

Backup-and-Recovery Software

Find a solution to protect your important data

Backup-and-recovery products protect the enterprises we manage from the accidental loss of applications and data. Within the broad spectrum of storage-content protection, needs vary widely. The products in this Buyer's Guide address the entire range of requirements.

You might start by truly trying to understand your organization's needs. In which areas does your company culture promote centralization, and in which areas does it promote responsibility at the group or individual level? Businesses often decentralize some important data, and protecting that data might require the active cooperation of other people in the enterprise. I advise finding ways to automatically back up your islands of data, letting people spend their energy using the technical infrastructure instead of being a part of it.

At a technical level, the diversity of your organization's IT platforms and applications should be a key factor when you select a backup-and-restore product. Does your network contain different flavors of Linux- and UNIX-based systems in addition to Windows-based systems? If so, you'll want to select a vendor whose products offer cross-platform support. Don't forget that you'll need to back up email. Email is so central to corporate communications that occasionally you'll have to restore a mailbox or message. How many database management systems (DBMSs) does your organization use? Your backup strategy might require a product that includes the appropriate agents for your particular DBMSs. Or it might require that you use DBMS utilities to back up data to a data set on a centralized server and use a standard file-oriented backup to copy the backup file to tape for offsite storage. Do you use Microsoft Volume Shadow Copy Service (VSS)? If you do, make sure your backup product supports this feature.

When it comes to offsite storage, keeping track of backup tapes—where they're stored and which tapes you can reuse—can be challenging for all but the smallest organizations. Is vault management a crucial function for your IT organization? Job- and media-scheduling and reporting tools, including failure alerts, can make the difference between an effective, reliable backup strategy and one that ultimately fails.

Do you need speed? Large data sets, small backup windows, and requirements for rapid restoration of



a downed application can easily drive this requirement. Perhaps you require software that supports *interleaved backup* (i.e., striping one data set over multiple backup devices).

Of course, the proof of a product isn't its backup features but its restore capabilities. Because many applications have a penchant for stashing crucial data in odd places, such as the system registry or Active Directory (AD), backing up application-related files and databases often isn't enough. You can't truly

say an application is recoverable unless you can perform a *bare-metal restore* of it—that is, successfully restore the application and data to a server that has no OS installed and has no remnants of an earlier installation of the application. Several of the products in this Buyer's Guide tout their ability to create bare-metal-restore backups. Given the complexity of installing an OS and application from the original media—a process that often includes multiple software updates, security patches, and server-specific configuration parameters—the ability to do a bare-metal restore can save you time and headaches.

Don't forget the human factor in your backup strategy. For example, I worked for a company whose backup strategy required that we back up all the disk volumes that contained crucial application data and religiously check to make sure that every job finished successfully. Unfortunately, someone changed the location of a data set without including the new volume in the backup procedure. Months later, the new disk drive failed, and 7 years of data disappeared. Fortunately, a data-recovery service was able to spin up the drive long enough to retrieve the data. This example shows that, even with the best backup strategy in place, human error can result in disaster. Try to evaluate your backup strategy with this fact in mind, and look for ways to anticipate and compensate for such errors.

The point of a backup-and-restore strategy is having additional copies of crucial data so that you can get an application running after a failure of some kind, so pure data-replication software might also play a part in your recovery strategy. For information about replication products, see the article "Alternative Clustering Solutions," page 37. Whether you need to back up one workstation or an entire enterprise, you're likely to find a product that fits your needs in this Buyer's Guide.

EDITOR'S NOTE

To find out about future Buyer's Guide topics or to learn how to include your product in an upcoming Buyer's Guide, go to <http://www.winnetmag.com/buyersguide>.

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| Contact Information | Product Name | Price | Description |
|---|--|----------------------------|---|
| Arkeia 760-431-1319 http://www.arkeia.com | Arkeia Network Backup | Starts at \$590 | Provides a powerful, reliable, easy-to-use network backup solution with functionality and scalability for small to midsized businesses and corporate enterprises; supports more than 600 backup devices; provides client-level support for multiple OSs and more than 30 types of hardware |
| Avail Solutions 760-743-7200 http://www.availsolutions.com | Integrity 2.0 | Starts at \$400 | Provides data protection that uses disk-to-disk-to-tape or other storage; offers seamless integration between multiple storage devices and an Internet-like search engine that lets you efficiently locate data you need to restore, even in the most complex storage environments |
| BakBone Software 858-795-7500 877-939-2663 http://www.bakbone.com | NetVault 7.1 | Contact vendor for pricing | Optimized for business-critical production environments; backs up and restores data on FreeBSD, Linux, Novell NetWare, Unix, and Windows; ensures scaling from desktop to enterprise; offers disk-to-disk-to-tape backup; supports all Network Data Management Protocol (NDMP) configurations and heterogeneous storage network designs such as Direct Attached Storage (DAS), Network Attached Storage (NAS), Storage Area Networks (SANs), and WANs |
| BridgeHead Software 781-939-0780 800-262-8296 http://www.bridgeheadsoftware.com | HyperTape Enterprise Backup and Storage System | \$8000 to \$50,000 | Provides a storage and data-compliance management system for enterprise backup and disaster recovery, media management and automation, and application archiving for markets such as health care, digital-asset management, and email management; designed for organizations that need to comply with strict data-availability laws; provides a solution for managing and retaining massive amounts of data |
| CMS Products 714-424-5520 800-327-5773 http://www.cmsproducts.com | BounceBack Professional | \$99 | Lets users deploy an easy-to-use backup strategy while incorporating restore capabilities for complete disaster recovery; provides compatibility with any type of hard disk configuration, including internal and external drives; automatically initiates a complete backup upon connection or according to scheduled backup settings |
| CommVault Systems 732-870-4000 http://www.commvault.com | CommVault QiNetix | Contact vendor for pricing | Provides a unified enterprise data-management solution to ensure high-performance data protection, universal availability, and simplified management of complex storage networks; integrates CommVault's Galaxy Backup & Recovery, data migration, data high availability, and storage-resource and SAN-management software solutions |
| Computer Associates 631-342-6000 800-225-5224 http://www.ca.com | BrightStor ARCserve | \$695 per server | Delivers reliable backup and recovery centered around Windows backup servers; protects Linux, NetWare, Unix, and Windows platforms; maximizes performance and scalability by using technology that offers 24 x 7 availability through optional "hot" protection agents for open files, databases, and messaging systems |
| | BrightStor Enterprise Backup 10.5 | Starts at \$4999 | Provides comprehensive, enterprise-class backup-and-recovery solution with powerful manageability and complete data protection for Windows and UNIX environments; delivers benchmarked backup-and-recovery performance, unlimited scalability, integration with leading storage-management solutions, and reliability for the enterprise |

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| Dantz Development 925-948-9000 800-225-4880 http://www.dantz.com | Retrospect 6.5 Disk-to-Disk | Starts at \$300 | Backs up single file servers or business-critical application servers in small-business environments; backs up only to IEEE 1394 and USB 2.0 hard disks or CD-ROM and DVD drives; provides options for disaster recovery, open-file backup, backup of Microsoft Exchange Server and Microsoft SQL Server, and Dantz's Proactive Backup, which self-adjusts and prioritizes backup operations |
| | Retrospect 6.5 Multi Server | \$1100 to \$3600 | Backs up multiple networked file servers, business-critical application servers, and Apple Computer's Macintosh, Windows, and select Linux and UNIX desktop and notebook computers |
| | Retrospect 6.5 Single Server | \$700 to \$3100 | Backs up single file servers or business-critical application servers, plus Mac, Windows, and select Linux and UNIX desktop and notebook computers |
| | Retrospect 6.5 Small Business Server | Starts at \$750 | Backs up servers running Small Business Server (SBS), plus Mac, Windows, and select Linux and UNIX desktop and notebook computers; includes an Exchange agent, SQL Server agent, and disaster-recovery agent |
| HP 650-857-1501 800-888-9909 http://www.hp.com | HP OpenView Storage Data Protector | Contact vendor for pricing | Provides enterprise-data protection that automates routine tasks to maximize the effectiveness of your data-protection staff, ensuring recovery from disruptions of all sizes, up to and including system or site disaster recovery; provides scalability from one server to an enterprise across applications, operating environments, storage, and protection approaches |
| IBM 512-286-0000 877-848-6541 http://www.ibm.com/totalstorage | IBM Tivoli Storage Manager | Contact vendor for pricing | Enables high availability of applications with superior data protection and scalable resource usage; provides extensive protection for more than 35 platforms from mainframes to laptop computers |
| LEGATO Software 650-210-7000 http://www.legato.com | LEGATO NetWorker | Starts at \$1100 | Protects business-critical data in enterprise sites worldwide by simplifying, centralizing, and automating backup-and-recovery operations on systems ranging from simple laptops to multiterabyte Linux, Mac, NetWare, HP OpenVMS, Windows, and UNIX platforms; enables standardization on one application; provides complete, fast, and reliable information protection and recovery in all DAS, NAS, and SAN topologies; consolidates backup-and-recovery operations |
| Lockstep Systems 480-596-9432 877-932-3497 http://www.backup-for-workgroups.com | Backup for Workgroups 2.0 | Starts at \$299 | Provides a disk-based, client/server backup and disaster-recovery utility for networked Windows servers and workstations; stores backup data to centralized, disk-based media; supports scheduled incremental file backup and nonredundant and encrypted file storage; includes preset recovery options to restore files, accidentally deleted files, rollbacks, and complete systems |
| NovaStor 805-579-6700 http://www.novastor.com | NovaBACKUP | \$80 for professional edition; \$150 for server edition | Backs up desktop and laptop computers, servers, and small networks and offers fast backup for all CD-ROMs, DVDs, tapes, and hard disks—plus local and network servers—in one package |

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| Stratesave Systems http://www.stratesave.com | Stratesave 4.0 | \$598 | Provides organized backup and restore for local and networked Windows servers and desktop or laptop computers; includes an automated backup scheme for daily, weekly, and monthly backups; features scheduling, encryption, open-file backup (VSS), disaster recovery (Automated System Recover—ASR), email notification, and remote control; backs up to autoloaders, disk, CD-ROM, DVD, tape, and Zip disk; includes agents for Exchange, SQL Server, Microsoft SharePoint Portal Server, and remote network backup |
| Symantec 408-517-8000 http://www.symantec.com | PowerQuest V2i Protector 2.0 Server Edition | \$995 | Provides a real-time backup solution designed to capture all files and configurations in one easy-to-manage backup file; creates backups without interrupting user productivity or application use; restores failed systems to a point in time without taking hours to rebuild servers and restore data from tape backup |
| | PowerQuest V2i Protector 2.0 Small Business Edition | \$695 | Provides real-time disk-based backup and disaster recovery that captures a server's active state, including its OS, file, and configuration settings, in one easy-to-manage and portable backup file; saves backups to a NAS, RAID arrays, or a SAN without interrupting user productivity or application use |
| UltraBac Software 425-644-6000 http://www.ultrabac.com | UBDR Pro | \$695 | Uses a scheduler to initiate snapshots of selected partitions; a built-in agents backs up all locked files; backs up only in-use disk clusters and compresses data to reduce network traffic and increase backup throughput; boots from the universal UBDR Pro CD-ROM to recover a completely failed machine in minutes; provides optional encryption |
| | UltraBac Single Server Edition | \$495 | Offers automatic open shared-file handling; backs up to any local or remote disk; supports all tape devices and autoloaders, Messaging API (MAPI) and SMTP email alerts, built-in media cascading, hardware device failover, tape-retention protection, and other fault-reduction features; includes options for autoloaders, designated router (DR), Exchange, NetWare, Oracle, SQL Server, tape copy, and UNIX |
| VERITAS Software 650-527-8000 800-327-2232 http://www.veritas.com | VERITAS Backup Exec 9.1 | \$595 | Supports NetWare and Windows environments; provides Web-based administration console and intuitive graphical UI with easy-to-use wizards for simplifying installation and enhancing manageability; includes high-performance agents and options for delivering flexibility to quickly protect desktop, laptop, and server data |
| | VERITAS NetBackup Enterprise Server | \$2000 | Supports all major platforms, including Linux, NetWare, Windows, and UNIX; includes features for synthetic backup, disk-to-disk copy, and disk staging and protection for enterprise environments as well as desktop and laptop computers |
| XOsoft 212-849-6838 866-926-7962 http://www.xosoft.com | Data Rewinder | \$2500 | Recovers servers from data corruption with one click of the mouse; uses a server-based point solution to instantaneously rewind corrupted application or database servers to the exact event of the last consistent state |
| Yosemite Technologies 559-449-8181 800-228-9236 http://www.yosemite-technologies.com | TapeWare 7.0 | Contact vendor for pricing | Provides a multi-tier product in the small and mid-sized business and enterprise markets; offers a simple Windows interface that takes the guesswork out of data protection; allows centralized or remote management for heterogeneous environments; provides database-aware agents for Exchange and SQL Server |