Hewlett Packard Enterprise

HPE Connected Backup

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Media Agent Quick Start

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- Software Version number, which indicates the software version.
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Contents

Media Agent Quick Start

This document explains how to retrieve backed up files from a Connected Backup Agent account image on media and restore the files to your computer.

The CD or DVD media contains the following components:

- Files that your Agent previously backed up
- An Agent application, called *Media Agent*

  The version of Media Agent you receive depends on your Agent version. If you use an 8.x version of the Agent, you receive an 8.x version of the Media Agent.

Prepare to Launch the Media Agent

Before you launch the Media Agent, perform the following tasks:

- If your account uses a version 8.x Agent, obtain the password that you set when you ordered the media. Hewlett Packard Enterprise does not keep this password. You must remember it.
- If the Agent on your computer is installed and it conflicts with the Agent on the media, prevent the conflict by stopping the AgentService.exe and or ConnectedAgent.exe processes before you begin the retrieval. To stop the processes, complete the following steps:

  1. From the Windows Taskbar, click **Start**, and then select **Run**. In the Run dialog box, type `taskkill /F /IM ConnectedAgent.exe`, and then click **OK**.
  2. From the Windows Taskbar, click **Start**, and then select **Run**. In the Run dialog box, type `net stop agentservice`, and then click **OK**.

Launch the Media Agent

To start a media restore, insert the first disc into the drive. If you have enabled Autostart on your computer, the Media Agent launches when you insert the first disc in the drive.

If the Media Agent does not start automatically, browse to the drive that contains the media, and then perform the following task:

- For Media Agent 8.x, double-click `MediaAutoRun.exe`.

  The Media Agent might take a few minutes to launch.

Retrieve Files from Media

This section explains how to retrieve files from media. The method you use depends on the version of Media Agent that you receive.

Retrieve Files with Media Agent 8.x

1. After the Media Agent launches, select the files that you want to retrieve.
2. Click the **Retrieve** button to open the Retrieve dialog box.

3. Under **Retrieve options**, select a destination for the retrieved files:

   - **Save all files in folder**. Specify a folder for the retrieved files. To avoid conflicts with file names, select or create a folder other than the original location.

   - **Maintain original folder structure**. Have the Agent recreate the original folder structure for retrieved files. If you do not select this option, the Agent places the retrieved files in the specified folder. It does not create subdirectories.

   - **Save files in their original locations**

4. Under **Retrieve options**, specify how you want the Agent to handle name conflicts during the retrieval:

   - **Rename the files being retrieved**. If a file on your computer has the same name as a file that you want to retrieve, the Agent includes the word "Retrieve" in the file name of the retrieved file.

   - **Overwrite the files currently on my computer**. If a file on your computer has the same name as a file that you want to retrieve, the Agent overwrites the file on your computer with the retrieved file.

5. Click **Retrieve**.

6. If the Agent prompts you to replace the media in the drive with others in the series, follow the prompts until you retrieve the files.

7. After you retrieve the files, the Agent displays the message: `Retrieve Completed Successfully.`

8. After you retrieve the files, close the Media Agent.

After you Retrieve Files

If the Agent on your computer is version 8.0 through 8.2.x, perform the following steps to make it available for use after the media restore process:

1. On the Windows Taskbar, click **Start**, and then select **Run**.

2. In the Run dialog box, type `net start agentservice`, and then click **OK**.

3. The AgentService process restarts.

4. To restart the Agent on your computer, double-click the Agent desktop icon.

Avoid Disc Swapping

You can avoid having to physically swap discs during the media restore process by copying the disc contents to your local hard drive. The method you use to avoid swapping discs depends on the version of Media Agent that you receive.

Avoid Disc Swapping with Media Agent 8.x

1. Create a folder on the hard drive to contain the contents of each disc.

2. Copy the entire contents of disc 1 to the newly created folder.

3. Copy only the `.arc` file from each disc for the remainder of the ordered media into the folder.

4. Start the Media Agent from the folder you created, and use the retrieve process defined in this Quick Start.

5. When you are prompted to change discs, in the created folder use a text editor to open the `MediaID.xml` file. Then, modify the following XML tag to reflect the requested disc:
`<MediaID>`***X***`</MediaID>`

   Where ***x*** is the requested disc number.

6. Save the file, and then click **OK**.

7. Complete the media restore, and then remove the created folder.

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