

# Installing a Backup Exec 2010 or 2012 RALUS or RMAL Agent on a SnapServer

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## Summary

This application note describes how to install a Remote Agent for Linux and UNIX Servers (RALUS) or Remote Media Agent for Linux (RMAL) for Backup Exec 2010R3 or 2012 on an Overland-Tandberg SnapServer® running GuardianOS 7.7.

## Required Information, Tools, and Files

Before performing the backup agent installation procedure for a SnapServer, the following information, tools, and files are required.

### Backup and Media Server IP Addresses

Most backup agents must know the IP addresses of the backup and media servers that will be used with the SnapServer. From the **Maintenance > Tools > Host File Editor** page in the Web Management Interface, provide a host-name to IP address mapping that persists across system reboots.

### Linux Client

When you configure a backup server to see the agent running on the server, assume that the server is a Linux client.

### Secure Shell (SSH) Client

To remotely install any backup solution on the server, you must have an SSH client installed on a remote workstation. The SSH implementation requires SSH v2. If you do not already have an SSH client application installed, you can download one from the Internet. The commands to install your backup agent are case-sensitive and must be entered exactly.

### Backup and Restore Path Location

Backup servers often request the path for backup and restore operations on the backup agent. Specify the path relative to share mount points on the server as */shares/sharename* (where *sharename* is the name of the share to be backed up). For example, if you accepted the default SnapServer configuration, the path is */shares/SHARE1*.

### Password Expiration Policies

If the backup application uses a specific local server user account to perform backups, ensure that the user is exempt from password expiration policies (if any are enabled). See the SnapServer Online Help for procedures to set password policy for local users.

### Linux Agent Installers - GSU file

Symantec provides different Linux agents for Backup Exec 2010R3 and 2012. Overland Storage has packaged these Linux agent installers into GSU files and they can be installed through the standard OS upgrade procedure. You can get additional technical support on the Internet at <http://support.overlandstorage.com>, or by contacting Overland Storage using the information found on the [Contact Us](#) page on our website.

## Preinstallation Tasks

Perform the following tasks prior to installing any solution:

1. In the Web Management Interface, navigate to the **Maintenance > Host File Editor** page and click **Add**.
2. Enter the **IP address** of the backup or media server and enter one or both of the following names (as required by your backup environment):
  - **Host name (long form)** – Enter the fully qualified address for the backup server using a *myserver.mydomain.com* format.

- **Host name (short form)** – Enter an abbreviated address for the backup server using a *myserver* format.
3. Click **OK**. The entry appears on the **Host File Editor** page.
  4. Repeat **Steps 2–3** for **each** backup and media server with which the agent installed on the SnapServer needs to communicate.
  5. Navigate to the **Server > SSH** page, verify that the **Enable SSH** box is checked, and click **OK**. SSH is immediately available.

## Download Linux Agent Installers

Different Linux agents are available for Backup Exec and must be downloaded first.

The Linux agent installers have been packaged into GSU files available from the Overland-Tandberg website and can be installed using the SnapServer OS upgrade procedure (**Maintenance > OS Update**).

### Filenames and Versions

- **Backup Exec 2010R3** uses Symantec Linux agent RALUS\_RMALS\_RAM5-5204.4.tar.gz.
- **Backup Exec 2012** uses Symantec Linux agent RALUS\_RMALS\_RAM5-1798.17.tar.gz.

### Download GSU Files

Download and save all the appropriate installers on the **client** that is used to access the SnapServer Web Management Interface.

The GSUs are available at <http://support.overlandstorage.com/support/snapserver-nas.htm>.

## Backup Exec Agent and Media Server Installation

Both RALUS and RMAL are available for installation once a Backup Exec agent GSU file is uploaded to the SnapServer.

The basic difference between RALUS and RMAL:

- RALUS is a standard remote agent where your backup devices (backup-to-disk or -tape) are connected to an existing Backup Exec Media Server. It provides the ability to back up a SnapServer to another machine.
- RMAL includes the RALUS remote agent but allows you to use your tape drive or tape library attached to the SnapServer to function as a media server. It provides the ability to back up a SnapServer or any other Backup Exec agent to the attached tape drive or tape library.

**NOTE:** You don't need to install both agents, just whichever one matches your backup storage device requirements.

### Install Backup Exe Agent

1. Install the GSU file:
  - a. Log into the **Web Management Interface** as an administrator.
  - b. Go to **Maintenance > OS Update**.
  - c. Click **Choose File** and browse to the GSU file containing the installation agent.
  - d. On the **OS Update** page, click **OK**.

- e. On the confirmation page, click **Update**.
- f. When the update successful page appears, click **Close**.
2. Launch a standard **Linux shell** to install the agent:
  - a. Connect over SSH to the **server** selected for agent installation.
  - b. Log in as **admin** (using the Admin password) to enter the CLI shell.
3. Create a **beoper** group:
  - a. In the CLI shell, enter the following command to create a beoper group:  
**group create group-name=beoper**
  - b. Add the **root user** to the beoper group by entering the following command:  
**group member add group-name=beoper user-name=root**
  - c. Repeat [Steps a–b](#) for any other backup operator **users** you want to add to the beoper group.
4. Type **osshell** and press **Enter**.
5. Change to the **root user** by entering the following command:  
**su -**
6. Enter the **root password** (same as the Admin password).

## Change Directory

1. Type **cd /usr/local** and press **Enter**.
2. Type **ls** and press **Enter**.  
A list of the contents of the */usr/local* directory appears. The agent installer is extracted to a directory named “RALUS\_RMALS\_RAMS-[agent\_version\_number].”
3. Change to **directory** where the installer was extracted:  
**cd RALUS\_RMALS\_RAMS-[agent\_version\_number]**
4. Install the **software**:
  - To install only the **agent** enter:  
**./installralus**
  - To install the **agent and media library** (to back up to local tape), enter:  
**./installrmal**
5. Follow the on-screen **instructions** to complete the Backup Exec installation.
6. Delete the **installer directory**:  
**cd /usr/local**  
**rm -rf RALUS\_RMALS\_RAMS-[agent\_version\_number]**

## Agent Startup

If the agent did not start during installation, enter the following to start the agent:

```
/etc/init.d/VRTSralus.init start
```

To stop the agent, enter:

```
/etc/init.d/VRTSralus.init stop
```

**NOTE:** If agent startup returned an error, it may indicate that the agent is already running. If using a local user account other than root or admin, and if password policies are enabled, configure the user to be exempt from password expiration.

## Verification

To verify the agent is running, enter:

```
ps aux |grep VRTS |grep -v grep
```

This should return a process named `/opt/VRTSralus/bin/beremote`.

## Add SnapServer to Backup Exec Server

Add the SnapServer to the Backup Exec Server configuration as a Linux agent or Linux Remote Media Server following Veritas instructions.