

Important Changes to the Tivoli Storage Manager for Microsoft SharePoint Offering



Announcement: 10 July 2012

- Withdrawal from Marketing of Tivoli Storage Manager for Microsoft SharePoint, effective 10 August 2012
- End of Service of Tivoli Storage Manager for Microsoft SharePoint, effective 30 April 2014
- eGA of AvePoint DocAve Backup and Restore, effective 13 July 2012



Why is IBM making these announcements?

- Tivoli Storage Manager for Microsoft SharePoint is an OEM version of the AvePoint DocAve Backup and Restore product.
- The OEM agreement signed between IBM and AvePoint in 2006 is expiring and being replaced.
- IBM has entered into a new reseller agreement with AvePoint, giving IBM the ability to sell the DocAve Backup and Restore software as a complement to Tivoli Storage Manager.
- *Note: DocAve Backup and Restore is one of 37 products in the DocAve family; IBM is authorized to resell only this one product.*
- Product web page: <http://www.avepoint.com/sharepoint-backup-and-recovery-docave/>

Executive Overview

- IBM and AvePoint entered into a 5 year OEM agreement in December 2006 for IBM to offer Tivoli Storage Manager for Microsoft SharePoint to fill a technology gap in the TSM family.
- IBM was to provide all sales enablement, pre-sales support, marketing and L1-L2 support. AvePoint was to supply L3 support.
- About 950 customers are presently on support.
- Revenues for TSM for MS SharePoint grew 37% in 2011 over 2010.
- This reseller agreement allows IBM to continue offering Microsoft SharePoint data protection to its Tivoli Storage Manager customers, satisfying a common market demand for such protection and integration

New Business Model

	CURRENT OEM ARRANGEMENTS	NEW “RESELLER” RELATIONSHIP
Change in Licensing Metrics	PVUs	Per instance or virtual instance
Support	IBM is contractually required to supply L1 and L2. AvePoint supplies L3 support.	AvePoint will supply all post-sales support and current customers will be migrated to AvePoint.
Fulfillment	Passport Advantage	Order via Passport Advantage, AvePoint will ship
Sales Compensation	100%	60%
Branding	IBM	AvePoint

Part Number, Pricing, Support

- New part number: D0NXBLL; PID = 5725-G31
- List Price (EU): EU10,796 per SharePoint server
- SharePoint servers, for licensing purposes, include but are not limited to:
 - Microsoft SharePoint servers
 - SharePoint web servers
 - SharePoint application servers
 - **Microsoft SQL servers running SharePoint**
 - User facing front-end web servers
- Example - the customer environment consists of the following:
 - Two physical servers running SharePoint and DocAve Backup and Restore are used to protect the SharePoint components.
 - Two virtual servers running SharePoint and DocAve Backup and Restore are used to protect the SharePoint components.
 - One application server running SharePoint and DocAve Backup and Restore is used to protect the SharePoint components.
 - **One SQL Server running SharePoint and DocAve Backup and Restore is used to protect the SharePoint components.**

The licensing requirement for this customer environment is **five** per server licenses for DocAve Backup and Restore.



Introducing DocAve



Microsoft Partner

Gold Portals and Collaboration
Gold Independent Software Vendor (ISV)

AvePoint Corporate Overview

Global Leader – SharePoint Governance & Management

Specialized

- Founded and Debuted in 2001
- World's Largest SharePoint-Exclusive Research & Development Team with 1,000 Employees (600+ in R&D)

Experienced

- World's Largest Provider of Enterprise-Class Governance and Infrastructure Management Solutions
- 25 Offices, 13 Countries in 5 Continents & 8000+ Customers

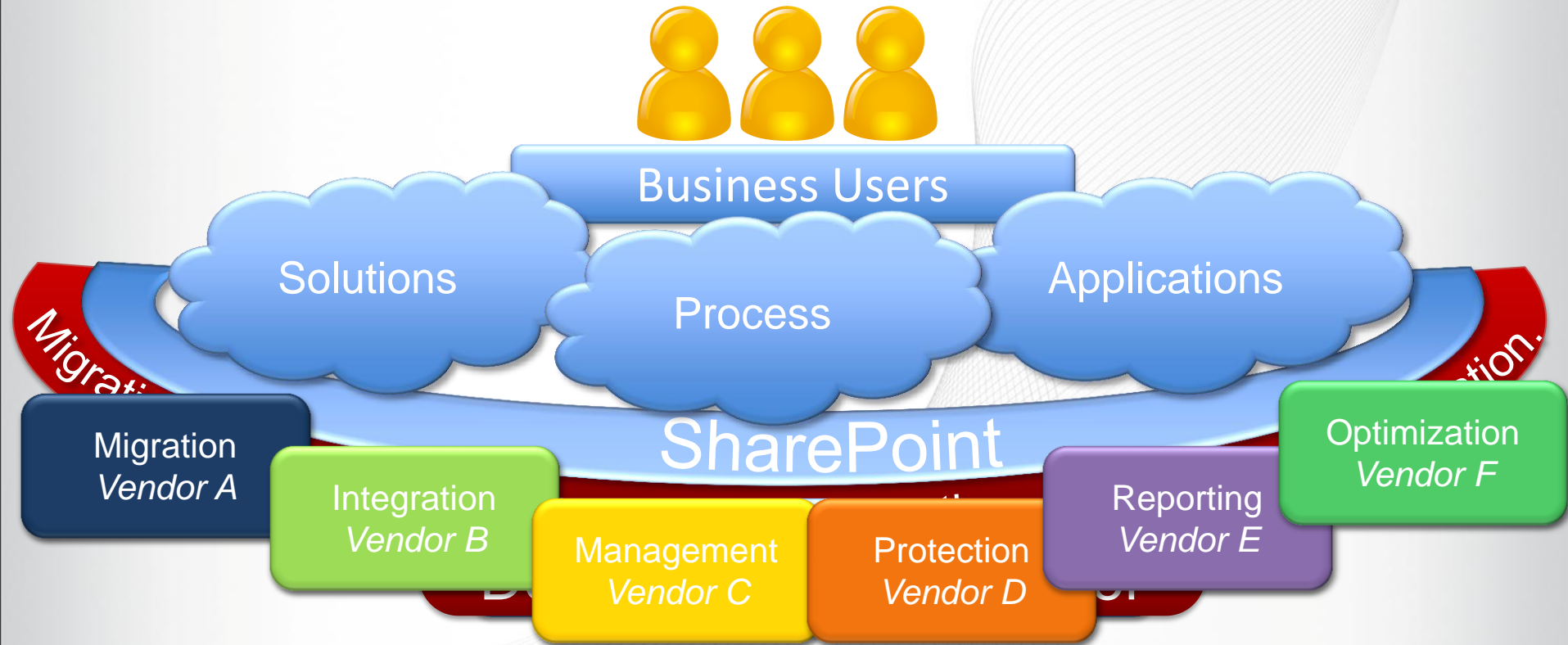
Invested

- Depth-Managed, Microsoft Certified Partner
- Comprehensive SharePoint Governance & Management Platform
- Offering True 24 x 7 Support - Microsoft Certified Technicians



DocAve Capabilities

One Platform. One Install. All of your SharePoint Needs.



Understanding Backup and Recovery



Agenda

- Review of SP Backup Challenges
- DocAve to the Rescue!
- Key Features
- Q & A



Review

Backup and Recovery needs/wants

- Have **comprehensive** protection over all SharePoint farm components
- **Flexible** backup & restore to cover different situations
- Critical files need to be restored **quickly**
- History, security, template information and other metadata needs to be maintained with **fidelity**



Review

- What is the problem with backing up only the SharePoint databases using SQL Backup?
 - This doesn't capture some configurations, or the search index
 - Have to restore whole database (no granularity)
 - Takes time to backup big databases



Review

Backup Entire SharePoint Platform Fast

- Leverages VSS or VDI to reach backup speeds to 150GB/hour
 - New Microsoft snapshot technology (Volume Shadow Copy Service)
- Backup and restore any component within a SharePoint farm (InfoPath forms and services, Project Server, IIS, Index database, etc.)
- SharePoint-centric approach allows administrator to determine exactly what components are being backed up

The screenshot displays a backup configuration window with the following settings:

- Agent Host: NY
- Media Server: NJ
- Data Retention: -None-
- DB Method: VDI (highlighted in a dropdown menu)
- Email Notification: -None-
- Drive: Default Logical Drive
- Data Configuration: -None-

The interface includes a tree view of the SharePoint farm components and a schedule configuration panel.

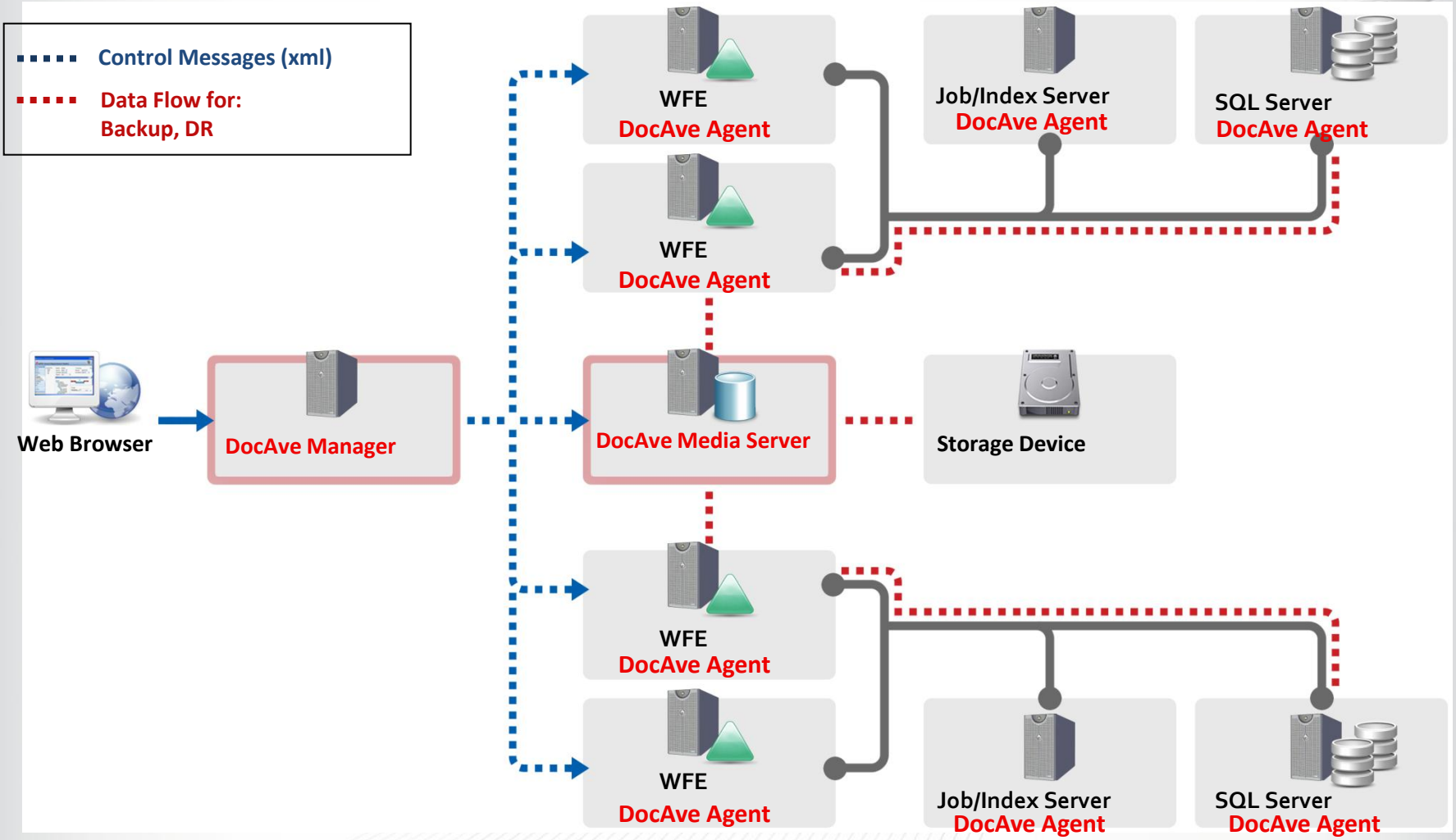
Tree View:

- NY
 - Farm
 - SharePoint_Config(NJ)
 - Windows SharePoint Services Web Application
 - WSS_Administration
 - Central Admin Web Application
 - SharedServices2
 - Global Search Settings
 - Windows SharePoint Services Search
 - Search instance(NY)
 - InfoPathFormServices Manage Form Template
 - FormService
 - Windows SharePoint Solutions
 - Front-End-Web Servers
 - NY
 - IIS Settings
 - Sharepoint Templates
 - System Features
 - Custom Features
 - Solution Features
 - Sharepoint SiteDefinitions
 - Extra File System Folders
 - PA

Schedule Configuration Panel:

- Schedule A
 - No Schedule
 - Backup Type:
 - Full
 - Differential
 - Incremental
 - Start time: []
 - Interval: Select One

DocAve Distributed Architecture



“Agents” Allow DocAve to Interact with SharePoint

- Installed on SharePoint Farm Servers
- Configuration determines which DocAve functions are available
- Communication with DocAve Control Service via the “DocAve Communication Service”
- Interacts with SharePoint via a DocAve Service Account



Restore at Any Level within SP from a Single Set of Data

Platform Level Backup Job Browser

- Backup Data
 - basicfull (Media Server)
 - basicfull (Agent Host)
 - ssp(PLAN20080424184226)
 - test(PLAN20080424183839)
 - Full Farm BU(PLAN200804221722)
 - April 22, 2008 05:22:28PM

Backup Data Browser

- basicfull
 - Farm
 - SharePoint_Config(basicfull)
 - Windows SharePoint Services Web A
 - SharePoint - 80
 - WSS_Content(basicfull)
 - WSS_Content_Odb90d008c3
 - SharePoint - basicfull6524
 - WSS_Content_aa185d40691
 - WSS_Administration
 - Central Admin Web Application
 - SharePoint_AdminContent_b
 - SharedServices1
 - SharePoint - 23201
 - WSS_Content_56f8fd977f3e
 - SharedServices1_DB(basicfull)
 - Shared Search Index(basicfull)
 - SharedServices1_Search_DB(ba
 - Global Search Settings

Web Page Dialog

Path Info: basicfull/http://hudsonpoint/sites/home/sales/Shared Documents

Security Property

File Sequence	File Name	File Attribute
1	Dagger.jpg	4/3/2008 2:48:15 PM BASICFULL\nicholas.jpg
2	Manitou.jpg	4/3/2008 2:48:03 PM BASICFULL\nicholas.jpg
3	Manufacturer List.rtf	4/3/2008 2:45:23 PM BASICFULL\nicholas BASICFULL\nrandi.rtf
4	Paddle Distributors.rtf	4/3/2008 2:44:15 PM BASICFULL\nrandi BASICFULL\nicholas.rtf
5	seaeagle330.jpg	4/3/2008 2:47:57 PM BASICFULL\nicholas.jpg

In Place Out of Place

Agent Host: _____ Destination: _____

Schedule Start time: Now Restore Option: Not Overwrite Description: _____ Go

Job Id:	Agent Host:	Start time:	Status:	Progress:
http://basicfull:8080/docave/sp/spdr2007/restore/RestorePopUpWindow.cgi				

In Place Out of Place Dest _____

Schedule Start time: Now Restore Option: Overwrite Description: _____ Advanced Go

Job Id:	Agent Host:	Start time:	Status:	Progress:
---------	-------------	-------------	---------	-----------

User: admin Log Out Help

Restore entire SP content database or an item's single version from a single set of backup data

- All metadata, version histories, and securities still maintained

All SharePoint configurations, settings & customizations can now be restored at a granular level

- No need to rely on separate backup solution or entire server restores



DocAve's Manager Services provide the core platform functions

DocAve Manager Services

Control Service

- Coordinates all DocAve activities

Media Service

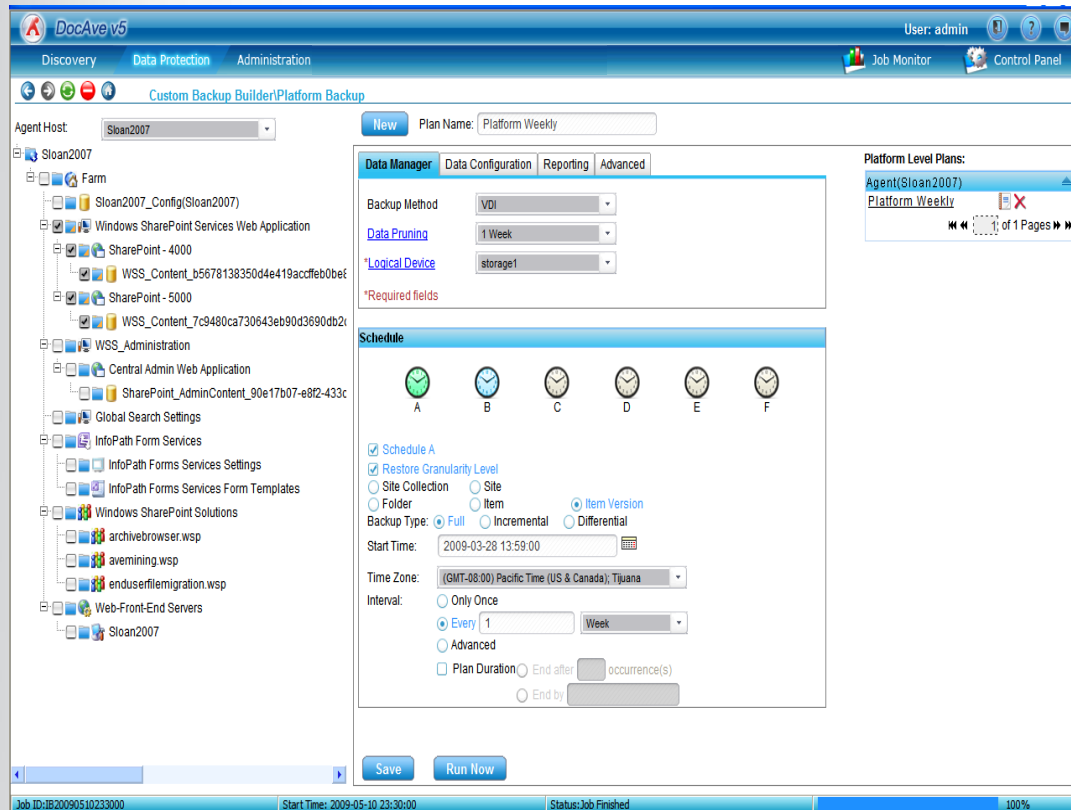
- Reads/Writes to Storage Locations for backups and archives

Report Service

- Allows you to monitor and report on SharePoint and DocAve



Enhanced User Interface (GUI)

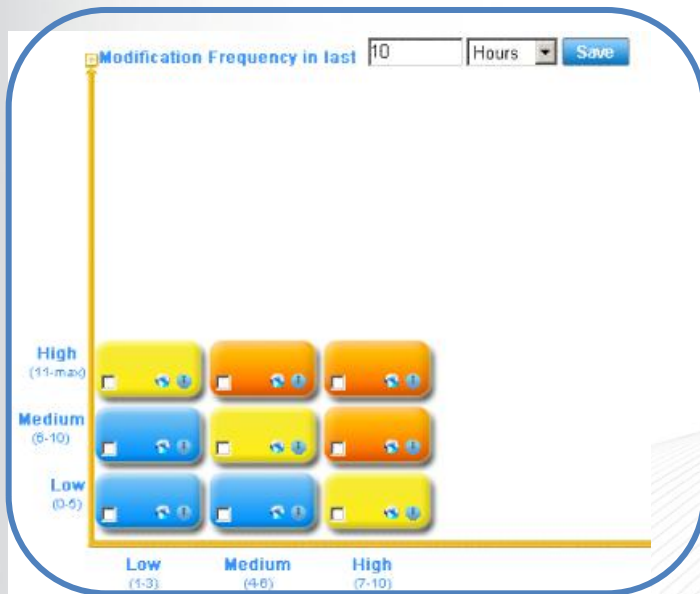


- Integrated restore timeline view
- Shows all available recovery points An integrated backup plan builder
- A tree view of the entire SP environment
- A discovery dashboard
- Overview of your system
- Can see the status of DocAve logs
- View the upcoming plans
- See the percent of plans that have succeeded or failed in the past few days or months



Business Intelligence Matrix

- Automatic classification of SharePoint content in the Business Criticality Matrix:
 - business importance
 - usage activity
- More critical content is automatically associated with more aggressive backup schedules



Automation Center/Criticality Matrix

Modification Frequency in last: 95 Hours

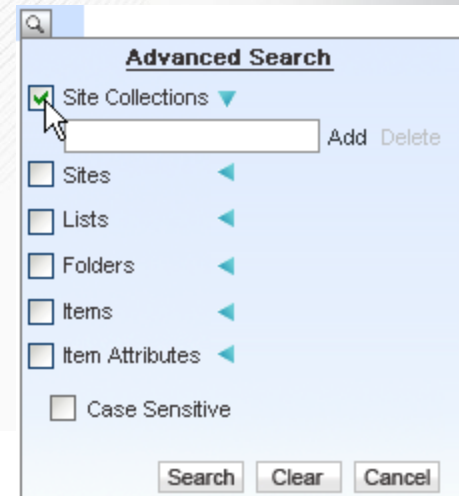
	Low (1-3)	Medium (4-6)	High (7-10)
High (11-max)	Green cell	Blue cell	Orange cell
Medium (6-10)	Red cell	Green cell	Blue cell
Low (0-5)	Red cell	Red cell	Green cell

[Cell Details]



Intelligent SharePoint Backup & Recovery

- Granular, item-level restore
 - Sliding timeline view
 - Advanced search and full text keyword search
- Enhanced user experience
 - Vibrant, dynamic user interface




Time Line Browser

Farm:

Time Window: From To

Backup Jobs:

Total: 18
Current: 11-18

February 24, 2008 - 10:00:00 pm
Plan17 

Backup Plan Templates

DocAve v5 User: admin

Discovery Data Protection Administration Job Monitor Control Panel

Template Builder

New Template Name: Active Template Color: ■

Data Manager | Data Configuration | Reporting | Advanced

[Filter Policy](#)

[Data Pruning](#)

[Data Coalescing](#)

*[Logical Device](#)

*Required fields

Schedule

Schedule A B C D E F

Backup Type: Full Incremental Differential

Start Time:

Time Zone:

Interval: Only Once

Every

Advance

Plan Duration End after: occurrence(s)

End by:

Save Template

Active Template

<input type="checkbox"/> 2 Hour Ba...	X
<input type="checkbox"/> Twice Daily	X
<input type="checkbox"/> daily	X
<input checked="" type="checkbox"/> hourly	X
<input type="checkbox"/> weekly	X

« 1 of 1 Pages »

Inactive Template



Agenda

- Review of SP Backup Challenges
- DocAve to the Rescue!
- Key Features
- Q & A



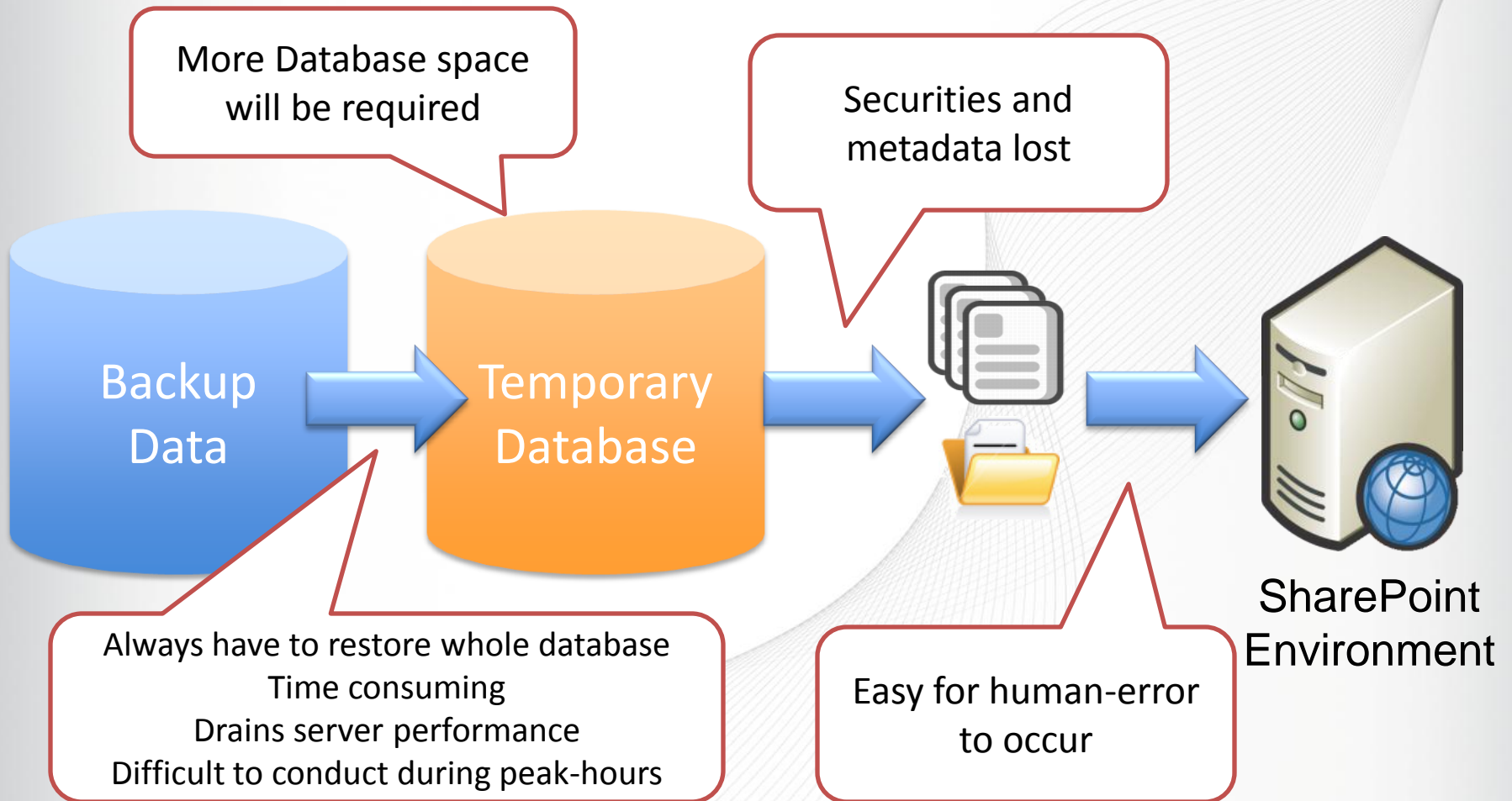
DocAve Data Protection

Comprehensive Coverage of SharePoint

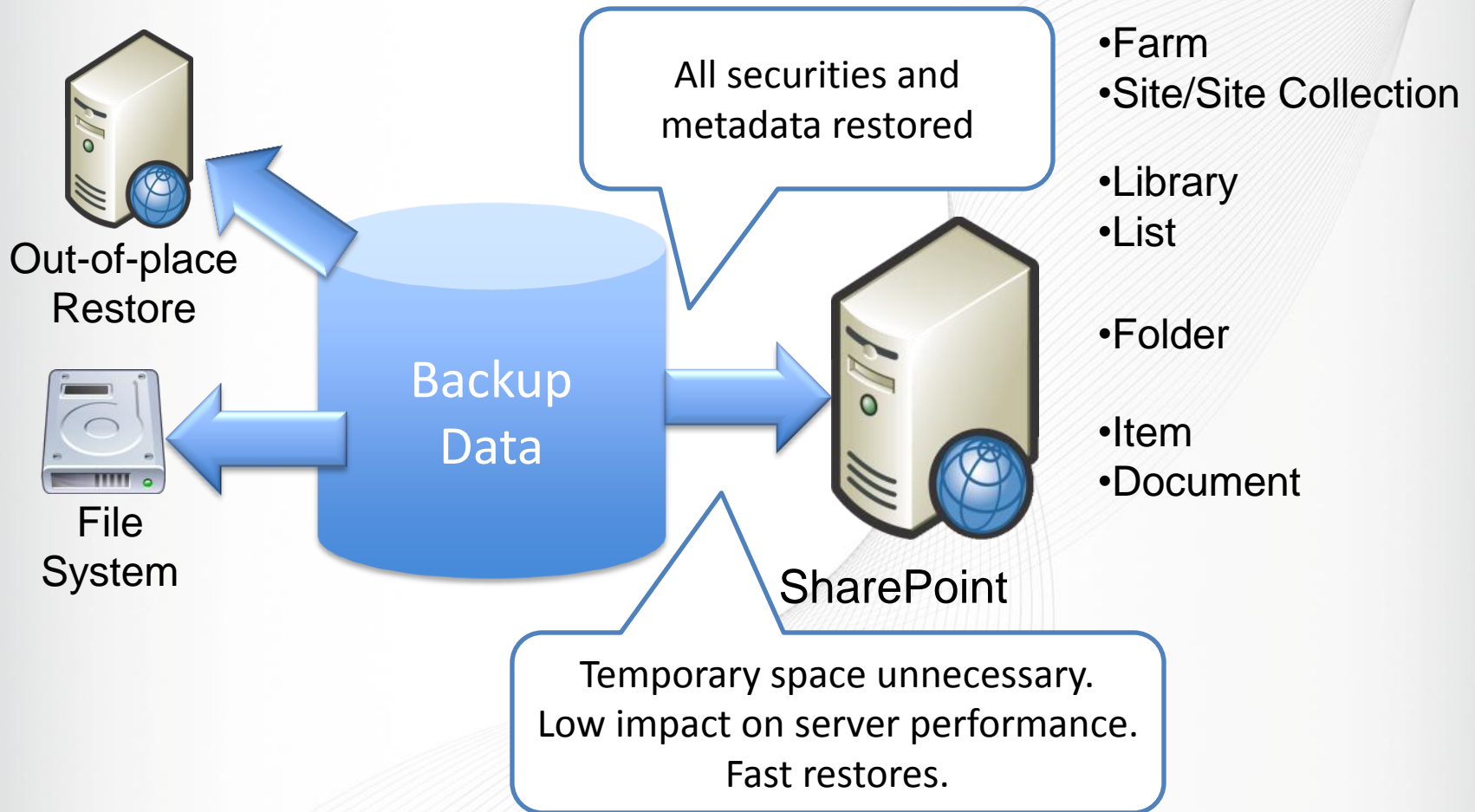
- Backup & Recovery
 - Granular Backup – item level recovery
 - Platform Backup – backup whole farm
 - Automation Center – intelligent, policy based backup
 - Restore from SQL – granular recovery from traditional database backups
- High Availability – automate content replication to standby farm
- Site Bin – protection against accidental site deletions



Typical Content Restore Process

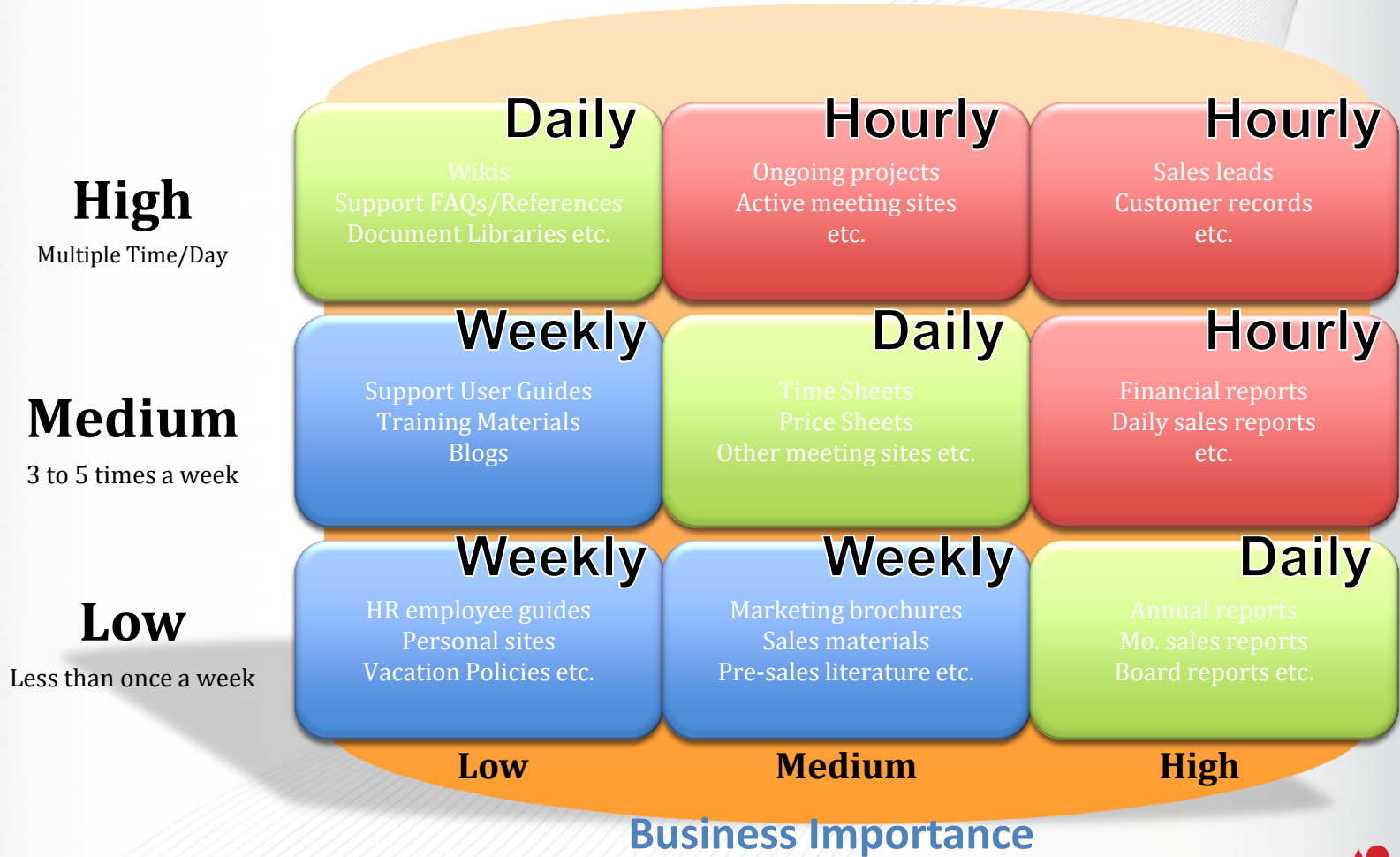


DocAve Granular Restore Process



Not All Data is Created Equal

Modification Frequency



What Happens When Farm Fails?

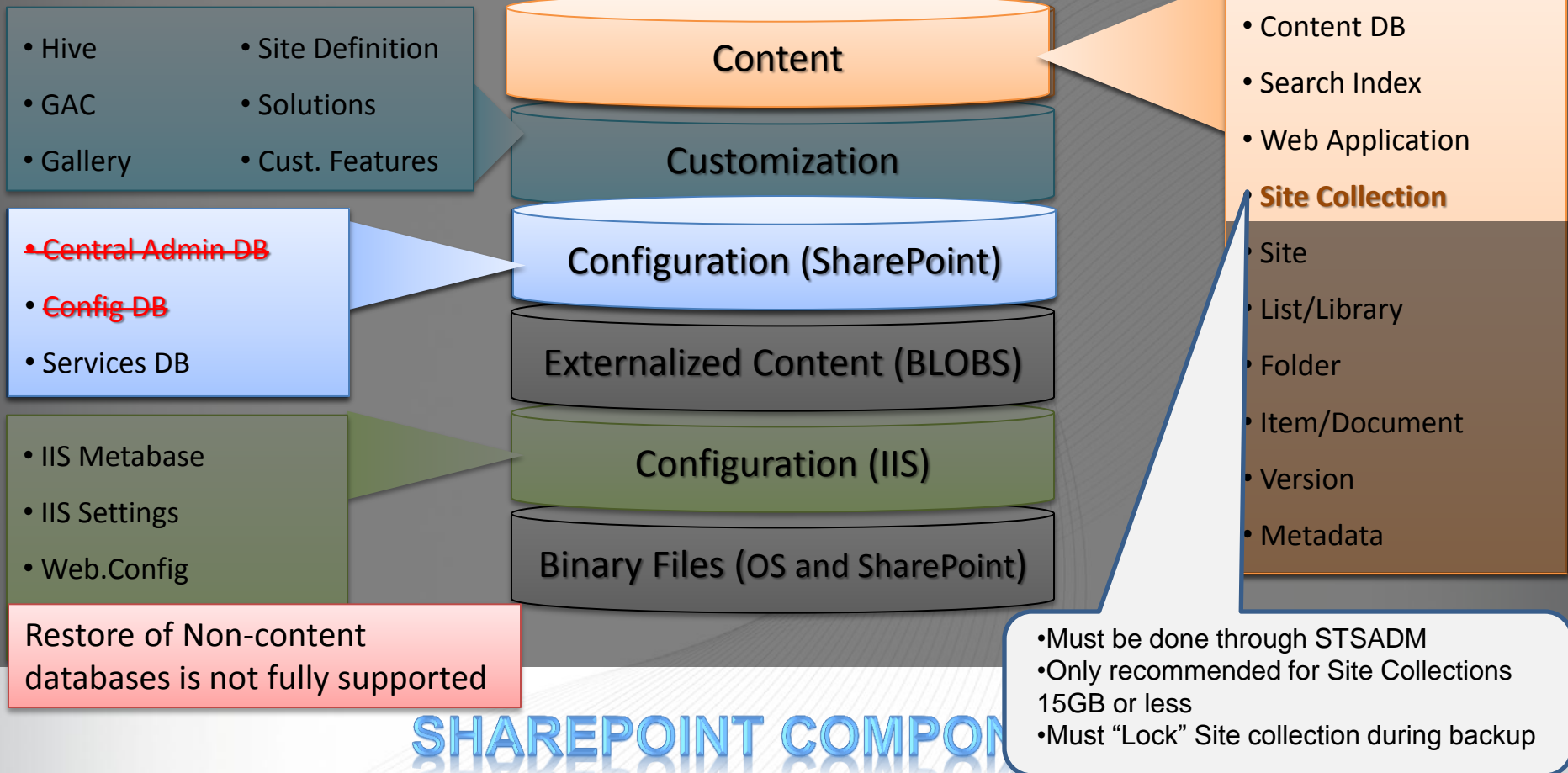
Use Platform Backup/Recovery for Disasters

- Need a consistent backup of all platform (farm) components
- Remember the 5-C's

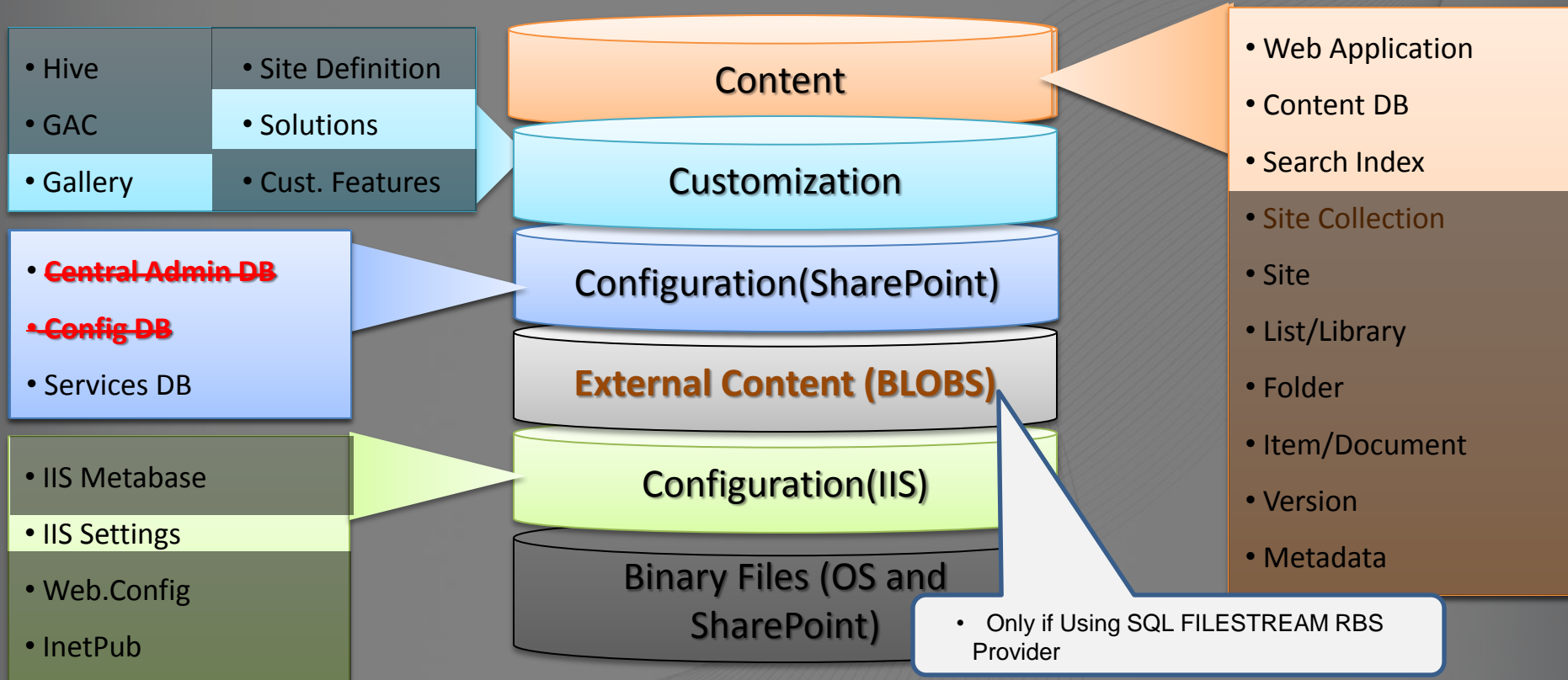
Diamond	SharePoint
Carat	Content
Color	Configuration
Clarity	Customization
Cut	Consistency
Cost	Cost



MOSS: Farm Backup and Restore



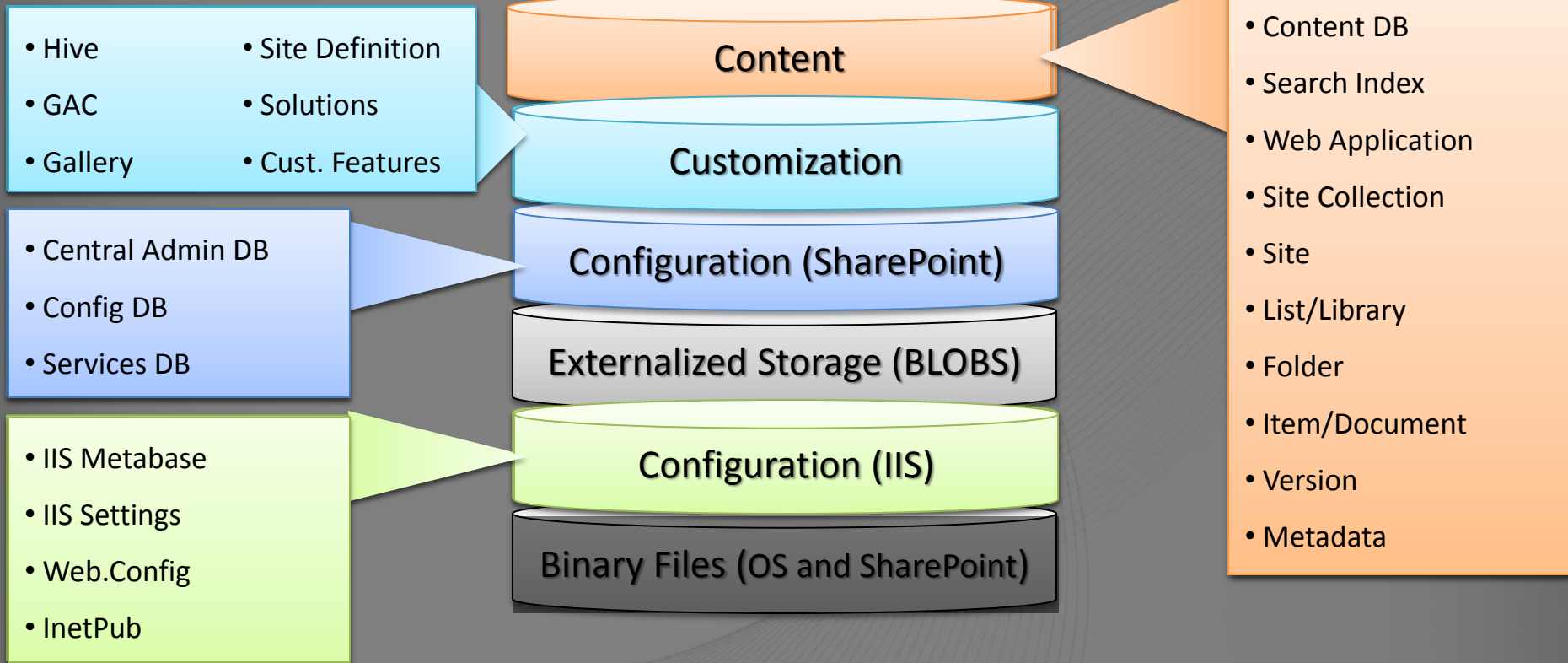
SharePoint 2010: Farm Backup/Restore



SHAREPOINT COMPONENTS



DocAve Comprehensive Protection Scope



SHAREPOINT COMPONENTS



Platform vs. Granular Backup & Recovery

Granular

- For granular content protection only
- Best for individual content restores
- Chop up data for quicker backups
- Restore just what you need, where you need it
- Can be run more frequently due to less data
- Slower backup speed with item level backup

Platform

- For form and content protection
- Best for recovering from disasters
- Takes longer because of amount of data to backup
- Have to restore whole database
- Usually run less frequent than granular
- Faster backup speed with DB level backup



Platform vs. Granular Backup & Recovery

- What is the difference?
 - Platform is for SharePoint Components (databases, WFEs, Shared Services);
 - Granular is for SharePoint Content; Faster to perform but slower throughput
- Why do you need both?
 - Because different situations happen, from item level failures to whole farm failures; Need to handle differently and efficiently.



Difference Between Incremental Differential?

Incremental

- Backup what has changed since last backup of any kind
- Uses less disk space with minimal overlap
- Faster to backup, slower to restore (need to look at all incremental)
- Riskier because loss of one incremental means loss of anything after incremental

Differential

- Backup what has changed since last FULL backup
- Uses more disk space with more overlap
- Slower to backup, but faster to restore (only need differential + full)
- Safer because there are more overlapping data to depend on



Where Can DocAve Backup To?

Anything our Media Service supports

- Local Disk
- Network Disk
- FTP folder
- **TSM (IBM Tivoli Storage Manager)**
- EMC Centera (With de-duplication)
- Cloud Storage
 - Amazon S3, Microsoft Azure, Rackspace, EMC Atmos, AT&T



What Don't We Backup?

Anything outside of SharePoint

- In general, databases other than SharePoint databases are NOT supported
- Except we DO support:
 - Nintex Workflows (and their database)
 - Microsoft Project Server 2007



Agenda

- Review of SP Backup Challenges

- DocAve to the Rescue!
- Key Features

- Q & A



What's Backup Like with DocAve?

- 1 Granularity lets you control your backup window**
Pick what you want to backup, as much or as little as you want; Minimize RPO and impact on users
- 2 Schedule the backup whenever and as frequent you need**
Minimize impact on users
- 3 Full, Incremental, and Differential Backups**
Options to backup only what have changed
- 4 Does not require locks on SharePoint**
Users can still use SharePoint during Backup, minimizing user impact



How To Manage Storage of Backups?

1 **Compression and/or Encryption**

Compression ratio similar to zip, and encryption using bank-grade algorithms (192-bit 3DES)

2 **Virtual Storage Pools (Logical Devices) for flexibility**

You can spread the backup over many disks, and grow it dynamically as SharePoint grows; Storage is controlled by Media Service

3 **Pruning to remove old backups**

Recycle your disk space to manage the cost of backup storage

4 **Tiered Pruning to optimize your storage costs**

Move older backups to cheaper tiers of storage to balance between storage cost and restore points



What is Restore Like with DocAve?

1 Granular restore down to item version level

Pick and choose exactly what to restore, minimizing RTO

2 Browse or Search for data to restore on the timeline

Flexible options to find the data that needs to be restored quickly

3 Choice of Restore Destination

Restore in-place back to where it came from, or out-of-place to another site farm to stage it

4 Full Fidelity Restores

restore content with full metadata (columns/ properties, configurations, security), or not



DocAve vs. Enterprise Backup

DocAve Data Protection

- ☹️ Backs up SharePoint
- 😊 SharePoint Aware
- 😊 SharePoint Core Vision
- 😊 Platform AND Granular Recovery
- 😊 Granular Restore directly back into SharePoint

Enterprise Backup

- 😊 Backs up all servers
- ☹️ Minimal Integration
- ☹️ SharePoint Add-on
- ☹️ Best for Platform Recovery
- ☹️ Need Recovery/Staging Farm to achieve granularity

Ex: DPM, CommVault, Symantec



DocAve Licensing

Purchase Options for DocAve



Model: Products Licensed Per SharePoint Server

WFE + APP (Not DB)

- All DocAve modules (except Migration)
- SharePoint Server = logical server where SharePoint Product is installed
- If a server is WFE and APP and DB, it is counted as a 1



Central Admin > Farm Information

Site Actions | sp_admin

SharePoint 2010 Central Administration > Servers in Farm

I Like It | Tags & Notes

Central Administration

- Application Management
- System Settings
- Monitoring
- Backup and Restore
- Security
- Upgrade and Migration
- General Application Settings
- Configuration Wizards

Farm Information

Configuration database version: 14.0.5130.5002
Configuration database server: sps-sql08r2a
Configuration database name: SharePoint_Config

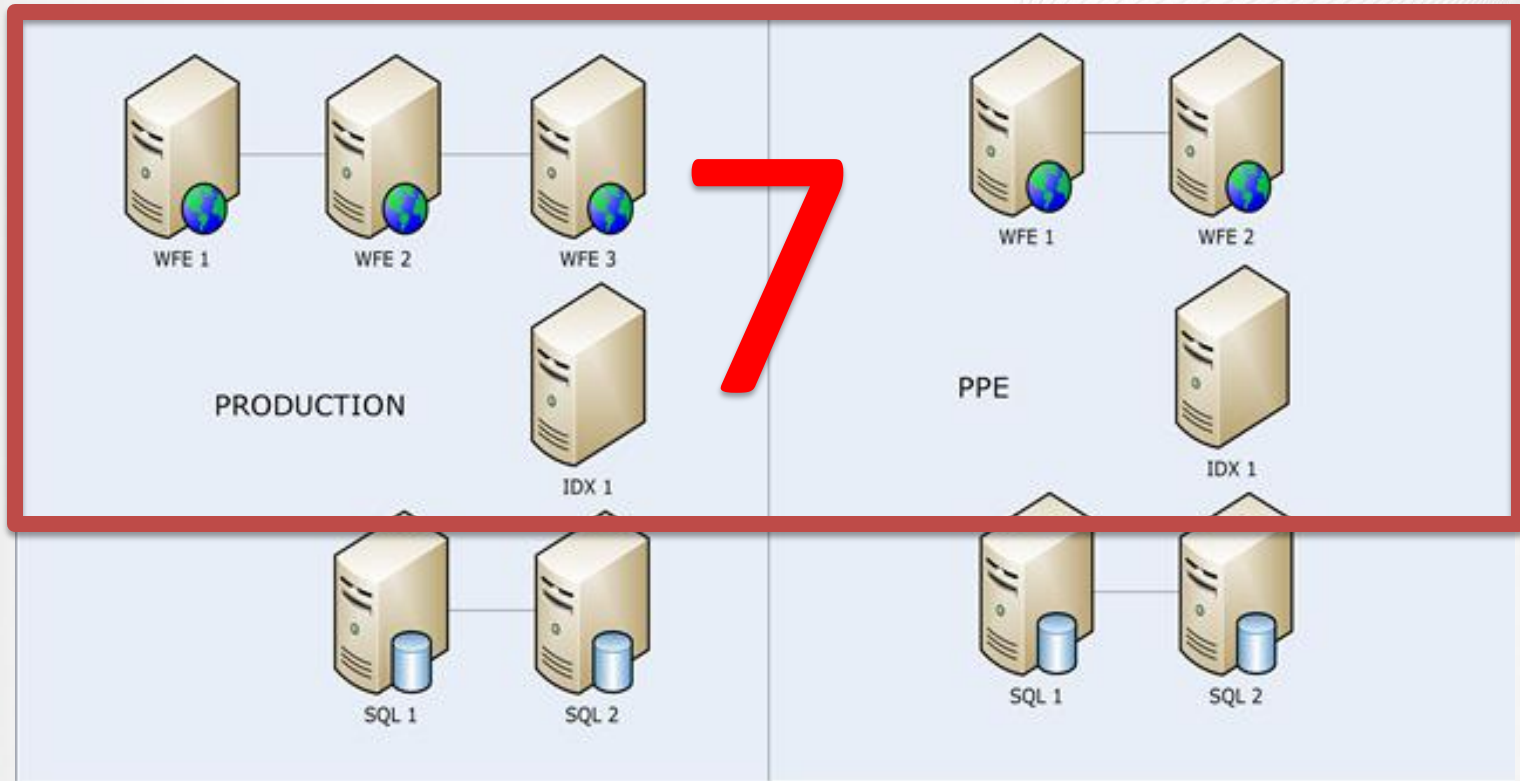
Server	SharePoint Products Installed	Services Running	Status	Remove Server
SPS-APPSVR	Microsoft SharePoint Server 2010 Microsoft Office Web Apps	Access Database Service Application Registry Service Business Data Connectivity Service Excel Calculation Services Managed Metadata Web Service Microsoft SharePoint Foundation Incoming E-Mail Microsoft SharePoint Foundation Workflow Timer Service PerformancePoint Service PowerPoint Service Secure Store Service SharePoint Server Search User Profile Service User Profile Synchronization Service Visio Graphics Service Web Analytics Data Processing Service Web Analytics Web Service Word Automation Services Word Viewing Service	No Action Required	Remove Server
SPS-DBM-SPS-LOCAL		Not Configured	No Action Required	Remove Server
SPS-INTRANET	Microsoft SharePoint Server 2010 Microsoft Office Web Apps	Central Administration Microsoft SharePoint Foundation Web Application Search Query and Site Settings Service SharePoint Server Search	No Action Required	Remove Server
SPS-SQL08R2A		Microsoft SharePoint Foundation Database	No Action Required	Remove Server

Only Represents **ONE** SharePoint Farm!

Wherever it says “**Microsoft SharePoint Server 2010**” in the 2nd column



How Many License of Backup? (WFE + APP)



Agenda

- Review of SP Backup Challenges

- DocAve to the Rescue!

- Key Features



- Q & A



Additional Resources

(Please Click Images or Visit www.AvePoint.com/resources)

Customer Success Stories



Customer Location
Winnipeg, Canada

Industry
Education

Platform
Microsoft Office SharePoint Server 2007

Critical Needs

- Access to file share content through SharePoint without the need for migration
- Efficient deployment-wide management of SharePoint security and settings
- Easy reorganization of SharePoint content
- Automated deployment of changes and custom solutions across multiple sites

AvePoint Solutions
DocAve File Share Connector
DocAve Content Manager
DocAve Deployment Manager
DocAve Administrator

"Thanks to DocAve, end-users can access all file share content and even items in networked personal 'Home Folders' from any location through SharePoint."

- Karen Strubhar - SharePoint Administrator, River East Transcona School Division.

Case Study:
River East Transcona School Division Accesses File Share Content through SharePoint and Efficiently Manages 1,200 Sites with DocAve®

Success Highlights

- Accessed more than 600 GB of file share content from anywhere through SharePoint, preventing the need for migration and saving significant amounts of time and labor
- Implemented permission sets for 1,200 sites in one hour, saving three full days of labor
- Restructured more than 800 sites in one week, saving several months of labor
- Deployed new master pages and custom solutions for more than 800 sites in a matter of days, instead of weeks required by native tools

Customer Profile


River East Transcona School Division is the second largest school division in Winnipeg, consisting of 42 schools serving approximately 16,500 students with 1,200 teachers and 650 support staff workers. River East Transcona's mission is to provide relevant, progressive educational programming and supportive services in a safe, stimulating learning environment.

The Challenge

With schools spread throughout Winnipeg, as well as a large network of faculty and students, River East Transcona needed a software platform to build its school websites and store important content for students, teachers, and administrative staff. The division ultimately chose Microsoft Office SharePoint Server 2007 for the job, utilizing the platform to create sites for all 42 schools within the division. Additionally, all 1,200 of River East Transcona's teachers maintain their own sites in order to effectively communicate with students and provide relevant content to their classes. Including the students who access the sites, faculty, and support staff, River East Transcona's SharePoint environment currently has approximately 18,000 end-users. The division's server farm consists of one web front end, one SQL server, and one development server.

Copyright © AvePoint 2011. All other trademarks and logos are property of their respective owners.

WhitePapers from AvePoint's Own SharePoint Experts





Optimize SharePoint Storage with BLOB Externalization

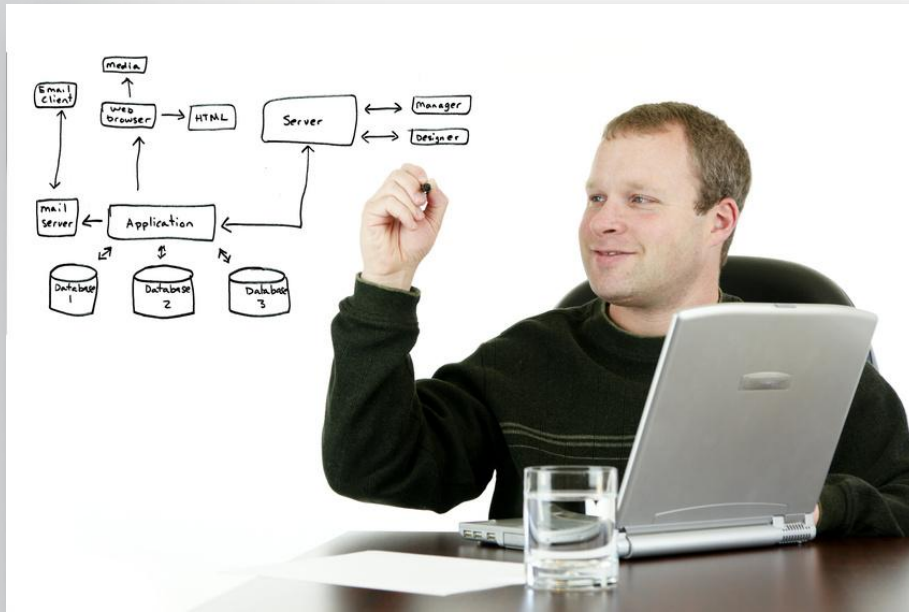
Dan Holme
Chief SharePoint Evangelist

Randy Williams
Enterprise Trainer & Evangelist

Jeremy Thake
Enterprise Architect



How can a Customer Evaluate DocAve?



1. Request evaluation copy of software via AvePoint.com
2. Receive 30 day demo license and download link
3. Install Manager and Agent
4. Evaluate then apply license files

