

# Backup Exec Agent Utility

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This section includes the following topics:

- [About the Backup Exec Agent Utility for Windows](#)
- [Starting the Backup Exec Agent Utility](#)
- [Viewing the activity status of the remote computer in the Backup Exec Agent Utility](#)
- [Status options for the Backup Exec Agent Utility](#)
- [About publishing the Agent for Windows to Backup Exec servers](#)
- [Backup Exec Agent Utility Publishing options](#)
- [Add Backup Exec server options](#)
- [Edit Backup Exec server options](#)
- [Enter Password options](#)
- [Configuring database access for Oracle operations](#)
- [Database access options for the Backup Exec Agent Utility](#)
- [Removing a security certificate for a Backup Exec server that has a trust with the Agent for Windows](#)
- [Backup Exec Agent Utility Security options](#)
- [Configuring the Oracle Agent on Windows computers and Linux servers](#)
- [Oracle Agent Configuration options](#)
- [Oracle options for the Backup Exec Agent Utility](#)

## About the Backup Exec Agent Utility for Windows

The Backup Exec Agent Utility is installed when the Agent for Windows is installed on a remote Windows computer.

You can perform the following tasks with the Backup Exec Agent Utility:

- Start the Backup Exec Agent Utility each time you log on.

See [Starting the Backup Exec Agent Utility](#).

- View current activity on the remote Windows computer.

- Configure the Agent for Windows to send information such as the version and the IP address to a Backup Exec server.

See [About publishing the Agent for Windows to Backup Exec servers](#).

- Configure the Backup Exec Agent Utility for backup and restore operations of Oracle instances.
- Configure the Backup Exec Agent Utility for Backup Exec server database access for Oracle operations.

See [Configuring database access for Oracle operations](#).

- Remove the security certificate for a Backup Exec server.

## Starting the Backup Exec Agent Utility

You access the Backup Exec Agent Utility from the Windows taskbar.

To start the Backup Exec Agent Utility

1. On the computer on which the Agent for Windows is installed, on the taskbar, click **Start > All Programs > Veritas Backup Exec > Backup Exec Agent Utility**.

When the Backup Exec Agent Utility is running, an icon appears in the system tray. You can double-click the icon to view the utility.

1. To open the registry editor, the Services window, and the Event Viewer on the remote Windows computer, right-click the Backup Exec Agent Utility icon in the system tray, and then click **Tools**.

More Information

[Viewing the activity status of the remote computer in the Backup Exec Agent Utility](#)

[About publishing the Agent for Windows to Backup Exec servers](#)

## Viewing the activity status of the remote computer in the Backup Exec Agent Utility

You can use the Backup Exec Agent Utility to view the activity status of the remote Windows computer.

To view the activity status of the remote computer in the Backup Exec Agent Utility

1. On the computer on which the Agent for Windows is installed, on the taskbar, click **Start > All Programs > Veritas Backup Exec > Backup Exec Agent Utility**.

If the Backup Exec Agent Utility is already running, you can double-click its icon in the system tray.

1. Click the Status tab.

You can view any of the following information about the remote Windows computer:

BACKUP EXEC SERVER	DISPLAYS THE NAME OF THE BACKUP EXEC SERVER THAT IS PROCESSING THE CURRENT OPERATION.
Source	Displays the media or share that is being processed.
Current folder	Displays the name of the current directory, folder, or database (depending on the specific agent) that is being processed.
Current file	Displays the name of the current file that is being processed.

1. Click **OK**.

More Information

[About the Backup Exec Agent Utility for Windows](#)

## Status options for the Backup Exec Agent Utility

You can set the following status options for the Backup Exec Agent Utility.

See [Viewing the activity status of the remote computer in the Backup Exec Agent Utility](#).

### Table: Backup Exec Agent Utility Status options

ITEM	DESCRIPTION
Start the Backup Exec Agent Utility every time you log on	Indicates if the Backup Exec Agent Utility displays when you log on to this computer.

ITEM	DESCRIPTION
Refresh interval	Displays the number of seconds for the Backup Exec Agent Utility to wait before the status of the computer refreshes. The default setting is to refresh every 5 seconds.
Backup Exec server	Displays the name of the Backup Exec server that is processing the current operation.
Source	Displays the media or share being processed.
Current folder	Displays the name of the current directory, folder, or database (depending on the specific agent) that is being processed.
Current file	Displays the name of the current file that is being processed.

## About publishing the Agent for Windows to Backup Exec servers

Use the Backup Exec Agent Utility to add, change, or delete the Backup Exec server names or IP addresses that this remote Windows computer publishes to. Each Backup Exec server that you add to the list on the Publishing tab displays the remote computer in the list of servers on the Backup and Restore tab. After the remote computer is added to the list of servers, you can right-click the remote computer and click Establish Trust to verify that the remote computer is a trusted resource.

This information that the Agent for Windows publishes includes the version of the Agent for Windows and the remote computer's IP addresses. Because the remote computer's IP address is published to the Backup Exec server, the Backup Exec server can connect to and display the remote computer even if it is in an unknown domain.

For each Backup Exec server that is published to, you can specify a local backup network for operations between the Backup Exec server and the remote computer. Directing jobs to a specified local network rather than to a corporate network isolates the backup data traffic so that other connected networks are not affected when operations are performed between the Backup Exec server and the remote computer.

More Information

About the Backup Exec Agent Utility for Windows

## Backup Exec Agent Utility Publishing options

You can set the following publishing options for the Backup Exec Agent Utility.

**Table: Backup Exec Agent Utility Publishing options**

ITEM	DESCRIPTION
<p>Enable the Agent for Windows to publish information to the Backup Exec servers in the list</p>	<p>Indicates if the Agent for Windows sends information about itself, such as its version and IP address, to all of the Backup Exec servers in the list. The Backup Exec servers display the Agent for Windows in the list of servers.</p>
	<p>By default, the name of the Backup Exec server that push-installed this Agent for Windows is displayed in this list. If the Agent for Windows is also a Backup Exec server, the name is displayed as 127.0.0.1.</p>
	<p>To stop the information from being sent to all of the Backup Exec servers, uncheck Enable the Agent for Windows to publish information to the Backup Exec servers in the list . The list of Backup Exec servers is preserved, but the Agent for Windows does not send any information about itself to the Backup Exec servers.</p>
<p>Publishing interval</p>	<p>Displays an interval, in minutes, for the Agent for Windows to send information about its status to the Backup Exec servers in the list. The default interval is 240 minutes. This is the recommended setting to appropriately balance system responsiveness with network traffic. The maximum interval allowed is 720 minutes.</p>
<p>Change Settings</p>	<p>Enables the settings to let you add, edit, or remove Backup Exec servers in the list of servers in Backup Exec.</p>

ITEM	DESCRIPTION
	This option appears the first time you start the Backup Exec Agent Utility.
Add	Lets you add the Backup Exec server name or IP address to the list of servers in Backup Exec.
Edit	Lets you edit the Backup Exec server name or IP address in the list of servers in Backup Exec.
Remove	Lets you delete a Backup Exec server name or IP address from the list of servers in Backup Exec. The Agent for Windows no longer publishes information to the Backup Exec server. You cannot select the remote computer for backup from the Backup Exec server's Favorite Resources node.
Published names for this agent	Shows the names that are used when this remote computer is published. The names appear under a Backup Exec server's Favorite Resources.
	These names can include the following:
	- The fully qualified domain name.
	- The computer name.
	- The NetBIOS computer name.
	- Virtual Service names, which are the names given to clustered resources that are hosted by the remote computer.
	- Oracle RMAN Real Application Cluster (RAC) name, which is the virtual name used by computers in a RAC for the computer that hosts the Oracle application. This name is

ITEM	DESCRIPTION
	displayed in a Backup Exec server's backup selection list under the Oracle RAC node.

## Add Backup Exec server options

The Add Backup Exec Server dialog box lets you add the Backup Exec server that you want the Agent for Windows to publish information to.

## Edit Backup Exec server options

The Edit Backup Exec Server dialog box lets you edit a Backup Exec server that the Agent for Windows publishes information to.

## Enter Password options

The following options are available when you configure a password.

### Table: Enter Password options

ITEM	DESCRIPTION
Password	Displays the password for this logon account.
	For security reasons, the logon credentials are not stored on the remote computer.
Confirm	Displays the password again to confirm it.

## Configuring database access for Oracle operations

You can configure database access to enable the Backup Exec server to authenticate Oracle operations.

To configure database access for Oracle operations

1. On the computer on which the Agent for Windows is installed, on the taskbar, click **Start > All Programs > Veritas Backup Exec > Backup Exec Agent Utility**.
2. Click the **Database Access** tab.

3. (Optional) The first time that you start the Backup Exec Agent Utility, click **Change Settings** to enable the options.
4. Complete the appropriate options to configure database access:

ENABLE THE BACKUP EXEC SERVER TO AUTHENTICATE ORACLE OPERATIONS	SELECT THIS OPTION TO ENABLE ORACLE OPERATIONS BETWEEN THE BACKUP EXEC SERVER AND THIS COMPUTER.
User name	Specify a user name that has administrative rights to this computer. This logon account is what the Backup Exec server uses when it connects to this computer.
	If you specify an IP address or a fully qualified computer name as part of the user name, the Backup Exec Agent Utility may not be able to verify the user account. If the credentials entered are incorrect, the error "cannot attach to a resource" may be displayed when you run a backup or restore job.
	You must add this computer name and logon account to the Backup Exec server's list of authentication credentials for Oracle servers. If the authentication fails when the Oracle resources are backed up, the backup job fails. If the authentication fails when you are browsing the backup sets for a restore job, then the backup sets become unavailable, and you must run a DBA-initiated restore job to restore data.
Password	Specify the password for this logon account.
	<b>Note:</b> For security reasons, the logon credentials are not stored on the remote computer.
Confirm Password	Type the password again to confirm it.

ENABLE THE BACKUP EXEC SERVER TO AUTHENTICATE ORACLE OPERATIONS	SELECT THIS OPTION TO ENABLE ORACLE OPERATIONS BETWEEN THE BACKUP EXEC SERVER AND THIS COMPUTER.
Use a custom port to connect to the Backup Exec server during Oracle operations	Select this option to change the port that is used for communications between this computer and the Backup Exec server during Oracle operations. By default, port 5633 is used.
	If you change the port number on this computer, you must also change it on the Backup Exec server, and then restart the Backup Exec Job Engine Service on the Backup Exec server.
Port number	Type the port number that you want to use for communications between this computer and the Backup Exec server.

5. Click **OK**.
6. On the Backup Exec server, add the name of the Oracle server and the user name that you entered on the Database Access tab to the Backup Exec server's list of authentication credentials.

More Information

[About the Backup Exec Agent Utility for Windows](#)

## Database access options for the Backup Exec Agent Utility

You can set the following database access options for the Backup Exec Agent Utility.

See [Configuring database access for Oracle operations](#).

**Table: Backup Exec Agent Utility database access options**

ITEM	DESCRIPTION
<p>Enable the Backup Exec server to authenticate Oracle operations</p>	<p>Specifies the credentials that the Backup Exec server uses for all operations on the Oracle server, including DBA-initiated operations. The Backup Exec server also uses these credentials for authentication of the Oracle server.</p>
	<p>You must check this to enable Oracle operations between the Backup Exec server and this computer.</p>
<p>User name</p>	<p>Specifies a user name that has administrative rights to this computer. This logon account is what the Backup Exec server uses when it connects to this computer.</p>
	<p>If you specify an IP address or a fully qualified computer name as part of the user name, the Backup Exec Agent Utility may not be able to verify the user account. If the credentials entered are incorrect, the error "cannot attach to a resource" may be displayed when you run a backup or restore job.</p>
	<p>You must add this computer name and logon account to the Backup Exec server's list of authentication credentials for Oracle servers. If the authentication fails when the Oracle resources are backed up, the backup job fails. If the authentication fails when you are browsing the backup sets for a restore job, then the backup sets become unavailable, and you must run a DBA-initiated restore job to restore data.</p>
<p>Password</p>	<p>Specifies the password for this logon account.</p>

ITEM	DESCRIPTION
	<b>Note:</b> For security reasons, the logon credentials are not stored on the remote computer.
Confirm Password	Specifies the password again to confirm it.
Use a custom port to connect to the Backup Exec server during Oracle operations	Designates the port that is used for communications between this computer and the Backup Exec server during Oracle operations. By default, port 5633 is used.
	If you change the port number on this computer, you must also change it on the Backup Exec server, and then restart the Backup Exec Job Engine Service on the Backup Exec server.
Port number	Specifies the port number to use for operation requests that are sent to the Backup Exec server.

## Removing a security certificate for a Backup Exec server that has a trust with the Agent for Windows

You can remove the security certificate for a Backup Exec server that has established a trust with the Agent for Windows.

To remove a security certificate for a Backup Exec server

1. On the computer on which the Agent for Windows is installed, on the taskbar, click **Start > All Programs > Veritas Backup Exec > Backup Exec Agent Utility**.
2. Click the **Security** tab.
3. (Optional) The first time that you start the Backup Exec Agent Utility, click **Change Settings** to enable the options.
4. Select the Backup Exec server that you want to remove the security certificate for, and then click **Remove**.
5. Click **OK**.

## Backup Exec Agent Utility Security options

You can view the following information for the Backup Exec servers that have a trust with the Agent for Windows.

See [Removing a security certificate for a Backup Exec server that has a trust with the Agent for Windows](#).

**Table: Backup Exec Agent Utility Security options**

ITEM	DESCRIPTION
Backup Exec Server	Displays the name of the Backup Exec server to which the security certificate was issued.
Issued To	Displays the name of the Agent for Windows to which the security certificate was issued.
Issued By	Displays the name of the certificate authority from which the security certificate was issued.
Expiration Date	Displays the date that the security certificate expires.
Hash	Displays the unique identifier for the client certificate.
CA Hash	Displays the unique identifier for the CA certificate.

## Configuring the Oracle Agent on Windows computers and Linux servers

Before you can back up or restore Oracle databases, you must do the following:

## Table: Configuring the Oracle Agent on Windows computers and Linux servers

STEP	ACTION
Step 1	Configure information about the Oracle instances for the Oracle Agent.
Step 2	Enable database access for the Backup Exec server.
	Whenever Oracle instance information changes or a new configuration is added, you must update the Backup Exec Agent Utility. If credential information is not updated, is incorrect, or the server is down, the error "Unable to attach to a resource..." may appear when you run a backup job. If this message appears, you must bring the server online and configure the information.
	For Oracle RAC, run the Backup Exec Agent Utility on each node and add information about the instances. When Oracle RAC nodes are added or removed, you must enter information about any changes to instances in the Backup Exec Agent Utility.
	<b>Note:</b> When you use the Backup Exec Agent Utility, the user account with which you are logged on should be a member of the Oracle DBA group.
	You must have administrator privileges to run the Backup Exec Agent Utility.
Step 3	Set authentication credentials for Oracle.

## Oracle Agent Configuration options

You can set the following Oracle Agent Configuration options.

**Table: Oracle Agent Configuration options**

ITEM	DESCRIPTION
Local instance name	Displays the name of the Oracle instance. If you edit an instance, you cannot change the instance name.
	For Oracle RAC nodes, enter the fully qualified domain name of each physical node.
	The fully qualified domain name of the node appears in the list of servers on the Backup and Restore tab.
	The name is in the format RAC--, where dbname is the database name, and dbid is the database ID.
User name	Displays the user name for the Oracle instance.
	If the credentials for the Oracle instance change, you must enter a user with SYSDBA rights to the Oracle instance.
	For Oracle RAC nodes, enter the same set of credentials for all of the nodes.
	For an Oracle 12c and later supported database, you must enter a user name that has SYSBACKUP privileges.
Password	Displays the password for the Oracle instance user name.
Confirm password	Displays the password again to confirm it.
Oracle Home User will be granted the permissions to the Backup Exec Logs and Data folders	From Oracle 12c and later supported versions, the Oracle database supports the use of Oracle Home User. This user is a non-admin user; therefore, this user needs access rights to the Backup Exec Logs and Data folders.

ITEM	DESCRIPTION
	<p><b>Note:</b> This field is available only for Oracle 12c and later supported databases.</p>
<p>Auxiliary instance path for PDB restores</p>	<p>For a point-in-time recovery of a pluggable database (PDB), RMAN first restores the PDB files from the appropriate backup. For the recovery of the PDB, RMAN needs a copy of the undo tablespace of the root container as it was in the specified point in time. To accomplish this recovery task, RMAN creates a temporary auxiliary database that consists of the root container's undo, system, and sysaux tablespaces.</p>
	<p>If the database that you want to restore uses a Fast Recovery Area, RMAN creates the auxiliary database files in this area in the // datafile directory. However, if this area does not have enough space, RMAN displays the following error:</p>
	<p>ORA-19809: limit exceeded for recovery files</p>
	<p>If the database that you want to restore does not use a Fast Recovery Area, RMAN creates the auxiliary database data files in the location you specify in the Auxiliary instance path for PDB restores field.</p>
	<p>The Agent Utility for Windows verifies the auxiliary path you specified. If this path is not available (non-existent), the utility creates an auxiliary path. If you do not specify this path, RMAN assumes that the Fast Recovery Area is configured and has sufficient space.</p>
	<p>Agent Utility cannot validate a path specified on the ASM disk and accepts the path as specified. Therefore, you must ensure that the path you entered is correct and accessible.</p>

ITEM	DESCRIPTION
	<p><b>Note:</b> This field is enabled only for Oracle 12c and later supported databases.</p>
Use recovery catalog	Indicates that you plan to use the Oracle recovery catalog.
	<p>The Oracle Agent supports the use of the RMAN recovery catalog to manage the backup, restore, and recovery of Oracle databases. If you choose not to use a recovery catalog, RMAN uses the source database control file as the sole repository of metadata.</p>
	<p>The target for RMAN connection is either a target database (control file) or a recovery catalog. In Oracle 12c and later supported versions, RMAN connects to the container database if recovery catalog is not configured.</p>
TNS name	Displays the Oracle Net Service name.
User name	Displays the user name for the Oracle recovery catalog.
Password	Displays the password for the Oracle recovery catalog.
Confirm password	Displays the password for the recovery catalog again to confirm it.
Backup Exec server name or IP address	Displays the name or IP address of the Backup Exec server where you want to send the DBA-initiated backup jobs.
	You must use the same form of name resolution for all operations.
Job template name	<p>Displays the name of the Backup Exec job template that you want the DBA-initiated job to use for backup and restore operations. You create the job template on the DBA-initiated Job Settings dialog box on the Backup Exec</p>

ITEM	DESCRIPTION
	server. If you do not specify a job template, the default job template is used.

## Oracle options for the Backup Exec Agent Utility

You can set the following Oracle options for the Backup Exec Agent Utility.

**Table: Oracle options for the Backup Exec Agent Utility**

ITEM	DESCRIPTION
Instance	Displays the name of the Oracle instance.
User Name	Displays the user name for the Oracle instance.
Recovery Catalog	Displays the name of the recovery catalog.
Backup Exec Server	Displays the name or IP address of the Backup Exec server where you want to send the DBA-initiated backup jobs.
Job Template	Displays the name of the DBA-initiated template.
New	Lets you add an Oracle instance.
Edit	Lets you revise an Oracle instance.
Delete	Lets you remove an Oracle instance.