

HP Connected Backup

# DataTransfer API Administration Guide

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16 March 2015

*Protect*



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## Acknowledgements

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# About This Document

This document is for Connected Backup administrators that use the DataTransfer API to interface their Data Centers with other applications. It provides information that helps administrators to monitor their servers, including DCMaint messages, server thresholds, and information on audit tables.

- [Documentation Updates](#)
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## *Documentation Updates*


The information in this document is current as of HP Connected Backup DataTransfer API version 8.8.3. The content was last modified 16 March 2015.

You can retrieve the most current product documentation from the HP Autonomy Knowledge Base on the Customer Support Site.

A document in the Knowledge Base displays a *version number* in its name, such as *IDOL Server 7.5 Administration Guide*. The version number applies to the product that the document describes. The document may also have a *revision number* in its name, such as *IDOL Server 7.5 Administration Guide Revision 6*. The revision number applies to the document and indicates that there were revisions to the document since its original release.

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## *Related Documentation*

The following documents provide more details on Connected Backup:

- *Connected Backup Release Notes*
- *Connected Backup Product Overview*
- *Connected Backup Installing PC Agents*
- *Connected Backup Installing Mac Agents*
- *Connected Backup Administering PC Agents*
- *Connected Backup Administering Mac Agents*
- *Connected Backup Installing the Data Center*
- *Connected Backup Administering the Data Center*
- *Connected Backup Upgrading the Data Center*
- *Connected Backup Data Center Disaster Recovery*
- *Connected Backup DataTransfer API Administration Guide*
- *Connected Backup Management API Administration Guide*
- *Connected Backup Account Management Web Services Development*
- *Connected Backup Web Services Programming Reference*
- *Connected Backup PC Agent Quick Start*
- *Connected Backup Mac Agent Quick Start*
- *Connected Backup Media Agent Quick Start*

- *Connected Backup Agent Version Matrix*
- *Connected Backup Interoperability Matrix*
- *Connected Backup Requirements Matrix*
- *Connected Backup Application Localization Matrix*
- *Connected Backup Documentation Localization Matrix*

In addition, all Connected Backup applications include online help.

## Conventions

The following conventions are used in this document.

### Notational Conventions

This document uses the following conventions.

Convention	Usage
<b>Bold</b>	User-interface elements such as a menu item or button. For example: Click <b>Cancel</b> to halt the operation.
<i>Italics</i>	Document titles and new terms. For example: <ul style="list-style-type: none"> <li>■ For more information, see the <i>IDOL Server Administration Guide</i>.</li> <li>■ An <i>action command</i> is a request, such as a query or indexing instruction, sent to IDOL Server.</li> </ul>
monospace font	File names, paths, and code. For example: The <code>FileSystemConnector.cfg</code> file is installed in <code>C:\Program Files\FileSystemConnector\</code> .
<b>monospace bold</b>	Data typed by the user. For example: <ul style="list-style-type: none"> <li>■ Type <b>run</b> at the command prompt.</li> <li>■ In the <b>User Name</b> field, type <b>Admin</b>.</li> </ul>
<i>monospace italics</i>	Replaceable strings in file paths and code. For example: <code>user <i>UserName</i></code>



## Command-line Syntax Conventions

This document uses the following command-line syntax conventions.

Convention	Usage
[ optional ]	Brackets describe optional syntax. For example: [ -create ]
	Bars indicate “either   or” choices. For example: [ option1 ]   [ option2 ] In this example, you must choose between <i>option1</i> and <i>option2</i> .
{ required }	Braces describe required syntax in which you have a choice and that at least one choice is required. For example: { [ option1 ] [ option2 ] } In this example, you must choose <i>option1</i> , <i>option2</i> , or both options.
required	Absence of braces or brackets indicates required syntax in which there is no choice; you must type the required syntax element.
<i>variable</i> <variable>	Italics specify items to be replaced by actual values. For example: <i>-merge filename1</i> (In some documents, angle brackets are used to denote these items.)
...	Ellipses indicate repetition of the same pattern. For example: <i>-merge filename1, filename2 [, filename3 ... ]</i> where the ellipses specify, <i>filename4</i> , and so on.

The use of punctuation—such as single and double quotes, commas, periods—indicates actual syntax; it is not part of the syntax definition.

## Notices

This document uses the following notices:



**CAUTION** A caution indicates an action can result in the loss of data.

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**IMPORTANT** An important note provides information that is essential to completing a task.

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**NOTE** A note provides information that emphasizes or supplements important points of the main text. A note supplies information that may apply only in special cases—for example, memory limitations, equipment configurations, or details that apply to specific versions of the software.

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**TIP** A tip provides additional information that makes a task easier or more productive.

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## *Product References*

This document references the following product:

- HP Connected Backup

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## CHAPTER 1

# DCMaint Messages

This chapter describes the messages that the DataTransfer API sends to the DCMaint log during its operation.

- Viewing the DCMaint Log
- DataTransfer API Information Messages
- DataTransfer API Warning Messages
- DataTransfer API Error Messages

## *Viewing the DCMaint Log*

The DataTransfer API displays messages relating to the status of the service in the DCMaint log on the DataTransfer node. To view these messages, you must open the DCMaint log.

### **To open the DCMaint log on the DataTransfer node**

1. On the DataTransfer node, log on to the server using an administrator account.
2. Select **Start > Run**.
3. In the **Open** field, type `eventvwr`, and then click **OK**. The Event Viewer application opens.
4. In the left menu, select **DCMaint**.

The right pane displays the information and error messages associated with the DataTransfer API on this DataTransfer node.

## *DataTransfer API Information Messages*

The following table lists the Information messages that the DataTransfer API sends to the DCMaint log on your DataTransfer node.

<b>Event ID</b>	<b>Description</b>	<b>Additional information</b>
21000	The DataTransfer API has been initialized successfully.	The DataTransfer API session has started successfully
21011	The DataTransfer API is executing the query for session %1 with accountlist %2, proposition %3, and retrieve specification %4.	This message is the second message the DataTransfer API sends for each successful session.
21012	The DataTransfer API has finished executing the query for session %1.	This message is the third and final message the DataTransfer API sends for each successful session.
21014	The DataTransfer API cleanup thread has started with a sleep interval of %1 minutes and an expire interval of %2 minutes.	The DataTransfer API session cleanup process has started successfully, and will remove outdated sessions on the DataTransfer node.
21015	The technician with ID %1 has logged in successfully to the DataTransfer API.	This message is the first message the DataTransfer API sends for each successful session.

Event ID	Description	Additional information
21018	The Outflow Maint application successfully purged disk cache on %1.	The DataTransfer API disk cleanup process has completed successfully. This process runs by default nightly.
21024	The DataTransfer API canceled the query for session %1.	<p>The DataTransfer API canceled the query for the specified session. Typically, this occurs because the user canceled the request.</p> <p>For example, while using a Connected Mobility app, the following actions generate cancelation requests:</p> <ul style="list-style-type: none"><li>■ The user browses to a folder to view its contents but then taps the Back button to exit the folder before its contents are displayed.</li><li>■ The user initiates a file download but then cancels it before the download completes.</li></ul>
21100	DataTransfer API starting up with the following Windows registry settings: %1.	The DataTransfer API process has started successfully.

## *DataTransfer API Warning Messages*

The DataTransfer API does not send any Warning messages to the DCMaint log on your DataTransfer node.

## *DataTransfer API Error Messages*

The following table lists the Information messages that the DataTransfer API sends to the DCMaint log on your DataTransfer node.

<b>Event ID</b>	<b>Description</b>	<b>Additional information</b>
21001	The DataTransfer API could not parse the retrieve specification for session %1: %2.	The session contains malformed or bad XML for the retrieve specification. Review the XML for the retrieve specification, and then restart the session.
21002	The DataTransfer API could not parse the account list for session %1: %2.	The session contains malformed or bad XML for the account list. Review the XML for the account list, and then restart the session.
21003	The DataTransfer API could not parse the proposition for session %1: %2.	The session contains malformed or bad XML for the proposition. Review the XML for the proposition, and then restart the session.
21004	The DataTransfer API encountered an error when executing the query for session %1: %2.	The SQL process on the DataTransfer node encountered an error when it ran the session query. Review the SQL error and the query, and then restart the session.
21005	The DataTransfer API could not authenticate the technician provided for session %1: %2.	Either the technician you used for the session does not exist in the Data Center environment, or you used an incorrect password for the technician when you created the session.
21006	The DataTransfer API could not update the session %1: %2.	The DataTransfer API lost contact with the Data Center server during the session. Ensure that there are no connectivity issues between the DataTransfer node and the Data Center, and then restart the session.



Event ID	Description	Additional information
21007	The DataTransfer API encountered an error while initializing compression.	This error describes an infrequent event. If you encounter this message, examine the data that the DataTransfer API returns to you, and reattempt the retrieval process if needed.
21008	The DataTransfer API encountered an error while finalizing compression.	This error describes an infrequent event. If you encounter this message, examine the data that the DataTransfer API returns to you, and reattempt the retrieval process if needed.
21010	The DataTransfer API cleanup thread encountered an error during operation: %1.	The DataTransfer API session cleanup process lost contact with the SQL Server service on the Data Center server. Ensure that there are no connectivity issues between the DataTransfer node and the Data Center, and that the SQL Server service is available.
21013	The DataTransfer API could not create the session record for a new session: %1.	The DataTransfer API cannot create the session in the Registry database on the Data Center server. Verify the health of the Registry database, as well as the connection between the DataTransfer node and the Data Center server.
21016	The technician with ID %1 unsuccessfully attempted to login to the DataTransfer API.	The technician you used for the session does not have the <b>Access User's Data</b> permission in the Support Center. For more information about how to modify technician permissions, see the Support Center Help.
21017	The Outflow Service at URL '%1' could not be reached. Host not found. Verify the machine is available and connected to the network.	The identified DataTransfer node is not available to the Data Center environment. Verify the DataTransfer node's network connections and service availability.
21019	The Outflow Maint application failed with the following exception : %1.	The DataTransfer API disk cleanup process encountered a known error. Resolve the issue described in the error message, and then restart the disk cleanup process in the <b>Scheduled Tasks Control Panel</b> on the DataTransfer node.

Event ID	Description	Additional information
21020	The Outflow Maint application failed with some unhandled exception.	The DataTransfer API disk cleanup process encountered an unknown error. Examine the System and Application event logs on the DataTransfer node for additional information regarding the error. After you resolve the issue, restart the disk cleanup process in the <b>Scheduled Tasks Control Panel</b> on the DataTransfer node.
21021	An Outflow Service request was made, but there are no OutflowServices currently installed.	You have not installed any DataTransfer nodes in your Data Center environment. Install a DataTransfer node, and then reattempt the action that caused this error message.
21022	The DataTransfer API could not create the audit record for session %1 started by technician %2.	The DataTransfer API cannot create the session auditing information in the Registry database on the Data Center server. Verify the health of the Registry database, as well as the connection between the DataTransfer node and the Data Center server.
21023	The DataTransfer API could not create a session %1 for account %2 due to no data center capacity available.	<p>The DataTransfer API has reached the maximum number of sessions that it can use to service accounts hosted by the associated Data Center server or mirrored pair.</p> <p>If this error occurs often, increase the DataCenter_MaxSessions Windows Registry setting. However, increasing this value might impact the overall performance of the Data Center.</p> <p>If this error occurs often in environments that support account access through mobile devices, it might indicate the following:</p> <ul style="list-style-type: none"> <li>■ Your environment supports a very large number of mobile users</li> <li>■ The same server in a mirrored pair or cluster supports most of the accounts for mobile users.</li> </ul> <p>In a mirrored pair or clustered environment, you can try to balance the mobile access load by redistributing those accounts evenly across both sides of a mirrored pair or across nodes in the cluster.</p>

## CHAPTER 2

# DataTransfer Node Resource Management

This chapter describes how to monitor the DataTransfer node's resources to ensure that the DataTransfer API is operating correctly.

- [Available Disk Space Issues](#)
- [DataTransfer Node Capacity](#)

### *Available Disk Space Issues*

When you install a DataTransfer node, the installation process requires that you provide a location for the DataTransfer API to create temporary files. When either you or compatible applications create sessions that attempt to obtain files and information from the Data Center, the DataTransfer API uses this folder as a temporary location for the data it sends. Once it has sent the requested data, the files and information it stored on disk still take up space on disk, but have no further use to the DataTransfer API.

To reclaim this space on the DataTransfer node, the DataTransfer API includes a disk cleanup application that runs by default once daily. Without this application, over time, the DataTransfer API would use all available disk space, until no disk space is available for any processes on the DataTransfer node.

If you need to manually run the disk cleanup application, open the **Scheduled Tasks Control Panel**, and then run **OutflowMaint**.

## *DataTransfer Node Capacity*

The DataTransfer API was designed to be able to expand to meet your changing data extraction needs. By default, a DataTransfer node accepts 25 sessions for processing at any one time. To handle additional sessions, you can install additional DataTransfer nodes in your Data Center environment.

In order to determine if your existing DataTransfer node configuration is meeting your needs, you can monitor the several counters in the Windows Performance Monitor.

<b>Counter</b>	<b>Acceptable performance threshold</b>
Memory\Available MBytes	> 0MB
PhysicalDisk\Avg. Disk Read Queue Length	< 10
PhysicalDisk\Avg. Disk Write Queue Length	< 10
Process\Working Set\w3wp32.exe	< 500MB
Processor\% Processor Time	< 90%

## CHAPTER 3

# DataTransfer API Audit Information

This chapter describes the information that the DataTransfer API stores for auditing purposes.

- [Audit Information](#)

## *Audit Information*

The DataTransfer API collects limited information regarding its activities. This information is retained in the ChangeLog table in the Registry database on the Data Center server that the DataTransfer node connects to.

The information in the ChangeLog table is kept by default for 400 days.

This section describes the fields in the ChangeLog table that contain information related to DataTransfer API activity.

Field	Description
CDate	The date and time of the DataTransfer API activity. To convert the value into a readable format, use the <code>cdate</code> application in the Data Center installation folder.
Technician	The technician account used for the data retrieval session.
Account	The 9-digit account number that was accessed by the DataTransfer API.
TableName	<i>Not used by the DataTransfer API for auditing purposes.</i>
FieldName	All DataTransfer API activity has the following value for this field: Outflow
OldValue	<i>Not used by the DataTransfer API for auditing purposes.</i>
NewValue	<i>Not used by the DataTransfer API for auditing purposes.</i>
Notes	All DataTransfer API activity has the following value for this field: Outflow\Retrieve
RootCommunityID	The Support Center community in which the technician account used for the data retrieval exists.