

## E-trust, Brightstor slowdowns

There are a number of conditions that can result in an SBS2003 server running slow after 6 – 7 days if the server is running E-Trust Antivirus and Brightstor backup from Computer Associates.

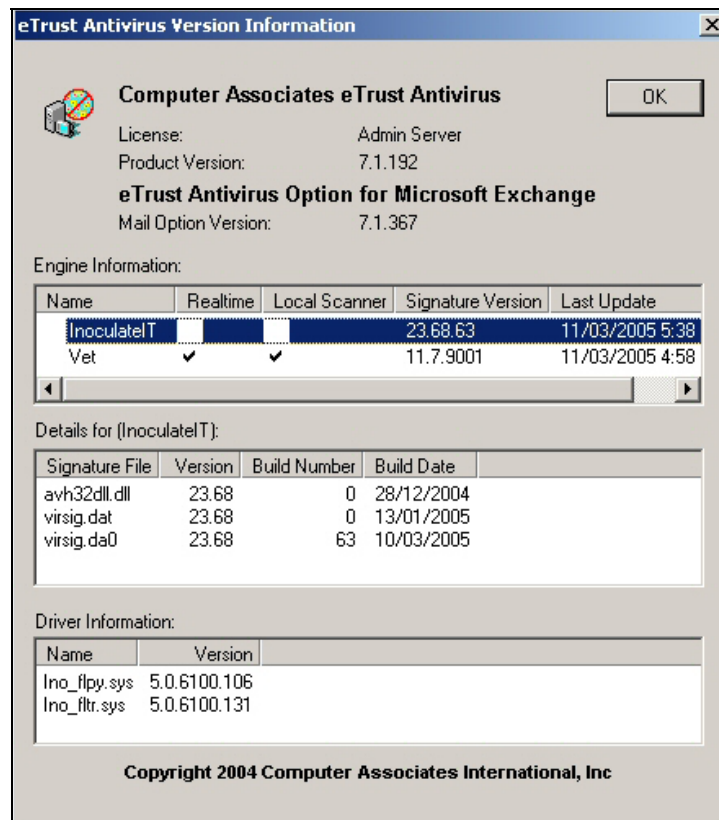
### Symptoms

Typically, after a backup is complete access to the server is not possible from workstations. Also any access via the console screen is very slow. However, Ctrl-Alt-Del work normally. If a shutdown of the server is attempted via Ctrl-Alt-Del the server may take 45 minutes to reboot.

This issue only appears to happen on systems that have both E-trust 7.X and Brightstor 11.X. This issue may be present on other systems and versions of software that haven't as yet been tested.

### Causes

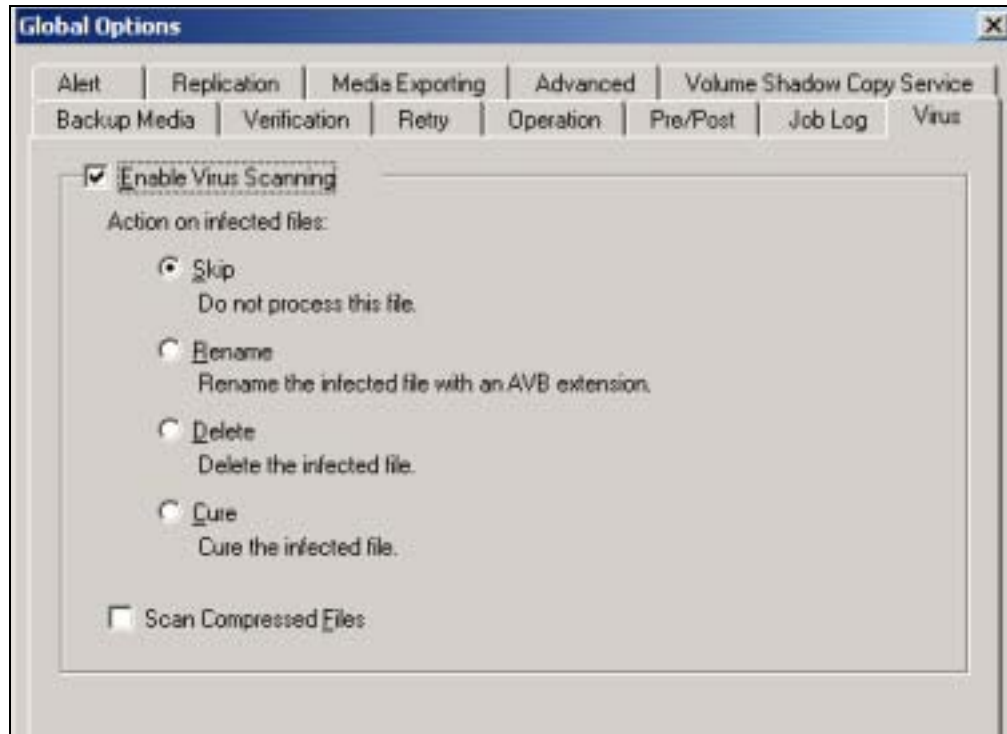
The main issue is one of the drivers of E-Trust anti virus software. Affected systems have an ino\_fltr.sys version equal to or below 5.0.6100.131. To determine whether the system is affected right mouse click on the E-Trust icon in the system tray of the server and select version information. You should see something like :



Under the driver portion of the windows ( at the bottom ) you will see the Driver Information for ino\_fldr.sys. In the above example you see that this an affected system since the version is 5.0.6100.131.

It is also possible that Brightstor contributes to the problem by having its in built virus scanning turned on during backup. CA advises that this should always be deselected when E-Trust anti virus is installed on the same machine.

The anti virus option in Brightstor is found in the job creation area under Options | Virus. The anti virus scanning option screen appears like :



If the *Enable Virus Scanning* option is selected, as it is here the system will likely experience slow downs.

### Resolutions

The first method of resolving the issue is to apply the latest E-trust realtime driver update. This can be located at :

<http://supportconnectw.ca.com/premium/antivirus/downloads/nt/4.5/ildrvupdate.asp>

Download the update to the server machine and then run it. After the update has been applied the server will require a reboot.

After the reboot if you select the Version Information of E-Trust it should read 5.0.6100.136.

At the same time if Brightstor is installed on the server each backup job should be configured so that virus scanning is not enabled. This will allow E-Trust to the virus scanning rather than the inbuilt engine in Brightstor.