Boucher, Dana MTIC:EX

From:	Boucher, Dana MTIC:EX
Sent:	Monday, July 20, 2015 3:23 PM
To:	Forster, Russ HPAS:EX; Smith, Steve A MTIC:EX; Bodnar, Anatoliy MTIC:EX
Cc:	Blackhall, Chris MTIC:EX; Smith, Steve A MTIC:EX; Bodnar, Anatoliy MTIC:EX
Subject:	RE: moving Exchange Backups

Hi Russ
FYI
s.22

Dana Boucher

Technical Analyst - Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: MCS@gov.bc.ca

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Monday, July 20, 2015 3:20 PM
To: Smith, Steve A MTIC:EX; Bodnar, Anatoliy MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Boucher, Dana MTIC:EX
Subject: FW: moving Exchange Backups

Hi Steve et el,

We'd like to start testing the Exchange 2013 test bed servers with the new netbackup master/media servers. The network is flatter and with this more direct path we hope to see some speed improvements and stability in throughput speeds as well as ease the restore process.

Can I work with Elaine to make these changes and then have Chris/Dana do some test restores?

Thanks

/Russ

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

1

From: Tasse, Elaine
Sent: July-20-15 3:14 PM
To: Forster, Russ
Subject: moving Exchange Backups

Russ, I would like to test Exchange backups on our new master/media servers. We are shortly migrating to a new backup infrastructure, and would like to move Exchange as early in the process as possible to avoid infinity backups accumulating on the current backup servers.

There will be no change to Exchange backups other than **adding** the new the master and media servers: (do not remove original entries but make the 171 servers the master)

Accessing backups on the current master will still be available. The new master servers allow for easier recovery of "copy #2" – which is where the exchange long term data is kept. (local copy #1 is only retained for 3 months)

thanks

Elaine Tasse

Sr.Technical Analyst
Hosting & Infrastructure Services

hp HP Advanced Solutions Inc.

220-4464 Markham St
Victoria, BC V8Z 7X8
Tel: (250) 405-5962
Elaine.Tasse@hpadvancedsolutions.com
www.hpadvancedsolutions.com

From:	Boucher, Dana MTIC:EX
Sent:	Wednesday, April 1, 2015 1:55 PM
To:	EDSAdvSol Hosting Services Enterprise Backup
Cc:	Blackhall, Chris MTIC:EX
Subject:	Netbackup - s.15

Good afternoon

I am having an issue with the netbackup util on s.15

When launching it I get the following error

I restarted the Netbackup client Service but still same error

Dana Boucher

Technical Analyst - Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: MCS@gov.bc.ca

3

Boucher, Dana MTIC:EX

From:	Boucher, Dana MTIC:EX
Sent:	Wednesday, February 4, 2015 12:45 PM
To:	EDSAdvSol Hosting Services Enterprise Backup
Cc:	Blackhall, Chris MTIC:EX; Boothman, Janice E MTIC:EX; Wagner, Manfred MTIC:EX; Bodnar, Anatoliy MTIC:EX; Hennessey, John MTIC:EX
Subject:	Netbackup - Restore
Importance:	High

Good afternoon

I am trying to do a restore for Nov 2014 and it doesn't appear that there is a full backup.

I noticed that the last full backup for 2014 is July, why the gap (no backup available) between **July 2014 and Jan 1, 2015**

I looked at other servers both Calgary/Kamloops and it appears that there is no full back at all prior to Jan 2015..

Dana Boucher

Technical Analyst - Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
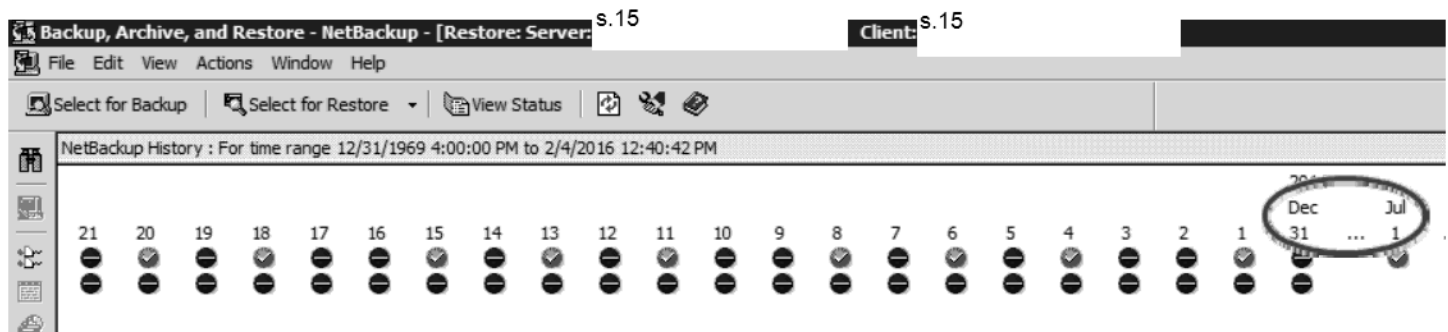*Email: MCS@gov.bc.ca*

4

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Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
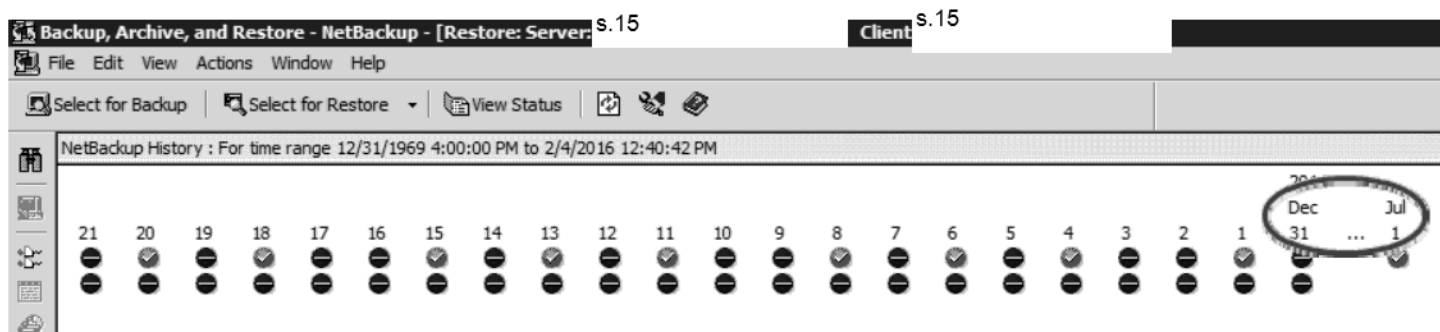*Email: MCS@gov.bc.ca*

5

Boucher, Dana MTIC:EX

From:	Boucher, Dana MTIC:EX
Sent:	Wednesday, February 4, 2015 12:29 PM
To:	Lowe, Wendy HPAS:EX
Cc:	Blackhall, Chris MTIC:EX
Subject:	Backup

Hi Wendy
Can you confirm to me that there isn't a full back for Nov 2014 for [s.15]

With the backup util, I can only see July2014 to be the last backup for 2014.. why is that?

Dana Boucher

Technical Analyst - Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: MCS@gov.bc.ca

6

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Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
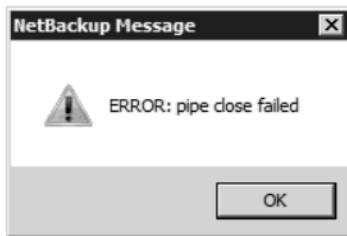*Ministry of Technology, Innovation and Citizens' Services*
Email: MCS@gov.bc.ca

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Dana Boucher

Technical Analyst - Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: MCS@gov.bc.ca

6

From:	Smith, Steve A MTIC:EX
Sent:	Tuesday, July 28, 2015 7:03 AM
To:	Advanced Solutions Service Desk
Cc:	Forster, Russ HPAS:EX; Tasse, Elaine HPAS:EX; Bodnar, Anatoliy MTIC:EX; Blackhall, Chris MTIC:EX; Flynn, Dan MTIC:EX; Wagner, Manfred MTIC:EX; Klein, Tracy MTIC:EX
Subject:	final file system backup of [s.15]

Importance: High

Before we decommission [s.15] we need a complete file system backup with an 18 month retention.

Could you please create a task, assigned to Enterprise Backups to do a full file system backup of [s.15] to include the C: E: F: and H: drives?

Please also ask to confirm with me when complete so I can submit the decommission iStore request.

Thanks

Steve Smith
Senior Technical Architect
Communications & Collaboration Services
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca

1

From:	Klein, Tracy MTIC:EX
Sent:	Friday, May 29, 2015 9:32 AM
To:	EDSAdvSol Hosting Services Enterprise Backup; 'Advanced Solutions Service Desk'; SSBC WTS Hosting AMO MTIC:EX
Cc:	Boothman, Janice E MTIC:EX
Subject:	Exchange Backup and Log Retention
Importance:	High

If you haven't already been notified, please retain all Exchange tapes & logs until further notice. There is a case before the OIPC which requires no Exchange tape or log destruction. Thank you.

Tracy Klein Service Lead, Messaging & SharePoint
Network, Communications & Collaboration Services,
Technology Services 250 953-6219 Tracy.Klein@gov.bc.ca

BRITISH COLUMBIA   **OCIO** | Office of the Chief Information Officer

2

From:	Forster, Russ <Russ.Forster@hpadvancedsolutions.com>
Sent:	Monday, March 16, 2015 12:05 PM
To:	Klein, Tracy MTIC:EX
Subject:	RE: RFC's submitted for this weekend's reboots

s.15   is a media server for backups. Its actually now owned by HPAS and still rebooted as part of the process.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

The information transmitted herein is intended only for the named recipient(s) above and contains information that is privileged, confidential or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender and delete this message from any computer. Thank you.
*HP Advanced Solutions participates in the Wireless AMBER Alerts program in BC. Visit **www.WirelessAmber.ca** to sign up to receive free Wireless AMBER Alerts on your cell phone.*

From: Klein, Tracy MTIC:EX [mailto:Tracy.Klein@gov.bc.ca]
Sent: March-16-15 11:36 AM
To: Forster, Russ
Subject: RE: RFC's submitted for this weekend's reboots

Hi Russ, just curious what s.15   is, I don't recognize it and don't see it on any of our lists (Exch/SP)

Tracy Klein
Service Lead, Messaging & SharePoint
Network, Communications & Collaboration Services

IM   EMAIL   CALL

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Monday, March 16, 2015 10:42 AM
To: Common, Stuart HPAS:EX; Lam, Keith MTIC:EX; Macaulay, Iain HPAS:EX; Klein, Tracy MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Hennessey, John MTIC:EX
Subject: RFC's submitted for this weekend's reboots

Number	Appro	Priorit	Impac	Risk	Expo:	Asset	Start	End
124872	pendir	high	high	mediu	low	EXCHANGE	03/22/2015 06	03/22/2015 09
124873	pendir	high	high	mediu	mediu	EXCHANGE	03/22/2015 06	03/22/2015 09

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,

3

HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s 22
Russ.Forster@HPAdvancedSolutions.com

4

Boucher, Dana MTIC:EX

From:	Smith, Steve A MTIC:EX
Sent:	Thursday, January 8, 2015 10:28 AM
To:	'ServiceDesk@hpadvancedsolutions.com'
Cc:	Tasse, Elaine HPAS:EX; Forster, Russ HPAS:EX; Macaulay, Iain HPAS:EX; Wagner, Manfred MTIC:EX; Klein, Tracy MTIC:EX; Boothman, Janice E MTIC:EX
Subject:	Exchange 2013 backups
Importance:	High
Categories:	Exch2013

Please dispatch a task to Enterprise Backups to move all Exchange 2013 servers still in the migration backup policies into the regular backup policies.

Thanks

Steve Smith
Technical Architect
Communications & Collaboration Services
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca

Boucher, Dana MTIC:EX

From:	Smith, Steve A MTIC:EX
Sent:	Thursday, January 8, 2015 10:28 AM
To:	'ServiceDesk@hpadvancedsolutions.com'
Cc:	Tasse, Elaine HPAS:EX; Forster, Russ HPAS:EX; Macaulay, Iain HPAS:EX; Wagner, Manfred MTIC:EX; Klein, Tracy MTIC:EX; Boothman, Janice E MTIC:EX
Subject:	Exchange 2013 backups
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Categories:	Exch2013

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Thanks

Steve Smith
Technical Architect
Communications & Collaboration Services
Technology Solutions, Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca

6

From:	Hunter, James <James.Hunter@hpadvancedsolutions.com>
Sent:	Wednesday, December 10, 2014 10:23 AM
To:	Common, Stuart HPAS:EX; Klein, Tracy MTIC:EX; Bussanich, Derek W MTIC:EX; Smith, Steve A MTIC:EX; Bodnar, Anatoliy MTIC:EX; Lam, Keith MTIC:EX; Jernberg, Mikko MTIC:EX
Cc:	Boothman, Janice E MTIC:EX; Miles, Sonya E MTIC:EX; Wagner, Manfred MTIC:EX
Subject:	RE: review weekend changes for new OCIO firewall

This change involves moving 4 vlans from Zone2B in Kamloops to a new separate VSX in Kamloops.

s.15

LYNC Test
LYNC PROD
SSBC EXCH test
SSBC EXCH prod

Ahead of change (Friday):

- Change freeze is implemented for Zone B policy.
- Backup copy is made of existing Zone B Policy (Z2BK-APPINTRA-Policy) and set aside.
- Copy is made of existing Zone B Policy (Z2BK-APPINTRA-Policy), this becomes the new OCIO Sector Policy (Z2BC-APP-OCIO-Policy).
- Everything not relevant to the vlans being moved is deleted from Z2BC-APP-OCIO-Policy.
- Loadbalancer and 'common' Rules are adjusted with Sector specific Group objects in Z2BC-APP-OCIO-Policy.
- Rules that are made irrelevant by removing vlans are deleted from Z2BK-APPINTRA-Policy.
- Temporary, "Failsafe" rules are added to the bottom of Z2BK-APPINTRA-Policy. (Allow all traffic between old and new ZB Firewalls, security is maintained by new firewall)

Change day (Sunday):

- New virtual firewall is created. – Z2BK-APP-OCIO **~0.75hr**
    - ➢ Sector vlans/interfaces are removed from Z2B virtual firewall Z2BK-APPINTRA.
    - Outage: ➢ Routing adjustments are made on the Load balancer
    - ➢ Vlans/interfaces are created on Z2BK-APP-OCIO. (Traffic will begin to flow as vlans are created)
- Z2BK-APP-OCIO-Policy is applied to Z2BK-APP-OCIO and pushed. (*Gateways* of new vlans become available.) **~0.25hr**
- Preliminary Testing. **~0.5hr**
- Cleaned Z2BK-APPINTRA-Policy is pushed to Z2BK-APPINTRA. **~1.5hr**
- Final Testing. **~0.5hr**

Later:
- After verification period (~4wks), temporary failsafe rules are removed.

Roll back if required:
- New Sector firewall Z2BK-APP-OCIO is deleted or vlans removed.
- Routing adjustments are made on the Load balancer
- Vlans/interfaces are recreated on Z2BK-APPINTRA.
- Back up copy of Z2BK-APPINTRA-Policy is pushed to Z2BK-APPINTRA.

- Testing.

We'll review steps, timing and testing for the new firewall

From:	Smith, Steve A MTIC:EX
Sent:	Friday, October 17, 2014 1:48 PM
To:	Wagner, Manfred MTIC:EX; Klein, Tracy MTIC:EX
Cc:	Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Villota, Francisco; Forster, Russ HPAS:EX
Subject:	RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.
Importance:	High

Plan is for Russ to check with Storage group to see if there are any indications of error on the SAN, and have the Backup group submit a full backup request now. Since we've only had this error once, let's cross our fingers that the next backup succeeds.

If the backup fails again, we should be ready to move all the mailboxes from s.15 to other databases so we can diagnose and possibly recreate s.15 without affecting any users.

_____

From: Smith, Steve A MTIC:EX
Sent: Friday, October 17, 2014 1:16 PM
To: Wagner, Manfred MTIC:EX; Klein, Tracy MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Francisco Villota Gonzalez (fvillota@microsoft.com); Forster, Russ HPAS:EX
Subject: RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Hi all.

Manfred, I've asked Russ to look at a Symantec KB article but running out of options here.

Some of the things we would normally try:

- Dismount/mount and try again (short outage – hopefully)
- Reboot and try again (short outage – hopefully)
- Use the new-mailboxrepairrequest on the database – downtime of unknown duration
- Move all 154 mailboxes to other databases then deleted and recreate the DB at our leisure

Given we are under a change freeze, what do you think?

Attached is a list of the mailboxes in this DB.

<< File s.15 _mailboxes.csv >>

9

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Friday, October 17, 2014 10:54 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Francisco Villota Gonzalez (fvillota@microsoft.com)
Subject: RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

It was a full backup ran for about 3 hours and 20 minutes then died.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: . s.22
Russ.Forster@HPAdvancedSolutions.com
 << OLE Object: Picture (Device Independent Bitmap) >> The information transmitted herein is intended only for the named
recipient(s) above and contains information that is privileged, confidential or exempt from disclosure under applicable law. If you have received
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AMBER Alerts on your cell phone.

_____

From: Smith, Steve A MTIC:EX [mailto:Steve.A.Smith@gov.bc.ca]
Sent: October-17-14 10:08 AM
To: Forster, Russ; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Francisco Villota Gonzalez (fvillota@microsoft.com)
Subject: RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Found this but doesn't seem to apply.

http://blogs.technet.com/b/timmcmic/archive/2012/03/29/backups-fail-due-to-consistency-check-failure.aspx

Was it an incremental, and if so, can we try a full?

_____

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Friday, October 17, 2014 9:58 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX
Subject: FW: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

The full backup for s.15   failed last night. There is a corresponding set of application events at the same
time. Can you take a look and either update the incident, or let me know so I can close it.

 << OLE Object: Picture (Device Independent Bitmap) >>

Thanks

Russ Forster

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-----Original Message-----
From: ITIMS-Prod [mailto:nobody@finch.gov.bc.ca]
Sent: October-17-14 9:43 AM
To: Hosting Services Windows Support
Subject: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Incident #: IM342360
Title: Backups for s.15 in Kamloops failed with Error 24 Asset Tag: s.15
Priority: 5
Status: Open
Alert Stage: open
Hot Ticket: false

PLEASE DO NOT REPLY TO THIS EMAIL. IT IS AUTO-GENERATED

11

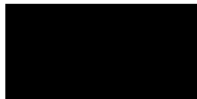|	
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Thanks

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
*Phone: (250) 405-5942, Cell:*s.22
Russ.Forster@HPAdvancedSolutions.com

-----Original Message-----
From: ITIMS-Prod [mailto:nobody@finch.gov.bc.ca]

13

Sent: October-17-14 9:43 AM
To: Hosting Services Windows Support
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Alert Stage: open
Hot Ticket: false

PLEASE DO NOT REPLY TO THIS EMAIL. IT IS AUTO-GENERATED

Boucher, Dana MTIC:EX

From:	Klein, Tracy MTIC:EX
Sent:	Tuesday, September 2, 2014 1:03 PM
To:	Wagner, Manfred MTIC:EX; Macaulay, Iain HPAS:EX
Cc:	Smith, Steve A MTIC:EX; Knowles, Jim MTIC:EX; Blackhall, Chris MTIC:EX; Jernberg, Mikko MTIC:EX; Forster, Russ HPAS:EX; Boucher, Dana MTIC:EX
Subject:	RE: MTIC - Update (19) servers to Veritas 7.5

This RFC which includes these servers has now been approved.

s.15

Tracy Klein
Service Lead, Messaging,
Network, Communications & Collaboration Services

💬 IM   ✉ EMAIL   📞 CALL

-----Original Message-----
From: Wagner, Manfred MTIC:EX
Sent: Tuesday, September 2, 2014 11:34 AM
To: Macaulay, Iain HPAS:EX
Cc: Smith, Steve A MTIC:EX; Knowles, Jim MTIC:EX; Blackhall, Chris MTIC:EX; Jernberg, Mikko MTIC:EX; Forster, Russ HPAS:EX; Boucher, Dana MTIC:EX; Klein, Tracy MTIC:EX
Subject: RE: FYI - Doc. #116942

Hi Iain,

Tracy generally looks after reviewing and approving RFCs...I only do so in her absence. I know that now that she has
s.22   that she is working through them.

Thanks,

15

Manfred

-----Original Message-----
From: Macaulay, Iain [mailto:Iain.Macaulay@hpadvancedsolutions.com]
Sent: Tuesday, September 2, 2014 11:07 AM
To: Wagner, Manfred MTIC:EX
Cc: Smith, Steve A MTIC:EX; Knowles, Jim MTIC:EX; Blackhall, Chris MTIC:EX; Jernberg, Mikko MTIC:EX; Forster, Russ HPAS:EX; Boucher, Dana MTIC:EX
Subject: FW: FYI - Doc. #116942

Hello,

This is an RFC to update the Veritas Backup agent from version 7.1 to version 7.5 in Calgary and Kamloops. This will bring the agent to the current supported version. Other servers that you have at these locations are already at this version and do not require an update.

If you could approve this RFC or reply with any questions you have it would be appreciated.

Regards,

Iain Macaulay ITIL
Server Administrator
Application Hosting

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5959
Iain.Macaulay@hpadvancedsolutions.com
www.hpadvancedsolutions.com

-----Original Message-----
From: ITIMS-Prod [mailto:nobody@finch.gov.bc.ca]
Sent: September-02-14 11:03 AM
To: Macaulay, Iain
Subject: FYI - Doc. #116942

------------------------------ Document # 116942 ---------------------------------

 RFC No.   116942

16

Brief Description   MTIC - Update (19) servers to Veritas 7.5

Status   initial   Priority   2
Approval Status   pending   Impact   3
Request Reference   Risk   3
Reason for Change   Maintenance   Exposure   3
Planned Start   09/07/2014 06:00:00   Backout Effort   2
Planned End   09/07/2014 09:00:00   Backout Duration   00:00:00
Change Window   sunday morning change window
Change Type   non-standard

Change Coordinator   JOZSKISS
Change Initiator   MACAULAY, IAIN HPAS:EX
Implementor Group   WINDOWS SUPPORT
Change Implementor   IMACAULA
Asset Tag: EXCHANGE (19) SERVERS
Platform   WINDOWS
System   EXCHANGE
Project

Methodology
 update Veritas backup client to 7.5 via install script located on tool
 server
 confirm successful install and operation of backup agent

Impact Assessment/Risk Analysis
  mimimal install does not interfer with server and does not require a reset

s.15

Justification/Effect of not Implementing Change
  maintain supported version of software

Backout Method

17

correct issues that result

Actual Implementation
  Start Date/Time
  End Date/Time
  Implementation Results
  Implementation Comments

Review
  Review Date
  Change Results
  Coordinator Comments

Related Calls

Related Incidents

Related Requests

Approved Groups	Approval Operator	Approved Date	Action
1 CITS.CHANGE.MANAGE	DLAWRIE	08/26/2014 14:	approved

Current Pending	Future Approvals	Review Groups
1 HOSTING SERVICES CHA		
1 WINDOWS SUPPORT		

Approval Process Comments

Sent:10 Sep 2015 21:12:43 +0000
To:Tasse, Elaine HPAS:EX;Smith, Steve A MTIC:EX;Forster, Russ HPAS:EX;Bodnar,
Anatoliy MTIC:EX
Cc:Blackhall, Chris MTIC:EX;Boucher, Dana MTIC:EX;Macaulay, Iain HPAS:EX;Parkin,
Gerald HPAS:EX;Wagner, Manfred MTIC:EX
Subject:RE: moving Exchange Backups

Thanks Elaine

      I appreciate your quick response. This sounds like a good plan, my concern was if there was an issue, we would have back-up issues. But it seems you have everything in place to ensure back-ups will take place as well as providing us with a schedule of when the work is being completed an on what servers.

Dan

From: Tasse, Elaine [mailto:Elaine.Tasse@hpadvancedsolutions.com]
Sent: Thursday, September 10, 2015 2:02 PM
To: Smith, Steve A MTIC:EX; Forster, Russ HPAS:EX; Bodnar, Anatoliy MTIC:EX; Flynn, Dan MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Boucher, Dana MTIC:EX; Macaulay, Iain HPAS:EX; Parkin, Gerald HPAS:EX
Subject: RE: moving Exchange Backups

Ok, this should read:

> Once the servers have been migrated into the new policies, a full will take place at 5 pm. s.22   and I will be monitoring for successful backups at that time and dealing with any issues that may arise. Should a problem arise that cannot be resolved quickly, I will return it to the backup policy on the original *master server* to be resolved by Russ and team the following morning.

Elaine

From: Tasse, Elaine
Sent: September-10-15 2:01 PM
To: Smith, Steve A MTIC:EX; Forster, Russ; Bodnar, Anatoliy MTIC:EX; Flynn, Dan MTIC:EX
Cc: Blackhall, Chris B MTIC:EX; Boucher, Dana MTIC:EX; Macaulay, Iain
Subject: RE: moving Exchange Backups

Steve, We don't have a fallback plan, as we will know well in advance of the move if the server has connectivity to the new servers…

Once the servers have been migrated into the new policies, a full will take place at 5 pm. s.22   , and I will be monitoring for successful backups at that time and dealing with any issues that may arise. Should a problem arise that cannot be

resolved quickly, I will put it back into the backup policy on the original policy to be resolved by Russ and team the following morning.

I don't anticipate any issues as long as we have confirmed connectivity prior to starting. We can confirm that next week when Russ returns, and have the migrations scheduled for the following week beginning on Monday Sept 21.

We will identify the servers to move on what days next week.

Elaine

From: Smith, Steve A MTIC:EX [mailto:Steve.A.Smith@gov.bc.ca]
Sent: September-10-15 8:52 AM
To: Tasse, Elaine; Forster, Russ; Bodnar, Anatoliy MTIC:EX; Flynn, Dan MTIC:EX
Cc: Blackhall, Chris B MTIC:EX; Boucher, Dana MTIC:EX; Macaulay, Iain
Subject: RE: moving Exchange Backups

Thanks Elaine, and could you please advise of what fallback options are in place and verify that this will be done in such a way that there will be no missed backups?

Thanks

From: Tasse, Elaine [mailto:Elaine.Tasse@hpadvancedsolutions.com]
Sent: Wednesday, September 9, 2015 1:59 PM
To: Smith, Steve A MTIC:EX <Steve.A.Smith@gov.bc.ca>; Forster, Russ HPAS:EX <Russ.Forster@hpadvancedsolutions.com>; Bodnar, Anatoliy MTIC:EX <Anatoliy.Bodnar@gov.bc.ca>; Flynn, Dan MTIC:EX <Dan.Flynn@gov.bc.ca>
Cc: Blackhall, Chris MTIC:EX <Chris.Blackhall@gov.bc.ca>; Boucher, Dana MTIC:EX <Dana.Boucher@gov.bc.ca>; Macaulay, Iain HPAS:EX <Iain.Macaulay@hpadvancedsolutions.com>
Subject: RE: moving Exchange Backups

Thanks Steve! Will let you know how we do it…

Elaine

From: Smith, Steve A MTIC:EX [mailto:Steve.A.Smith@gov.bc.ca]
Sent: September-09-15 1:58 PM
To: Tasse, Elaine; Forster, Russ; Bodnar, Anatoliy MTIC:EX; Flynn, Dan MTIC:EX
Cc: Blackhall, Chris B MTIC:EX; Boucher, Dana MTIC:EX; Macaulay, Iain
Subject: RE: moving Exchange Backups

Anatoliy Chris and I have discussed and we are good to go with migrating to the new master. Perhaps by site would be a good option.

Since a restart of the Netbackup service on the servers is the only impact you can proceed anytime.

Thanks

From: Tasse, Elaine [mailto:Elaine.Tasse@hpadvancedsolutions.com]
Sent: Wednesday, September 9, 2015 11:41 AM
To: Forster, Russ HPAS:EX <Russ.Forster@hpadvancedsolutions.com>; Smith, Steve A MTIC:EX <Steve.A.Smith@gov.bc.ca>; Bodnar, Anatoliy MTIC:EX <Anatoliy.Bodnar@gov.bc.ca>; Flynn, Dan MTIC:EX <Dan.Flynn@gov.bc.ca>
Cc: Blackhall, Chris MTIC:EX <Chris.Blackhall@gov.bc.ca>; Boucher, Dana MTIC:EX <Dana.Boucher@gov.bc.ca>; Macaulay, Iain HPAS:EX <Iain.Macaulay@hpadvancedsolutions.com>
Subject: RE: moving Exchange Backups

Steve, a bit of background as to this request.   Since the monthly exchange backups are retained for infinity we want to move the exchange servers to our new master as soon as possible. Every month that passes requires us to duplicate and import roughly 300 tapes into the new environment. We would like to keep that number as low as we can! Restores will still be done from the old master server(s) but with infinite retention we need to be able to create tape copies for import in order to eventually shut down the old environment.

The new master servers have been in production since late spring and are working well.   We can move them over all at once or by site or by policy. Your choice, but we would like to start as soon as possible.

Thanks

Elaine

From: Forster, Russ
Sent: September-04-15 2:51 PM
To: Smith, Steve A MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine; Flynn, Dan MTIC:EX
Cc: Blackhall, Chris B MTIC:EX; Boucher, Dana MTIC:EX; Macaulay, Iain
Subject: RE: moving Exchange Backups

Hi Steve,

As you know, we have been running the backups on the test servers without incident for the past few months and Elaine like to move forward with moving the rest of the infrastructure to the new backup

system. When could we start moving the servers over to the new backup master/media servers? As a reminder there are no reboots required to the servers to make the change one a stop and start of the netbackup processes maybe required.

Thanks

/Russ

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

From: Forster, Russ
Sent: July-20-15 3:20 PM
To: Smith, Steve A MTIC:EX; Bodnar, Anatoliy MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Boucher, Dana MTIC:EX
Subject: FW: moving Exchange Backups

Hi Steve et el,

We'd like to start testing the Exchange 2013 test bed servers with the new netbackup master/media servers. The network is flatter and with this more direct path we hope to see some speed improvements and stability in throughput speeds as well as ease the restore process.

Can I work with Elaine to make these changes and then have Chris/Dana do some test restores?

Thanks

/Russ

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,

HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s 22
Russ.Forster@HPAdvancedSolutions.com

From: Tasse, Elaine
Sent: July-20-15 3:14 PM
To: Forster, Russ
Subject: moving Exchange Backups

Russ, I would like to test Exchange backups on our new master/media servers. We are shortly migrating to a new backup infrastructure, and would like to move Exchange as early in the process as possible to avoid infinity backups accumulating on the current backup servers.

There will be no change to Exchange backups other than **adding** the new the master and media servers: (do not remove original entries but make the 171 servers the master)

Accessing backups on the current master will still be available. The new master servers allow for easier recovery of "copy #2" – which is where the exchange long term data is kept. (local copy #1 is only retained for 3 months)

thanks

Elaine Tasse

Sr.Technical Analyst
Hosting & Infrastructure Services

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Sent:3 Sep 2015 17:41:22 +0000
To:Parkin, Gerald HPAS:EX;Messaging and Collaboration Services MTIC:EX;EDSAdvSol
Hosting Services Enterprise Backup
Cc:Advanced Solutions Service Desk;Wagner, Manfred MTIC:EX
Subject:RE: NetBackup STMS_Exchange issue
Gerald

Thanks for the update, appreciated.

Can I ask why we had to prompt HPAS for this information based on our findings vice the information being pushed by your organization or that we were not notified there was a change.

Dan

Dan Flynn
Service Manager - Messaging and SharePoint Services
Communications & Collaboration Services
Office of the Government Chief Information Officer
Ph. 250-952-9467
Email: dan.flynn@gov.bc.ca

-----Original Message-----
From: Parkin, Gerald [mailto:Gerald.Parkin@hpadvancedsolutions.com]
Sent: Thursday, September 3, 2015 10:28 AM
To: Messaging and Collaboration Services MTIC:EX; EDSAdvSol Hosting Services Enterprise Backup
Cc: Advanced Solutions Service Desk; Flynn, Dan MTIC:EX
Subject: RE: NetBackup STMS_Exchange issue

Hello,

There was planned changed, 131739, to upgrade the head unit on storage used for exchange backups. An unexpected issue occurred requiring additional time for the upgrade. This unfortunately didn't allow for the exchange backups to run last night. The issue was resolved so there should be no further impact on backups.

Gerald Parkin
Jr Technical Analyst Hosting & Infrastructure Services

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-----Original Message-----
From: Messaging and Collaboration Services MTIC:EX [mailto:MCS@gov.bc.ca]
Sent: September-03-15 10:20 AM
To: Hosting Services Enterprise Backup
Cc: Advanced Solutions Service Desk; Flynn, Dan MTIC:EX
Subject: NetBackup STMS_Exchange issue
Importance: High

Good morning Backup Team,

Please investigate the issue with the backup Exchange servers as in the report below indicated that no backup run last night.

Thanks,

Anatoliy Bodnar
Messaging | Networks, Communications and Collaboration Service Office of the Government Chief Information Officer

-----Original Message-----
From: s.15
Sent: Thursday, September 03. 2015 9:55 AM
To: STMS_Exchange@ s.15
Subject: NetBackup STMS_Exchange Report

Veritas NetBackup: (notice) STMS_Exchange completed, (*NULL* Failed) Start time: Wed Sep 02 17:00:07 2015
End time: Wed Sep 02 17:00:07 2015

--- Unsuccessful Jobs ---

NULL: 0 level=Noon,   0 KB 00:00:00   0 files
 Error: (247)
NULL: 0 level=Incremental,   0 KB 00:00:00   0 files
 Error: (247)

Sent:25 Nov 2015 18:56:17 +0000
To:Lowe, Wendy HPAS:EX;Messaging and Collaboration Services MTIC:EX
Cc:Smith, Steve A MTIC:EX;Forster, Russ HPAS:EX;Boucher, Dana MTIC:EX
Subject:RE: Exchange Backups failures

Thanks Wendy

From: Lowe, Wendy [mailto:Wendy.Lowe@hpadvancedsolutions.com]
Sent: Wednesday, November 25, 2015 10:45 AM
To: Messaging and Collaboration Services MTIC:EX
Cc: Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ HPAS:EX; Boucher, Dana MTIC:EX
Subject: RE: Exchange Backups failures

Hello all,

I've been was successful in running incremental backups for s.15 and s.15 are failing with the error "an existing snapshot is no longer valid and cannot be mounted".

Russ is looking into the issue.

Thanks,

Wendy
250-405-5964
Email: wendy.lowe@hpadvancedsolutions.com

From: Messaging and Collaboration Services MTIC:EX [mailto:MCS@gov.bc.ca]
Sent: November-25-15 9:05 AM
To: Lowe, Wendy
Cc: Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX; Collaboration Services, Messaging A MTIC:EX
Subject: RE: Exchange Backups failures

Hi Wendy

Please start incremental backups on s.15

Thank you

Dana Boucher

Technical Analyst
Network, Communications & Collaboration Services Branch
Office of the Government Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services

From: Lowe, Wendy [mailto:Wendy.Lowe@hpadvancedsolutions.com]
Sent: Wednesday, November 25, 2015 9:01 AM
To: Messaging and Collaboration Services MTIC:EX; Forster, Russ HPAS:EX
Cc: EDSAdvSol Hosting Services Backup Alerts
Subject: Exchange Backups failures

Hello Messaging group,

Backups for s.15 on server s.15 failed last night with the error server not allowed access. I have restarted backups for those 2 SGs.

Backups for the following server and SG failed with the same error:

s.15

I've also open an incident (IM381205) for the Window Hosting group for Russ to investigate the error.

Dana,

Did you want me to restart incrementals backups for s.15 on those SG?

Thanks,

Wendy Lowe
Information Technology Services

**Hewlett Packard
Enterprise**

Suite 2200 – 4464 Markham Street, Victoria, BC, Canada V8Z 7X8
Work: 250-405-5964
Email: wendy.lowe@hpadvancedsolutions.com
Web: www.hpadvancedsolutions.com

Please consider the environment before printing this email.

From:	Blackhall, Chris MTIC:EX
To:	Tasse, Elaine HPAS:EX; Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX
Cc:	Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX; Forster, Russ HPAS:EX; Macaulay, Iain HPAS:EX
Subject:	RE: Exchange Monthly backups...
Date:	Monday, October 19, 2015 11:15:58 AM
Attachments:	image001.png

We seem to be experiencing issue seeing backups. Currently I only see till Sept 21st 2015. Which master server are we to list to access the latest backups? I have tried all 171 and 172 and get errors saying not validated. Ones with 100 only shows till september

Chris.

From: Tasse, Elaine [mailto:Elaine.Tasse@hpadvancedsolutions.com]
Sent: Wednesday, October 7, 2015 11:27 AM
To: Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX
Cc: Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX; Boucher, Dana MTIC:EX; Forster, Russ HPAS:EX; Macaulay, Iain HPAS:EX
Subject: Exchange Monthly backups...

Hi,

The first monthly exchange backups in the new backup environment were successfully run on Oct 1-2. You will notice a few changes when you look at the backups through the restore GUI...

The backups are being replicated across to the alternate site in a slightly different way – The master servers in both locations are now aware of the backup that was taken in the opposite data center. *You will now see backups for all the exchange servers in both sites*, though the restores should be done from the master server in the location the server resides for maximum performance.   This will be either ˢ·¹⁵ _   (Calgary) or ˢ·¹⁵   (Kamloops) This configuration allows for flexible DRP restores in a much more timely manner than before.

The monthly backups are retained for infinity – **on the tape copy only**. Netbackup has a confusing way of showing retentions on multiple copies by showing the retention for the first copy at each site, which is 3 months. *A tape copy is being made of the monthly backups every month that have infinity retentions.*   You will be able to confirm this for any monthly backup that is older than 3 months.

Elaine Tasse

Sr.Technical Analyst
Hosting & Infrastructure Services

hp   HP Advanced Solutions Inc.

220-4464 Markham St
Victoria, BC V8Z 7X8
Tel: (250) 405-5962
Elaine.Tasse@hpadvancedsolutions.com
www.hpadvancedsolutions.com

From:	Parkin, Gerald
To:	Blackhall, Chris MTIC:EX; Messaging and Collaboration Services MTIC:EX; EDSAdvSol Hosting Services Enterprise Backup
Cc:	Forster, Russ HPAS:EX; Wagner, Manfred MTIC:EX; Flynn, Dan MTIC:EX
Subject:	RE: Exchange Monthly backups...
Date:	Thursday, November 19, 2015 10:13:03 AM
Attachments:	image001.png
	image002.png
	image003.png
	image004.png
	image005.png
	image006.png
	image007.png
	image009.png

Hello Chris,

The change is now in place. All even number s.15   servers can restore to s.15   and all odd number s.15   server can restore to s.15

Gerald Parkin

JrTechnical Analyst, Hosting & Infrastrcture Services
HP Advanced Solutions

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Telephone: 250.405.4405
Email: Gerald.parkin@hpadvancedsolutions.com
Website: www.hpadvancedsolutions.com

From: Blackhall, Chris MTIC:EX [mailto:Chris.Blackhall@gov.bc.ca]
Sent: November-19-15 9:11 AM
To: Parkin, Gerald; Collaboration Services, Messaging A MTIC:EX; Hosting Services Enterprise Backup
Cc: Forster, Russ; Wagner, Manfred MTIC:EX; Flynn, Dan MTIC:EX
Subject: RE: Exchange Monthly backups...

Hi Gerald,

I would like to point out that we had already asked for this to be done previously and it was. But when you switch to the new Netbackup system this customization was missed by your group. I don't really think we should have been required to submit a new request for this. Currently this is delaying security restores and needs to be corrected asap.

Chris.

From: Parkin, Gerald [mailto:Gerald.Parkin@hpadvancedsolutions.com]
Sent: Thursday, November 19, 2015 9:07 AM
To: Messaging and Collaboration Services MTIC:EX; EDSAdvSol Hosting Services Enterprise Backup
Cc: Messaging and Collaboration Services MTIC:EX; Blackhall, Chris MTIC:EX; Forster, Russ HPAS:EX
Subject: RE: Exchange Monthly backups...

Done,

I need to talk to service desk as I have not seen the task to add all the servers... which I am just going to do now, sorry about this.

Gerald Parkin

JrTechnical Analyst, Hosting & Infrastrcture Services
HP Advanced Solutions

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Telephone: 250.405.4405
Email: Gerald.parkin@hpadvancedsolutions.com
Website: www.hpadvancedsolutions.com

From: Messaging and Collaboration Services MTIC:EX [mailto:MCS@gov.bc.ca]
Sent: November-19-15 9:00 AM
To: Hosting Services Enterprise Backup
Cc: Parkin, Gerald; Collaboration Services, Messaging A MTIC:EX; Blackhall, Chris B MTIC:EX; Forster, Russ
Subject: RE: Exchange Monthly backups...

Good morning

I am trying to do a restore and getting the following error

NetBackup Message

ERROR: client is not validated to perform the requested operation

OK
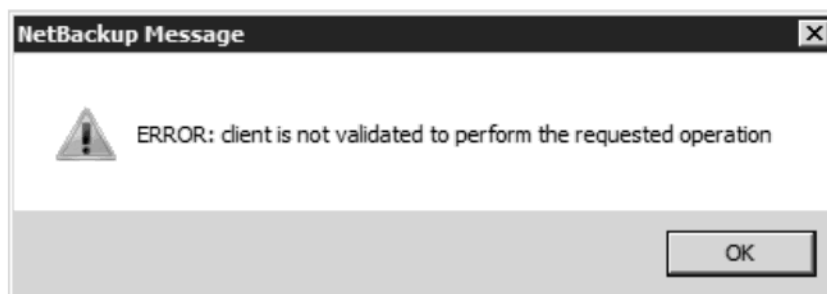
Can you please add the alternative restore file , s.15   need the file with an entry for s.15

Thank you

Dana Boucher

Technical Analyst

Network, Communications & Collaboration Services Branch

Office of the Government Chief Information Officer

Ministry of Technology, Innovation and Citizens' Services

Email: MCS@gov.bc.ca

From: Boucher, Dana MTIC:EX
Sent: Friday, November 13, 2015 1:47 PM
To: EDSAdvSol Hosting Services Enterprise Backup
Cc: Parkin, Gerald HPAS:EX; Messaging and Collaboration Services MTIC:EX; Blackhall, Chris MTIC:EX; Forster, Russ HPAS:EX
Subject: RE: Exchange Monthly backups...

Good afternoon

I would like to put a request in for the following

Could you please add the alternative restore files on ^{s.15} for the even Exchange servers and ^{s.15} for the odd Exchange servers

Thank you

Dana Boucher

Technical Analyst

Network, Communications & Collaboration Services Branch

Office of the Government Chief Information Officer

Ministry of Technology, Innovation and Citizens' Services

Email: MCS@gov.bc.ca

From: Parkin, Gerald [mailto:Gerald.Parkin@hpadvancedsolutions.com]
Sent: Friday, November 13, 2015 1:36 PM
To: Boucher, Dana MTIC:EX
Subject: RE: Exchange Monthly backups...

Sure we can add them all, could you put a request in for that? Just something through our service desk so it can go to our group so everyone is aware.

Thanks.

Gerald Parkin
JrTechnical Analyst, Hosting & Infrastrcture Services
HP Advanced Solutions

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Telephone: 250.405.4405
Email: Gerald.parkin@hpadvancedsolutions.com
Website: www.hpadvancedsolutions.com

From: Boucher, Dana MTIC:EX [mailto:Dana.Boucher@gov.bc.ca]
Sent: November-13-15 12:12 PM
To: Parkin, Gerald
Subject: RE: Exchange Monthly backups...

Thanks for the explanation

Does it mean that every will do a restore then we will contact you to add the file to a different server? Or can it be added to all even number servers for **s.15**   and odd number servers of **s.15**

Dana Boucher

Technical Analyst

Network, Communications & Collaboration Services Branch

Office of the Government Chief Information Officer

Ministry of Technology, Innovation and Citizens' Services

Email: MCS@gov.bc.ca

From: Parkin, Gerald [mailto:Gerald.Parkin@hpadvancedsolutions.com]
Sent: Friday, November 13, 2015 12:01 PM
To: Boucher, Dana MTIC:EX
Subject: RE: Exchange Monthly backups...

Yes the files go on our master servers,

On the master server there needs to be a file created for a server that allows other servers to restore to it. In that file goes the names of the other allowed servers.

So for example **s.15**   needed a file with an entry for **s.15**

Gerald Parkin

JrTechnical Analyst, Hosting & Infrastrcture Services
HP Advanced Solutions

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Telephone: 250.405.4405

Email: Gerald.parkin@hpadvancedsolutions.com
Website: www.hpadvancedsolutions.com

From: Boucher, Dana MTIC:EX [mailto:Dana.Boucher@gov.bc.ca]
Sent: November-13-15 11:57 AM
To: Parkin, Gerald
Subject: RE: Exchange Monthly backups...

Oh sorry, I missed understood where the files were added.. im assuming on ^{s.15} and not on ^{s.15}

Dana Boucher

Technical Analyst

Network, Communications & Collaboration Services Branch

Office of the Government Chief Information Officer

Ministry of Technology, Innovation and Citizens' Services

Email: MCS@gov.bc.ca

From: Parkin, Gerald [mailto:Gerald.Parkin@hpadvancedsolutions.com]
Sent: Friday, November 13, 2015 11:53 AM
To: Boucher, Dana MTIC:EX; Tasse, Elaine HPAS:EX; EDSAdvSol Hosting Services Enterprise Backup
Cc: Blackhall, Chris MTIC:EX; Forster, Russ HPAS:EX; Wagner, Manfred MTIC:EX; Flynn, Dan MTIC:EX; Messaging and Collaboration Services MTIC:EX
Subject: RE: Exchange Monthly backups...

Sure what servers need to restore to/from ^{s.15}

Gerald Parkin

JrTechnical Analyst, Hosting & Infrastrcture Services
HP Advanced Solutions

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Victoria, BC V8Z 7X8
Telephone: 250.405.4405
Email: Gerald.parkin@hpadvancedsolutions.com
Website: www.hpadvancedsolutions.com

From: Boucher, Dana MTIC:EX [mailto:Dana.Boucher@gov.bc.ca]
Sent: November-13-15 11:51 AM
To: Parkin, Gerald; Tasse, Elaine; Hosting Services Enterprise Backup
Cc: Blackhall, Chris B MTIC:EX; Forster, Russ; Wagner, Manfred MTIC:EX; Flynn, Dan MTIC:EX; Collaboration Services, Messaging A MTIC:EX
Subject: RE: Exchange Monthly backups...

Perfect, thank you Gerald

Can the alternative restore file can be added to ^{s.15}   as well?

Dana Boucher

Technical Analyst

Network, Communications & Collaboration Services Branch

Office of the Government Chief Information Officer

Ministry of Technology, Innovation and Citizens' Services

Email: MCS@gov.bc.ca

From: Parkin, Gerald [mailto:Gerald.Parkin@hpadvancedsolutions.com]
Sent: Friday, November 13, 2015 11:50 AM
To: Boucher, Dana MTIC:EX; Tasse, Elaine HPAS:EX; EDSAdvSol Hosting Services Enterprise Backup
Cc: Blackhall, Chris MTIC:EX; Forster, Russ HPAS:EX; Wagner, Manfred MTIC:EX; Flynn, Dan MTIC:EX; Messaging and Collaboration Services MTIC:EX
Subject: RE: Exchange Monthly backups...

Hi Dana,

Could you please try now, the alternative restore file was missing for the server.

Gerald Parkin

JrTechnical Analyst, Hosting & Infrastrcture Services
HP Advanced Solutions

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Telephone: 250.405.4405
Email: Gerald.parkin@hpadvancedsolutions.com
Website: www.hpadvancedsolutions.com

From: Boucher, Dana MTIC:EX [mailto:Dana.Boucher@gov.bc.ca]
Sent: November-13-15 11:44 AM
To: Tasse, Elaine; Hosting Services Enterprise Backup
Cc: Blackhall, Chris B MTIC:EX; Forster, Russ; Wagner, Manfred MTIC:EX; Flynn, Dan MTIC:EX; Collaboration Services, Messaging A MTIC:EX
Subject: RE: Exchange Monthly backups...
Importance: High

Good morning Elaine

I am trying to do a restore but I get the following error below from ^{s.15}

Specify NetBackup Machines and Policy Type

Server to use for backups and restores:

s.15

[Edit Server List]

Source client for restores (or virtual client for backups):

s.15

[Edit Client List]

Destination client for restores:

s.15
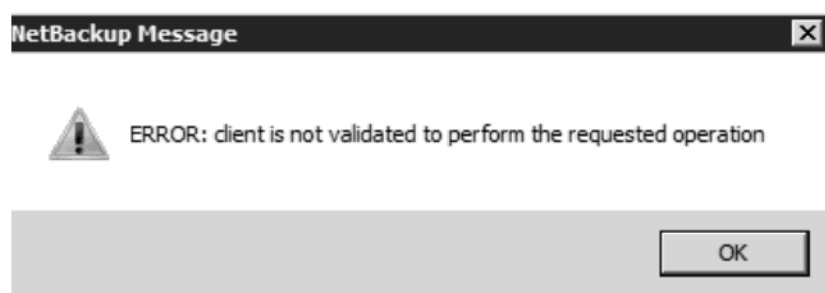
Policy type for restores:

MS-Exchange-Server ▼

Date / time range:

From: 11/13/2015 ▼   11:38:46 AM
☑ Oldest available

To: 11/13/2015 ▼   11:38:46 AM
☑ Newest available

[OK]   [Cancel]   [Help]

NetBackup Message

⚠ ERROR: client is not validated to perform the requested operation

[OK]

Not sure if you had responded to Chris email below, I am not sure what server to use for backups and restores

Before September 3 , we can use s.15   now I am not sure what I should select..

Dana Boucher

Technical Analyst

Network, Communications & Collaboration Services Branch
Office of the Government Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
Email: MCS@gov.bc.ca

From: Blackhall, Chris MTIC:EX
Sent: Monday, October 19, 2015 11:26 AM
To: Tasse, Elaine HPAS:EX; Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX; WTS Backups MTIC:EX
Cc: Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX; Forster, Russ HPAS:EX
Subject: RE: Exchange Monthly backups...

It appears ^{s.15} are no longer validated to restore all our server DB's as was the case with the previous system. Can you please make this change to the new system as we only restore to these recovery servers. When on the Exchange server I can see the newer entries when pointing at 171. Now just need this ability from the 2 recovery servers as well.

Chris.

From: Blackhall, Chris MTIC:EX
Sent: Monday, October 19, 2015 11:16 AM
To: Tasse, Elaine HPAS:EX; Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX
Cc: Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX; Forster, Russ HPAS:EX; Macaulay, Iain HPAS:EX
Subject: RE: Exchange Monthly backups...

We seem to be experiencing issue seeing backups. Currently I only see till Sept 21st 2015. Which master server are we to list to access the latest backups? I have tried all 171 and 172 and get errors saying not validated. Ones with 100 only shows till september

Chris.

From: Tasse, Elaine [mailto:Elaine.Tasse@hpadvancedsolutions.com]
Sent: Wednesday, October 7, 2015 11:27 AM
To: Flynn, Dan MTIC:EX; Smith, Steve A MTIC:EX
Cc: Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX; Boucher, Dana MTIC:EX; Forster, Russ HPAS:EX; Macaulay, Iain HPAS:EX
Subject: Exchange Monthly backups...

Hi,

The first monthly exchange backups in the new backup environment were successfully run on Oct 1-2. You will notice a few changes when you look at the backups through the restore GUI...
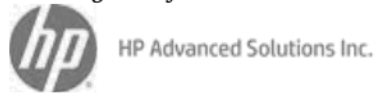
The backups are being replicated across to the alternate site in a slightly different way – The master servers in both locations are now aware of the backup that was taken in the opposite data center. *You will now see backups for all the exchange servers in both sites*, though the restores should be done from the master server in the location the server resides for maximum performance. This will be either ^{s.15} (Calgary) or ^{s.15} (Kamloops) This configuration allows for flexible DRP restores in a much more timely manner than before.

The monthly backups are retained for infinity – **on the tape copy only**. Netbackup

has a confusing way of showing retentions on multiple copies by showing the retention for the first copy at each site, which is 3 months. *A tape copy is being made of the monthly backups every month that have infinity retentions.* You will be able to confirm this for any monthly backup that is older than 3 months.

Elaine Tasse

Sr.Technical Analyst
Hosting & Infrastructure Services

hp HP Advanced Solutions Inc.

220-4464 Markham St
Victoria, BC V8Z 7X8
Tel: (250) 405-5962
Elaine.Tasse@hpadvancedsolutions.com
www.hpadvancedsolutions.com

Miwa, Ka Yee MTIC:EX

From:	Johnson, Lee <Lee.Johnson@hpadvancedsolutions.com>
Sent:	Wednesday, November 25, 2015 4:58 PM
To:	Wagner, Manfred MTIC:EX; Restall, Stuart B HPAS:EX
Cc:	Miwa, Ka Yee MTIC:EX; Donaldson, Ian R MTIC:EX
Subject:	Re: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.

Perfect.

Thank you Manfred.

Lee Johnson
Director
Storage, Backup and Application Enabling Services
HP Advanced Solutions

From: Wagner, Manfred MTIC:EX
Sent: Wednesday, November 25, 2015 16:52
To: Johnson, Lee; Restall, Stuart
Cc: Miwa, Ka Yee MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: Re: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.

Lee,

There is no change in what is currently being retained in regards to logs or data. What is currently in place is to be maintained. This is to advise you of another investigation that will leverage the existing retained information (data and\or logs). The Province's direction is that HPAS does not delete, remove, or decommission any email data or email log data (as it applies to Message Tracking Logs, Mail Gateway Logs and or Exchange Backup Data) without the express approval of the Province. There should be no change to the current backup policy(ies).

This is not to say that there may be changes coming in the near future as retention standards, practices and policies are being reviewed by the Province as part of an OIPC report.

Please let me know if you need further detail or would like to discuss.

Thanks,
Manfred

From: Johnson, Lee <Lee.Johnson@hpadvancedsolutions.com>
Sent: November-25-15 4:24 PM
To: Restall, Stuart B HPAS:EX

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Cc: Miwa, Ka Yee MTIC:EX; Donaldson, Ian R MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.

Stuart,

We will need clear and concise direction from the Province to ensure that we are acting appropriately.

Based on the below I assume we are being asked to take action to ensure compliance with Ka Yi's statement below:

"....we will retain the data requested as per below until we are advised by you that it can be released and there are no other outstanding inquiries or litigation holds."

and more specifically with regards to item number 3 below:

3)   The date range of available Exchange backups.
   • Feb 2012 to present (except July-Dec 2014)

If this is the case then can the Province please explicitly request what the requirements are.

We will need to know if the Province would like us to ensure we retain indefinitely any and all current Exchange backups, both incremental backups, daily full backups, and monthly full backups, as well as any newly created incremental backups, daily full backups and monthly full backups, or does this apply to full backups only, or only to monthly full backups? To existing full backups only, etc...

Thank you,,

Lee Johnson
Director
Storage, Backup and Application Enabling Services
HP Advanced Solutions

**Hewlett Packard
Enterprise**

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5911
Lee.Johnson@hpadvancedsolutions.com
www.hpadvancedsolutions.com

From: Restall, Stuart
Sent: November-25-15 10:05 AM
To: Wagner, Manfred MTIC:EX

Cc: Miwa, Ka Yee MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: RE: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.

Thanks Manfred. I will review this request with our team and let you know if there are any concerns or issues.

Regards,

Stuart Restall
A/Exec. Director, Infrastructure Services
HP Advanced Solutions Inc.
Phone: 250.405.4580 | Fax: 250.405.4422
E-Mail: Stuart.Restall@HPAdvancedSolutions.com
Web: www.hpadvancedsolutions.com

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Hewlett Packard Enterprise

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Please consider the environment before printing this email

From: Wagner, Manfred MTIC:EX [mailto:Manfred.Wagner@gov.bc.ca]
Sent: November-25-15 8:58 AM
To: Restall, Stuart
Cc: Miwa, Ka Yee MTIC:EX; Donaldson, Ian R MTIC:EX
Subject: FW: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.
Importance: High

Good Morning Stuart,

We have been advised by OCIO Security of an ongoing investigation by the Office of the Ombudsperson and require the following to be retained until further notice by their office. Could you please share the information below with your Leads as appropriate. If you are not the right contact, could you please forward and let me know.

Thanks,

Manfred Wagner
Manager – Messaging and SharePoint Services
Communications & Collaboration Services
Office of the Government Chief Information Officer
Ph. 250-953-6270
Email: Manfred.Wagner@gov.bc.ca

BRITISH COLUMBIA   OCIO | Office of the Chief Information Officer

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From: Donaldson, Ian R MTIC:EX
Sent: Tuesday, November 17, 2015 4:30 PM
To: Miwa, Ka Yee MTIC:EX <KaYee.Miwa@gov.bc.ca>; Prosser, Ken A MTIC:EX <ken.prosser@gov.bc.ca>
Cc: Perkins, Gary MTIC:EX <Gary.Perkins@gov.bc.ca>; Hauff, Chris R MTIC:EX <Chris.Hauff@gov.bc.ca>; Wagner, Manfred MTIC:EX <Manfred.Wagner@gov.bc.ca>
Subject: RE: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.

The request should come from the business unit (NCCS) and cc myself who will offer my support.

Ian

From: Miwa, Ka Yee MTIC:EX
Sent: Tuesday, November 17, 2015 3:49 PM
To: Prosser, Ken A MTIC:EX; Donaldson, Ian R MTIC:EX
Cc: Perkins, Gary MTIC:EX; Hauff, Chris R MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: 2015-1464 - Preliminary Response to the Ombudsperson's Letter of November 10th, 2015.

Hello Ken,

I have confirmed with my team and we will retain the data requested as per below until we are advised by you that it can be released and there are no other outstanding inquiries or litigation holds.

1) The date range of available Exchange Message Tracking logs.
   - January 2013 to present

2) The date range of available Internet Mail Gateway logs.
   - Back to Oct 1 2013.

3) The date range of available Exchange backups.
   - Feb 2012 to present (except July-Dec 2014)

Ian – will you be submitting the request to HPAS to ensure they know to retain this or can you please let us know who/how we can formally submit this to HPAS?

One thing I would like to note and I am not sure if we should include in the response is the increasing risk of not being able to recover the data as some of the data is stored in older formats on aging infrastructure, etc.

Please let me know if you have any questions.

Thank you!

Ka Yee

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Miwa, Ka Yee MTIC:EX

From:	Forster, Russ <Russ.Forster@hpadvancedsolutions.com>
Sent:	Tuesday, February 25, 2014 10:07 AM
To:	Miwa, Ka Yee MTIC:EX; Patterson, David EDSA:EX
Cc:	Donaldson, Ian R MTIC:EX; Irwin, Jeff MTIC:EX; Wagner, Manfred MTIC:EX; SSBC Messaging and Collaboration Services MTIC:EX
Subject:	RE: Backup Logs

I want to point out that when you review these reports today, you will see that s.15 successfully completed. This is because incrementals were performed yesterday, and gives you a good indication that backups are completing (at least the transaction logs) for this storage group. Tomorrow for this storage group you should see a status 1. Which indicates it did not complete successfully. Even though the users were all moved off, the database is still there and still has the bad page. This will continue until Sunday when the database is recreated.

/Russ

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

From: Miwa, Ka Yee MTIC:EX [mailto:KaYee.Miwa@gov.bc.ca]
Sent: February-25-14 9:40 AM
To: Forster, Russ; Patterson, David
Cc: Donaldson, Ian R MTIC:EX; Irwin, Jeff MTIC:EX; Wagner, Manfred MTIC:EX; SSBC Messaging and Collaboration Services, SSBC MTIC:EX
Subject: RE: Backup Logs

We are.

Thank you!

Ka Yee

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: February-25-14 9:38 AM
To: Miwa, Ka Yee MTIC:EX; Patterson, David EDSA:EX
Cc: Donaldson, Ian R MTIC:EX; Irwin, Jeff MTIC:EX; Wagner, Manfred MTIC:EX; SSBC Messaging and Collaboration Services MTIC:EX
Subject: RE: Backup Logs

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Hi Ka Yee,

You should now be receiving the backup log summaries for all Exchange backups in all sites to the address you specified.

/Russ

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
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Russ.Forster@HPAdvancedSolutions.com

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From: Miwa, Ka Yee MTIC:EX [mailto:KaYee.Miwa@gov.bc.ca]
Sent: February-21-14 3:41 PM
To: Patterson, David; Forster, Russ
Cc: Donaldson, Ian R MTIC:EX; Irwin, Jeff MTIC:EX; Wagner, Manfred MTIC:EX; SSBC Messaging and Collaboration Services, SSBC MTIC:EX
Subject: Backup Logs

Hi David/Russ,

As per our discussions earlier, please forward the Backup logs to our generic mailbox (SSBC Messaging and Collaboration Services MTIC:EX MCS@gov.bc.ca).

Thanks!

Ka Yee Miwa
Manager | Messaging Services | Shared Services BC | Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
4000 Seymour Place, Victoria, B.C., V8W 9V1
p. 250 952-7726 | c. 250 516-0370 | e. KaYee.Miwa@gov.bc.ca

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Miwa, Ka Yee MTIC:EX

From:	Miwa, Ka Yee MTIC:EX
Sent:	Friday, February 28, 2014 9:26 AM
To:	Patterson, David EDSA:EX; Donaldson, Ian R MTIC:EX
Subject:	RE: Backups.

Good Morning David,

Thank you so much for following up on this! Yes, this issue was unrelated to HPAS, and we really appreciate all the effort/support my team receives from the Window's team (Russ) on an ongoing basis.

Most of the major concerns I have are related to what seem to be a lack of monitoring and timely communication with my team. The issues seem to mostly relate to the services/support from the HPAS Backup team.

For your information, I have requested a SER on the issues with servers not being put back on the regular backup policies. We have also requested a review/presentation on the issue we have been having with backup failures not being properly monitored and communicated to us on a timely basis (i.e. s.15

Please let me know if you have any questions.

Thank you!

Ka Yee

From: Patterson, David [mailto:David.Patterson@hpadvancedsolutions.com]
Sent: February-25-14 11:05 AM
To: Donaldson, Ian R MTIC:EX; Miwa, Ka Yee MTIC:EX
Subject: FW: Backups.

Hello both,

It appears that this most recent issue was unrelated to anything on the HPAS side. Russ worked with Steve Smith and together they determined that the root cause was related to the Exchange application. Please see Russ's explanation below for more detail.

Please let me know if you would like me to address this further.

Thanks,

David Patterson
Director, Windows Hosting
Infrastructure Services

hp HP Advanced Solutions Inc.

Phone: 250-405-5985 / Cellular: 250-508-6541
david.patterson@hpadvancedsolutions.com

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From: Forster, Russ
Sent: February-25-14 9:27 AM
To: Patterson, David; Head, Kim
Subject: RE: Backups.

I talked to Kim about this one, it originally looked like we had another tool update and the messages looked remarkably similar to the ones when HPOM was upgraded. These event entries however were wrapped around a ExBPA (Exchange Best Practices analyzer) task that started at 7pm. Immediately after that task there are indeed to Dr. Watson error, however they are un related to the Exchange services. Going back through the log you can see this pattern of events going back to the beginning of the event log. These sets of messages confused Mr. Blackhall and he was indicating that the problem started immediately after the latest ExBPA run.

Steve and I confirmed that the MSExchangeIS (store.exe) process only failed once at 9:10am yesterday morning. There are no unexpected events happening at this time but to summarize:

- MSExchange performed a scan of DC's (this is done routinely throughout the day)
- ForeFront was updating its virus definitions
- MSExchange changed its primary DC from Trumpet to Yard
- MSExchangeIS - The Unsolicited Commercial Email default filter level has been updated. The new value is 8.
- MSExcgangeIS - The Microsoft Exchange Information Store encountered an unexpected exception 0xC0000008 at address 0000000077286FC8 while processing a request for user CSELAGAB.

So to summarize, this was totally an unexpected Exchange Application exception with no outside influence from the HPAS Tools or Toolset.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

> **From:** Patterson, David
> **Sent:** February-25-14 6:58 AM
> **To:** Forster, Russ; Head, Kim
> **Subject:** FW: Backups.
> **Importance:** High
>
> Hello,

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Can you please provide me with the details of this outage and what the incident ticket number is that was used to track it?

Thanks,

David Patterson
Director, Windows Hosting
Infrastructure Services

HP HP Advanced Solutions Inc.

Phone: 250-405-5985 / Cellular: 250-508-6541
david.patterson@hpadvancedsolutions.com

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From: Donaldson, Ian R MTIC:EX [mailto:Ian.Donaldson@gov.bc.ca]
Sent: February-24-14 5:20 PM
To: Patterson, David
Subject: FW: Backups.

Fyi – looks like the exchange servers are not faring so well…

From: Miwa, Ka Yee MTIC:EX
Sent: Monday, February 24, 2014 12:55 PM
To: Donaldson, Ian R MTIC:EX
Subject: RE: Backups.

Mailboxes were moved successfully over the weekend…..rebuild of old is scheduled for this weekend……

Not sure what caused it yet but we had another issue this morning with s.15 that required a reboot during business hours…..we are very puzzled on why we keep having so many similar issues….I haven't had a chance to look but here is the IM324494. My understanding is the server actually crashed this morning…there may have been a crashed last night as well, but no one seems to have done a reboot last night?

More research required…..

Thanks for following up!

Ka Yee

From: Donaldson, Ian R MTIC:EX
Sent: February-24-14 11:45 AM
To: Miwa, Ka Yee MTIC:EX
Subject: Backups.

Hi,

How did the backup issue on^{s.15} go? Were the mboxes able to be re-assigned to a different server and the server be remediated so it will now backup?

Ian Donaldson
Service Management Director | Hosting Services | Office of the CIO
4000 Seymour Place | Victoria, BC | V8W 9V1 | 250.387.9462 | 250 213-7394 | ian.donaldson@gov.bc.ca

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From:	Forster, Russ <Russ.Forster@hpadvancedsolutions.com>
Sent:	Friday, February 21, 2014 1:30 PM
To:	Klein, Tracy MTIC:EX; Baines, Murray EDSA:EX; WTS Backups MTIC:EX; Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Miwa, Ka Yee MTIC:EX; Smith, Steve A MTIC:EX
Subject:	RE: s.15 1018 error on s.15

I'm beginning to rethink the whole reboot activity. The backup for this SG has not worked since the 11th. We have rebooted this server on the 16th. The problem persisted after the reboot. The reboot scheduled for tonight/tomorrow will probably not produce the expected results either. I've checked the event logs for the 16th and the databases mounted cleanly, that's what we will see tonight I am sure. The backup will continue to fail for this SG.

Perhaps we should be looking at moving the users off this SG and recreating it instead.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

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From: Klein, Tracy MTIC:EX [mailto:Tracy.Klein@gov.bc.ca]
Sent: February-21-14 1:16 PM
To: Baines, Murray; Backups, WTS MTIC:EX; Forster, Russ; Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Miwa, Ka Yee MTIC:EX; Smith, Steve A MTIC:EX
Subject: RE: s.15   1018 error on s.15

Since the budget people are supposedly not working til 9am tomorrow I could go back to FLNR and ask if they are ok if we reboot early tomorrow morning – would you all prefer that?

Tracy Klein
Service Lead
Network, Communications & Collaboration Services
Technology Solutions, SharedServicesBC
Ministry of Technology, Innovation and Citizens' Services

From: Klein, Tracy MTIC:EX
Sent: February-21-14 12:59 PM
To: Baines, Murray EDSA:EX; WTS Backups MTIC:EX; Forster, Russ EDSA:EX; Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Miwa, Ka Yee MTIC:EX; Smith, Steve A MTIC:EX
Subject: FW: s.15   1018 error on s.15
Importance: High

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PREM is requesting an 11pm reboot – the earliest is 10pm. They are still in a change freeze until Monday. Is 11 o'clock going to work for you Murray, Anatoliy, Keith and the Backup folks?

> RFC #105645 EXCHANGE & BB & SP freeze
> This requirement is effective approximately Jan 1 until February 25. This applies to week days 6:00 until 23:00 and Sat\Sun 09:00 - 23:00.

Tracy Klein
Service Lead
Network, Communications & Collaboration Services
Technology Solutions, SharedServicesBC
Ministry of Technology, Innovation and Citizens' Services

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: February-21-14 11:41 AM
To: Bodnar, Anatoliy MTIC:EX; Baines, Murray EDSA:EX; Macaulay, Iain EDSA:EX
Cc: Miwa, Ka Yee MTIC:EX; Klein, Tracy MTIC:EX; Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX; Wallace, Jason EDSA:EX
Subject: RE: s.15   1018 error on s.15

Murray Baines will be the one doing the work under RFC 109706. We will:

- Identify the predictive failure drive
- Shutdown exchange services via provided script.
- Shutdown server and pull predictive failed disk
- Boot server and select interim recovery
- Add new drive into array and verify replication as started
- Start backup at 7:30

/Russ

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

From: Bodnar, Anatoliy MTIC:EX [mailto:Anatoliy.Bodnar@gov.bc.ca]
Sent: February-21-14 11:21 AM
To: Forster, Russ
Cc: Miwa, Ka Yee MTIC:EX; Klein, Tracy MTIC:EX; Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX
Subject: RE: s.15   1018 error on s.15

Hi Russ,

We will do this at 7 pm.

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Anatoliy Bodnar
E-mail: Anatoliy.Bodnar@gov.bc.ca
Phone: 250-952-9552
Cell: 250-818-4913

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Friday, February 21, 2014 11:19 AM
To: Klein, Tracy MTIC:EX; Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX
Cc: Miwa, Ka Yee MTIC:EX
Subject: RE: s.15   1018 error on s.15

I'm checking on the last full of s.15 . We could probably do this at 7pm if needed.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: .s.22
Russ.Forster@HPAdvancedSolutions.com

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From: Klein, Tracy MTIC:EX [mailto:Tracy.Klein@gov.bc.ca]
Sent: February-21-14 11:12 AM
To: Bodnar, Anatoliy MTIC:EX; Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX
Cc: Miwa, Ka Yee MTIC:EX; Forster, Russ
Subject: RE: s.15   1018 error on s.15

FLNR is ok if we reboot after 7pm today but not tomorrow please.

Tracy Klein
Service Lead
Network, Communications & Collaboration Services
Technology Solutions, SharedServicesBC
Ministry of Technology, Innovation and Citizens' Services

From: Bodnar, Anatoliy MTIC:EX
Sent: February-21-14 11:03 AM
To: Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX
Cc: Klein, Tracy MTIC:EX; Miwa, Ka Yee MTIC:EX
Subject: RE: s.15   1018 error or s.15

Hi ALL.

The full backup not run since February 11 of s.15   , free space currently on G drive where the s.15   located is 88.9 GB .

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ServerName	DBVol	VolFree	DBType	DBFile	StGrp	EdbSz	Edb
s.15	G$	89.1	PRIV	MB486	s.15	96.7	

My suggestion reboot after hours as Russ would like to replace predictable failure disk.

Anatoliy Bodnar
E-mail: Anatoliy.Bodnar@gov.bc.ca
Phone: 250-952-9552
Cell: 250-818-4913

From: Wagner, Manfred MTIC:EX
Sent: Friday, February 21, 2014 10:19 AM
To: Bodnar, Anatoliy MTIC:EX; Boucher, Dana MTIC:EX
Cc: Klein, Tracy MTIC:EX; Miwa, Ka Yee MTIC:EX
Subject: Fwd: s.15   1018 error on s.15

Can one of you assess and loop in Tracy and Ka Yee if we need to reboot at noon or after hours?

Thanks,
Manfred

Sent from my mobile device...

Begin forwarded message:

> **From:** "Forster, Russ EDSA:EX" <Russ.Forster@hpadvancedsolutions.com>
> **Date:** February 21, 2014 at 9:42:39 AM PST
> **To:** "Smith, Steve A MTIC:EX" <Steve.A.Smith@gov.bc.ca>, "Wagner, Manfred MTIC:EX" <Manfred.Wagner@gov.bc.ca>
> **Cc:** "Blackhall, Chris MTIC:EX" <Chris.Blackhall@gov.bc.ca>, "Boucher, Dana MTIC:EX" <Dana.Boucher@gov.bc.ca>, "Bodnar, Anatoliy MTIC:EX" <Anatoliy.Bodnar@gov.bc.ca>, "Macaulay, Iain EDSA:EX" <Iain.Macaulay@hpadvancedsolutions.com>
> **Subject:** s.15   **1018 error on** s.15
>
> Backups of s.15   have produced 1018 errors on
> s.15   There is a disk in a predictive failure state on that LUN that has been that way since at least Dec 22nd, 2013.
>
> We could try a reboot. Since the MSA50's are directly attached it should properly reset during the reboot. If we do go for a reboot we could replace this predictive failure disk.
>
> /Russ
>
> *Russ Forster*
> Technical Specialist, Hosting & Infrastructure Services,
> HP Advanced Solutions Inc.
> 2200-4464 Markham St, Victoria, BC, V8Z 7X8

14

Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

Miwa, Ka Yee MTIC:EX

From:	Miwa, Ka Yee MTIC:EX
Sent:	Friday, January 10, 2014 4:32 PM
To:	Forster, Russ EDSA:EX
Subject:	Re: Emergency RFC 107955 submitted for database defrag on ^s.15 tonight

Thank you!!!

Sent from my iPhone

On Jan 10, 2014, at 4:29 PM, "Forster, Russ" <Russ.Forster@hpadvancedsolutions.com> wrote:

> Drive is installed.
>
>
> /Russ
> HP Advanced Solutions
>
> ---
>
> **From:** Smith, Steve A MTIC:EX [mailto:Steve.A.Smith@gov.bc.ca]
> **Sent:** Friday, January 10, 2014 01:43 PM
> **To:** Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX
> **Cc:** Boucher, Dana MTIC:EX; Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Forster, Russ; Backups, WTS MTIC:EX; SSBC Messaging and Collaboration Services. SSBC MTIC:EX
> **Subject:** Emergency RFC 107955 submitted for database defrag on ^s.15 tonight
>
> I have submitted the above RFC for emergency defrag to recover disk space on ^s.15 tonight from 11:00 PM to 7:00 AM tomorrow.
>
> Russ will install a temporary 300 GB disk in the server to act as temporary space.
>
> WTS Backups – could you please start the backups early today on this server so they are complete by 11 PM?
>
> MCS – could you do whatever customer notifications are required?
>
> I will start the defrag tonight and complete it in the morning.
>
> Thanks
>
>
> Steve Smith
> Technical Architect
> **Communications & Collaboration Services**
> Network, Communications & Collaboration Services Branch
> Technology Solutions, Shared Services BC
> Ministry of Technology, Innovation and Citizens' Services
> Phone: 250 387-8698
> Email: Steve.A.Smith@gov.bc.ca

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Miwa, Ka Yee MTIC:EX

From:	Advanced Solutions Service Desk <ServiceDesk@hpadvancedsolutions.com>
Sent:	Friday, March 21, 2014 9:29 AM
To:	Kirves, Erma M MTIC:EX; Advanced Solutions ITO Vamp
Cc:	Advanced Solutions Service Desk; Smith, Steve A MTIC:EX; Miwa, Ka Yee MTIC:EX; Bater, John MTIC:EX; Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX; Tasse, Elaine EDSA:EX; Barza, Yashar MTIC:EX; SSBC WTS Hosting AMO MTIC:EX
Subject:	RE: Exchange application data backups on VAMP server orders

Hi Erma,

The data backups weren't included on the quote as they were not agreed to in the Final Work Packet that was prepared between HPAS and the customer.

Example:

This section provides information to confirm the target solution and preparation of the order information.

Existing Server Name	New Server Name	Target Solution to be ordered	Storage	Backup
s.15		☐ Virtualize and Decommission ☐ Migrate to physical server and decommission ☒ Migrate to physical server and decommission - CUSTOM ☐ Decommission only	Tier: Tier 2 Size: 4.1 TB Split up – 2x1.8TB, 2x200gb, 1x100gb	Data: No OS is always backed u **Full Retention Period:** months (standard) **Full Backup Frequency** Monthly (standard) **Incremental Retention** **Period:** 3 months (standard) **Incremental Backup Frequency:** Daily Earliest start time: (aft pm): Database backup requ Choose an item. Additional requireme

Additional Order Comments

I will go ahead and add a line to have backup services added to each for these 19 servers and have the SA update the final Work Packets. The orders will be shipped when VAMP advises us that the testing is over and billing can begin. At that time, we will have the customer re-order the backups so Install Base is up to date.

Thanks,

Tim Bendall
Request Coordinator
Service Desk – IT Services

HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5924
timothy.bendall@hpadvancedsolutions.com
www.hpadvancedsolutions.com

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Please consider the environment before printing this email.

From: Kirves, Erma M MTIC:EX [mailto:Erma.Kirves@gov.bc.ca]
Sent: March-21-14 9:18 AM
To: Advanced Solutions Service Desk
Cc: Smith, Steve A MTIC:EX; Miwa, Ka Yee MTIC:EX; Bater, John MTIC:EX; Forster, Russ; Wagner, Manfred MTIC:EX; Tasse, Elaine; Barza, Yashar MTIC:EX; Hosting AMO, SSBC WTS MTIC:EX
Subject: FW: Exchange application data backups on VAMP server orders

Hi

The 18 exchange istore server orders you have recently received all should have included data backup services. For some reason, backup wasn't included in the quotes and therefore was not included in the work packets. Rather than having the istore preparer redo all these orders, can you please ensure that backup services are added to each order. As soon as the client has received each of these servers, please ship immediately so that install base is updated. The client will then place the data backup order to get it into IB.

Thanks and let me know if you have any concerns.

Erma

From: Smith, Steve A MTIC:EX
Sent: March-21-14 8:33 AM
To: Kirves, Erma M MTIC:EX
Cc: Bater, John MTIC:EX; Forster, Russ EDSA:EX; Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Exchange application data backups on VAMP server orders

This is what we did last time, however it appear to take many weeks between the servers being shipped and added to IB.

What happened is the iStore for the backups came in, the servers weren't in IB so the order could not be processed.

This is exactly the problem we are trying to solve.

From: Kirves, Erma M MTIC:EX
Sent: Friday, March 21, 2014 8:10 AM
To: Smith, Steve A MTIC:EX
Cc: Bater, John MTIC:EX; Forster, Russ EDSA:EX; Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Exchange application data backups on VAMP server orders

Hi Steve

Once you are ready to back up the servers, please ensure you submit istore orders for this.

Thanks
Erma

From: Smith, Steve A MTIC:EX
Sent: March-21-14 6:57 AM
To: Kirves, Erma M MTIC:EX
Cc: Bater, John MTIC:EX; Forster, Russ EDSA:EX; Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX; Tasse, Elaine EDSA:EX
Subject: Exchange application data backups on VAMP server orders

Erma, I believe John Bater has spoken to you about this. Listed below are iStore orders submitted this week for our remaining Exchange mailbox servers in the VAMP process.

These servers have not been racked or imaged yet, but once they have and we install exchange on them, we will need the Exchange application data backups.

Could you please add this expense item to the server orders so that this is covered when we need to have the HP Enterprise Backup configure the servers in the coming weeks?

Thanks

s.15

iStore #572566
iStore #572570
iStore #572572
iStore #572471
iStore #572574
iStore #572536
iStore #572579
iStore #572539
iStore #572585
iStore #572541
iStore #572590
iStore #572542
iStore #572594
iStore #572544
iStore #572599
iStore #572559
iStore #572604

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s.15   iStore #572565

Steve Smith
Technical Architect
Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Shared Services BC
Ministry of Technology, Innovation and Citizens' Services
Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca

20

Steve Smith
Technical Architect

Miwa, Ka Yee MTIC:EX

From:	Miwa, Ka Yee MTIC:EX
Sent:	Thursday, March 20, 2014 1:38 PM
To:	Johnson, Lee EDSA:EX
Subject:	FW: Exchange Backup Quantity

Hi Lee,

Could you please tell me of the total 1.58PB, how much is in extended retention? I am trying to determine how much $ we would save if we reduced our retention from 13 months (3 months regular backup, 10 months extended retention) to 3 months (regular backup).

Thanks!

Ka Yee

From: Johnson, Lee [mailto:Lee.Johnson@hpadvancedsolutions.com]
Sent: Monday, March 17, 2014 8:28 AM
To: Hayes, Michael P MTIC:EX
Subject: RE: Exchange Backup Quantity

Mike,

Further to this – Exchange storage total is about 42 TB of active data, the total volume of the monthly full backups which means the 1.58 PB (or 1,580 TB) mentioned below continues to grow by 42 TB per month, or around 500 TB per year.

Lee Johnson
phone: 250.405.5911
email: lee.johnson@hpadvancedsolutions.com

> **From:** Johnson, Lee
> **Sent:** March-14-14 4:34 PM
> **To:** Hayes, Michael P MTIC:EX
> **Subject:** RE: Exchange Backup Quantity
>
> Mike,
>
> Exchange backups qty is around 21 TB per night. Total current amount on tape = 1.58 Petabytes.   Please let me know if you would like anything further. If you recall we are still retaining the monthly full backups indefinitely as per the Province's instructions.
>
> *Lee Johnson*
> phone: 250.405.5911
> email: lee.johnson@hpadvancedsolutions.com

>> **From:** Johnson, Lee
>> **Sent:** March-13-14 11:20 AM

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To: Hayes, Michael P MTIC:EX
Subject: RE: Exchange Backup Quantity

Not at all. We can pull that information in pretty short order.

Lee Johnson
phone: 250.405.5911
email: lee.johnson@hpadvancedsolutions.com

From: Hayes, Michael P MTIC:EX [mailto:Michael.P.Hayes@gov.bc.ca]
Sent: March-13-14 11:11 AM
To: Johnson, Lee
Subject: Exchange Backup Quantity

Hi Lee,

Would it be difficult to determine the amount of Exchange backup data? Any stats you have handy on that would be useful (amount of growth, amount of backup per month, etc.). We are exploring changing the retention time.

Thanks.

Mike

Mike Hayes
Director of Strategic Initiatives | Hosting Services | Office of the Chief Information Officer
Ministry of Technology, Innovation and Citizens' Services
4000 Seymour Place, Victoria, B.C., V8W 9V1
p. 250-217-9617 | Michael.P.Hayes@gov.bc.ca

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Miwa, Ka Yee MTIC:EX

From:	Miwa, Ka Yee MTIC:EX
Sent:	Thursday, July 10, 2014 10:50 AM
To:	Forster, Russ HPAS:EX; Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc:	Klein, Tracy MTIC:EX
Subject:	RE: Exchange NetBackup servers

Thank you!!! I will let the AMO know.

Ka Yee

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Thursday, July 10, 2014 9:27 AM
To: Smith, Steve A MTIC:EX; Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Klein, Tracy MTIC:EX
Subject: RE: Exchange NetBackup servers

s.15   are the 'newest' servers that I would consider retaining.

The Exchange group should probably make sure the AMO's office is aware of this since it goes past the 5 years that the datacenter at 4000 Seymour was to be retired by.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

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From: Smith, Steve A MTIC:EX [mailto:Steve.A.Smith@gov.bc.ca]
Sent: July-10-14 9:24 AM
To: Forster, Russ; Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Klein, Tracy MTIC:EX
Subject: RE: Exchange NetBackup servers

You are correct sir. We will need to retain at least two Exchange 2007 servers as long as we have any active 2007 backups that may need to be restored. We haven't picked the servers yet, but will as we get closer – suggestions are welcome.

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Thursday, July 10, 2014 9:23 AM

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Good morning, we were talking about Windows 2003 servers yesterday, and the Exchange NetBackup servers came up. I initially said that they would be gone before July 1st next year and then got to thinking, that that probably won't be true. I assume at least 1 mailbox server and 1 NetBackup server would need to be around for at least a year past the final migration and possibility longer if there is any pending litigation going on.

Can you tell me if there are any plans in the migration strategy for handling this scenario?

Thanks

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

Miwa, Ka Yee MTIC:EX

From:	Miwa, Ka Yee MTIC:EX
Sent:	Friday, June 13, 2014 10:21 AM
To:	Johnson, Lee EDSA:EX; Wagner, Manfred MTIC:EX; Restall, Stuart B EDSA:EX
Cc:	Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject:	RE: JSDM Action Item #83 (Exchange Backup)

Sounds good......

Thanks!

Ka Yee

From: Johnson, Lee [mailto:Lee.Johnson@hpadvancedsolutions.com]
Sent: Friday, June 13, 2014 10:17 AM
To: Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX; Restall, Stuart B EDSA:EX
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Ka Yee,

In response to concerns raised with regard to 2 incidents from earlier this year, specifically IM322285 - servers not returned to regular backup policies, and IM324372 - full backups on s.15   haven't run since February 11, I have been asked, by the Province, to provide a presentation for the Exchange team on what process improvement have been put in place to help ensure that the type of issues associated with these incidents can be avoided.

Based on that request I have a short non-technical PPT presentation with which I am prepared to discuss the incidents and the changes and improvements that have been put in place specifically related to these 2 incidents.

Lee Johnson
phone: 250.405.5911
email: lee.johnson@hpadvancedsolutions.com

> **From:** Miwa, Ka Yee MTIC:EX [mailto:KaYee.Miwa@gov.bc.ca]
> **Sent:** June-13-14 9:54 AM
> **To:** Johnson, Lee; Wagner, Manfred MTIC:EX; Restall, Stuart
> **Cc:** Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
> **Subject:** RE: JSDM Action Item #83 (Exchange Backup)
>
> Hi Lee,
>
> Could you please let me know what the agenda is? I would like to ensure we have the right people attend the presentation.
>
> Thank you!
>
> Ka Yee
>
> **From:** Johnson, Lee [mailto:Lee.Johnson@hpadvancedsolutions.com]
> **Sent:** Thursday, June 12, 2014 10:19 AM

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To: Wagner, Manfred MTIC:EX; Restall, Stuart B EDSA:EX; Miwa, Ka Yee MTIC:EX
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Manfred,

I believe it would be easiest if you were to schedule the meeting and the invitations for 4000 Seymour for a time that fits within the availability of those wishing to attend and I will adjust my schedule as necessary to accommodate. I will send the PPT presentation beforehand to ensure that the appropriate preparations can be made if desired. Please note that currently I am s.22 inclusive. Please let me know if you would like anything further from me on this at this time.

Thanks,

Lee Johnson
Director
Storage, Backup and Application Enabling Services

hp HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5911
Lee.Johnson@hpadvancedsolutions.com
www.hpadvancedsolutions.com

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Please consider the environment before printing this email.

From: Wagner, Manfred MTIC:EX [mailto:Manfred.Wagner@gov.bc.ca]
Sent: June-12-14 8:20 AM
To: Restall, Stuart; Miwa, Ka Yee MTIC:EX; Johnson, Lee
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Good Morning,

If possible, could we have a morning session for this as I would like our Sr Technical Architect to be able to attend and his work day ends at 2:00pm.

Thanks,
Manfred

From: Restall, Stuart [mailto:Stuart.Restall@hpadvancedsolutions.com]
Sent: Thursday, June 12, 2014 8:03 AM
To: Miwa, Ka Yee MTIC:EX; Johnson, Lee EDSA:EX

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Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Thanks Ka Yee.

Lee, can you please touch base with Manfred and schedule this?

Thanks,

Stuart.

From: Miwa, Ka Yee MTIC:EX [mailto:KaYee.Miwa@gov.bc.ca]
Sent: June-12-14 7:56 AM
To: Restall, Stuart
Cc: Johnson, Lee; Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Good Morning Stuart,

Please work with Manfred to schedule this. Also, I would like someone from ITAMO Hosting to attend.

Thank you!

Ka Yee

From: Restall, Stuart [mailto:Stuart.Restall@hpadvancedsolutions.com]
Sent: Wednesday, June 11, 2014 6:01 PM
To: Miwa, Ka Yee MTIC:EX
Cc: Johnson, Lee EDSA:EX; Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: JSDM Action Item #83 (Exchange Backup)

Ka Yee, can you please arrange a time for Lee to give a presentation to the MS Exchange group regarding backup?

Thanks,

Stuart Restall
Director, Mainframe and Network Services
HP Advanced Solutions Inc.
Phone: 250.405.4580 | Fax: 250.405.4422
E-Mail: Stuart.Restall@HPAdvancedSolutions.com
Web: www.hpadvancedsolutions.com

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Miwa, Ka Yee MTIC:EX

From:	Tasse, Elaine <Elaine.Tasse@hpadvancedsolutions.com>
Sent:	Monday, May 5, 2014 10:36 AM
To:	MTIC IMB Service Desk MTIC:EX; Forster, Russ EDSA:EX; Smith, Steve A MTIC:EX
Cc:	Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX
Subject:	RE: Urgent - iStore order for Exchange application data backups

Ok, I have found ^{s.15}   – we do not need any Istore orders, just the email is fine. thanks

Elaine

From: Tasse, Elaine
Sent: May-05-14 10:24 AM
To: IMB Service Desk, CITZ MTIC:EX; Forster, Russ; Smith, Steve A MTIC:EX
Cc: Miwa, Ka Yee MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: Urgent - iStore order for Exchange application data backups

I have tasks for all of them but ^{s.15}   – let me check a bit more for that one...

Elaine

From: MTIC IMB Service Desk MTIC:EX [mailto:CITZIMBSD@gov.bc.ca]
Sent: May-05-14 8:52 AM
To: Forster, Russ; Smith, Steve A MTIC:EX
Cc: Miwa, Ka Yee MTIC:EX; Tasse, Elaine; Wagner, Manfred MTIC:EX
Subject: RE: Urgent - iStore order for Exchange application data backups

Steve please resubmit when you are ready.

Regards,

Yashar Barza
IMB Service Desk Analyst
Service Operations and Continual Improvement
Information Management Branch, Corporate Services Division
Ministry of Technology, Innovation and Citizens' Services
PO Box 9412, 1ˢᵗ Floor/E130 - 4000 Seymour Street, Victoria BC V8W 9V1
Phone: **250-952-8600**

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Monday, May 5, 2014 6:55 AM
To: Smith, Steve A MTIC:EX; MTIC IMB Service Desk MTIC:EX
Cc: Miwa, Ka Yee MTIC:EX; Tasse, Elaine EDSA:EX; Wagner, Manfred MTIC:EX
Subject: Re: Urgent - iStore order for Exchange application data backups

Steve

These servers might have data backup lines already. Let's wait for Elaine to come in and check.

Sent from my BlackBerry 10 smartphone on the Bell network.

From: Smith, Steve A MTIC:EX
Sent: Monday, May 5, 2014 6:36 AM
To: IMB Service Desk, CITZ MTIC:EX
Cc: Miwa, Ka Yee MTIC:EX; Forster, Russ; Tasse, Elaine; Wagner, Manfred MTIC:EX
Subject: Urgent - iStore order for Exchange application data backups

Form attached.

Steve Smith
Technical Architect
Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Shared Services BC
Ministry of Technology, Innovation and Citizens' Services
Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca

Sent:18 Oct 2014 04:54:15 +0000
To:Smith, Steve A MTIC:EX
Cc:Forster, Russ HPAS:EX;Bodnar, Anatoliy MTIC:EX;Blackhall, Chris MTIC:EX
Subject:Re: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.
Great news!! Thank you for the update!

Sent from my mobile device...

On Oct 17, 2014, at 9:51 PM, Smith, Steve A MTIC:EX <Steve.A.Smith@gov.bc.ca> wrote:

> Yay!
>
> Sent from my iPhone
>
> On Oct 17, 2014, at 9:49 PM, Forster, Russ
> <Russ.Forster@hpadvancedsolutions.com> wrote:
>
>> A full backup has completed successfully.
>>
>> *Russ Forster*
>>
>> *Technical Specialist, Hosting & Infrastructure Services,*
>> *HP Advanced Solutions Inc.*
>> *2200-4464 Markham St, Victoria, BC, V8Z 7X8*
>> *Phone: (250) 405-5942, Cell:* s.22
>> *Russ.Forster@HPAdvancedSolutions.com*
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>>
>> ---
>>
>> **From:** Smith, Steve A MTIC:EX
>> [mailto:Steve.A.Smith@gov.bc.ca]
>> **Sent:** October-17-14 6:22 PM
>> **To:** Forster, Russ
>> **Subject:** RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.
>>
>> I'm checking the logs on ^s.15 and I'm not seeing events that look like a full - are you sure it was submitted as a full?

From: Forster, Russ <Russ.Forster@hpadvancedsolutions.com>
Sent: Friday, October 17, 2014 2:17 PM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX;
Francisco Villota Gonzalez (fvillota@microsoft.com)
Subject: RE: Incident IM342360 Priority 5 has been opened and
assigned to group HP WINHOST AH.

agreed

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell s.22
Russ.Forster@HPAdvancedSolutions.com
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Alerts on your cell phone.

_____
From: Smith, Steve A MTIC:EX
[mailto:Steve.A.Smith@gov.bc.ca]
Sent: October-17-14 2:18 PM
To: Forster, Russ; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX;
Francisco Villota Gonzalez (fvillota@microsoft.com)
Subject: RE: Incident IM342360 Priority 5 has been opened and
assigned to group HP WINHOST AH.

Probably more meaningful to Symantec. Looks like a symptom
to me.

_____
From: Forster, Russ
[mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Friday, October 17, 2014 2:12 PM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX;
Francisco Villota Gonzalez (fvillota@microsoft.com)

Subject: RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Here are the last few lines in the backup logs not sure if this is helpful or not.

10/17/2014 6:21:06 AM - Info bpfis(pid=0) Snapshot will not be deleted
10/17/2014 6:21:08 AM - Error bpbrm(pid=5290) from client s.15   : ERR - Get bpfis state from s.15   failed. status = 25
10/17/2014 6:21:08 AM - Info bpfis(pid=23248) Backup started
10/17/2014 6:21:08 AM - Error bpbrm(pid=5290) from client s.15   : ERR - Delete bpfis state from s.15   failed. status = 25
10/17/2014 6:21:18 AM - Info bpfis(pid=23248) done. status: 0

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

From: Forster, Russ
Sent: October-17-14 10:54 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Francisco Villota Gonzalez (fvillota@microsoft.com)
Subject: RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

It was a full backup ran for about 3 hours and 20 minutes then died.

Russ Forster

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Russ.Forster@HPAdvancedSolutions.com
<< OLE Object: Picture (Device Independent Bitmap) >> The information transmitted herein is intended only for the named recipient(s) above and contains information that is privileged, confidential or exempt from disclosure under applicable law. If you have received this message in error, or are not the named recipient(s), please immediately notify the sender and delete this message from any computer. Thank you.
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_____
From: Smith, Steve A MTIC:EX
[mailto:Steve.A.Smith@gov.bc.ca]
Sent: October-17-14 10:08 AM
To: Forster, Russ; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX; Francisco Villota Gonzalez (fvillota@microsoft.com)
Subject: RE: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Found this but doesn't seem to apply.

http://blogs.technet.com/b/timmcmic/archive/2012/03/29/backups-fail-due-to-consistency-check-failure.aspx

Was it an incremental, and if so, can we try a full?

_____
From: Forster, Russ
[mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Friday, October 17, 2014 9:58 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX
Cc: Blackhall, Chris MTIC:EX; Bodnar, Anatoliy MTIC:EX
Subject: FW: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

The full backup for ^s.15   failed last night. There is a corresponding set of application events at the same time. Can you take a look and either update the incident, or let me know so I can close it.

<< OLE Object: Picture (Device Independent Bitmap) >>

Thanks

Russ Forster

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HP Advanced Solutions Inc.
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Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

-----Original Message-----
From: ITIMS-Prod [mailto:nobody@finch.gov.bc.ca]
Sent: October-17-14 9:43 AM
To: Hosting Services Windows Support
Subject: Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Incident IM342360 Priority 5 has been opened and assigned to group HP WINHOST AH.

Incident #: IM342360
Title: Backups for ^s.15   in Kamloops failed with Error 24
Asset Tag: ^s.15
Priority: 5
Status: Open
Alert Stage: open
Hot Ticket: false

PLEASE DO NOT REPLY TO THIS EMAIL. IT IS AUTO-GENERATED

Sent:12 Jun 2014 22:40:15 +0000
To:Johnson, Lee HPAS:EX
Subject:RE: JSDM Action Item #83 (Exchange Backup)

Hi Lee,

How much time should be allocated to your presentation?

Thanks,
Manfred

From: Johnson, Lee [mailto:Lee.Johnson@hpadvancedsolutions.com]
Sent: Thursday, June 12, 2014 10:19 AM
To: Wagner, Manfred MTIC:EX; Restall, Stuart B EDSA:EX; Miwa, Ka Yee MTIC:EX
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Manfred,

I believe it would be easiest if you were to schedule the meeting and the invitations for 4000 Seymour for a time that fits within the availability of those wishing to attend and I will adjust my schedule as necessary to accommodate.   I will send the PPT presentation beforehand to ensure that the appropriate preparations can be made if desired. Please note that currently I am ˢ·²²
ˢ·²²   . Please let me know if you would like anything further from me on this at this time.

Thanks,

Lee Johnson
Director
Storage, Backup and Application Enabling Services

(hp) HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5911
Lee.Johnson@hpadvancedsolutions.com
www.hpadvancedsolutions.com

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Please consider the environment before printing this email.

From: Wagner, Manfred MTIC:EX [mailto:Manfred.Wagner@gov.bc.ca]
Sent: June-12-14 8:20 AM
To: Restall, Stuart; Miwa, Ka Yee MTIC:EX; Johnson, Lee
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Good Morning,

If possible, could we have a morning session for this as I would like our Sr Technical Architect to be able to attend and his work day ends at 2:00pm.

Thanks,
Manfred

From: Restall, Stuart [mailto:Stuart.Restall@hpadvancedsolutions.com]
Sent: Thursday, June 12, 2014 8:03 AM
To: Miwa, Ka Yee MTIC:EX; Johnson, Lee EDSA:EX
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Thanks Ka Yee.

Lee, can you please touch base with Manfred and schedule this?

Thanks,

Stuart.

From: Miwa, Ka Yee MTIC:EX [mailto:KaYee.Miwa@gov.bc.ca]
Sent: June-12-14 7:56 AM
To: Restall, Stuart
Cc: Johnson, Lee; Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Good Morning Stuart,

Please work with Manfred to schedule this. Also, I would like someone from ITAMO Hosting to attend.

Thank you!

Ka Yee

From: Restall, Stuart [mailto:Stuart.Restall@hpadvancedsolutions.com]
Sent: Wednesday, June 11, 2014 6:01 PM
To: Miwa, Ka Yee MTIC:EX

Cc: Johnson, Lee EDSA:EX; Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
Subject: JSDM Action Item #83 (Exchange Backup)

Ka Yee, can you please arrange a time for Lee to give a presentation to the MS Exchange group regarding backup?

Thanks,

Stuart Restall
Director, Mainframe and Network Services
HP Advanced Solutions Inc.
Phone: 250.405.4580 | Fax: 250.405.4422
E-Mail: Stuart.Restall@HPAdvancedSolutions.com
Web: www.hpadvancedsolutions.com

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Please consider the environment before printing this email

Sent:12 Jun 2014 17:29:10 +0000
To:Johnson, Lee HPAS:EX;Restall, Stuart B HPAS:EX;Miwa, Ka Yee MTIC:EX
Cc:Quan, Winne MTIC:EX;Murch, Dennis MCF:EX
Subject:RE: JSDM Action Item #83 (Exchange Backup)

Sure…will do.

Manfred

From: Johnson, Lee [mailto:Lee.Johnson@hpadvancedsolutions.com]
Sent: Thursday, June 12, 2014 10:19 AM
To: Wagner, Manfred MTIC:EX; Restall, Stuart B EDSA:EX; Miwa, Ka Yee MTIC:EX
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX
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Thanks,

Lee Johnson
Director
Storage, Backup and Application Enabling Services

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Sent: June-12-14 8:20 AM
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Subject: RE: JSDM Action Item #83 (Exchange Backup)

Good Morning,

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From: Restall, Stuart [mailto:Stuart.Restall@hpadvancedsolutions.com]
Sent: Thursday, June 12, 2014 8:03 AM
To: Miwa, Ka Yee MTIC:EX; Johnson, Lee EDSA:EX
Cc: Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX; Wagner, Manfred MTIC:EX
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Thanks,

Stuart.

From: Miwa, Ka Yee MTIC:EX [mailto:KaYee.Miwa@gov.bc.ca]
Sent: June-12-14 7:56 AM
To: Restall, Stuart
Cc: Johnson, Lee; Quan, Winne MTIC:EX; Murch, Dennis MTIC:EX; Wagner, Manfred MTIC:EX
Subject: RE: JSDM Action Item #83 (Exchange Backup)

Good Morning Stuart,

Please work with Manfred to schedule this. Also, I would like someone from ITAMO Hosting to attend.

Thank you!

Ka Yee

From: Restall, Stuart [mailto:Stuart.Restall@hpadvancedsolutions.com]
Sent: Wednesday, June 11, 2014 6:01 PM
To: Miwa, Ka Yee MTIC:EX

Ka Yee, can you please arrange a time for Lee to give a presentation to the MS Exchange group regarding backup?

Thanks,

Stuart Restall
Director, Mainframe and Network Services
HP Advanced Solutions Inc.
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Web: www.hpadvancedsolutions.com

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www.WirelessAmber.ca to sign up to receive free Wireless AMBER Alerts on your cell phone.

Sent:16 May 2014 18:52:05 +0000
To:Macaulay, Iain HPAS:EX;Boucher, Dana MTIC:EX;Bodnar, Anatoliy MTIC:EX
Cc:Smith, Steve A MTIC:EX;Blackhall, Chris MTIC:EX;Forster, Russ HPAS:EX
Subject:RE: Decommission [s.15]   iStore 584691

Hi Iain,

Please work with Anatoliy on this as he is technical contact from Messaging for this.

Thanks,
Manfred

From: Macaulay, Iain [mailto:Iain.Macaulay@hpadvancedsolutions.com]
Sent: Friday, May 16, 2014 11:51 AM
To: Wagner, Manfred MTIC:EX; Boucher, Dana MTIC:EX
Cc: Smith, Steve A MTIC:EX; Blackhall, Chris MTIC:EX; Forster, Russ EDSA:EX
Subject: Decommission [s.15]   iStore 584691

Hello,

I understand that you would like to decommission two servers [s.15]
Right now we are reviewing what needs to be done to accomplish this and to confirm that the
decommission is good to proceed at this time.

Is there any data that is still to be moved off that you require?
Any request for backups, do you want a full backup prior to decommission and how do you want the
retention of that backup dealt with?
Any scheduling considerations for this decommission request?

If there is anything else we need to know regarding the decommission of these two, please let me know.

Regards,

Iain Macaulay ITIL
Server Administrator
Application Hosting

hp HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5959
Iain.Macaulay@hpadvancedsolutions.com
www.hpadvancedsolutions.com

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Sent:2 May 2014 16:38:42 +0000
To:Forster, Russ HPAS:EX;Macaulay, Iain HPAS:EX;Blackhall, Chris MTIC:EX;Smith, Steve A MTIC:EX
Cc:Klein, Tracy MTIC:EX
Subject:RE: Incrementals have stopped on ^{s.15}

Thanks…Russ!

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Friday, May 2, 2014 9:27 AM
To: Wagner, Manfred MTIC:EX; Macaulay, Iain EDSA:EX; Blackhall, Chris MTIC:EX; Smith, Steve A MTIC:EX
Cc: Klein, Tracy MTIC:EX
Subject: RE: Incrementals have stopped on ^{s.15}

I have created an after the fact emergency RFC 112581 for last night's reboot.

Ideally an incident probably should have been created too. And I may still do that.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
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Russ.Forster@HPAdvancedSolutions.com

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From: Wagner, Manfred MTIC:EX [mailto:Manfred.Wagner@gov.bc.ca]
Sent: May-02-14 7:16 AM
To: Macaulay, Iain; Blackhall, Chris MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ
Cc: Klein, Tracy MTIC:EX
Subject: RE: Incrementals have stopped on s.15

Good Morning,

Was there an RFC generated for this reboot? Even though we are in Pilot, this server is still deemed production and we should be following Change Management processes.

Thanks,
Manfred

From: Macaulay, Iain
Sent: May-01-14 4:43 PM
To: Blackhall, Chris MTIC:EX; Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine
Subject: RE: Incrementals have stopped on s.15

Server is back

Iain Macaulay ITIL
Server Administrator
Application Hosting

hp HP Advanced Solutions Inc.

2200 - 4464 Markham Street
Victoria, BC V8Z 7X8
Phone: (250) 405-5959
Iain.Macaulay@hpadvancedsolutions.com
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Please consider the environment before printing this email.

From: Blackhall, Chris MTIC:EX [mailto:Chris.Blackhall@gov.bc.ca]
Sent: May-01-14 4:32 PM
To: Macaulay, Iain; Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliv MTIC:EX: Tasse, Elaine
Subject: RE: Incrementals have stopped on s.15

yes

From: Macaulay, Iain [mailto:Iain.Macaulay@hpadvancedsolutions.com]
Sent: May-01-14 4:31 PM
To: Blackhall, Chris MTIC:EX; Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

We ready to start?

Iain Macaulay ITIL
Server Administrator

Application Hosting

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Phone: (250) 405-5959
Iain.Macaulay@hpadvancedsolutions.com
www.hpadvancedsolutions.com

From: Blackhall, Chris MTIC:EX [mailto:Chris.Blackhall@gov.bc.ca]
Sent: May-01-14 1:25 PM
To: Macaulay, Iain; Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine
Subject: RE: Incrementals have stopped on s.15

OK Iain, we are set for a 4:30pm reboot of s.15   . I will look at the server after its back up to verify its running properly.

Chris.

From: Macaulay, Iain [mailto:Iain.Macaulay@hpadvancedsolutions.com]
Sent: May-01-14 1:08 PM
To: Blackhall, Chris MTIC:EX; Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

I am here till s.2

Iain Macaulay ITIL
Server Administrator
Application Hosting

HP Advanced Solutions Inc.

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Please consider the environment before printing this email.

From: Blackhall, Chris MTIC:EX [mailto:Chris.Blackhall@gov.bc.ca]
Sent: May-01-14 1:07 PM
To: Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ; Macaulay, Iain
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine
Subject: RE: Incrementals have stopped or s.15

Hi Russ,

Are either you or Iain available today at 4:30pm to reboot s.15

Chris.

From: Wagner, Manfred MTIC:EX
Sent: May-01-14 1:05 PM
To: Blackhall, Chris MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

Why not 4:30 as we are in 'pilot'....if that works for everyone. I am okay with either EOD or 6pm.

From: Blackhall, Chris MTIC:EX
Sent: Thursday, May 1, 2014 1:02 PM
To: Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

Hi Manfred,

Should we try and reboot during the business day or after hours? I am available after 6pm tonight to verify the Exchange service after reboot if after hours.

Chris.

From: Smith, Steve A MTIC:EX
Sent: May-01-14 12:50 PM
To: Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15
Importance: High

Chris can you please coordinate a reboot of ^{s.15} later in the day today?

Backups are failing and we have not been able to resolve this by restarting the netbackup services.

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Thursday, May 1, 2014 10:05 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: Incrementals have stopped on ^{s.15}

They were running up to 4pm yesterday then stopped. We did get a full backup Apr 30 at 3am as well.

⊞ 📁 Custom Views	ⓘ Information	4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
⊟ 📁 Windows Logs	ⓘ Information	4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Application	ⓘ Information	4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Security	ⓘ Information	4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Setup	ⓘ Information	4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
System	ⓘ Information	4/30/2014 5:01:59 PM	MSExchange ADAccess	3010	General
Forwarded Events	ⓧ Error	4/30/2014 5:01:56 PM	MSExchangeRepl	2024	Exchange VSS Writer
⊞ 📁 Applications and Servic	ⓧ Error	4/30/2014 5:01:56 PM	MSExchangeRepl	2112	Exchange VSS Writer
Subscriptions	ⓘ Information	4/30/2014 5:01:54 PM	MSExchange ADAccess	3010	General

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

Sent:2 May 2014 14:15:53 +0000
To:Macaulay, Iain HPAS:EX;Blackhall, Chris MTIC:EX;Smith, Steve A MTIC:EX;Forster, Russ HPAS:EX
Cc:Klein, Tracy MTIC:EX
Subject:RE: Incrementals have stopped on ^{s.15}

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Thanks,
Manfred

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Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine
Subject: RE: Incrementals have stopped on^{s.15}

Server is back

Iain Macaulay ITIL
Server Administrator
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Sent: May-01-14 4:32 PM
To: Macaulay, Iain; Wagner, Manfred MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine
Subject: RE: Incrementals have stopped or ^{s.15}

yes

We ready to start?

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Sent: May-01-14 1:05 PM
To: Blackhall, Chris MTIC:EX; Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

Why not 4:30 as we are in 'pilot'….if that works for everyone. I am okay with either EOD or 6pm.

From: Blackhall, Chris MTIC:EX
Sent: Thursday, May 1, 2014 1:02 PM
To: Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

Hi Manfred,

Should we try and reboot during the business day or after hours? I am available after 6pm tonight to verify the Exchange service after reboot if after hours.

Chris.

From: Smith, Steve A MTIC:EX
Sent: May-01-14 12:50 PM
To: Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on ˢ·15
Importance: High

Chris can you please coordinate a reboot of ˢ·15 later in the day today?

Backups are failing and we have not been able to resolve this by restarting the netbackup services.

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Thursday, May 1, 2014 10:05 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: Incrementals have stopped on ˢ·15

They were running up to 4pm yesterday then stopped. We did get a full backup Apr 30 at 3am as well.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

Sent:1 May 2014 20:05:07 +0000
To:Blackhall, Chris MTIC:EX;Smith, Steve A MTIC:EX;Forster, Russ HPAS:EX
Cc:Boucher, Dana MTIC:EX;Bodnar, Anatoliy MTIC:EX;Tasse, Elaine HPAS:EX
Subject:RE: Incrementals have stopped on s.15

Why not 4:30 as we are in 'pilot'....if that works for everyone. I am okay with either EOD or 6pm.

From: Blackhall, Chris MTIC:EX
Sent: Thursday, May 1, 2014 1:02 PM
To: Smith, Steve A MTIC:EX; Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on s.15

Hi Manfred,

Should we try and reboot during the business day or after hours? I am available after 6pm tonight to verify the Exchange service after reboot if after hours.

Chris.

From: Smith, Steve A MTIC:EX
Sent: May-01-14 12:50 PM
To: Forster, Russ EDSA:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: RE: Incrementals have stopped on e3PMBX02
Importance: High

Chris can you please coordinate a reboot of s.15   later in the day today?

Backups are failing and we have not been able to resolve this by restarting the netbackup services.

From: Forster, Russ [mailto:Russ.Forster@hpadvancedsolutions.com]
Sent: Thursday, May 1, 2014 10:05 AM
To: Smith, Steve A MTIC:EX; Wagner, Manfred MTIC:EX; Blackhall, Chris MTIC:EX
Cc: Boucher, Dana MTIC:EX; Bodnar, Anatoliy MTIC:EX; Tasse, Elaine EDSA:EX
Subject: Incrementals have stopped on s.15

They were running up to 4pm yesterday then stopped. We did get a full backup Apr 30 at 3am as well.

Custom Views	(i)Information 4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Windows Logs	(i)Information 4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Application	(i)Information 4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Security	(i)Information 4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
Setup	(i)Information 4/30/2014 5:02:08 PM	MSExchangeTransportDelivery	16...	Configuration
System	(i)Information 4/30/2014 5:01:59 PM	MSExchange ADAccess	3010	General
Forwarded Events	(!)Error 4/30/2014 5:01:56 PM	MSExchangeRepl	2024	Exchange VSS Writer
Applications and Service	(!)Error 4/30/2014 5:01:56 PM	MSExchangeRepl	2112	Exchange VSS Writer
Subscriptions	(i)Information 4/30/2014 5:01:54 PM	MSExchange ADAccess	3010	General

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: s.22
Russ.Forster@HPAdvancedSolutions.com

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HP Advanced Solutions participates in the Wireless AMBER Alerts program in BC. Visit **www.WirelessAmber.ca** *to sign up to receive free Wireless AMBER Alerts on your cell phone.*

From:	Smith, Steve A MTIC:EX
Sent:	Tuesday, April 29, 2014 3:18 PM
To:	Forster, Russ HPAS:EX
Subject:	RE: iStore #580656 Urgent - iStore order for Exchange application backups

Did you mean ˢ.15

From: Forster, Russ
Sent: Tuesday, April 29, 2014 3:06 PM
To: Smith, Steve A MTIC:EX
Subject: RE: iStore #580656 Urgent - iStore order for Exchange application backups
Backups for ˢ.15   are now in place.

Russ Forster

Technical Specialist, Hosting & Infrastructure Services,
HP Advanced Solutions Inc.
2200-4464 Markham St, Victoria, BC, V8Z 7X8
Phone: (250) 405-5942, Cell: ˢ.22
*Russ.Forster@HPAdvancedSolutions.com*

> **From:** Smith, Steve A MTIC:EX [mailto:Steve.A.Smith@gov.bc.ca]
> **Sent:** April-28-14 8:38 AM
> **To:** Tasse, Elaine
> **Cc:** Forster, Russ
> **Subject:** FW: iStore #580656 Urgent - iStore order for Exchange application backups
> **Importance:** High
> Elaine – we now have an iStore for the two servers installed yesterday.
> Thanks

> **From:** MTIC IMB Service Desk MTIC:EX
> **Sent:** Monday, April 28, 2014 8:37 AM
> **To:** Smith, Steve A MTIC:EX
> **Subject:** iStore #580656 Urgent - iStore order for Exchange application backups
> Hi Steve:
> Your request has been entered into iStore. Your confirmation number is iStore **#580656**.
>
> Please contact the Service Desk at 250 387-7000 (toll-free 1 866 660-0811☒) and select Option 2 or email 77000@gov.bc.ca and quote this reference number when making status inquiries.
> Thank you,
> **Yashar Barza**
> IMB Service Desk Analyst
> Service Operations and Continual Improvement
> Information Management Branch, Corporate Services Division
> Ministry of Technology, Innovation and Citizens' Services
> PO Box 9412, 1ˢᵗ Floor/E130 - 4000 Seymour Street, Victoria BC V8W 9V1

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Confirmation

Your order number is: 580656
Your order has been submitted to the Preliminary Approver and/or Expense Authority that you i
Orders link.

Line Number	Part Number	Item
1	C-APPLICATION-HOSTING-SERVICES	Application Hosting Services
2	C-APPLICATION-HOSTING-SERVICES	Application Hosting Services

Customer Information

Customer: FINANCE, MTIC, OFFICE OF THE PREMIER
YASHAR BARZA
Yashar.Barza@gov.bc.ca

Order Information

Billing I

Site Contact / Install Location: Steve Smith
FINANCE, MTIC, OFFICE OF THE PREMIER
E269-4000 SEYMOUR PL
VICTORIA
BC
V8W9W6
CANADA

Shipping Method:

Request Date:

Instructions 1:

Instructions 2:

PO I

From: Smith, Steve A MTIC:EX
Sent: Monday, April 28, 2014 6:34 AM
To: MTIC IMB Service Desk MTIC:EX
Cc: Wagner, Manfred MTIC:EX; Miwa, Ka Yee MTIC:EX; WTS Backups MTIC:EX; Forster, Russ EDSA:EX; Blackhall, Chris MTIC:EX
Subject: Urgent - iStore order for Exchange application backups
Forms attached.
Steve Smith
Technical Architect
Communications & Collaboration Services
Network, Communications & Collaboration Services Branch
Technology Solutions, Shared Services BC

2

Ministry of Technology, Innovation and Citizens' Services

Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca

3

Prodan, Matthew MTIC:EX

From:	Smith, Steve A MTIC:EX
Sent:	Wednesday, April 15, 2015 2:58 PM
To:	Forster, Russ HPAS:EX
Subject:	Fwd: Netbackup performance with Exchange 2013

I just got this back from Manfred I'll have submitted tomorrow

Sent from my iPhone

Begin forwarded message:

> **From:** "Wagner, Manfred MTIC:EX" <Manfred.Wagner@gov.bc.ca>
> **Date:** April 15, 2015 at 2:54:05 PM PDT
> **To:** "Smith, Steve A MTIC:EX" <Steve.A.Smith@gov.bc.ca>, "Boothman, Janice E MTIC:EX"
> <Janice.Boothman@gov.bc.ca>
> **Cc:** "Bodnar, Anatoliy MTIC:EX" <Anatoliy.Bodnar@gov.bc.ca>, "Boucher, Dana MTIC:EX"
> <Dana.Boucher@gov.bc.ca>, "Blackhall, Chris MTIC:EX" <Chris.Blackhall@gov.bc.ca>, "Hennessey, John
> MTIC:EX" <John.Hennessey@gov.bc.ca>
> **Subject: RE: Netbackup performance with Exchange 2013**
>
> No concerns from me….I think it makes sense to proceed.
> Thanks,
> Manfred
>
> **From:** Smith, Steve A MTIC:EX
> **Sent:** Wednesday, April 15, 2015 1:03 PM
> **To:** Wagner, Manfred MTIC:EX; Boothman, Janice E MTIC:EX
> **Cc:** Bodnar, Anatoliy MTIC:EX; Boucher, Dana MTIC:EX; Blackhall, Chris MTIC:EX; Hennessey, John
> MTIC:EX
> **Subject:** Netbackup performance with Exchange 2013
> As discussed over the past couple of weeks, the backups in Exchange 2013 are taking sometimes 24
> hours or more to complete. Currently the 10 databases on each server are backed up consecutively
> rather than concurrently.
> By changing the Netbackup profiles for Exchange to multistream the backups, our tests have shown the
> backup time for a typical server s.15   has been reduced to under 7 hours.
> We have measured the consumption of the bandwidth on the dedicated backup NICs during these tests
> and they are hitting a maximum of 8 Megabytes/sec which is very reasonable given the 120
> Megabytes/sec capacity.
> Given that we are doing full backups on ½ of the servers in each site (total of 6) every other day, the
> potential bandwidth of 6 * 8 Megabytes/sec is inconsequential.
> I have discussed going forward with this change to all Exchange 2013 backup policies with Russ and
> Elaine and they are in agreement.
> Does anyone have any concerns?
> **Steve Smith**
> Senior Technical Architect
> **Communications & Collaboration Services**
> Technology Solutions, Office of the Chief Information Officer

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Ministry of Technology, Innovation and Citizens' Services
Phone: 250 387-8698
Email: Steve.A.Smith@gov.bc.ca