1. Are the backups working?

Open the OracleBackupLogFile.log file in the D:\Orant\Creo\Logs folder and check for errors. There are up to 60 log files in the folder. Open the file that was created at approximately 03:00 (3:00 a.m.) i.e. when the database backups are started.

If the customer is using Legato, check the D:\Win32app\NSR\Logs\daemon.log file and messages files for errors. Open these files in Wordpad instead of Notepad for easier reading.

2. Is Legato registered?

In Legato Networker Administrator, click the **Registration** button. Open each item, (Business Suite Module, Networker Turbo 10, etc.) and check that an Authorization Code is entered and the Expiration Date shows `Never expires`.

3. Are there any errors starting OracleBackupManager?

If OracleBackupManager fails with the message `Permission denied`, check for any other instances of OracleBackupManager or for failed backups that may still be running. Either NTBackup.exe, Legato's SaveGrp.exe, or part of the backup Python script may still be running.

If OracleBackupManager fails with the message `Invalid argument`, the OracleBackupManager parameter file may be corrupt. You will have to delete the configuration file (D:\Orant\Creo\Config\OracleBackupParametersV2.dbm), restart OracleBackupManager, and re-enter the customer's OracleBackupManager configuration.

4. Are the OracleBackupManager settings correct?

Start OracleBackupManager in a Command Prompt window and enter `SHOW`. View the parameters and check for the following:

- The Shutdown_To_Backup parameter shows `YES` if the customer is using Offline Backup. In Offline backup, the D:\Orant\Creo\Util\SuccessfulBackup.cmd contains these lines:
  - NET STOP OracleServiceCreo
  - NET START OracleServiceCreo
- The Backup_Destination parameter shows `E:\OracleBackup` for Offline Backup and the server name for Online Backup.

5. Do the saveset settings for the database backup folder match the Backup_Destination setting in OracleBackupManager?

In Networker Administrator, click the **Manage Clients** button and open the Primary Server client entry. The Save Set box should contain the following entries:

- C:\
- D:\
- E:\OracleBackup\
- REGISTRY:\
- REPAIRDISK:\

The path E:\OracleBackup should match the path of the parameter Backup_Destination in OracleBackupManager.

6. Is the SYSTEM account in the Administrator's list in Legato?

In Networker Administrator, click **Set Up The Server** and check the **Administrators** box. Ensure that the SYSTEM account is included in the list.

7. Check the Hosts file: '127.0.0.1 localhost' entry must be in the Hosts file.

If the Hosts file does not contain the `127.0.0.1 LocalHost` entry, certain functions in Legato will not work. You may see the message `Mount in progress` if you attempt to mount or un-mount a tape. Or, you may find that the database will not back up onto tape if using the Business Suite Module.

To check the Hosts file:

1. Open the file D:\Winnt\System32\Drivers\Etc\Hosts in Notepad.
2. Check that the entry `127.0.0.1 LocalHost` is in the file and is not commented out. If necessary, add the entry and re-save the file.
3. Restart the Networker Backup and Recover Server service.

8. Does the D:\Orant\Database folder contain any backup sets?

If the customer is using Online Backup (Legato plus the Business Suite Module) and the backups have failed for some reason, the database backup files will be written to the folder D:\Orant\Database. These files have the filename:

CREODB_DATA_FULL……BCK

CREODB_CNTL_FULL…….BCK

Etc.

These files should be deleted since they can take up several hundred megabytes. Ensure that the database backups are being written to tape properly. Otherwise, the backup files will be written to the folder again the next night.

9. Is the customer using at least two tapes for the backups?

The backups should not be done on the same tape every day. This can limit the chances of recovery if the tape is unreadable or damaged. Ensure that the customer is using at least two tapes and cycling through those tapes regularly.

10. Are the tapes writeable?

Sometimes the tapes get into a 'Read-only' or 'Recyclable' state. This happens if all the save sets are older than the retention period. (The retention period is usually set to one week.) If the tapes are in the 'Recyclable' state, they cannot be re-written to until the tapes are re-labeled.

If the tapes are in the 'Recyclable' state, the backups could be failing with the message `Waiting for 1 writeable media` because Legato cannot find any tapes that it can write to.

To check the status of the tapes:

1. In Networker Administrator, go to the **Volumes** tab.
2. If the tapes show the status of `Recyc` in the Mode column, then the tape should be re-labeled. Before re-labeling the tapes, ensure that they still have a complete set of backups. That is, they have a tape that contains a full backup as well as the incremental backups for the week. Do not re-label any tapes that may still be required for restoration.