

Quest® Archive Manager for Files 8.9

Alternate Access Guide



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Legend



CAUTION: A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE OR VIDEO: An information icon indicates supporting information.

Quest® Archive Manager for Files Alternate Access Guide
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Introduction

The following document contains overview of the **Alternate Access Server** feature. Because archived files must be accessible for users to browse their data from ArchiveWeb7 even if file servers are inaccessible or decommissioned, it is necessary to provide solution that controls the ability of users to view or access archived files.

The purpose of this feature is to establish alternate access to archived files even if the server, from which they have been archived, is not in the environment any more. The feature is available since Archive Manager for Files v7.2. However, it can be utilized also when upgrading from older versions. When upgrading, a special tool must be used to process the folder/file permissions. The tool stores existing file system permissions for archived files in database to enable further work with archived files. The ArchiveWeb interface will be used for preview and download of files.

Basic requirements for the environment where the feature can be used:

- Common database where Archive Manager for Files stores its metadata for all servers that share same ArchiveWeb front-end
- Common HSM server for all servers that share same ArchiveWeb front-end
- Common Search server for all servers that share same ArchiveWeb front-end

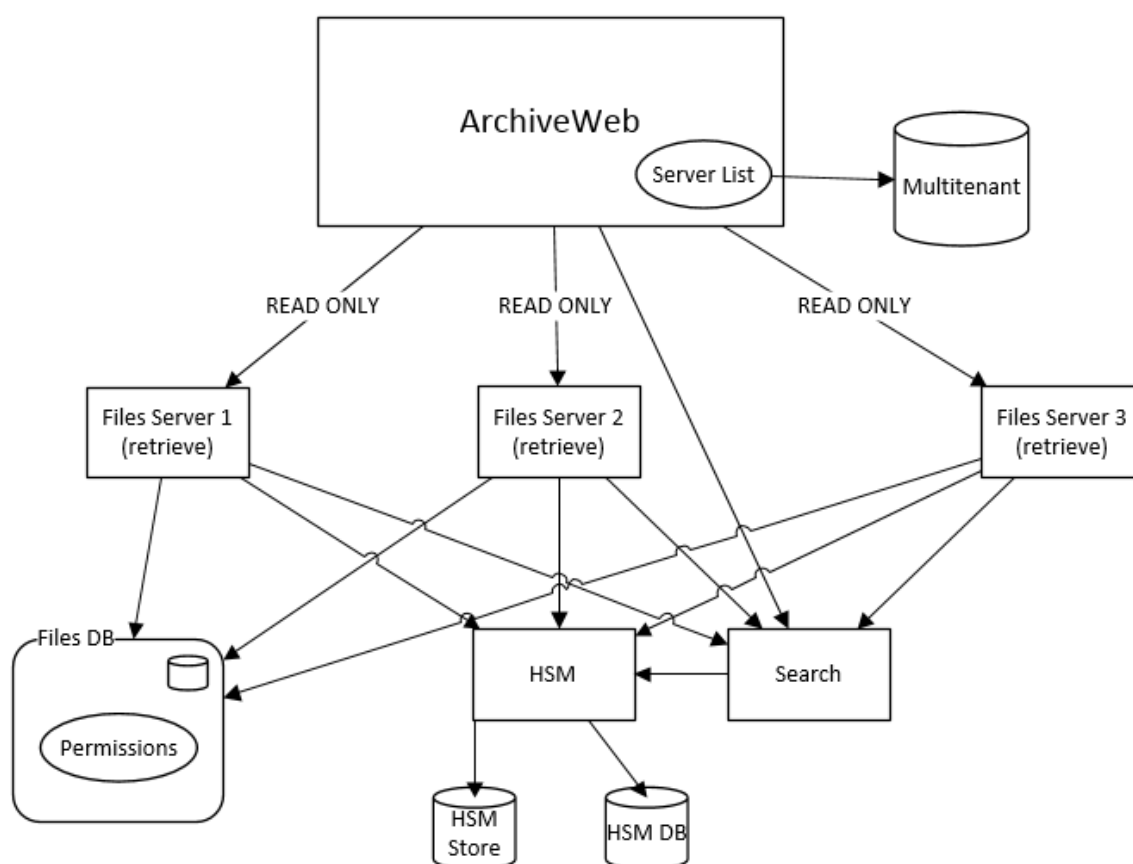
Software prerequisites

- .NET Framework 4.0
- Windows Server 2016 / 2019 / 2022
- SQL Server 2014 or higher / Oracle 19c or higher

This feature/tool is installed automatically when the Archive Manager for Files Installer (v7.2 and higher) runs.

Topology

Archive Manager for Files archive server will offer retrieve functionality in its core components for file access. Core services will be able to handle retrieve access from any client which uses the File Archive API.



Configuration

Alternate access is automatically active in Archive Manager for Files. To provision an alternate server:

- Install two instances of Archive Manager for Files
- Then specify one of the servers as an Archive Server and the second as a Retrieve Server in ArchiveWeb

Steps to set up a Retrieve Server

1. To set the alternate access server, open ArchiveWeb.
2. Click *Logged-on-User-Name* > **Manage Settings** > **Management** > **File Management** > **Archive Servers**. The functionality is turned on if any user with rights creates a relationship between Archive server and retrieve server. Retrieve server can be any archive/retrieve server complying with decommission requirements.

Archive Manager ArchiveWeb		keyword search		archive	search
ROLES	PERMISSIONS	PROFILE	SHARED MAILBOXES	TAGS	MANAGEMENT
FILE MANAGEMENT					
ARCHIVE SERVERS					
SCHEDULER					
SEARCH MANAGEMENT					
SEARCH SERVERS					
Drag a column header here to group by that column					
New		Archive Server	Retrieve Server	Protocol	Port
Edit Delete		amxserver-a	amxserver-r	TCP	7777

Columns descriptions:

Archive Server - files archive server responsible for archive and data post-processing

Retrieve Server - files retrieve server responsible for data retrieve

Protocol - active communication protocol for data retrieve. Can be archive/files server where for Files core is installed

Port - active Files core communication port for data retrieve

3. Each **Archive Server** can be added only once and can have only one **Retrieve Server**.
4. In the list view either:
 - Click **New** to add a new File Archive Server. Enter one server as the **Archive Server** and the second server as the **Retrieve Server**. This second server will process requests when the **Archive Server** is inaccessible or decommissioned completely. An Archive Server that has already been added cannot be added as a Retrieve server.

-Or-

- Click **Edit** for the existing File Archive server and enter the second server as the **Retrieve Server**.

Permission Update Tool

In case of upgrading, a special tool is utilized. This tool processes user permissions to already archived files and thus enables alternate access also for items archived with previous Archive Manager versions.

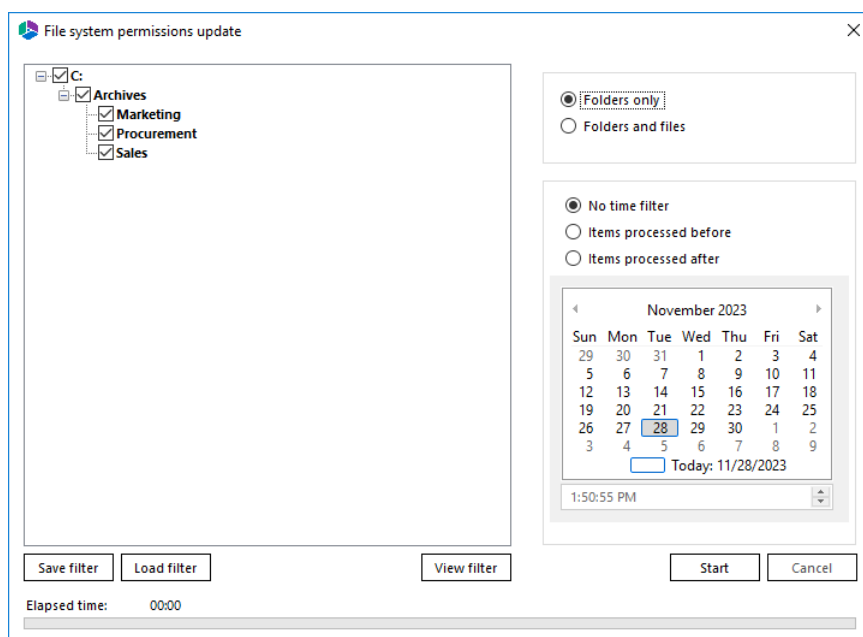
Let's say you have been archiving files with Archive Manager for some time already. Now you wish to decommission one of the old file servers in your environment but want to keep its folders and files still available for users. Archive Manager Alternate Access feature allows access to the required folders and files in ArchiveWeb. The tool will process the old server files and establish relevant references to them via active Archive Manager for Files server (with updated permissions).

By default the tool is located here: C:\Program Files (x86)\Quest\Archive Manager for Files\Permission Update Tool\ PermissionsUpdate.exe

i **NOTE:** The tool is not necessary, if all files have been archived and File permissions changes are tracked (Enterprise Manager / Settings / General / Files permissions changes tracking).

Steps to use the tool

1. Run the tool from <installdir>\Quest\Archive Manager for Files\Permission Update Tool\ PermissionsUpdate.exe (where <installdir> is installation directory of Archive Manager for Files)



2. By default all folders are selected recursively. Only selected folders will be processed, and these folders will be accessible via ArchiveWeb.



NOTE: Click the checkbox once to select corresponding folder, click twice to select all subfolders of that folder and clicking once again will remove all checks in the branch. Number of currently selected folders appears under the tree view.

3. If necessary, define more filters in the right pane:
 - Folders only – user permissions only on the folders lever will be processed (not so time consuming)
 - Folders and files – user permissions on both folders and files level will be processed
 - Time filtering – applicable only in cases when some folders/files have been already processed by this tool; you may have canceled the permission processing and want to continue next day from the point where the tool stopped
4. Save the filter for future use or Start the process. When the process is finished, Results window appears. Click on the Detail link to view result details in separate window:
 - Succeeded – items with file system permissions successfully updated in database
 - Skipped – items found in database but not found at disk
 - Failed – items which file system permissions were not updated for some reason

Running application in silent mode

If application is started with command line argument '-run', settings are read from saved filter settings and update process is started automatically.

Running application command: PermissionsUpdate -run

Result files

Processing results are stored in files too, as in the processing window even in silent mode.

Path to files:

PathToApplication\PermissionsUpdateLogs\YYYY-MM-DD-HH-mm-ss

Summary information

(Summary.xml)

<summary>

<Start>2015-06-23T10:43:38</Start> - start time of processing

<End>2015-06-23T10:43:38</End> - end time of processing

<Succeeded>1</Succeeded>- number of succeeded items

<Skipped>0</Skipped>>- number of skipped items

<Failed>0</Failed>>- number of failed items

</summary>

UP_FAILEDXXX.log – list of failed items

This file contains list of failed items in format:

Time of processing | Path to file | Reason for failure

UP_OKXXX.log – list of succeeded items

This file contains list of succeeded items in format:

Time of processing | Path to file

UP_SKIPPEDXXX.log – list of skipped items

This file contains list of skipped items in format:

Time of processing | Path to file

User Interface

In ArchiveWeb, the user will see the old server in the list view under Archive / Files tab. Its folders and archived files will be browseable and manageable as before, but the **OFFLINE** tag will indicate that the server is inaccessible.

The screenshot shows the Archive Manager ArchiveWeb interface. The top navigation bar includes 'Archive Manager ArchiveWeb' and a 'keyword search' field. Below this, the 'EXCHANGE' and 'FILES' tabs are visible, with 'FILES' being the active tab. In the left sidebar, the 'oldserver[OFFLINE]' folder is highlighted with a red box. Below it, the 'amxserver' folder is expanded, showing subfolders for 'C:', 'Archives', 'Marketing', 'Procurement', and 'Sales'. The 'Archives' folder is selected, displaying a list of archived files. The main content area shows the 'ARCHIVES' section with tabs for 'archived', 'lost', 'tagged', 'locked', and 'for deletion'. The 'archived' tab is active, showing a result count of 20 and 0 rows selected. A table lists the archived files with columns for File Name, Server, Archived Date, Created Date, Last Modified, File Owner, and File. The table contains five rows of data, all from the 'amxserver' server, with dates from 11/28/23.

	<input type="checkbox"/>	D	File Name	Server	Archived Date	Created Date	Last Modified	File Owner	File
<input type="checkbox"/>	<input checked="" type="checkbox"/>		DOC-NMEH1CT.txt	amxserver	11/28/23	11/28/23	11/28/23	BUILTIN\Admi...	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		DOC-O38R1CT.txt	amxserver	11/28/23	11/28/23	11/28/23	BUILTIN\Admi...	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		DOC-O6X1CT.txt	amxserver	11/28/23	11/28/23	11/28/23	BUILTIN\Admi...	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		DOC-P00S1CT.txt	amxserver	11/28/23	11/28/23	11/28/23	BUILTIN\Admi...	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		DOC-PTHN1CT.txt	amxserver	11/28/23	11/28/23	11/28/23	BUILTIN\Admi...	

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- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product