Connected Backup

Software Version 9.0.7

DataTransfer API Administration Guide

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Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for updated documentation, visit https://www.microfocus.com/documentation/connected-backup/.

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- Contact customer support
- View information about all services that Support offers

Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the Access Levels descriptions.

Contents

Chapter 1: DCMaint messages

This chapter describes the messages that the DataTransfer API for Micro Focus Connected Backup sends to the DCMaint log during it's operation.

Viewing the DCMaint log

The DataTransfer API displays messages relating to the status of the service in the DCMaint log on the DataTransfer node. To view these messages, you must open the DCMaint log.

To open the DCMaint log on the DataTransfer node

1. On the DataTransfer node, log on to the server using an administrator account.

2. Select **Start > Run**.

3. In the **Open** field, type `eventvwr`, and then click **OK**. The Event Viewer application opens.

4. In the left menu, select **DCMaint**.

The right pane displays the information and error messages associated with the DataTransfer API on this DataTransfer node.

DataTransfer API information messages

The following table lists the Information messages that the DataTransfer API sends to the DCMaint log on your DataTransfer node.

Event ID	Description	Additional information
21000	The DataTransfer API has been initialized successfully.	The DataTransfer API session has started successfully
21011	The DataTransfer API is executing the query for session %1 with accountlist %2, proposition %3, and retrieve specification %4.	This message is the second message the DataTransfer API sends for each successful session.

Event ID	Description	Additional information
21012	The DataTransfer API has finished executing the query for session %1.	This message is the third and final message the DataTransfer API sends for each successful session.
21014	The DataTransfer API cleanup thread has started with a sleep interval of %1 minutes and an expire interval of %2 minutes.	The DataTransfer API session cleanup process has started successfully, and will remove outdated sessions on the DataTransfer node
21015	The technician with ID %1 has logged in successfully to the DataTransfer API.	This message is the first message the DataTransfer API sends for each successful session
21018	The Outflow Maint application successfully purged disk cache on %1.	The DataTransfer API disk cleanup process has completed successfully. This process runs by default nightly
21024	The DataTransfer API canceled the query for session %1.	The DataTransfer API canceled the query for the specified session. Typically, this occurs because the user canceled the request. For example, while using a Connected Mobility app, the following actions generate cancelation requests: • The user browses to a folder to view its contents but then taps the Back button to exit the folder before its contents are displayed. • The user initiates a file download but then cancels it

Event ID	Description	Additional information
		before the download completes.
21100	`DataTransfer API starting up with the following Windows registry settings: %1.`	The DataTransfer API process has started successfully.

DataTransfer API warning messages

The DataTransfer API does not send any warning messages to the DCMaint log on your DataTransfer node.

DataTransfer API error messages

The following table lists the Information messages that the DataTransfer API sends to the DCMaint log on your DataTransfer node.

Event ID	Description	Additional information
21001	`The DataTransfer API could not parse the retrieve specification for session %1: %2.`	The session contains malformed or bad XML for the retrieve specification. Review the XML for the retrieve specification, and then restart the session.
21002	`The DataTransfer API could not parse the account list for session %1: %2.`	The session contains malformed or bad XML for the account list. Review the XML for the account list, and then restart the session.
21003	`The DataTransfer API could not parse the proposition for session %1: %2.`	The session contains malformed or bad XML for the proposition. Review the XML for the proposition, and then restart the session.
21004	`The DataTransfer API encountered an error when executing the query for session %1: %2.`	The SQL process on the DataTransfer node encountered an error when it ran the session query. Review the SQL error and the query, and

Event ID	Description	Additional information
		then restart the session.
21005	The DataTransfer API could not authenticate the technician provided for session %1: %2.	Either the technician you used for the session does not exist in the Data Center environment, or you used an incorrect password for the technician when you created the session.
21006	The DataTransfer API could not update the session %1: %2.	The DataTransfer API lost contact with the Data Center server during the session. Ensure that there are no connectivity issues between the DataTransfer node and the Data Center, and then restart the session.
21007	The DataTransfer API encountered an error while initializing compression.	This error describes an infrequent event. If you encounter this message, examine the data that the DataTransfer API returns to you, and reattempt the retrieval process if needed.
21008	The DataTransfer API encountered an error while finalizing compression.	This error describes an infrequent event. If you encounter this message, examine the data that the DataTransfer API returns to you, and reattempt the retrieval process if needed.
21010	The DataTransfer API cleanup thread encountered an error during operation: %1.	The DataTransfer API session cleanup process lost contact with the SQL Server service on the Data Center server. Ensure that there are no connectivity issues between the DataTransfer node and

Event ID	Description	Additional information
		the Data Center, and that the SQL Server service is available.
21013	The DataTransfer API could not create the session record for a new session: %1.	The DataTransfer API cannot create the session in the Registry database on the Data Center server. Verify the health of the Registry database, as well as the connection between the DataTransfer node and the Data Center server.
21016	The technician with ID %1 unsuccessfully attempted to login to the DataTransfer API.	The technician you used for the session does not have the **Access User's Data** permission in the Support Center. For more information about how to modify technician permissions, see the Support Center Help.
21017	The Outflow Service at URL '%1' could not be reached. Host not found. Verify the machine is available and connected to the network.	The identified DataTransfer node is not available to the Data Center environment. Verify the DataTransfer node's network connections and service availability.
21019	The Outflow Maint application failed with the following exception : %1.	The DataTransfer API disk cleanup process encountered a known error. Resolve the issue described in the error message, and then restart the disk cleanup process in the **Scheduled Tasks Control Panel** on the DataTransfer node.
21020	The Outflow Maint application failed with some unhandled exception.	The DataTransfer API disk cleanup process encountered an unknown

Event ID	Description	Additional information
		error. Examine the System and Application event logs on the DataTransfer node for additional information regarding the error. After you resolve the issue, restart the disk cleanup process in the **Scheduled Tasks Control Panel** on the DataTransfer node.
21021	`An Outflow Service request was made, but there are no OutflowServices currently installed.`	You have not installed any DataTransfer nodes in your Data Center environment. Install a DataTransfer node, and then reattempt the action that caused this error message.
21022	`The DataTransfer API could not create the audit record for session %1 started by technician %2.`	The DataTransfer API cannot create the session auditing information in the Registry database on the Data Center server. Verify the health of the Registry database, as well as the connection between the DataTransfer node and the Data Center server.
21023	`The DataTransfer API could not create a session %1 for account %2 due to no data center capacity available.`	The DataTransfer API has reached the maximum number of sessions that it can use to service accounts hosted by the associated Data Center server or mirrored pair. If this error occurs often, increase the DataCenter_ MaxSessions Windows Registry setting. However, increasing this value might impact the overall performance of the Data Center.

Event ID	Description	Additional information
		If this error occurs often in environments that support account access through mobile devices, it might indicate the following: • Your environment supports a very large number of mobile users • The same server in a mirrored pair or cluster supports most of the accounts for mobile users. In a mirrored pair or clustered environment, you can try to balance the mobile access load by redistributing those accounts evenly across both sides of a mirrored pair or across nodes in the cluster.

Chapter 2: DataTransfer node resource management

This chapter describes how to monitor the DataTransfer node's resources to ensure that the DataTransfer API is operating correctly.

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Available disk space issues

When you install a DataTransfer node, the installation process requires that you provide a location for the DataTransfer API to create temporary files. When either you or compatible applications create sessions that attempt to obtain files and information from the Data Center, the DataTransfer API uses this folder as a temporary location for the data it sends. Once it has sent the requested data, the files and information it stored on disk still take up space on disk, but have no further use to the DataTransfer API.

To reclaim this space on the DataTransfer node, the DataTransfer API includes a disk cleanup application that runs by default once daily. Without this application, over time, the DataTransfer API would use all available disk space, until no disk space is available for any processes on the DataTransfer node.

If you need to manually run the disk cleanup application, open the **Scheduled Tasks Control Panel**, and then run **OutflowMaint**.

DataTransfer node capacity

The DataTransfer API was designed to be able to expand to meet your changing data extraction needs. By default, a DataTransfer node accepts 25 sessions for processing at any one time. To handle additional sessions, you can install additional DataTransfer nodes in your Data Center environment.

In order to determine if your existing DataTransfer node configuration is meeting your needs, you can monitor the several counters in the Windows Performance Monitor.

Counter	Acceptable performance threshold
`Memory\Available MBytes`	> 0MB
`PhysicalDisk\Avg. Disk Read Queue Length`	< 10

Counter	Acceptable performance threshold
PhysicalDisk\Avg. Disk Write Queue Length	< 10
Process\Working Set\w3wp32.exe	< 500MB
Processor\% Processor Time	< 90%

Chapter 3: DataTransfer API audit Information

This chapter describes the information that the DataTransfer API stores for auditing purposes.

- Audit information, below

Audit information

The DataTransfer API collects limited information regarding its activities. This information is retained in the ChangeLog table in the Registry database on the Data Center server that the DataTransfer node connects to.

The information in the ChangeLog table is kept by default for 400 days.

This section describes the fields in the ChangeLog table that contain information related to DataTransfer API activity.

Field	Description
CDate	The date and time of the DataTransfer API activity. To convert the value into a readable format, use the `cdate` application in the Data Center installation folder.
Technician	The technician account used for the data retrieval session.
Account	The 9-digit account number that was accessed by the DataTransfer API.
TableName	*Not used by the DataTransfer API for auditing purposes.*
FieldName	All DataTransfer API activity has the following value for this field: Outflow
OldValue	*Not used by the DataTransfer API for auditing purposes.*
NewValue	*Not used by the DataTransfer API for auditing purposes.*
Notes	All DataTransfer API activity has the following value for this field: `Outflow\Retrieve`
RootCommunityID	The Support Center community in which the technician account used for the data retrieval exists.

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