

HP Data Protector for PCs 7.0 Troubleshooting Guide

HP Part Number: n/a
Published: June 2011
Edition: First



© Copyright 2011 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft®, Windows®, Windows NT®, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.

Contents

About this guide.....	5
Intended audience.....	5
Document conventions and symbols.....	5
General Information.....	5
HP technical support.....	6
Subscription service.....	6
HP websites.....	6
Documentation feedback.....	6
1 Overview.....	7
2 Before calling Support.....	8
3 Troubleshooting Agent deployment.....	9
Checking progress.....	9
Common problems when installing an Agent.....	9
Starting Agent installation with Windows installer.....	10
4 Troubleshooting an Agent.....	11
Status taskbar icon.....	11
Control Panel Health screen.....	11
Control Panel Health screen.....	12
Tabs.....	13
Summary tab.....	13
Policies tab.....	13
Data Vaults tab.....	13
Local Repository tab.....	14
Log tab.....	14
Support tab.....	15
SQLite files (Control Panel).....	15
Agent log.....	15
Reading Agent log messages.....	16
Saving the Agent log to a text file.....	16
Machine and version information.....	16
License and driver status.....	17
Policy Server and network.....	18
Running services.....	18
Registry content.....	19
Database and Data Vaults.....	21
Initial copy and queued files.....	22
Installation log files.....	22
Windows Event log.....	23
Common problems with Agents.....	23

5 Troubleshooting the Policy Server.....	24
Policy Server Installation logs.....	24
Console Error log.....	24
Cleanup Agent log.....	24
Windows computer management.....	24
Event log.....	24
IIS.....	24
SQL Installation logs.....	25
SQL database file.....	25
Troubleshooting Microsoft SQL 2005 Express.....	25
Common problems.....	25
6 Troubleshooting a Data Vault.....	27
Installation log.....	27
Cleanup Agent log.....	27
Web Data Vault Server logs.....	27
Common problems with Data Vaults.....	27
7 Common problems.....	28
Networks.....	28
Operation.....	28
8 Command line tools.....	30
DPNEUtility.....	30
DPNECmd.....	31
Other CLI commands.....	31
Index.....	32

About this guide

This guide provides information about:

- Troubleshooting HP Data Protector for PCs

Intended audience

This guide is intended for administrators needing to troubleshoot HP Data Protector for PCs. It will be helpful to have some familiarity with:

- Windows administration

Document conventions and symbols

Convention	Element
Blue text: “ Document conventions and symbols ” (page 5)	Cross-reference links and e-mail addresses
Blue, underlined text: http://www.hp.com	website addresses
Bold text	<ul style="list-style-type: none">• Keys that are pressed• Text typed into a GUI element, such as a box• GUI elements that are clicked or selected, such as menu and list items, buttons, tabs, and check boxes
<i>Italic text</i>	Text emphasis
Monospace text	<ul style="list-style-type: none">• File and directory names• System output• Code• Commands, their arguments, and argument values
<i>Monospace, italic text</i>	<ul style="list-style-type: none">• Code variables• Command variables
Monospace, bold text	Emphasized monospace text

NOTE: Provides additional information.

General Information

General information about Data Protector for PCs can be found at <http://www.hp.com/go/dataprotector>.

HP technical support

For worldwide technical support information, see the HP support website:

<http://www.hp.com/support>

Before contacting HP, collect the following information:

- Product model names and numbers
- Technical support registration number (if applicable)
- Product serial numbers
- Error messages
- Operating system type and revision level
- Detailed questions

Subscription service

HP recommends that you register your product at the Subscriber's Choice for Business website:

<http://www.hp.com/go/e-updates>

After registering, you will receive e-mail notification of product enhancements, new driver versions, firmware updates, and other product resources.

HP websites

For additional information, see the following HP websites:

- <http://www.hp.com>
- <http://www.hp.com/go/dataprotector>
- <https://h20230.www2.hp.com/selfsolve/manuals>
- <http://www.hp.com/support/manuals>
- <http://www.hp.com/support/downloads>

Documentation feedback

HP welcomes your feedback.

To make comments and suggestions about product documentation, please send a message to DP.DocFeedback@hp.com. All submissions become the property of HP.

1 Overview

Several parts of the Data Protector for PCs environment can indicate error conditions to help with troubleshooting. The main parts to check are:

- On an **Agent**:
 - The **status icon** on the taskbar. See [“Status taskbar icon”](#) (page 11).
 - The Agent **Control Panel Health screen**. This includes information about Data Vaults, policies, the Local Repository and access to the message log. See [“Control Panel Health screen”](#) (page 11).
 - The **Installation log**. See [“Installation log files”](#) (page 22).
 - The **Agent log**. See [“Agent log”](#) (page 15).
 - The **Windows Event log**. See [“Windows Event log”](#) (page 23).
- On the **Policy Server**:
 - The **Installation log**. See [“Policy Server Installation logs”](#) (page 24).
 - The **Cleanup Agent log**. See [“Log tab”](#) (page 14).
 - The **Console Error log**. See [“Console Error log”](#) (page 24).
 - **Windows computer management**
 - The **SQL Installation logs**. See [“SQL Installation logs”](#) (page 25).
 - The **Windows Event log**. See [“Windows Event log”](#) (page 23).
 - IIS. See [“IIS”](#) (page 24).
- On **Data Vaults**:
 - The **Installation log**. See [“Installation log files”](#) (page 22).
 - The **Cleanup Agent log**. See [“Control Panel Health screen”](#) (page 12).

2 Before calling Support

If you cannot solve your problem yourself, report it to Support. Before contacting the HP Customer Support Service, ensure that:

- You have checked if your problem is described in this guide
- You have collected the relevant data about the problem you will send to the HP Customer Support Service: a description of your problem, including any screenshots showing the actual application window contents, and a description of your environment.

The HP Customer Support Service will then provide you with further instructions. You might be asked to:

- Run the Data Protector for PCs Agent in debug mode. For more information, check the Control Panel Health log (see [“Control Panel Health screen”](#) (page 12)).
- Provide SQLite files (see [“SQLite files \(Control Panel\)”](#) (page 15)).
- Provide installation log files if there are problems with the installation of any of components.
- If there are problems with the Policy Server, provide the Console Error log ([“Console Error log”](#) (page 24)) and, if the installation uses MS SQL Server Express for its Policy Server database, the MS SQL Express data file (dpnepolicydb.mdf — see [“Troubleshooting Microsoft SQL 2005 Express”](#) (page 25)).

3 Troubleshooting Agent deployment

Checking progress

You can check the progress of your Agent deployment using the Data Protector for PCs Policy Server Console as follows:

1. Log in to the Data Protector for PCs Policy Server Console.
2. Select **Agent Deployment under Reports** in the left navigation pane. You will see a summary of your initial deployment to date. It shows:
 - How many machines have successfully finished deployment.
 - The number for which deployment is in progress.
 - The number for which deployment failed.
3. Click on a number in the **Number of Machines** column to show a list of the machines in the selected deployment state. The current status of each machine is shown. For example, if the deployment failed on a particular machine, the Information column will give the error that occurred.

Common problems when installing an Agent

To avoid problems when installing an Agent, make sure you observe the following points. While performing an interactive installation from CDRom or shared directory:

- The user performing the installation must be a member of Administrators group.
- It is recommended to run `setup.hta` (this in turn runs `setup.exe`, which installs required prerequisites).

NOTE: You cannot use the Deployment Kit on Vista PCs that have UAC (User Account Control) enabled. To fix this, disable UAC or install the Agent interactively.

When preparing and using the HP Data Protector for PCs Agent Deployment Kit:

- Specify a UNC path (do not map the drive).
- Specify a username/password that is a member of the Administrators group on all the Agents.
- The share where the installation binaries are placed must be accessible to general users ("Everyone" or "Guest").
- On the Agent, `StartInstall.exe` must be executed by using a UNC path (not a mapped drive).
- To check for a proper installation, look for error messages in the Event Log on the Agent.

Installation logs are placed in the following directories:

Windows 7 and Vista, local installation:

- Detailed installation logs in C:\ProgramData\DPNEInstall.log.
- Logs from automatic updates in C:\ProgramData\temp\DPNEUpdate.log.

XP, local installation:

- Detailed installation logs in C:\Documents and Settings\All Users\Application Data\DPNEInstall.log.
- Logs from automatic updates in C:\Documents and Settings\All Users\Application Data\temp\DPNEUpdate.log.

Starting Agent installation with Windows installer

In addition to interactive installation or using the Agent Deployment kit, you can start Agent installation directly via the Windows Installer. Start the installation with the following parameters:

```
/qn /i "Full_path_to_Agent_msi_package" /l*v  
"Path_to_installation_log_file" TRANSFORMS="Transform_file"  
HASFKEAKEY=1 FKEA_KEY=FKEA FKEA=Policy_Server
```

For example:

```
C:\Windows\System32\msiexec /qn /i  
"\\share_server\agent\DataProtectorNE.msi" /l*v "C:\  
DPNEInstall.log" TRANSFORMS="DataProtectorNE.ja.mst" HASFKEAKEY=1  
FKEA_KEY=FKEA FKEA=policyserver.company.com
```

NOTE: The "TRANSFORMS=" switch is only needed for localized Agent software, not for an English installation.

For 64-bit systems, the installation package is DataProtectorNE64.msi. For localized installation, the transform file must also be the 64-bit version (such as DataProtectorNE64.ja.mst).




To start the installation in this way, you must have Read permissions on the directory or Windows Share where the Agent Windows Installer packages resides.

Those commands can be used by application deployment tools to automatically deploy Agent software.

4 Troubleshooting an Agent

Status taskbar icon

The Agent Status is shown in the taskbar: . There are three possible states:





- **Normal:**  Data Protector for PCs is operating normally; there are no issues.
- **Busy or possible problem:**  Data Protector for PCs is copying files to the Data Vault, or has encountered an error, but will continue to retry the operation. This is normal if the user is using a laptop and is currently disconnected from the network, so that there is no access to the Data Vault.
- **Failed:**  Data Protector for PCs has encountered errors that prevent some operations from being performed. The files are not being protected.












Control Panel Health screen

When opened, the Control Panel shows the Health screen, with the Summary tab showing. This gives a general summary of the health of the backup of your files in the form of an icon together with a summary statement. There are three icons:

Normal:  , Problem:  , Failed:  .

The most important error, warning and informational messages that may be displayed are as follows:

Summary Title	Summary Description	Icon
Your files have been protected successfully. ^a	As of {date+time}, your Local Repository contains {number} versions of {number} files.	
HP Data Protector for PCs is not functioning.	The driver has failed.	
HP Data Protector for PCs is not functioning.	The service is not responding.	
HP Data Protector for PCs is not functioning.	The database has failed.	

Summary Title	Summary Description	Icon
HP Data Protector for PCs is not functioning.	Your license is not valid.	
HP Data Protector for PCs is not functioning.	Your evaluation license has expired.	
You should restart your computer when convenient.	Certain files that are open most of the time like email and databases cannot be protected until your system is restarted.	
Files are waiting to be protected.	One or more Data Vaults is unavailable.	
Files are waiting to be protected.	Files are in the process of being copied.	
Data Vault Update in progress.	A Data Vault Update is currently in progress.	
Data Vault disk is full.	The disk containing the Data Vault is full.	
Data Vault quota exceeded.	You have exceeded the amount of space allowed on the Data Vault. The quota must be increased or data must be removed.	
Local Repository disk is full.	The disk containing the Local Repository is full.	
Machine key unavailable.	The HP Data Protector for PCs Agent machine key is not available. You may have to reinstall the product.	
Some files failed to copy.	Some of your files failed to copy. Please check log for details.	

Control Panel Health screen

The Agent Control Panel shows a summary of the Protection Status. You can switch to different tabs:

Tabs

Summary tab

The Summary tab contains the following information for each Data Vault:

- The number of protected files
- The number of files with versions
- The number of failed files

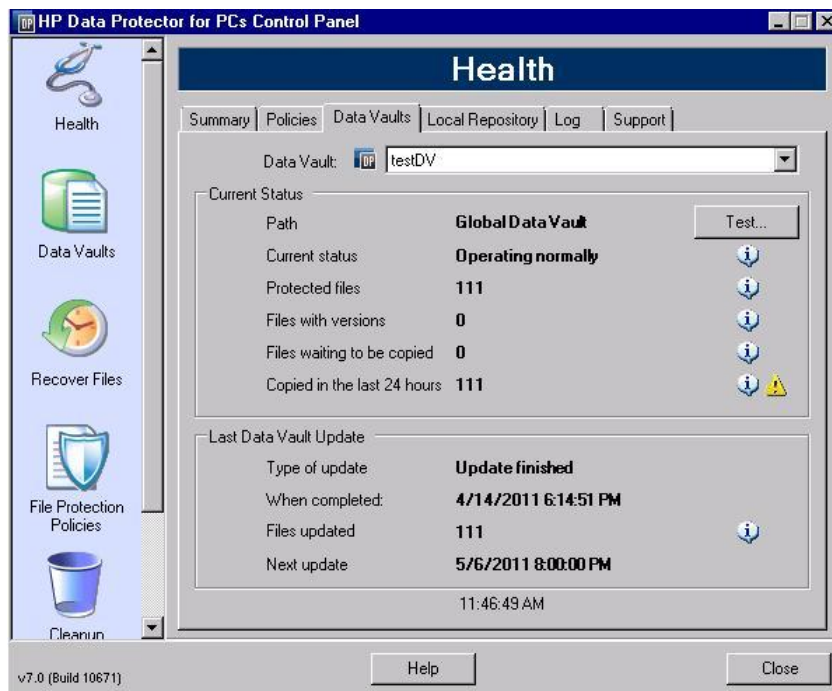
Policies tab

The Policies tab shows information about the configured Policy Server.

- Click **Test Connection to Server** to test the connection to the server.
- Click **Update Policies** to update the policies manually. There is normally no need to do this because the Agent frequently polls the Policy Server for updates.

Data Vaults tab

Choose which Data Vault you want information on from the drop-down list. Click the information icon (i) beside an item to see more information on that item.



The yellow icon (Warning) indicates a problem. Click on it to generate details. For example:

The list of files below indicates the files that failed to copy, the last time they failed and the error code.

When Errorcode Filename

```
-----  
25.07.2009 12:07:11 0x800704E3 C:\Users\tester\Desktop\Software.docx  
25.07.2009 04:47:36 0x800704E3 C:\data\mail\test.pst
```

Local Repository tab

The Local Repository tab gives information about the current Local Repository.

- Click **Change** to change the Local Repository location, for example, if you experience disk space problems. A pop-up window guides you through a wizard to choose a different location.
- Click **Check Protection** and select a file to check its protection settings.

Log tab

The Log tab gives information on generated messages.

- Click **View Log Detail...** to see all log messages. You can filter, include and exclude messages, and save the messages to a text file.
- You can also **Enable logging of debug messages**. Debugging is enabled by default the first 10 days after installation.

Message levels

There are four possible levels for error messages:

Error Examine the message and involve the Data Protector support team in troubleshooting.

Warning The following messages classified as **Warning** level are not critical and can be ignored in standard operation:

- DPNEService: FilterGetMessage failed: ed The service is shutting down... (*Cause*: Standard PC reboot)
- FKWorkerThread: Failed to connect to \\Datavault... (*Cause*: The PC is not connected to the network)
- DPNECleanup: Failed to send client health to FKEA... (*Cause*: The PC is not connected to the network)
- DPNEMonitor: Files are waiting to be protected. - One or more Data Vaults is unavailable (*Cause*: The PC is not connected to the network)

Debug You can ignore these message in standard operation.

Information You can ignore these message in standard operation.

Support tab

Support tab

The Support tab provides information and links for support. You can save the configuration, load a previously saved configuration, and save the Agent Log file.

- *Saving and loading configuration settings*

Users can save and load any local configuration settings they have made, such as details of personal locally-defined Data Vaults and personal File Protection policies. It does not save global policies and settings set by the Administrator.

To restore configuration settings (for example, after a system crash), click **Load Configuration** and browse to the configuration file that was previously saved.

Note that configuration settings are preserved when you update to a newer version. The only time you should need to load your configuration settings is if you have to reinstall.

NOTE: So that the saved configuration is current, it is important for users to save their configurations every time they modify or add policies.

- *Saving the Agent log file*

Click **Save Log File**. The log file is a text file, which can be send to the Data Protector for PCs administrator or to any Data Protector support engineer in order to troubleshoot the Agent. See [“Saving the Agent log to a text file” \(page 16\)](#) for details of the contents of the file.

SQLite files (Control Panel)

The SQLite database is available on every system that has a Control Panel installed, which means every Agent and every Cleanup system.

All data shown in the Agent Control Panel is located in a SQLite database, in the following files, which can help Support to troubleshoot problems. On Vista and Windows 7 they are by default in C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension\DPNEADB\.

DPNEDBBackup.fkdb

DPNEDBOFP.fkdb

DPNEDBCOPY.fkdb

DPNEDBPolicies.fkdb

DPNEDBLog.fkdb

DPNEDBRequests.fkdb

Agent log

NOTE: All possible Agent log messages in English are available on the DVD-ROM or installation package in the file `root\Docs\Messages.txt`.

The Agent log contains information useful for troubleshooting purposes.

Reading Agent log messages

The format of Agent log messages is as in this example:

```
2009-07-28 17:12:55.6808734 DPNEMon Info Mon Files are waiting
to be protected.
```

The elements that make up this message are:

- 2009-07-28 17:12:55.6808734
The time the message was logged.
- DPNEMon
The Data Protector for PCs component that created the message.
- Info
The message severity:
 - Info (Information)
 - Warn (Warning)
 - Debu (Debug)
- Mon
The message category:
 - Misc (Miscellaneous)
 - Cle (Cleanup)
 - Ver (Versions)
 - OFP (Open File Protection)
 - Cop (Copying files to Data Vault)
 - Mon (Monitor)
- Files are waiting to be protected.
The message text.

NOTE: Debug messages are automatically enabled for 10 days after the first installation of a Data Protector for PCs Agent.

Saving the Agent log to a text file

When saving the Agent log to a text file, the resulting file will contain not only the displayed log messages but also more information on the installed Agent.

Machine and version information

Containing the machine name, operating system details, Data Protector for PCs version information, User SID and SIDs of all groups, and memory information:

Machine VMW37159 2011-04-15 08:44:31.224 (2011-04-15 06:44:31.224 UTC)
Microsoft Windows NT 6.0.6001 Service Pack 1, CLR 2.0.50727.3603

HP Data Protector for PCs Version 7.0 (Build 10671)

DataProtectorNE Control Panel: 7.0.0.10671
Custom Action Library: 7.00.0.10671
DataProtectorNE Cleanup Utility: 7.0.0.10671
Configuration Wizard: 7.0.0.10671
Command Line Utility: 7.0.0.10671
DataProtectorNE Monitor: 7.0.0.10671
DataProtectorNE Service: 7.0.0.10671
DataProtectorNE Utility Program: 7.0.0.10671
Compression/Rsync Library: 7.00.0.10671
SQLite Library: 1.0.43.0
SQLite Server: 3.4.0
DataProtectorNE Help: 4/12/2011 5:58:42 PM
DataProtectorNE Filter Driver: 7.0.0.10671
SQLite Version 3.4.0

Primary User: VMW37159\Tester = S-1-5-21-1598374498-1976085236-
2428271095-1000
Primary User SIDs: S-1-5-21-1598374498-1976085236-2428271095-1000,
513,S-1-1-0,S-1-5-32-544,S-1-5-32-545,S-1-5-14,S-1-5-4,S-1-5-11,
S-1-5-15,S-1-2-0,S-1-5-64-10

Physical memory: 2.0 GB
Used/Available: 879.6 MB/1.1 GB
Memory load: 42%

License and driver status

Check for expired licenses, driver statistics, and driver license information:

```
----- Driver Version -----  
+ STATUS_SUCCESS  
File System Filter Driver Version 7.0.0.10671 Sep 14 12:06:04 2010  
Version of C:\Program Files\Hewlett-Packard\Data Protector Notebook  
Extension\DPNEDriver\DPNEDriver.sys = 7.0.0.10671
```

```
----- Driver Statistics -----  
+ STATUS_SUCCESS  
System booted: 2011-04-14 17:09:28.648  
Driver initialized: 2011-04-14 17:10:06.390  
Create requests: 1025201  
Creates readonly: 792640 (77.32%)  
Creates processed: 232205 (22.65%)  
Contexts created: 25 (0.00%)  
Contexts excluded: 5 (0.00%)  
Delete requests: 0 files, 0 directories  
Rename requests: 52 files, 0 directories  
Comm link commands: 2045  
Pipe messages sent: 0  
Files copied: 0  
Hard links created: 0  
Bytes copied: 0  
Repository GUID: \??\Volume{4972fd21-f7ef-11dd-a25d-806e6f6e6963}
```

Instance 85FEE9E0

```
----- Driver Licenses -----
+ STATUS_SUCCESS
Machine Key 2C6-J22F-5DX-J2JD, installed 2010-09-03 08:42:05.938 UTC
(2010-09-03 10:42:05.938)
License Key ey9-yy9b-sff-dk5r (valid), expires 2011-04-18 23:59:59.000
No Activation Key
FKEA Machine Key 2br-d2hk-3gy-ipgd (valid)
License flags: 0x5b, Expires 2011-04-18 23:59:59.000
```

Policy Server and network

Containing Policy Server information and output IP configuration:

```
----- Policy Server -----
Policy Server:      vmw37129.deu.hp.com
PS Address:        16.46.37.129
DPNECentralUrl:    http://vmw37129.deu.hp.com/dpnepolicyservice
                    /DPNECentral.asmx
DPNEPS Version:    7.0.0
Policy timestamp:  Thu, Apr 14, 2011 1:59:43 PM (Thu, Apr 14, 2011
                    11:59:43 AM UTC)
Last PS check:     Fri, Apr 15, 2011 8:43:54 AM
Updates disabled:  False
Enterprise enabled: True
```

```
-----
Network Interface Information
-----
```

Windows IP Configuration

```
Host Name . . . . . : vmw37159
Primary Dns Suffix . . . . . : deu.hp.com
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : deu.hp.com
```

...

Running services

```
-----
Running Services
-----
```

```
sc qc DPNEdriver
[SC] QueryServiceConfig SUCCESS
```

```
SERVICE_NAME: DPNEdriver
                TYPE                : 2  FILE_SYSTEM_DRIVER
```

```

        START_TYPE           : 2    AUTO_START
        ERROR_CONTROL        : 1    NORMAL
        BINARY_PATH_NAME    : \??\C:\Program Files\Hewlett-Packard\
Data Protector Notebook Extension\DPNEDriver\DPNEdriver.sys
        LOAD_ORDER_GROUP    : FSFilter Continuous Backup
        TAG                  : 2
        DISPLAY_NAME        : HP Data Protector for PCs Filter
Mini-Driver
        DEPENDENCIES        : FltMgr
        SERVICE_START_NAME  :

```

```

sc qc DPNEservice
[SC] QueryServiceConfig SUCCESS

```

```

SERVICE_NAME: DPNEservice
        TYPE                 : 10   WIN32_OWN_PROCESS
        START_TYPE           : 2    AUTO_START (DELAYED)
        ERROR_CONTROL        : 1    NORMAL
        BINARY_PATH_NAME    : "C:\Program Files\Hewlett-Packard\
Data Protector Notebook Extension\DPNEService.exe"
        LOAD_ORDER_GROUP    :
        TAG                  : 0
        DISPLAY_NAME        : HP Data Protector for PCs Service
        DEPENDENCIES        : dpnedriver
                           : cryptsvc
        SERVICE_START_NAME  : LocalSystem

```

Registry content

```

-----
Registry Contents
-----

```

```

[HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\Data Protector
Notebook Extension]
"DebugMessages"="1"
"InstallDir"="C:\Program Files\Hewlett-Packard\Data Protector
Notebook Extension\"

```

```

[HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\Data Protector
Notebook Extension\Exclusions]
"Tokenized"= Multi-string with 36 strings
32=StartsWith|\\$RECYCLE.BIN\; 32=StartsWith|\\PROGRAM FILES\;
32=StartsWith|\\PROGRAMDATA\; 32=StartsWith|\\PROGRAMDATA\
MICROSOFT\WINDOWS\START MENU\;
32=StartsWith|\\PROGRAMDATA\MICROSOFT\WINDOWS\TEMPLATES\;
32=StartsWith|\\RECYCLED\; 32=StartsWith|\\RECYCLER\;
32=StartsWith|\\SYSTEM VOLUME INFORMATION\;
32=StartsWith|\\USERS\PUBLIC\DOCUMENTS\;
32=StartsWith|\\WINDOWS\;
32=StartsWith|\\WINDOWS\SYSTEM32\CONFIG\SYSTEMPROFILE\FAVORITES\;

```

```

33=EndsWith|\\DESKTOP.INI; 33=EndsWith|\\HIBERFIL.SYS;
33=EndsWith|\\HYBERFIL.SYS; 33=EndsWith|\\NTUSER.DAT;
33=EndsWith|\\NTUSER.DAT.LOG;
33=EndsWith|\\NTUSER.MAN; 33=EndsWith|\\PAGEFILE.SYS;
33=EndsWith|FILEMON.TXT; 34=Contains|\\_VTI_; 34=Contains|\\~$;
34=Contains|\\~AUTORECOVER; 34=Contains|\\~WRD;
34=Contains|\\CONFIG.MSI\\; 34=Contains|\\MSOCACHE\\;
34=Contains|\\TEMP\\; 34=Contains|{DPNE};
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\LOCAL\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\LOCAL\\MICROSOFT\\
  WINDOWS\\BURN\\BURN\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\LOCAL\\MICROSOFT\\
  WINDOWS\\HISTORY\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\LOCAL\\MICROSOFT\\
  WINDOWS\\TEMPORARY INTERNET FILES\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\ROAMING\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\ROAMING\\MICROSOFT\\
  WINDOWS\\COOKIES\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\ROAMING\\MICROSOFT\\
  WINDOWS\\START MENU\\;
66=StartsWithAndContains|\\USERS\\|\\APPDATA\\ROAMING\\MICROSOFT\\
  WINDOWS\\TEMPLATES\\;
66=StartsWithAndContains|\\USERS\\|\\FAVORITES\\;

```

```
[HKEY_LOCAL_MACHINE\\Software\\Hewlett-Packard\\Data Protector
  Notebook Extension\\Exclusions\\Default]
```

```

"%AppData%"="32 = StartsWith"
"%Cache%"="32 = StartsWith"
"%CD Burning%"="32 = StartsWith"
"%Common Documents%"="32 = StartsWith"
"%Cookies%"="32 = StartsWith"
"%Favorites%"="32 = StartsWith"
"%History%"="32 = StartsWith"
"%Local AppData%"="32 = StartsWith"
"%Program Files%"="32 = StartsWith"
"%Program Files (x86)%"="32 = StartsWith"
"%Start Menu%"="32 = StartsWith"
"%Templates%"="32 = StartsWith"
"%Windows%"="32 = StartsWith"
"\\_vti_"="34 = Contains"
"\\~$"="34 = Contains"
"\\~AutoRecover"="34 = Contains"
"\\~WRD"="34 = Contains"
"\\Desktop.ini"="33 = EndsWith"
"FileMon.txt"="33 = EndsWith"
"\\NTUSER.DAT"="33 = EndsWith"
"\\PageFile.sys"="33 = EndsWith"
"\\HyberFil.sys"="33 = EndsWith"
"\\Recycled\\"="32 = StartsWith"
"\\Recycler\\"="32 = StartsWith"
"\\$Recycle.Bin\\"="32 = StartsWith"
"\\System Volume Information\\"="32 = StartsWith"

```

```

"\Temp\"="34 = Contains"
"$DirectoryName$="34 = Contains"
"\Hiberfil.sys"="33 = EndsWith"
"\Config.msi\"="34 = Contains"
"\MSOCache\"="34 = Contains"
"\NTUSER.DAT.LOG"="33 = EndsWith"
"\NTUSER.MAN"="33 = EndsWith"
. . .

```

Database and Data Vaults

Database Files

```

C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension
\DPNEDB\DPNEDBLog.fkdb: 284,672 bytes, last modified Fri, Apr
15, 2011 8:25:53 AM
C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension
\DPNEDB\DPNEDBCOPY.fkdb: 16,384 bytes, last modified Fri, Apr
15, 2011 12:17:34 AM
C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension
\DPNEDB\DPNEDBOFP.fkdb: 3,072 bytes, last modified Fri, Apr 15,
2011 12:17:33 AM
C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension
\DPNEDB\DPNEDBRequests.fkdb: 10,240 bytes, last modified Fri,
Apr 15, 2011 12:17:33 AM
C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension
\DPNEDB\DPNEDBPolicies.fkdb: 10,240 bytes, last modified Fri,
Apr 15, 2011 8:25:53 AM
C:\ProgramData\Hewlett-Packard\Data Protector Notebook Extension
\DPNEDB\DPNEDBBackup.fkdb: 24,576 bytes, last modified Fri, Apr
15, 2011 8:25:46 AM
Total of 349,184 bytes in 6 files.

```

Data Vaults

```

TargetID                1
Name                    testDV
Options                 263434
Options                 0x0004050A = VERSION, CURRENT,
FROM_FKEA, ALL_USERS, COMPRESS_OFP
VolumeSerialNumber
LastGoodTime            2011-04-14 18:14:54.318
LastGoodFile            ... \sharetobias\81309304325A5EEABF8
62EDA4449693D\{DPNE}\C@\91\4FFDB1\4E463F630A8994755D677AD7
39BDF118\2009-02-11_12.24.36.192_1_1_BA38784CBDB14A9805A38
888758BB8813_S1736_KEFDAAAB2.oeaccount
LastFailedTime          2000-01-01 00:00:00
LastFailedFile

```

```

LastErrorMessage
LastErrorCode          0
MinToNextRetry        0
TransactionID         6
RecurringVerification first fri 2000 sun 2400
LastCopy              2011-04-14 18:14:51
NextCopy              2011-05-06 20:00:00
NeedsInitialCopy     0
CleanupMachine       VMW37129
SequenceNumber       0
Quota                0

```

Initial copy and queued files

```

-----
                          Sync Operation
-----

SyncID                  1
StartTime              2011-04-14 18:12:07
RestartTimes
SyncFilesAsOf          2011-04-14 18:12:07
Type                   Full
PrimarySid             S-1-5-21-1598374498-1976085236-2428271095
  -1000,513,S-1-1-0,S-1-5-32-544,S-1-5-32-545,S-1-5-14,S-1-5-4,S-1
  -5-11,S-1-5-15,S-1-2-0,S-1-5-64-10
TotalFiles             111
FilesDone              111
FilesUpToDate          0
UncompressedBytesDone 8138502
BytesSent              5242612
TargetID               1
LastOpTime             2011-04-14 18:14:51
LastFileDone           O|C:\Users\Tester\AppData\Local\Microsoft\
  Windows Mail\account{B16C1180-E38A-477E-883E-752CF3A5AF3F}.oeaccount
IsComplete             True
IsRecorded             True
IsActive               True
FinishTime             2011-04-14 18:14:51
FilesFailed            0
LastErrorCode          0
LastErrorMessage
. . .
CFP files queued to testDV: 0
OFP files queued to testDV: 0 in 0 chunks

```

Installation log files

Windows 7 and Vista, local installation: C:\ProgramData\DPNEInstall.log
XP, local installation: C:\Documents and Settings\All Users\Application
 Data\DPNEInstall.log

Windows Event log

Some Agent error states are logged in the Windows Event log (for example, some messages from the Agent Deployment Kit).

Common problems with Agents

Problem: During Agent installation, the Client failed to retrieve a license key from the Policy Server.

Solution: Try to get the license key manually by running the following command:
`DPNEUtility -getlicense Policy_server_name`

5 Troubleshooting the Policy Server

Policy Server Installation logs

- Installing the Policy Server leaves a log file under `C:\DPNEInstall.log`.
- The installation of the Cleanup component on a Policy Server leaves a log file under `C:\DPNECleanupInstall.log`.

Console Error log

To generate an error log file on the Data Protector for PCs Policy Server:

1. Open the Policy Server Console.
2. Go to Support Tools, and select **Contact Support**.
3. Click **Download the compressed error log file**.
4. The error log file is a Unicode file, compressed using BZip2. To decompress it, use one of the following methods:
 - Use `bunzip2.exe` (available in the Agent directory on the Data Protector for PCs CD).
 - Use `DPNEUtility.exe` (`C:\Program Files\Hewlett-Packard\Data Protector Notebook Extension`). For example:

```
C:\Program Files\Hewlett-Packard\Data Protector Notebook Extension>DPNEUtility error_log.txt.bz2
```

This decompresses the error log file and opens it in Notepad.

Cleanup Agent log

This is the Agent log (see “Agent log” (page 15)), which you can view on the Log tab of the Control Panel Health screen. On the Policy Server the Cleanup Agent runs continuously. It creates logs as Agent on clients.

Windows computer management

Event log

Some Agent error states are logged in the Windows Event log (for example, some messages from the Agent Deployment Kit).

IIS

Problem: IIS does not work.

Possible reason: After the basic installation of IIS the URL <http://localhost/pagerror.gif> should return a simple picture of an exclamation

mark. If this is not the case, it may be that the user `IUSR_computer_name` created during the installation, which usually belongs to the group "Guests" is denied access to the Policy Server from the network.

Solution:

1. On the Policy Server, go to **Administrative Tools > Local Security Settings > Local Policies > User Rights Assignment > Deny access to this computer from the network**.
2. Remove the entry "Guests".

SQL Installation logs

Installation logs for SQL 2005 Express are as follows: `C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\LOG\Files*`

SQL database file

By default, on a Windows 2003 64-bit system, the SQL database file is `C:\Program Files (x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Data\dpnepolicydb.mdf`.

Troubleshooting Microsoft SQL 2005 Express

Microsoft SQL 2005 Express is optionally deployed on the Policy Server. There is only one data file that might be useful for troubleshooting: `dpnepolicydb.mdf`. By default, this is in the directory `C:\Program Files (x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Data`. Before examining the file, stop Windows Service SQL Server (DATAPROTECTORNE) so that the file is in a consistent state.

Common problems

Problem: Some prerequisites are incorrectly installed.

Solution: Click the prerequisite check that failed and a dialog will explain what to do to fix most problems.

Problem: Cannot connect to existing an SQL Server instance.

Solution: Make sure you entered details of the database server, the instance name, and the correct "sa" password.

Problem: Cannot start the Data Protector for PCs Policy Server Console because an application in the DefaultAppPool is using ASP.NET 1.1.

Solution: This can happen if other Web applications on this server use ASP.NET 1.1. Use IIS Manager to create a new Application Pool specifically for Data Protector for PCs and set it to use ASP.NET 2.0.

Problem: After updating the Policy Server the GUI is not accessible. At update time the restart of W3SVC took too long and failed.

Solution: Go to the IIS manager and start the default website.

Problem: After updating a DPNE 6.x Policy Server to Data Protector for PCs 7.0 it is not possible to add Data Protector for PCs licenses.

Solution: Restart IIS.

6 Troubleshooting a Data Vault

Installation log

The Data Vault Cleanup installation log is: C:\DPNECleanupInstall.log.

Cleanup Agent log

Cleanup uses the SQLite database to track log messages. You can view the Cleanup Agent log on the Log tab of the Control Panel Health screen. See [“Agent log” \(page 15\)](#) for details.

Web Data Vault Server logs

The Web Data Vault Server installation log is C:\DPNEDVInstall.log.

While running, the Web Data Vault Server logs its messages into the SQLite database. You can also access them using the Control Panel.

Common problems with Data Vaults

- | | |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Problem:</i> | Cleanup Agent is not working |
| <i>Possible reasons:</i> | <ul style="list-style-type: none">• Cleanup is not scheduled.• The Data Vault disk is full. |
| <i>Solutions:</i> | <ul style="list-style-type: none">• Check the Cleanup policy for the Data Vault. If it is not configured, configure the Cleanup policy. Check the Windows Control Panel to see if there is a scheduled task for the Cleanup Agent.• Make some free space on the Data Vault drive, for example, by retiring inactive agents or by increasing the disk space. |
| <i>Problem:</i> | Data Vault Usage report is blank. |
| <i>Possible reason:</i> | The last Cleanup operation was unsuccessful, or the SQL server database is not updated with latest client's data. |
| <i>Solution:</i> | Verify the last cleanup operation, then run Cleanup once again by starting it on the command line (DPNECleanup -n). |

7 Common problems

Networks

Common problems in a Data Protector environment can be networking specific. In such an environment you need to make sure to have proper name resolution.

Resolving names on the Policy Server and Data Vault:

- **NetBIOS names**

These are convenient, but may not be available over subnets.

- **DNS names**

- These are the most general, but must be available to all agents.
- Consider latencies in DNS update propagation.

Network connectivity problems can lead to problems with the Policy Server and the Data Vaults:

- On the Policy Server, connectivity problems can inhibit the ability to:
 - Get policies.
 - Report status.
 - Get Agent updates.
- On Data Vaults, connectivity problems can inhibit the ability to:
 - Save files (CDP, OFP, initial copy/recurring verification).
 - Restore files from the Data Protector for PCs Control Panel.

Operation

While using Data Protector for PCs the following are common problems:

Problem:

Right-clicking a file does not show any versions.

Possible reasons:

- The file may not have been modified since Data Protector for PCs was installed.
- It may not be a protected file type.
- It may be excluded.
- Versions of OFP files never show up because they are not stored in the Local Repository.

Problem:

A user does not want certain files backed up.

Solution:

Add an exclusion (locally or centrally).

- Problem:* A user wants to change something in the Data Protector for PCs Control Panel, but it is grayed out.
- Reason:* It is probably defined by a centrally-defined policy, which users cannot change.
- Problem:* The initial copy has not completed.
- Reason:*
- The copy usually does not start for 2 hours (the file list is built 1 hour after installation; the copy starts 1 hour later).
 - Updated status information is sent to the Policy Server about once an hour after it starts.
 - Contention with other users (controlled by throttling in the Policy Server) may delay completion.

8 Command line tools

Several tools are available in Data Protector for PCs that can be used from the command line.

All command line tools are located in the Data Protector for PCs Agent home directory (there is no Command Line Interface for the Policy Server):

- *32-bit:*

```
C:\Program Files\Hewlett-Packard\Data Protector Notebook  
Extension
```

- *64-bit:*

```
C:\Program Files (x86)\Hewlett-Packard\Data Protector Notebook  
Extension
```

NOTE: Command line tools should only be used for troubleshooting. All commands for normal operation are available in the Control Panel itself.

The following sections describe commands that are useful for troubleshooting purposes.

DPNEUtility

DPNEUtility has several options available that are not used in normal operation but are useful for debugging and support. Some more options are used in Data Protector for PCs setup or operation; they should not be called by support and so are not listed here.

```
dpneutility
```

```
-Cleanup Local|Remote
```

Starts either local or remote Cleanup running via the service.

```
-Copy
```

Copy operations via DPNEService: Status | Start | Abort

```
-FKEA [address]
```

Set *address* to the address/server name for the Policy Server. If you specify *-v*, test the *address* by displaying the *LastPolicyChange* and *PolicyVersion*. If you do not specify *address*, display and test the current Policy Server address.

```
-GetLicense [address]
```

Gets a license key if necessary from the Policy Server. If specified, set *address* to the address/server name for the Policy Server.

```
-GetPolicies Gets the policies from the Policy Server.
```

```
-Debug [on|off] Turns Data Protector for PCs debug messages on or off, or displays  
current if not specified.
```

```
-InitialCopy [None|Continuous|CFP|OFP|All]
```

Sets the flag on Data Vaults to trigger a new Initial Copy, or just display the current state of the flag.

`-NewLicense [address]` Creates a new machine key and then gets a new license key from the Policy Server. If specified, sets `address` to the address/server name for the Policy Server.

NOTE: Creating a new machine key will disconnect any existing backup data from this client, so use this option with caution.

`-Settings <file>` Displays settings for `file`, including the reason for exclusions.

`-StartMonitor` Starts the Data Protector for PCs Monitor.

`-StopMonitor` Stops all instances of the Data Protector for PCs Monitor process.

`-Sync` Performs a direct copy operation to all enabled Data Vaults.

`-v` Increases verbosity (display message boxes as the operation progresses).

`-V` Displays the version and build timestamp and exits.

`-View file` Uncompresses and opens a log file (.bz2) in Notepad.

DPNECmd

`dpnecmd`

`reload`

Reloads information (exclusions and all settings) from the registry.

`get auto-exclusions`

Displays any entries in the auto-exclusion list. This may help if a file is not backed up and it is not known why. In that case, it may be written too often and added to the auto-exclusion list.

`get exclusions`

Displays the list of exclusions.

Other CLI commands

For details of the CLI commands `DPNECleanup` and `DvConfig`, see the *HP Data Protector for PCs Installation and Administration Guide*.

Index

A

Agent

- Automatic Update log, 9
- common problems, 23
- Control Panel, 11
- deployment kit, 9
- deployment, troubleshooting, 9
- Installation log, 9
- installation problems, 9
- Local Repository, 14
- status, 11
- support, 15
- troubleshooting, 7, 11

Agent log, 15

- Data Vault information, 21
- database information, 21
- driver status, 17
- initial copy information, 22
- license status, 17
- machine information, 16
- message format, 16
- output IP configuration, 18
- Policy Server information, 18
- queued files, 22
- registry content, 19
- running services, 18
- saving, 15
- version information, 16

audience, 5

auto-exclusions list, 31

Automatic Update log, 9

B

build timestamp, 31

C

Cleanup

- not working, 27
- starting, 30

Cleanup Agent log, 14

CLI commands, 30

- DPNECleanup, 31
- DPNECmd, 31
- DPNEUtility, 30
- DvConfig, 31

command line tools, 30

configuration settings, restoring, 15

connectivity problems, 28

Console

- Error log, 24
- will not start, 25

Control Panel

- Health screen, 11
- Health tabs, 12
- options grayed out, 29
- SQLite database, 15

D

Data Vault

- information in Agent log, 21
- Installation log, 27
- resolving names, 28
- synchronizing, 31
- troubleshooting, 7, 27
- usage report blank, 27

database file, SQL, 25

database information, 21

debug messages, enabling and disabling, 30

deployment of Agents, 9

DNS names, 28

documentation, providing feedback, 6

DPNECleanup, 31

DPNECmd, 31

DPNEUtility, 30

driver status, 17

DvConfig, 31

E

exclusions list, 31

F

files, excluding from backup, 28

G

grayed out options, 29

GUI inaccessible after update, 25, 26

H

Health

screen, 11

Health tabs, 12

help, obtaining, 6

HP technical support, 6

I

initial copy

- information, 22
- not complete, 29
- triggering, 31

Installation log

- Agent, 9, 22
- SQL, 25

installation problems

- Agent, 9
- Data Vault, 27

L

license information, 17

license key

- failure to retrieve, 23
- retrieval, 30, 31

Local Repository, 14

logs

- Agent, 15
- Automatic Update, 9
- Cleanup Agent, 14
- Data Vault Installation, 27
- Installation, 9, 22
- Policy Server Console Error, 24
- SQL Installation, 25
- Web Data Vault, 27
- Windows Event, 23

M

machine information, 16

machine key, creating, 31

message format, Agent log, 16

monitor, starting and stopping, 31

N

names, resolving, 28

NetBios names, 28

network

- information, 18
- problems, 28

O

operation problems, 28

overview, 7

P

policies, retrieving, 30

Policy Server

- common problems, 25
- Console Error log, 24
- console will not start, 25
- IIS, 24
- information in Agent log, 18
- resolving names, 28
- setting the address, 30
- SQL Installation log, 25
- troubleshooting, 7, 24
- Windows Event log, 24

prerequisites incorrectly installed, 25

Q

queued files, 22

R

registry

- content, 19
- reloading information, 31

resolving names, 28

right-click does not show versions, 28

running services, 18

S

saving Agent log, 15

services running, 18

SQL database file, 25

SQL Express, troubleshooting, 25

SQL Installation log, 25

SQL Server instance, connection failed, 25

SQLite database

files, 15

status icon, 11

Control Panel, 11

Subscriber's Choice, HP, 6

support, 15

before calling, 8

T

taskbar, status icon, 11

technical support, 6

V

version

- displaying, 31
- information, 16

versions do not show on right-click, 28

W

Web Data Vault

logs, 27

websites, 6

Windows Event log, 23