SnapShotServer* for NetWare
Quick Setup Card

Novell.

Pre-Installation Checklist/System Requirements

IMPORTANT: Before installing SnapShotServer, please read the following information. These conditions must be met before SnapShotServer can be installed. See page 13 of the User's Guide for more complete information.

- Make sure all standby machine hardware (communication cards, disk devices, dedicated Vinca link cards, controllers, etc.) isproperly installed and functioning.
- StandbyServer must be properly installed and tested with the Utility Server Feature enabled. See the StandbyServer (or Many-to-One) User's Guide for installation and testing instructions.
- All mirrors are in sync, and the primary server(s) is functioning in the primary role.
- Ensure that the disk device(s) used for the Utiltiy Server feature of the current StandbyServer configuration is 20% to 50% of the size of all mirrored NetWare partitions combined.
- If using NDS, the primary server and standby machine must be in the same tree in a StandbyServer configuration to ensure that NDS data is properly captured in the snapshot.

Software Requirements

SnapShotServer consists of a single NLM loaded on the standby machine with the Utiltiy Server feature enabled. One of the following StandbyServer products must be installed and running:

- StandbyServer 32 version 1.6 or newer
- StandbyServer for NetWare 2.0 or newer
- StandbyServer Many-to-One for NetWare

Installing SnapShotServer for NetWare

SnapShotServer is an NLM that is copied to the same directory where StandbyServer files were installed (C:\STANDBY, by default). The steps below use the default directory. If you installed StandbyServer to a different directory, you will need to substitute that directory for the STANDBY directory.

You can choose to load SnapShotServer automatically, or manually. If you choose to load it automatically, you simply need to add the load line after all of the StandbyServer NLMs are loaded.

To install SnapShotServer

1   Down the standby machine and exit to DOS.

   Note Steps 2 and 3 below can be done with VCopy (a Vinca supported utility included with all StandbyServer products) without downing the standby machine. See Appendix D of the StandbyServer or Many-to-One User's Guides for instructions on using VCopy.

2   Copy SNAPSHOT.NLM from the StandbyServer Installation CD-ROM's SNAPSHOT directory to the directory where StandbyServer is installed (C:\STANDBY, by default).

3   If SnapShotServer should load automatically at startup, edit the AUTOEXEC.NCF file in the STANDBY directory of the standby machine to load SNAPSHOT.NLM.

   If you choose to load SnapShotServer manually, you can type `load c:\standby\snapshot` and press Enter at the command prompt.

4   (StandbyServer only, NOT Many-to-One configurations) Validate SnapShotServer. (SnapShotServer is bundled with Many-to-One and does not need validation separately.)

Pre-Assistance Checklist

Check the following conditions before calling technical support:

- Review the Error Log (choose View Error Log from the SnapShotServer program), and the solutions on page 39 of the SnapShotServer User's Guide.
- If the snapshot volumes are not visable to the backup program, ensure the snapshot volumes are mounted.
- Make sure that there are no interrupt or I/O conflicts on the dedicated Vinca link cards.
- Make sure all hard drives are well ventilated.
- Make sure all cables have a good connection.
- Check all DOS partitions and NetWare volumes for viruses.

When calling for technical support, please have the following information available, it is needed to assess your system's problem:

- Load the latest Novell Support Pack.
- Vinca license number (located on inside cover of User's Guide).
- Brand and model of the primary and standby machines.
- Processor type and speed (e.g., Pentium™ 200).
- Type and size of disk devices used.
- Type of disk controllers used.
- Network and Vinca link card types and settings.
- Versions of NetWare and DOS.
- Version of NetWare patches.

Important

Before installing any NetWare server or other Novell product software, read the readme issues provided in the "Readme Options" menu within the server installation program.

The StandbyServer readme is in the root directory of the StandbyServer CD.

Incident Number:

Technical Support

Technical Support is now available through the following support programs:

- MLA Support—Available through regular Novell MLA support channels.
- Premium Support—7x24-hour toll-free telephone support.
- Priority Support—7:00 a.m.–6:00 p.m. Mon.-Fri. (U.S. Mountain Time) telephone support.
- Incident Support—Per incident charge telephone support.
- Basic Support—Free fax and e-mail support.
- Extended Incident Support—Weekend telephone support by appointment.

These programs are discussed in detail on the Vinca Web site (www.vinca.com). One free Incident Support is included with this product purchase. An Incident is defined as the resolution of one issue, problem or question, regardless of the number of telephone calls required. Before accessing technical support for any issues, please complete the Pre-Assistance Checklist.

Novell Support Connection

The Novell Support Connection™ provides access to Novell's networking expertise through the Novell Support Connection Web site, the Novell Support Connection CD, and support programs for customers and partners. By using the Novell Support Connection Web site or CD, you can connect to the same networking knowledge used by Novell technical support engineers. For additional support, Novell encourages customers to contact a Novell partner. Customers can locate qualified partners using the Novell Support Connection Web site. Searches are based on geographical location, product expertise, or both. Visit the Novell Support Connection at:

support.novell.com (americas)

support.novell.de (Europe, Middle East, Africa)

support.novell.com.au (Asia Pacific)

To order the Novell Support Connection CD , call 1-800-377-4136 or 1-303-297-2725 or visit the Novell Support Connection Web site.

Services

After completing the Pre-Assistance Checklist, you can contact us using the method that best fits your needs:

Method	Access
Phone support	800-392-8891 Monday – Friday, 7:00 am - 6:00 PM (U.S. Mountain Time) International 801-223-3104
Fax	801-229-2110

Novell and NetWare are registered trademarks of Novell, Inc., in the US and other countries.

Novell Support Connection is a trademark of Novell, Inc.

StandbyServer is a trademark of Vinca Corporation.