XenData Archive Series Software ®

Installation Guide

XenData Client Utilities may be installed on a Windows client computer connected via a Windows network to the server running XenData. There are three utilities that may be installed:

- ❖ [On-Screen Messaging for the Alert Module](#)
- ❖ File Explorer Extensions
- ❖ [Trace Viewer](#)

2.1   Compatible Operating Systems

❖ Windows 7
❖ Windows 8.1
❖ Windows 10

All operating systems must be 64 bit. Latest updates and Service Packs must be installed prior to installation.

2.2   XenData Server Configuration

In order for client utilities to work, it needs to be able to communicate with the XenData Server. From Windows Server 2012R2 onwards, Microsoft added enhanced security that blocks all unknown network calls. Changes have to be made to the registry of the server running the XenData Archive Series software to allow these XenData specific calls.

The registry modification file is available on the XenData website from this link.

Once you have downloaded the registry modification file, follow the below instructions to install the modification:

1. Unzip the downloaded file XDRegEdit_Client_Utilities.zip.
2. Changing the registry can have adverse consequences. It would be advisable to make a backup of your registry before proceeding.
3. As an Administrative user right click on the XDRegEdit_Client_Utilities.reg file and select 'Merge'.

For these changes to take effect, the server has to be rebooted. Please ensure that there is no archiving or restoring in progress before rebooting the XenData server.

3.1 Installing the Client Utilities

1. Download the XenData Client Utilities installer.
2. Run XDClientUtilitiesx64-v.vv.bbbb.xxx.msi (where v.vv is the version number, bbbb is the build number and xxx is a build type).
3. Click 'Next' on the first screen that appears.
4. Click on the 'I accept the terms in the License Agreement' check box, then click 'Next'.
5. For the setup type, click 'Typical' as this is recommended for most users.
6. Click on 'Install'.
7. Once the installation has completed, click on 'Finish'.

4.1 On-Screen Messaging

The On-Screen Messaging program can be configured to display via message boxes and system tray notifications, as described in <u>Configuring On-Screen Messaging</u>.

The On-Screen Messaging program connects to the event monitoring service on the computer running the Event Monitor and consequently this must be running. If required, the messaging program may be run simultaneously on multiple clients.
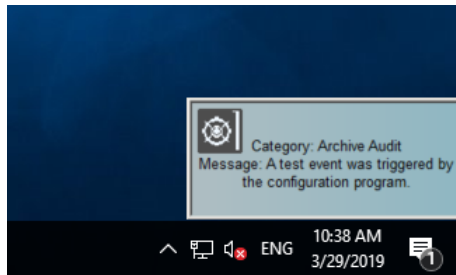
4.1.1 Configuring On-Screen Messaging

The configuration screen for the On-Screen Messaging program is shown below.
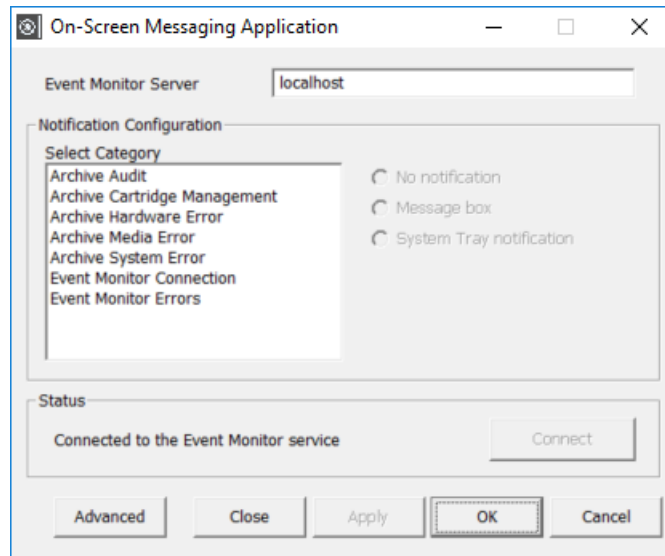
For any Event Category, on-screen messaging can be provided via a message box or system tray notification, as shown below.
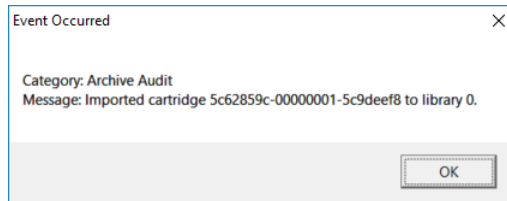
To define the Event Monitor Server:

1. Enter the name of the server running the Event Monitor. (If running on the same computer, you may enter 'localhost'.)
2. Click **Apply**

To set up the Notification Configuration for each Event Category:

1. Click on the required Category in the left pane
2. Select either 'No Notification', 'Message box' or 'System Tray notification'

Repeat for each Event Category and then click **Apply**.

To set the notification period for Screen Tray messages:

1. Click **Advanced**
2. Enable the 'Close taskbar notifier automatically' if required.
3. Enter the message retention period in the 'After' box, if applicable.
4. Click **OK**
5. Click **Apply**

After having set up all of the above, connect to the Event Monitor service by clicking Connect.

After configuration and connection, on-screen messaging can be tested by clicking Trigger Test Event on the categories page of the Event Monitor configuration screen. This generates a test event for the selected category. It tests both the e-mail notification and the on-screen messaging.

4.2   File Explorer Extensions

On the computer running Archive Series software, the capabilities of Windows File Explorer are extended to provide the following functionality:

❖ Flushing of Files and Folders
❖ Pre-fetching of Files and Folders
❖ Smart Copy and Paste
❖ Enhanced Properties

❖ [Volume View](#)
❖ History Explorer

For files that are stored on object storage that offers tiering, such as from AWS and Azure, the Enhanced Properties may be used to change the storage tier for a file.

4.2.1   Flushing of Files and Folders

Selected files and the contents of selected folders can be flushed from the disk cache using the Windows Explorer Flush option. Flushing will only occur for files that have been successfully written to LTO, ODA or object storage. The Explorer Flush option overrides the Disk Retention Rules described in Selecting Disk Retention Rules.

Note that with all flushing operations, the file remains in the Windows file system; the flush operation causes the file data to be removed from the disk cache, but the file is still visible and accessible to applications by restoring from LTO, ODA or object storage. The Windows offline attribute is set for all files that have been flushed.

To flush files using File Explorer:

1. Open Windows File Explorer on the computer running the Archive Series software or a connected client running the Client Utilities.
2. Select and then right-click on the required files and folders.
3. Select Flush.

Windows File Explorer sometimes spontaneously reads files after a flush operation. If the applicable disk retention rules defined in the Tiered Storage Management Console are not set to flush immediately after a file is closed, this will result in the file being fetched back to disk.

4.2.2   Pre-Fetching of Files and Folders

Selected files and the contents of selected folders can be pre-fetched to the cache disk cache using the Windows File Explorer Prefetch option. The Explorer Prefetch option overrides the Disk Retention Rules described in Selecting Disk Retention Rules. Pre-fetched files will remain on the cache disk until they have been read (when the Flush read files from disk Retention Rule will be applied) or until they are manually Flushed using Windows File Explorer as described in [Flushing of Files and Folders](#).

To prefetch files using Windows File Explorer:

1. Open Windows File Explorer on the computer running the Archive Series software or a connected client running the Client Utilities.
2. Select and then right-click on the required files and folders.
3. Select Prefetch.

Windows File Explorer sometimes spontaneously reads files after a pre-fetch operation. If the disk retention rules defined in the Tiered Storage Management Console are set to flush after a file is closed, this will result in this file being flushed from the disk cache.

Note that when using Windows File Explorer on the computer running the Archive Series software and if only a single file is selected, a Recall option is also available. This is similar to the Prefetch operation but additionally provides an on-screen display of any applicable error messages.

4.2.3   Smart Copy and Paste

Smart Copy and Paste is a function useful to users running the LTO Server Edition of Archive Series software. It restores files in an optimized order from LTO or ODA cartridges. It offers no significant benefit when restoring from Object Storage.

The standard copy and paste operations available within Windows File Explorer restore files in an order which does not take into account the location of the files on data cartridges. When multiple files are being restored, this can cause considerable delays due to excessive cartridge swap operations and non-optimal restore order of files within an individual cartridge. The Smart Copy and Paste functions offer two alternative methods for restoring selected files from tiered storage in an optimized order which minimizes total restore time from LTO or ODA cartridges.

To Restore Files using Smart Paste:

1. Open Windows File Explorer
2. Select and then right-click on the required files and folders.
3. Select Copy
4. Select the location to paste the copied files and folders.
5. Right-click and select Smart Paste

To Restore Files using Smart Copy

1. Open Windows File Explorer
2. Select, right-click and drag the selected files and folders to the required restore location.
3. Unclick and then select Smart Copy.

4.2.4   Enhanced Properties

4.2.5   Volume View

Volume View is used to browse the contents of any Volume that the system knows about.

To browse with Volume View using Windows File Explorer:

1. Open Windows File Explorer on the computer running the Archive Series software.
2. Select Volume View in the left navigational pane.
3. Browse the Volume View.

4.2.6   History Explorer

The default behavior of the XenData Cloud File Gateway does not retain old file versions and deleted files on Object Storage. However, it may be configured to do so via a registry setting. In this case, History Explorer may be used to list all available versions of all files, all file instances and their Volume locations, including deleted and renamed files. It also allows the retrieval of old, overwritten or deleted file versions.

To Browse with History Explorer

1. Open Windows File Explorer.
2. Select **History Explorer** in the left navigational pane.
3. Browse the file system.

4.3   Trace File Viewer

Whenever XenData LTO Server Edition software encounters an unexpected condition, it puts a message in the Windows Event Log and generates a trace file. The trace file contains a record of what the system was doing at the time and is especially useful to assist support personnel in determining the cause of a problem. Trace files have the extension .xdt and are saved in the XenDataLog folder at the root of the system boot drive in a compressed format to make them easier to transmit by email. By installing the Trace Viewer on another Windows computer, you can open and read the contents of a trace file.