

# Zenith ARCA

Advanced Recovery and Continuity Appliance

Zenith Infotech, Ltd  
[www.zenitharca.com](http://www.zenitharca.com)  
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# Zenith ARCA Warranty Replacement Guide

*ARCA Warranty Request and Resuming Operations*

Date: 4/23/2009

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# 1 About this guide

This document is divided into the following chapters:

- About
- Warranty Process
- Resume Operations
- Restoration Process on Warranty Models

## 1.1 Who Should Use It

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This guide is intended for anyone who needs to perform an ARCA return and administrators who need to resume operations after the return process.

## 1.2 Typographical Conventions

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This document uses the following typographical conventions:

- Command and option names appear in bold type in definitions and examples. The names of directories, files, machines, partitions, and volumes also appear in bold.
- Variable information appears in italic type. This includes user-supplied information on command lines.
- Screen output and code samples appear in monospace type.

In addition, the following symbols appear in command syntax definitions.

- Square brackets [ ] surround optional items.
- Angle brackets < > surround user-supplied values.
- Percentage sign % represents the regular command shell prompt.
- Pipe symbol | separates mutually exclusive values for an argument.

### 1.3 Change Log

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Date	Changes
04.23.009	Document created

## 2 ARCA Warranty Request

There are two ways to place warranty requests.

1. From ARCA Support Portal: <https://support.zenitharca.net>
2. From ARCA Order Portal: <https://order.zenitharca.net>
  - a. Resellers have access to the order and support portals
  - b. Clients only have access to the support portal.

1. Login to one of the defined portals.
2. Navigate to the warranty request page by clicking “Warranty Request” link under the “ARCA Warranty” section.

The screenshot shows the Zenith ARCA Support Portal interface. At the top, there is a navigation bar with the Zenith ARCA logo, the text 'Infotech Ltd Advanced Recovery and Continuity Appliance', and user options: 'Welcome Natalie | Edit Profile | LogOut'. Below the navigation bar, there are several menu sections: 'Order' (with links for Order ARCA, Order History, Order Additional Sku's, and Additional Sku's History), 'ARCA Return' (with links for Return Request and Return History), 'ARCA Warranty' (with links for Warranty Request and Warranty History), and 'Support'. The main content area is titled 'Warranty Request' and contains a form with the following fields:
 

- \* Select ARCA: A dropdown menu currently showing '<-----Select----->'.
- \* Warranty Type: Radio buttons for 'Full System' (selected) and 'HDD'.
- \* Warranty Shipment Type: Radio buttons for 'Immediate' and 'Standard' (selected). Below these are two explanatory text blocks:
  - For 'Immediate': 'Part shipped on the next business day. A deposit is taken which is then refunded once the defective part is received (\* After your payment is verified)'.
  - For 'Standard': 'Part shipped on receipt of the defective part.'

 A blue 'Next' button is located below the form.

This screenshot shows the 'Warranty Request' form in the Order Portal. The 'Select ARCA' dropdown menu is open, displaying a list of device identifiers with redacted information. The list includes:
 



- 002F5D001568-1100-Client-001
- 057000000000-1000-Client
- 2F7550000000-234000
- 00149EB7A1E3F-1373-Client-001

 The 'Warranty Type' field is visible below the dropdown. The 'Next' button is also present.

Order Portal

**Note:** If a reseller is placing a warranty request under the order portal, they have a drop-down menu of all ARCA devices under their account. They must select a device to continue.

<p><b>Ticket</b></p> <ul style="list-style-type: none"> <li>▶ Create Service Ticket</li> <li>▶ Pending Service Tickets</li> </ul> <p><b>History</b></p> <ul style="list-style-type: none"> <li>▶ Service Tickets History</li> </ul> <p><b>User</b></p> <ul style="list-style-type: none"> <li>▶ Create Support User</li> <li>▶ Support User(s) Created</li> </ul> <p><b>ARCA Warranty</b></p> <ul style="list-style-type: none"> <li>▶ Warranty Request</li> <li>▶ Warranty History</li> </ul>	<p><b>Warranty Request</b></p> <p>* Enter Service Tag : <input type="text"/></p> <p style="text-align: right;"><b>Submit</b></p>
--	--

<b>Warranty Request</b>	
Service Tag :	00149EB7A29F4579
Model Name :	ARCA 3100R
* Warranty Type	<input type="radio"/> Full System <input type="radio"/> HDD
* Warranty Shipment Type	<input type="radio"/> Immediate  Part shipped on the next business day. A deposit is taken which is then refunded once the defective part is received (* After your payment is verified) <input checked="" type="radio"/> Standard  Part shipped on receipt of the defective part.

**Next**

Support Portal



- If a client is placing a warranty request they must enter their ARCA “Service Tag” manually and click “Submit” to continue.
- Depending on model type (tower or rack), the following warranty types will be available with Immediate or Standard Shipping.

### 2.1.1 Shipment Types

- Standard
  - Shipped on receipt of defective part
- Immediate
  - Shipped Next Business Day – deposit required

### 2.1.2 Warranty Types

- Tower Models
  - Full System
- Rack Models
  - Full System
  - HDD (Hot-swap hard drive)
    - 160GB-Black On White
    - 1TB-Black On White
      - Check multiple boxes depending on number of drives required

Model Name :	ARCA 3100R
* Warranty Type	<input type="radio"/> Full System <input checked="" type="radio"/> HDD
* HDD Details	<input type="checkbox"/> 160GB-Black On White-1 <input type="checkbox"/> 1TB-Black On White-2 <input type="checkbox"/> 1TB-Black On White-3 <input type="checkbox"/> 1TB-Black On White-4 <input type="checkbox"/> 1TB-Black On White-5
* Warranty Shipment Type	<input type="radio"/> Immediate  Part shipped on the next business day. A deposit is taken which is then refunded once the defective part is received (* After your payment is verified) <input checked="" type="radio"/> Standard  Part shipped on receipt of the defective part.

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## 3 Replacement Received

When a warranty request is placed, and a replacement is received, there are two options to continue operation.

1. Continue with the previous backups and configuration.
2. Start again with fresh configuration and backups.

### 3.1 Continue with the previous backups and configuration

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1. Logon to all servers configured on ARCA and stop all backup related services.
  - a. **List of services to be stopped**
    - i. ARCAScheduler.(ARCA Scheduler)
    - ii. ClstatebackAsst (Clean State Backup Assistance)
    - iii. ShadowprotectSvc (ShadowProtect Service)
    - iv. VSNAPVSS (StorageCraft Shadow Copy Provider)
2. Change the Machine name of new ARCA to the previous ARCA.
3. Copy configuration (.zsf) file on the new ARCA. Configuration file is named as %Arca name%\_Restoration.zsf.

**This file can be found in the following locations:**

#### 3.1.1 Replicated ARCA

- "C:\Program Files (x86)\ZenithARCA\Web Service\arcawp\Restoration\%Arca%\_Restoration.zsf"

#### 3.1.2 Server

- **64-bit Servers**
  - "[C:\Program Files \(x86\)\ZenithARCA\Restoration\%Arca%\\_Restoration.zsf](#)"
- **32-bit Servers**
  - "[C:\Program Files\ZenithARCA\Restoration\%Arca%\\_Restoration.zsf](#)"

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**Note:** This zip file contains the ARCA configuration details

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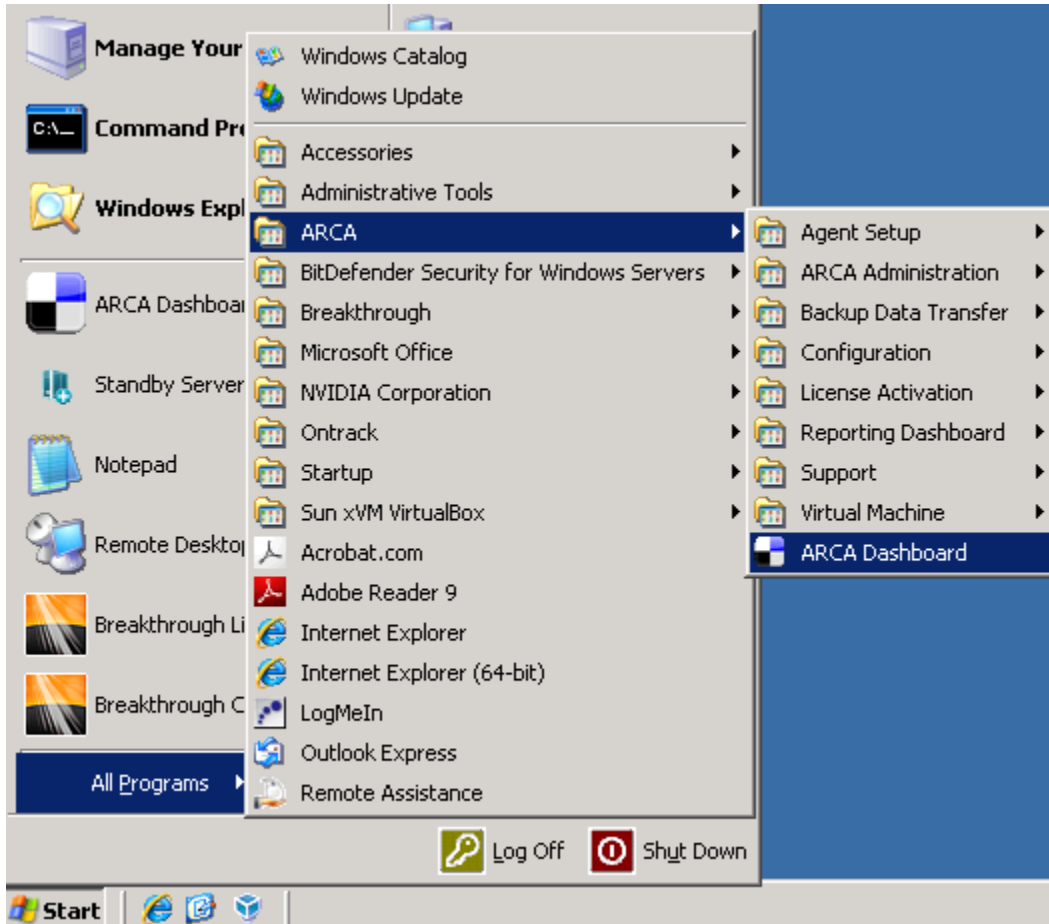
### 3.1.3 Restoration Configuration File Contents

- **Configuration Folder**
  - This folder contains all the alerts regarding ARCA.
- **ZenithARCA Registry**
  - The registry settings contain all the server information
- **BkpFolder.ini**
  - This ini file contains the structure of ARCA “**D:\Backup**” folder
- **NicCards**
  - This folder contains the NIC information of individual server.
- **Pass.spk**
  - Contains the backup password information, if password is specified
- **Program files\Ontrack\Power Controls\License.ini**
  - Contains Ontrack license information
- **ARCAMobile.ini**
  - Contains the ARCA machine information
- **NASData.ini**
  - Contains the image manager collapse configuration details
- **C:\Program Files (x86)\Breakthrough\config**
  - Contains Breakthrough Replication configuration and license information

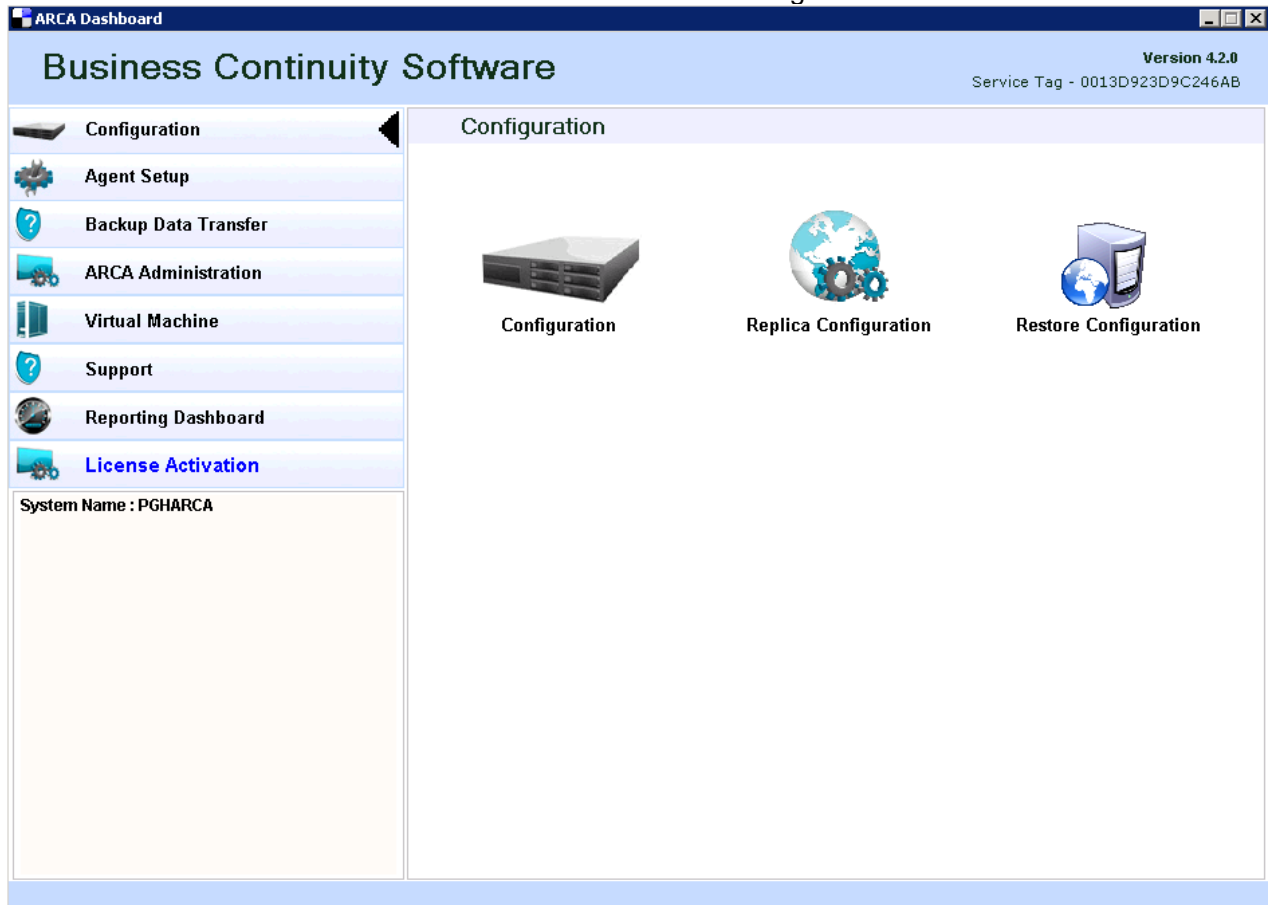
### 3.2 Restoration Process:

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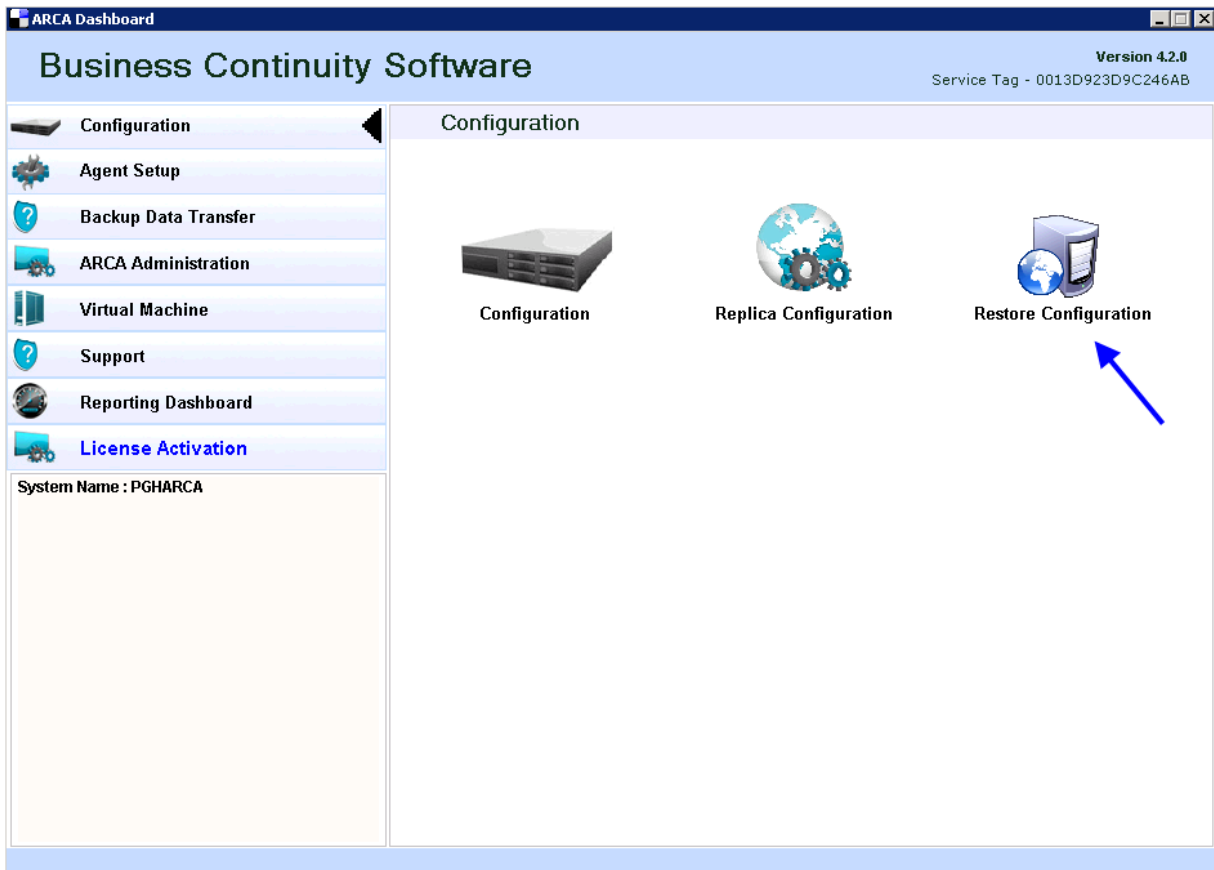
1. Launch ARCA Dashboard from Start > All Programs > ARCA > ARCA Dashboard



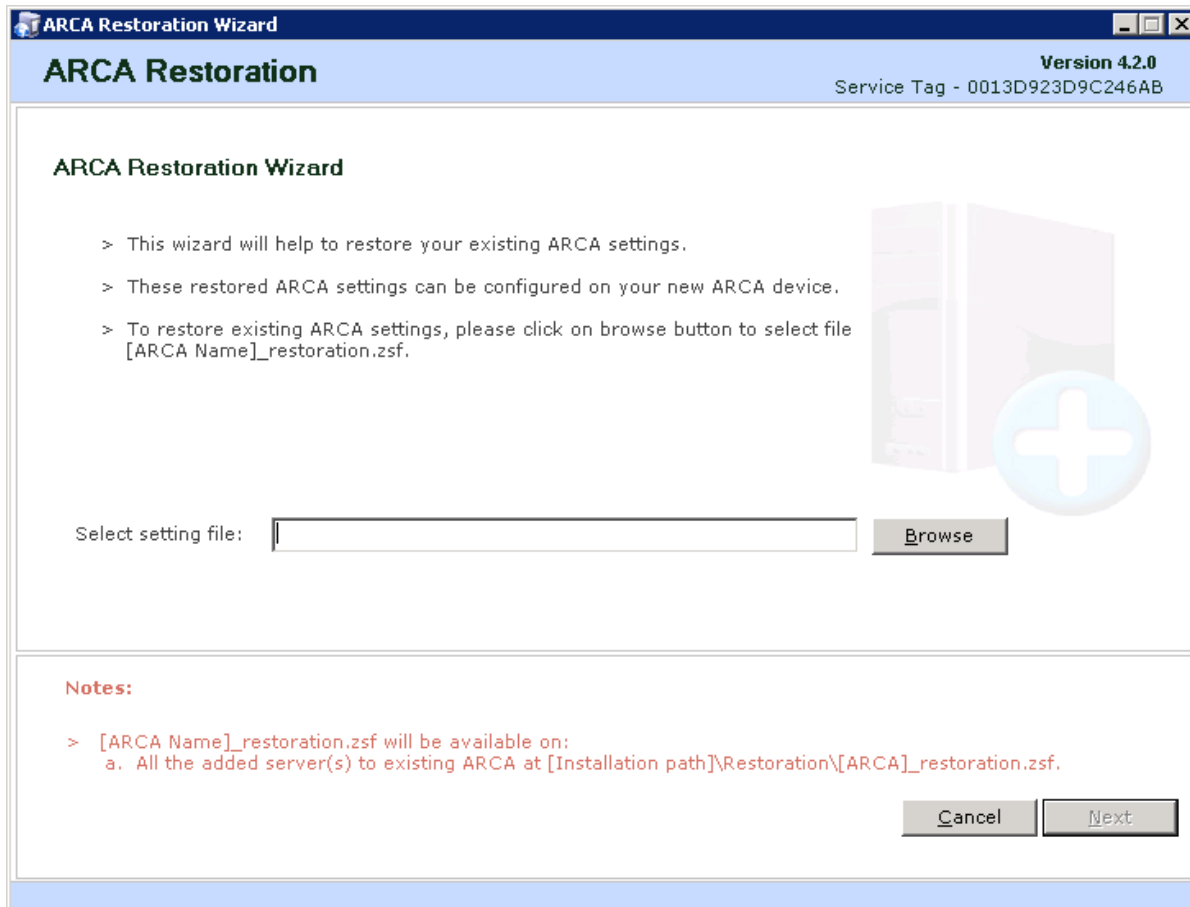
ARCA Dashboard launches to "Configuration" screen



2. Click "Restore Configuration".



## ARCA Restoration Wizard opens



3. Click "Browse" and browse to the .zsf file.

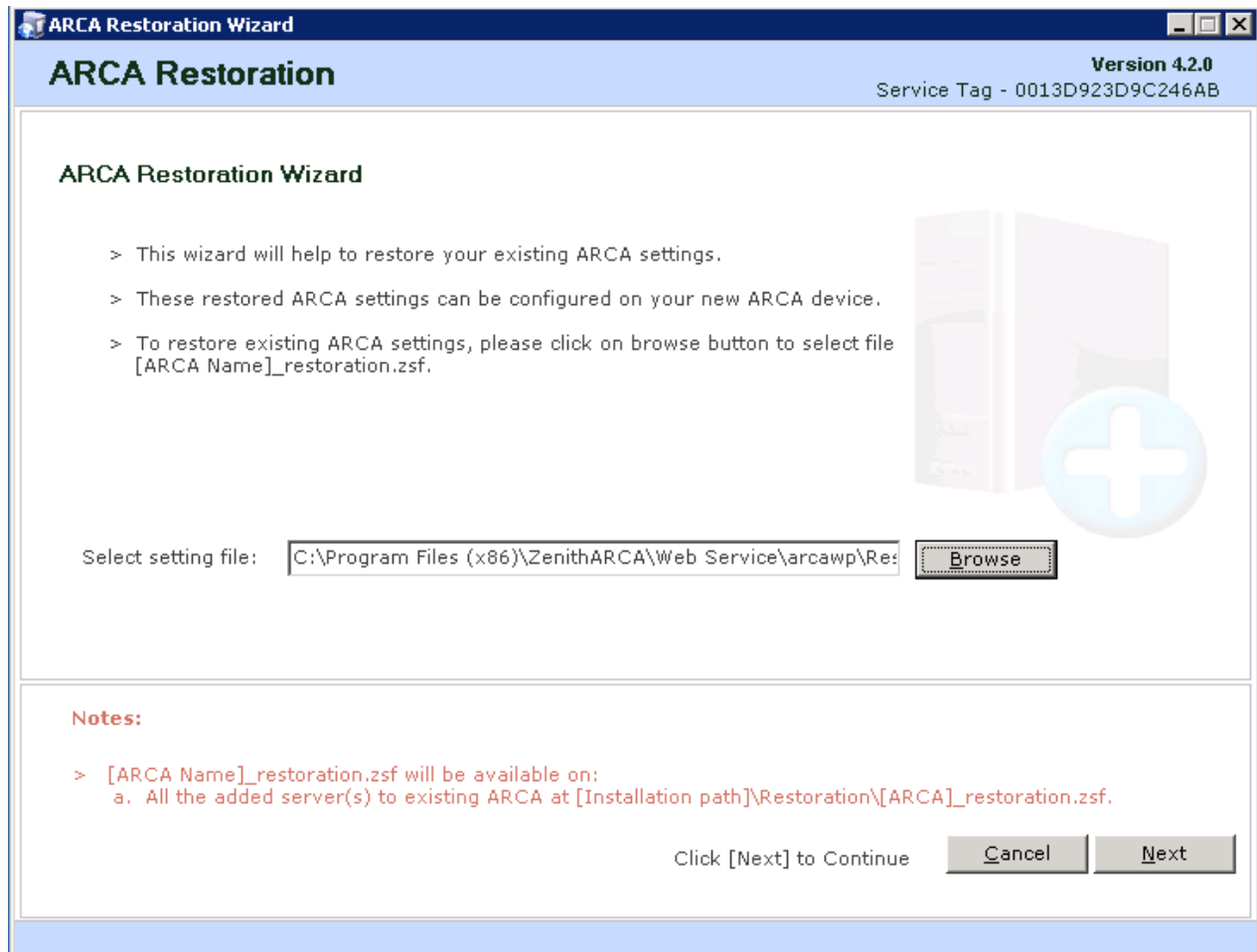
**File Locations:**

**ARCA** – A copy of the ARCA Configuration file is stored locally

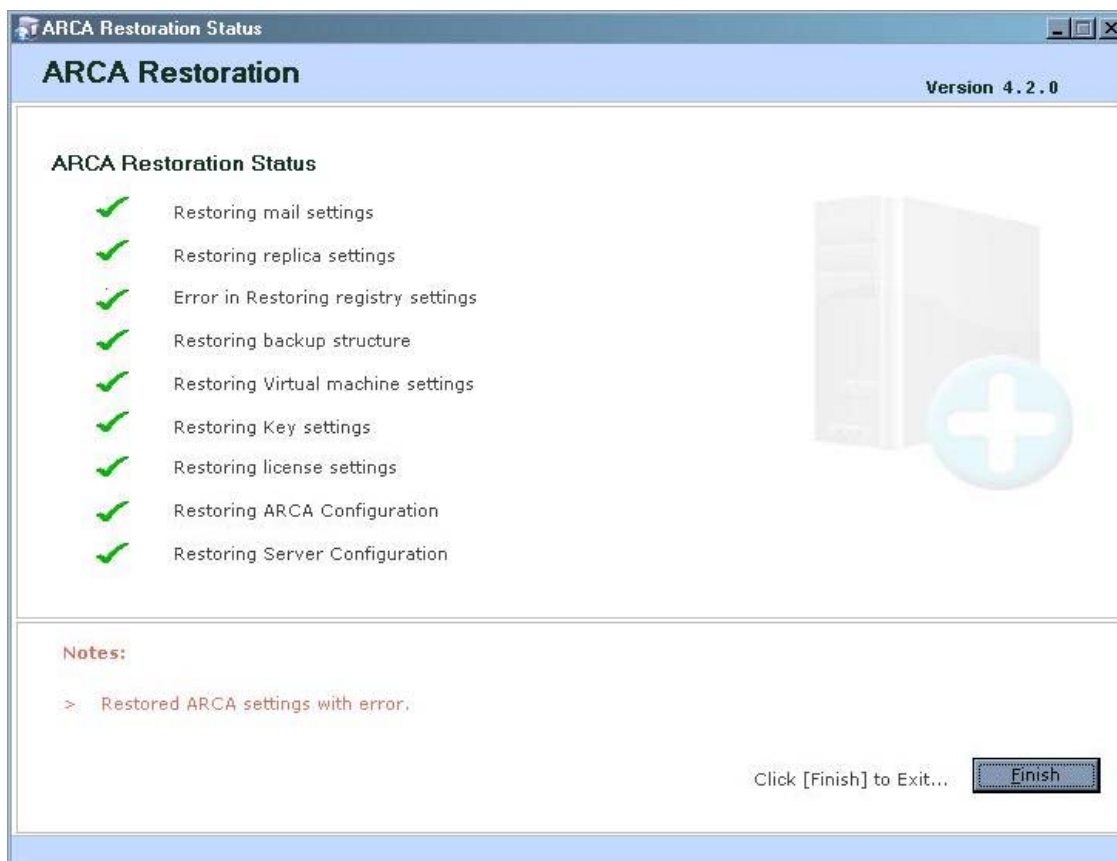
- C:\Program Files (x86)\ZenithARCA\Web Service\arcawp\Restoration

**Servers** - All servers that are backed up to the ARCA also retain a copy of this file.

- 32-bit - C:\Program Files\ZenithARCA\Restoration
- 64-bit - C:\Program Files (x86)\ZenithARCA\Restoration



4. Click "Next" and wait until process is completed.



5. Click "Finish".
  - Restoration Completed Successfully.

**Note:** If restoration fails, contact support.



### 3.3 Initiate fresh backups and start again:

Uninstall backup agent configuration settings from servers

1. To uninstall the backup agent go to Start > Program Files > Accessories > System Tools > ARCA Backup Agent > ARCA Backup Agent Uninstaller



The following "Uninstallation" screen appears.



2. Click "Next" through the wizard until the uninstaller is complete.
3. Restart the server.
4. Repeat uninstall steps for all servers
5. Create Agent Setup on the new ARCA and install the backup agent on servers.

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**Note:** Please see the [ARCA Implementation Guide](#) for detailed install/uninstall steps.

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## 4 Appendix A – Reference Documents

- 1, ARCA Implementation Guide

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## 5 Appendix B – Glossary of Terms

<b>Term</b>	<b>Meaning</b>
<b>ARCA</b>	<b>Advanced Recovery and Continuity Appliance</b>
<b>HDD</b>	<b>Hard Disk Drive</b>