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TBMR

Cristie Bare Machine Recovery

Installation And Licensing Guide For Linux

June 2014

Version 7.1.1

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1 Document Conventions

The following typographical conventions are used throughout this guide:

<code>/etc/passwd</code>	represents command-line commands, options, parameters, directory names and filenames
Next >	used to signify clickable buttons on a GUI dialogue
Note:	describes something of importance related to the current topic

2 Introduction

This document describes the Installation and Licensing of the Cristie Bare Machine Recovery (TBMR) product.

TBMR for Linux can be installed on a x86, x86_64 or PPC Linux machine.

TBMR requires that TSM BA client version 5.5 or later is already installed.

A minimum memory of 1GB RAM is required for booting the recovery environment and running a recovery.

TBMR Version 7.1.1 supports the following Linux platforms:

- RedHat Enterprise 4.x to 6.5.
- SUSE 10.x to SUSE 11 SP3.

At the time of release the TSM Client versions supported are 5.5.0.6 to 7.1.0.0 inclusive.

At the time of release the TSM Server versions supported are 5.5.x.x to 7.1.0.0 inclusive.

The TBMR installation is currently available in English only.

Before TBMR can be used it must also be correctly licensed. Cristie provides a 30 day trial license with the product.

3 TBMR Installation and Removal

The TBMR distribution media is provided for x86, x86_64 and PPC OS's.

*Note: TBMR must be installed and run by a user that has **root** access privileges.*

3.1 Install TBMR

The required installation files can be downloaded by completing the form on the Cristie website:

<http://www.cristie.com/support/downloads/>

The installation files can be found in the `linux/install/main` directory on the TBMR installation CD or ISO.

Installation Process:

Log in as: `root`

Open a terminal and create a mount point for the CD-ROM with:

```
[root@TBMR Desktop]#  
[root@TBMR Desktop]# mkdir /mnt/cdrom
```

Mount the installation CD by typing:

```
[root@TBMR Desktop]#  
[root@TBMR Desktop]# mount /dev/cdrom /mnt/cdrom
```

If the system supports RedHat Package Manager (RPM), this is the simplest way to install TBMR.

To install from an RPM package enter:

```
[root@TBMR Desktop]# cd /mnt/cdrom/linux/install/main/  
[root@TBMR main]#
```

Followed by `rpm -i tbmr-xxx.xxx.rpm`

```
[root@TBMR main]#  
[root@TBMR main]# rpm -i tbmr-7.1-1.i386.rpm
```

If RPM is not available, the gzipped tar file may be installed as follows:

Copy the installation file to the temporary directory: `cp tbmr-7.1-1.linux.xxx.tar.gz /tmp`

```
[root@TBMR main]#  
[root@TBMR main]# cp tbmr-7.1-1.linux.i386.tar.gz /tmp
```

Navigate to the temporary directory: `cd /tmp`

```
[root@TBMR main]#  
[root@TBMR main]# cd /tmp
```

Extract the tar file with the following command: `tar xvzf tbmr-7.1-1.linux.xxx.tar.gz`

```
[root@TBMR tmp]#  
[root@TBMR tmp]# tar xvzf tbmr-7.1-1.linux.i386.tar.gz
```

Navigate to the tbmr directory: `cd tbmr`

```
[root@TBMR tmp]#  
[root@TBMR tmp]# cd tbmr
```

To install TBMR enter: `./install`

```
[root@TBMR tbmr]#  
[root@TBMR tbmr]# ./install
```

This will install all the relevant files and licences.

TBMR is installed with a 30 day trial licence. To extend this licence, contact Cristie at cbmr@cristie.com.

3.1.1 Upgrade Install

It is possible to upgrade an existing version of TBMR (6.x.x) to Version 7.1.1.

To upgrade, first mount the installation CD by typing: `mount /dev/cdrom /mnt/cdrom`

```
[root@TBMR Desktop]#  
[root@TBMR Desktop]# mount /dev/cdrom /mnt/cdrom
```

Upgrading RPM installations.

Enter `rpm -U tbmr-7.1-1.xxx.rpm`

```
[root@TBMR main]#  
[root@TBMR main]# rpm -U tbmr-7.1-1.i386.rpm
```

Upgrading tar file installations.

To upgrade previous TBMR tar based installations, copy the installation file from the installation CD to the temporary directory: `cp cbmr-7.1-1.linux.xxx.tar.gz /tmp`

```
[root@TBMR main]#  
[root@TBMR main]# cp tbmr-7.1-1.linux.i386.tar.gz /tmp
```

Navigate to the temporary directory: `cd /tmp`

```
[root@TBMR main]#  
[root@TBMR main]# cd /tmp
```

Extract the tar file with the following command: `tar xvzf tbmr-7.1-1.linux.xxx.tar.gz`

```
[root@TBMR tmp]#
```

```
[root@TBMR tmp]# tar xvzf tbmr-7.1-1.linux.i386.tar.gz
```

Navigate to the tbmr directory: `cd tbmr`

```
[root@TBMR tmp]#
```

```
[root@TBMR tmp]# cd tbmr
```

To install TBMR enter: `./install`

```
[root@TBMR tbmr]#
```

```
[root@TBMR tbmr]# ./install
```

When prompted, confirm that it is OK to overwrite files.

Note: A new license will always be required when upgrading from TBMR 6.x.x.

3.1.2 Existing Installations of other Cristie BMR products

TBMR cannot be installed alongside any other Cristie BMR product.

3.2 Remove TBMR

Uninstall RPM installations.

```
[root@TBMR main]#
```

To uninstall the RPM package, use: `[root@TBMR main]# rpm -e tbmr`

Uninstall tar file installations.

To uninstall the package, navigate to the directory where TBMR was installed and run the *install*

```
[root@TBMR main]# cd /tmp/tbmr
```

script with *-u* option. `[root@TBMR tbmr]# ./install -u`

4 Product Licensing

When first installed, TBMR may be used for a trial period of 30 days. During that period TBMR is fully functional. If the software is subsequently un-installed and later re-installed on the same system, the 30 day period continues from the date of the first installation.

If you wish to use the software beyond the trial period, you must register and purchase a license from Cristie Software Ltd.. Alternatively, and in special circumstances, Cristie Software Ltd. may extend the license period if you wish to trial the software beyond that period.

If you purchase the product, then contract and license activation codes will be available on the Cristie Licensing Portal. Together these codes will enable you to fully activate the product.

The following sections discuss this in more detail.

4.1 Trial License

A 30-day trial license commences from the date of installation. The TBMR configuration file generator ([tbmrcfg.exe](#)) will not run after this period expires.

You may use the [Cristie License Manager](#) to add or inspect license details at any time. This is achieved by opening up a terminal and entering:

```
[root@TBMR ~]#  
[root@TBMR ~]# licmgr -p tbmr
```

Entering this command, will display the Cristie License Manager, that shows Machine attributes, Contract ID, the installed host System signature, the current Cristie product (TBMR in this case), the product version, the trial end date and the licence Status.

```
[root@TBMR ~]# licmgr -p tbmr  
=====
                        Cristie Licence Manager Version
                              1.3
                Copyright (C) 2012-2014 Cristie Software Limited
=====
Machine attributes : {physical, server}
  Contract ID : 0
    Signature : WWU93VPL-FLZZYWQF-UJHR9MR3-SJKM8TYE
      Product : Bare Machine Recovery for Tivoli TSM (TBMR)
        Version : 7.1
    Trial ends on : 2014-06-20

      Status : Trial licence
[root@TBMR ~]#
```

The TBMR configuration file generator will become active again as soon as a full license has been purchased from Cristie Software Ltd. and the new contract and activation codes entered via the Cristie License Manager.

4.2 Full License

A Full license entitles the Customer to product support and upgrades for the duration of the license period.

To upgrade from the trial license to a full license, you need to apply for a full license activation code

either via the Cristie Licensing Portal website or via the product Cristie License Manager. In either case you will need to first register an account on the Cristie Licensing Portal (located at <https://portal.cristie.com/login>). A Contract ID will be created and provided to you when you purchase a license.

These are the various codes used in the Cristie licensing process:

Contract ID: A 4-digit number supplied by Cristie Software Ltd. Sales during the license purchase process.

Agreement Number: Same as *Contract ID* at the moment.

Contract Code: 35-character contract code obtained from the Cristie Licensing Portal

Activation Code: 35-character support activation code obtained from the Cristie Licensing Portal

In special circumstances a 'bulk license' may be issued by Cristie Software Ltd. for customers that order a significant number of product licenses. Please contact your Cristie sales representative if you wish to discuss this service.

Note this discussion assumes that TBMR is already installed on a Customer production machine.

4.2.1 Setting up a Cristie Licensing Portal account

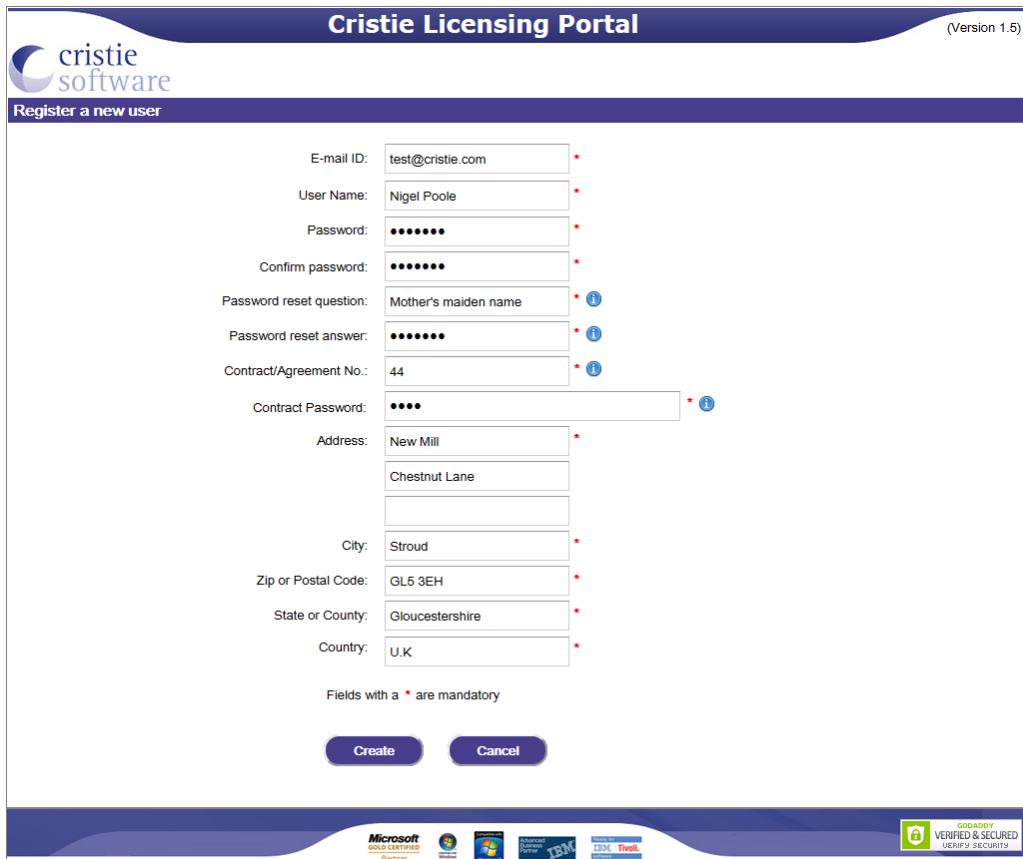
To setup a new account on the Cristie Licensing Portal follow the following steps. To do this you will need your 4-digit Contract ID and contract setup password. These will be provided by email from Cristie Software Ltd. when you purchase a product license.

Note: Your Contract ID may have been supplied to you as your contract Agreement Number. In that case please use your Agreement number in place of the Contract ID throughout.

1. On a machine that has Internet access run a suitable browser such as Mozilla Firefox and navigate to the Cristie Licensing Portal web page at <https://portal.cristie.com/login>.

TBMR Installation and Licensing Guide

Select [Register](#) to create a new account. Enter your new account details (note this is an example):



The image shows the 'Cristie Licensing Portal' registration form. The header includes the 'cristie software' logo and the text 'Register a new user'. The form contains several input fields with red asterisks indicating mandatory fields. The fields are: E-mail ID (test@cristie.com), User Name (Nigel Poole), Password (masked with dots), Confirm password (masked with dots), Password reset question (Mother's maiden name), Password reset answer (masked with dots), Contract/Agreement No. (44), Contract Password (masked with dots), Address (New Mill, Chestnut Lane), City (Stroud), Zip or Postal Code (GL5 3EH), State or County (Gloucestershire), and Country (U.K.). There are 'Create' and 'Cancel' buttons at the bottom. The footer includes logos for Microsoft, IBM, and Tivoli, along with a 'GODADDY VERIFIED & SECURED' badge.

Cristie Licensing Portal (Version 1.5)

Register a new user

E-mail ID: test@cristie.com *

User Name: Nigel Poole *

Password: ***** *

Confirm password: ***** *

Password reset question: Mother's maiden name * i

Password reset answer: ***** * i

Contract/Agreement No.: 44 * i

Contract Password: ***** * i

Address: New Mill *

Chestnut Lane

City: Stroud *

Zip or Postal Code: GL5 3EH *

State or County: Gloucestershire *

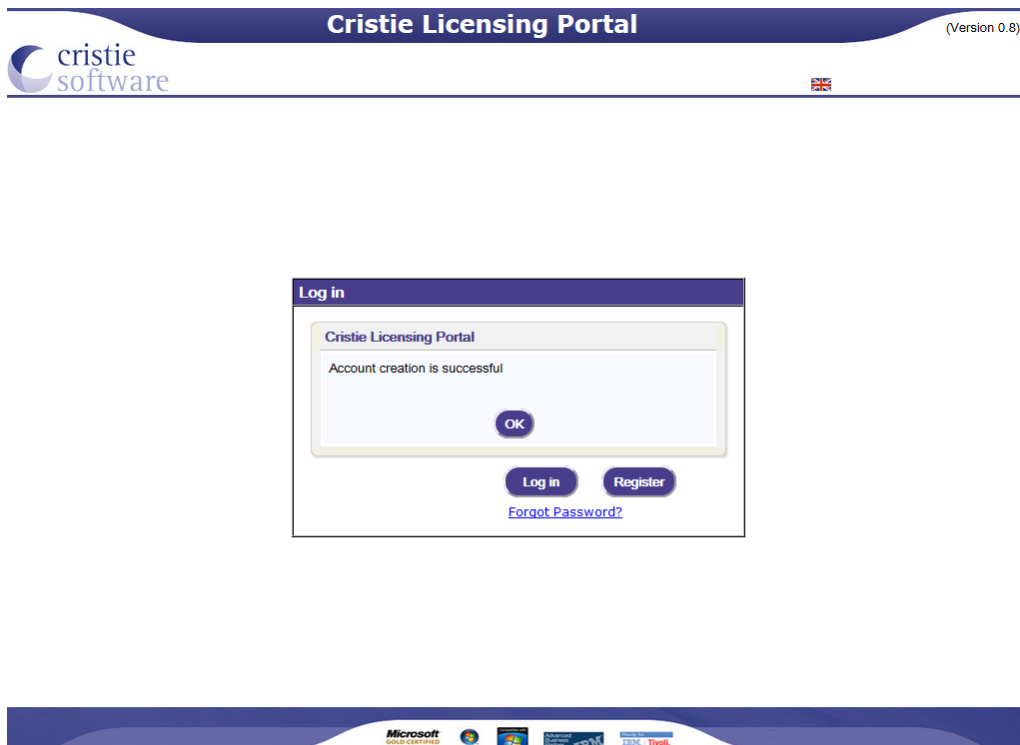
Country: U.K. *

Fields with a * are mandatory

Create Cancel

Microsoft GOLD CERTIFIED Partner IBM Tivoli GODADDY VERIFIED & SECURED VERIFY SECURITY

Then click [Create](#). If successful the following is shown.



The image shows the 'Cristie Licensing Portal' login page. The header includes the 'cristie software' logo and the text 'Log in'. The main content area has a message box that says 'Account creation is successful' with an 'OK' button. Below the message box are 'Log in' and 'Register' buttons, and a link for 'Forgot Password?'. The footer includes logos for Microsoft, IBM, and Tivoli.

Cristie Licensing Portal (Version 0.8)

Log in

Cristie Licensing Portal

Account creation is successful

OK

Log in Register

[Forgot Password?](#)

Microsoft GOLD CERTIFIED Partner IBM Tivoli

At this point you may now log in to the Cristie Licensing Portal using the E-mail ID and password

setup in the previous steps.

4.2.2 Online activation

The steps involved in activating the product automatically using the Cristie License Manager are summarised below. This discussion assumes your contract is already setup on the Cristie Licensing Portal and you have access to both Contract and Activation codes.

1. Assign your Contract code on the TBMR host machine, by opening up a terminal and entering:

```
[root@TBMR ~]# licmgr -p tbmr --cid xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx
```

(where xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx is your Contract code)

2. Then licence TBMR by entering the command:

```
[root@TBMR ~]# licmgr -p tbmr --cred user@example.com,password
```

(The required email and password are the ones you use to sign into the Cristie Licensing Portal)

The Cristie License Manager will be refreshed showing your Contract ID, the new activation code and your contract support end date.

```
=====
                        Cristie Licence Manager Version
                          1.3
                Copyright (C) 2012-2014 Cristie Software Limited
=====
Connecting with: ' ' and ' '
Licensing machine: 'WWU93VPL-FLZZYWQF-UJHR9MR3-SJKM8TYE'
Details: 'TBMR' on '10.10.11.66' (Physical)

Activating using code: L2SVE3HU-RBJJZW95-R2K7D2XU-9HUAPPCP
Success

Machine attributes : {physical, server}
Contract ID : 3
Signature : WWU93VPL-FLZZYWQF-UJHR9MR3-SJKM8TYE
Product : Bare Machine Recovery for Tivoli TSM (TBMR)
Version : 7.1
Maintenance ends on : 2015-12-31

Activation code : L2SVE3HU-RBJJZW95-R2K7D2XU-9HUAPPCP
Activation type : Product activation
End date : 2015-12-31
Attributes : {physical, server}
Features :

Status : Full licence
```

Note: Internet access on the host machine is required to run the online activation process from the Cristie License Manager directly.

4.2.3 Manual activation

The steps involved in activating using the Cristie Licensing Portal are as follows. This discussion assumes your contract is already setup on the Cristie Licensing Portal.

1. Assign your Contract code on the TBMR host machine, by opening up a terminal and entering:

```
[root@TBMR ~]# licmgr -p tbmr --cid xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx
```

(where xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx is your Contract code)

2. Then licence TBMR by entering the command:

```
[root@TBMR ~]# licmgr -p tbmr --act xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx
```

(where xxxxxxxx-xxxxxxx-xxxxxxx-xxxxxxx is your Activation code, which can be obtained by signing into the Cristie Licensing Portal)

The Cristie License Manager will be refreshed showing your Contract ID, the new activation code and your contract support end date.

```
=====
                        Cristie Licence Manager Version
                          1.3
                Copyright (C) 2012-2014 Cristie Software Limited
=====
Successfully applied the activation code.
  Machine attributes : {physical, server}
    Contract ID : 3
      Signature : WWU93VPL-FLZZYWQF-UJHR9MR3-SJKM8TYE
      Product : Bare Machine Recovery for Tivoli TSM (TBMR)
      Version : 7.1
Maintenance ends on : 2015-12-31

  Activation code : L2SVE3HU-RBJJZW95-R2K7D2XU-9HUAPPCP
  Activation type : Product activation
      End date : 2015-12-31
  Attributes : {physical, server}
  Features :

      Status : Full licence
```

5 Cristie Technical Support

If you have any queries or problems concerning your Cristie Bare Machine Recovery product, please contact **Cristie Technical Support**. To assist us in helping with your enquiry, make sure you have the following information available for the person dealing with your call:

- TBMR Version Number
- Installed OS type and version
- Any error message information (if appropriate)
- Description of when the error occurs
- All Cristie log files relating to the source or recovery machine. This is very important to help us provide a quick diagnosis of your problem

Contact Numbers - Cristie Software (UK) Limited

Technical Support	+44 (0) 1453 847 009
Toll-Free US Number	1-866-TEC-CBMR (1-866-832-2267)
Sales Enquiries	+44 (0) 1453 847 000
Email	cbmr@cristie.com
Web	www.cristie.com

Support Hours

05:00 to 17:00 Eastern Standard Time (EST) Monday to Friday

Out-of-Hours support available to customers with a valid Support Agreement - Severity 1 issues* only

UK Bank Holidays** classed as Out-of-Hours - Severity 1 issues only.

**Severity 1 issues are defined as: a production server failure, cannot perform recovery or actual loss of data occurring.*

***For details on dates of UK Bank Holidays, please see www.cristie.com/support/*

Cristie Software Limited are continually expanding their product range in line with the latest technologies. Please contact the **Cristie Sales Office** for the latest product range. Should you have specific requirements for data storage and backup devices, then Cristie's product specialists can provide expert advice for a solution to suit your needs.