next**.
9. Click **Finish**.

4.3 Enable scheduled data extractions

To enable scheduled data extractions:

1. Open the Director UI.
2. Select a vault connection in the left pane.
3. Click **Vault Maintenance** and select **Schedule Entries**.
4. Select **Extract data for web service** and click **Enable**.
5. Click **OK**.

4.4 Disable scheduled data extractions

To disable scheduled data extractions:

1. Open the Director UI.
2. Select a vault connection in the left pane.
3. Click **Vault Maintenance** and select **Schedule Entries**.
4. Select **Extract data for web service** and click **Disable**.
5. Click **OK**.

4.5 Run a data extraction

This procedure describes how to start a data extraction using the Director UI. You can also run data extractions using the synchweb command. See [Run data extractions using the SynchWeb command](#).

To run a data extraction:

1. Open the Director UI.
2. Select a vault connection in the left pane.
3. Click **Vault Maintenance** and select **Schedule Entries**.

4. Select **Extract data for web service** and click **Run Now**.
5. Click **Yes**.

5 View log files

To view log files:

1. Select a vault in the left pane of the Director UI.
2. Double-click **Logs** in the right pane.
3. Find the log files that start with "WebExtract".
4. Double-click a log file to open it.

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>

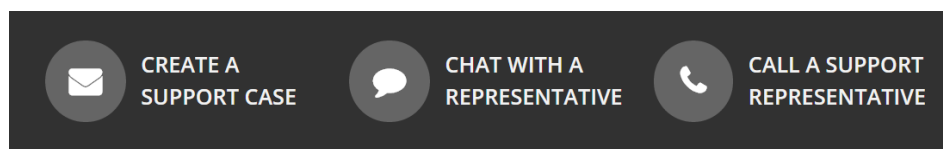
What can we help you with?

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.