ABS Enterprise®

Installation Guide: ShadowProtect SPX

July 2019

Contents

Preamble

Operating Systems

- Windows 2016
- Windows 2012
- Windows 2008 R2
- Windows 2008 SP2
- Windows SBS 2011/2008
- Windows 10/8/7/Vista/XP SP3

File Systems

- FAT16, FAT16X
- FAT32, FAT32X
- NTFS
- MBR Disks
- ReFS
- GPT Disks
- Basic and Dynamic Volumes and Disks
- 4K/AF drives with 4096-byte physical sectors and 512-byte sector emulation

Notes

- 1 Gb network strongly recommended
- A reboot is required after agent installation

Not Supported

- Windows Storage Spaces storage pools
- Windows Server Cluster Shared Volumes

⚠️ **It is highly recommended that the base images be test-virtualized as soon as they are completed to ensure their viability.** The *Onsite Virtualization Guide* can be found at portal.absbackup.com (Go to Downloads, User Guides; Select the appropriate O/S and download the guide.) Feel free to send a note to Support@absbackup.com if you have questions or need assistance with testing the virtualization.

Installing the Backup Agent on Clients

1. Access the Installer

a. Right-click on the Start Button and click on Run

b. Enter the share path in the **Open** box and click OK

Share path example:
\\192.168.15.81\Client-apps
Substitute example IP address with the IP set on the appliance.

c. Enter the ITAdmin account credentials from your Activation Letter when prompted and click **OK**

ⓘ When authenticating against the appliance, make sure to add the machine name before the user name as in the example:
A999-absbackup\itadmin

d. Copy the Installer file ABS_Install.exe (or ABS_Install_Win2003.exe) to a directory on the local machine
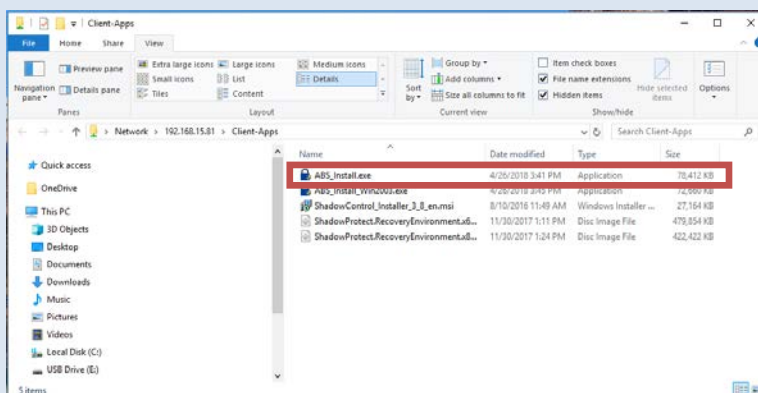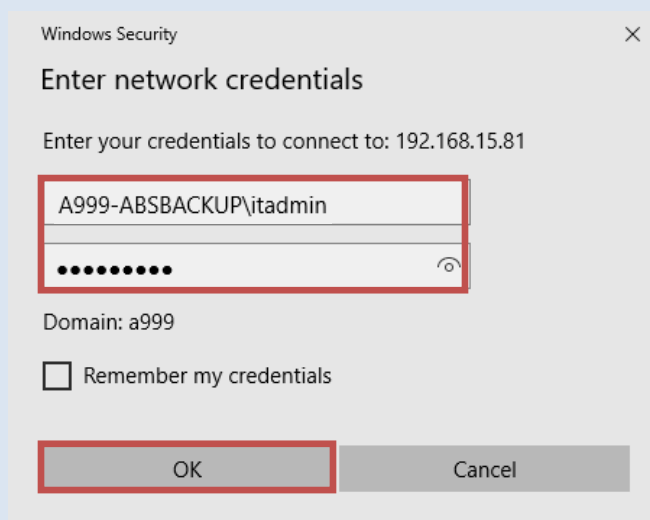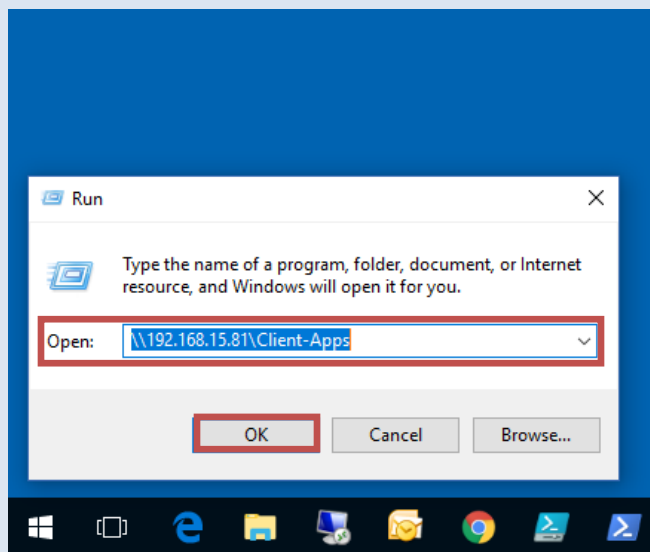
2. Install the Agent

a) Double-click on the ABS_Install.exe file to run the ABS-StorageCraft Agent Installer

ABS_Install....

b) Click OK at the initial information screen to begin the installation

WinZip Self-Extractor ✕

This package will install (and subscribe) the ShadowControl agent as well as the ShadowProtect SPX backup agent.

OK

c) You will see some informational screens go by as ShadowControl is installed and the process continues

C:\WINDOWS\system32\cmd.exe

```
------------------------------------------
Welcome to the ABS - StorageCraft Installer
------------------------------------------
First, we will install ShadowControl
```

d) ShadowProtect SPX is then installed and pauses after completion (Press a key to Continue)

C:\WINDOWS\system32\cmd.exe

```
--------------------------
ShadowProtect SPX Installed
--------------------------
Press any key to continue . . .
```
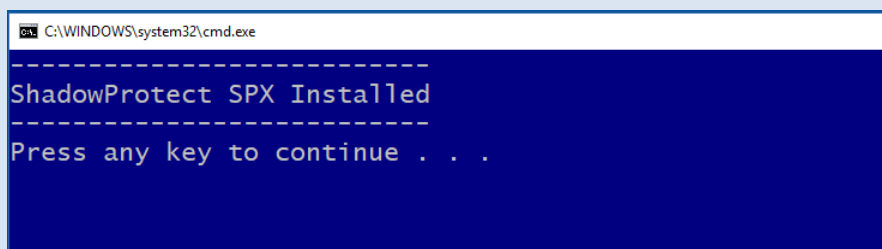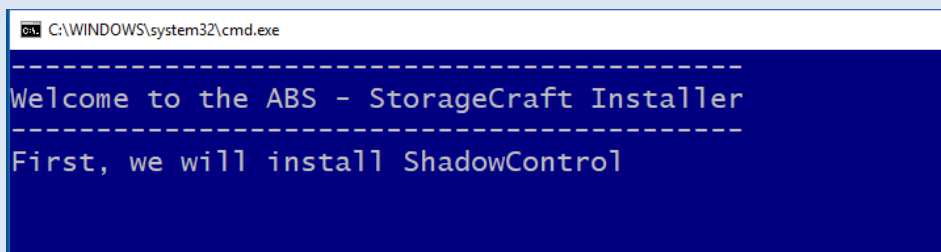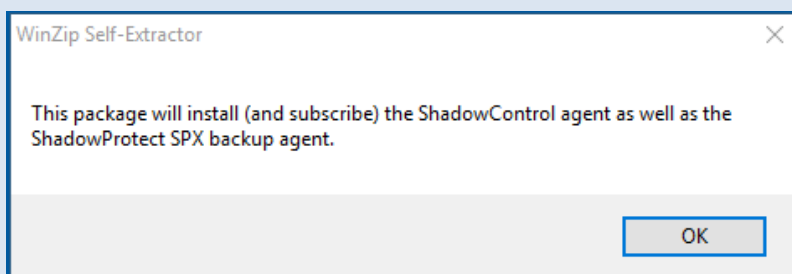
e) You will then be prompted to enter you ShadowControl Vault location. This is the location shown on the Activation Letter email. Type the location and press Enter

f) You will get a message that you have successfully subscribed to your ShadowControl Vault – Press any key to complete the installation

g) Finally, you will be prompted to reboot the computer. You may do this from the menu or after as time allows. No jobs may be configured or run until the reboot is completed. Select 1 or 2 and press Enter.

h) This completes the Agent installation segment of the ABS-StorageCraft Agent Installation.
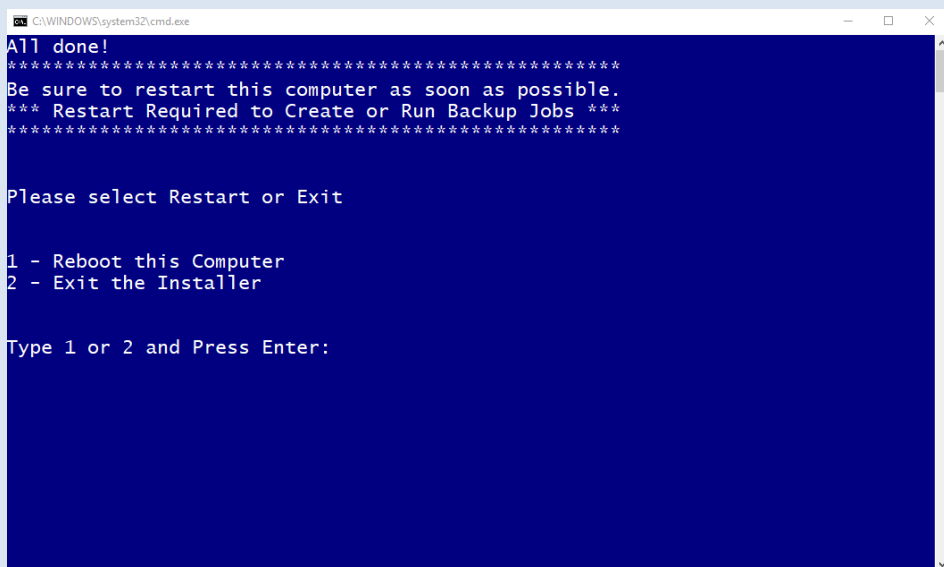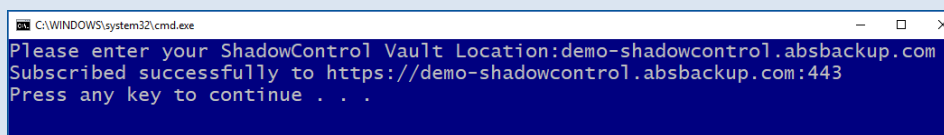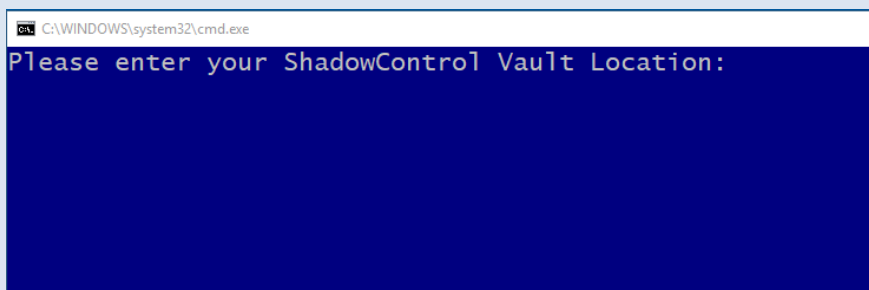
Accessing the ABS Appliance

1. Remote Desktop

(i) The following steps must be performed on a computer that is connected to the **same network** as the ABS Appliance

a. Right-Click on **Start**

b. Click **Run**

c. In the run box, type **mstsc.exe**, click **OK**

(i) You can also access Remote Desktop Manager from the Start menu.

d. In the **Computer** section, type in the name of the ABS Appliance or the static IP you assigned to the appliance and click **Show Options**

(i) If you do not know the name of the ABS Appliance, refer to your **Activation Letter**

e. Use the following username to log in: **axxx-absbackup\itadmin** (replace "xxx" with the appliance number)

f. Use the password provided in the **Activation Letter**

g. Click **Connect**
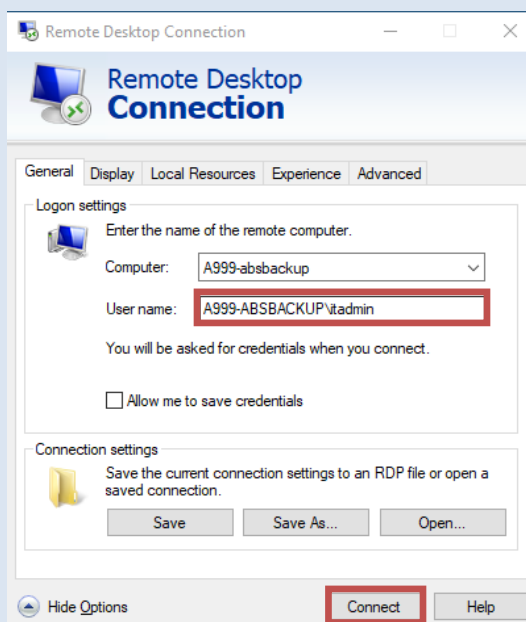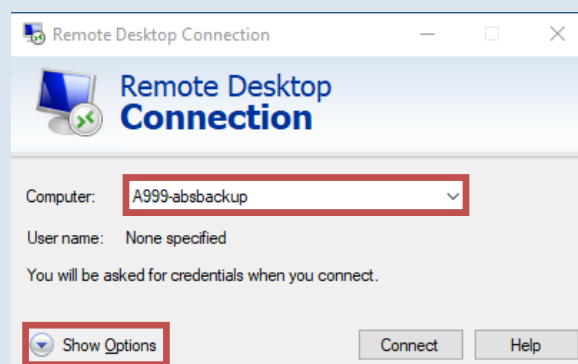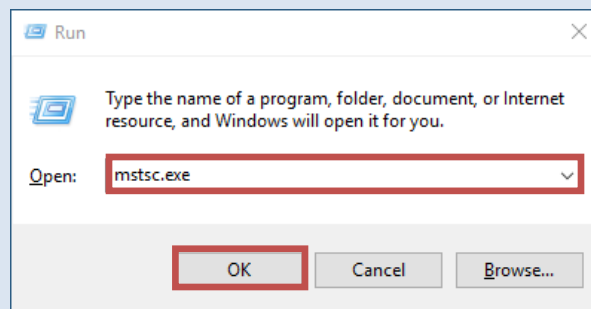
Dropbox Folder Configuration

1. Create Folder

a. Open This PC/My Computer or run File Explorer from the Start menu

b. Navigate to **D:\Dropbox**

c. Double click on the appropriate storage folder

ⓘ You will find an **Offsite** and an **Onsite** folder under **Dropbox**

Use **Offsite** folder for storing snapshots that are being replicated to the **ABS Cloud**

Use **Onsite** folder for storing snapshots locally on the appliance (not replicated to the **ABS Cloud**)

d. Right click the blank area

e. Select **New**

f. Click on **Folder**
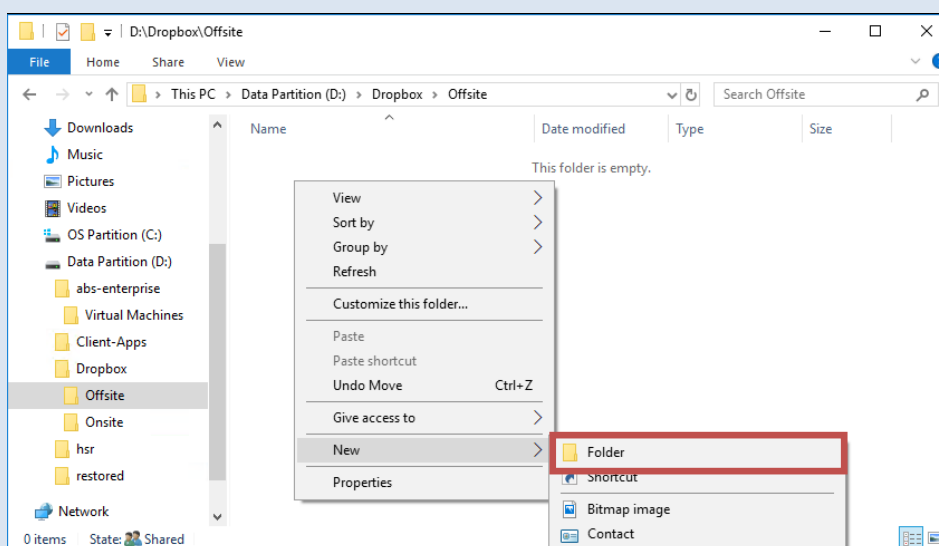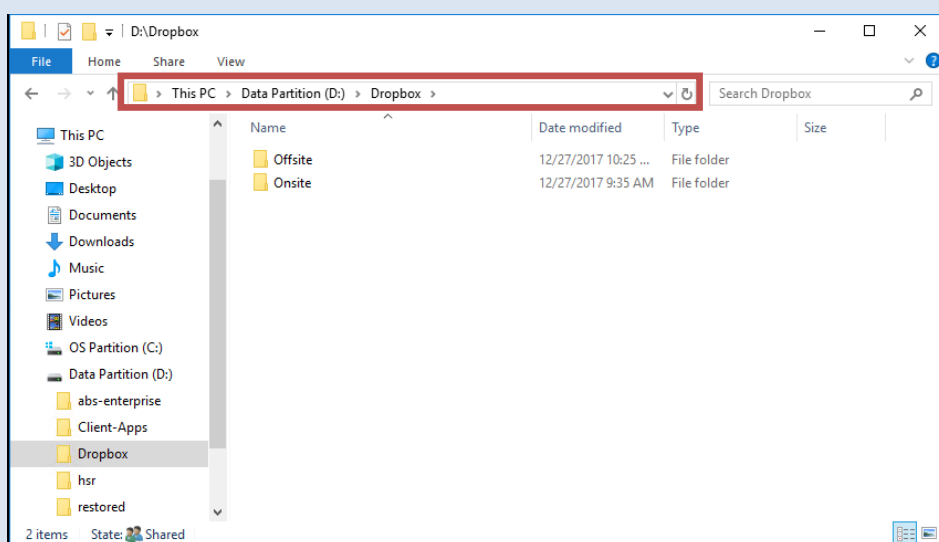
g. Name the folder

ⓘ For easy identification, use the name of the client machine. In this case we are protecting a machine named **LAB-WIN2K8-75**

If you have additional protected machines, feel free to add all the folders at this time.

Dropbox folder configuration is now **Complete**
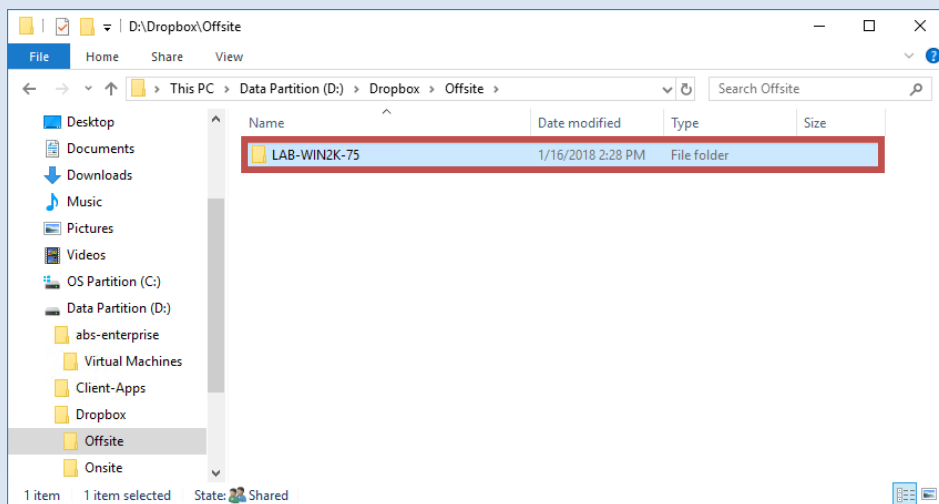
Configuring Backup Clients on the ABS Appliance

1. Connecting the Client

a. From the Start Menu tiles, or under StorageCraft; click on **ShadowProtect SPX Remote Monitor**
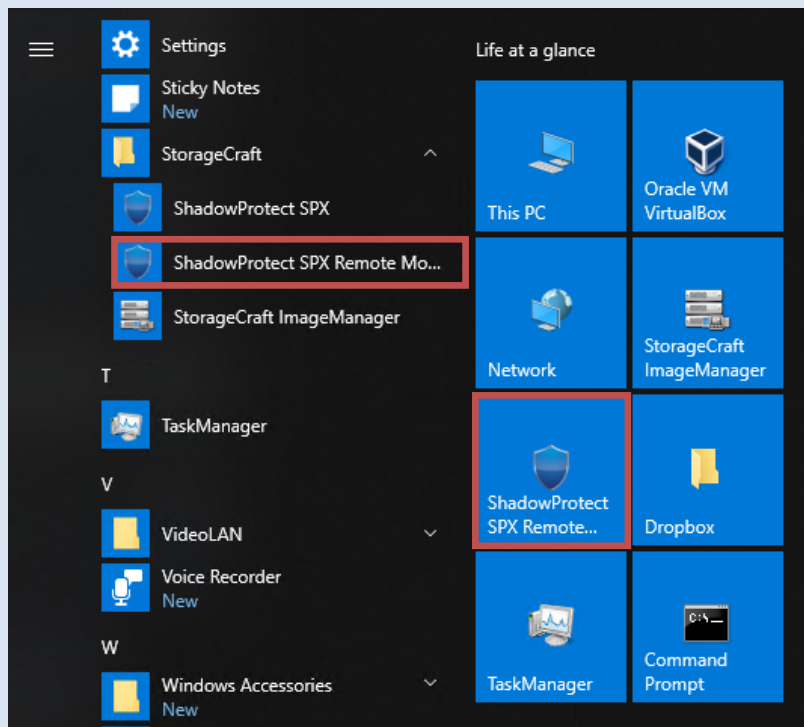
b. Click the **Add** button

c. Enter the Machine Name, IP Address and Group Name (default port is OK) and click **Save**
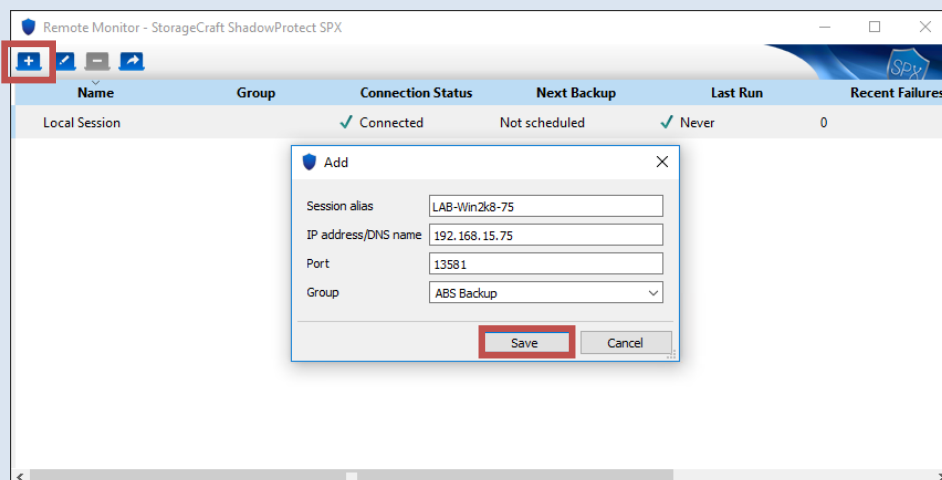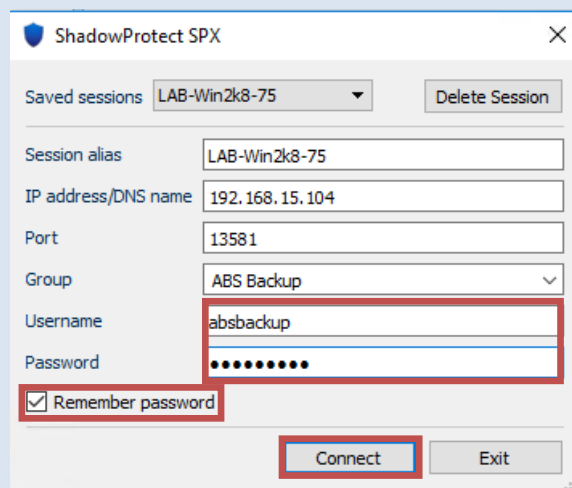
d. You will see the machine connected to the Remote Monitor
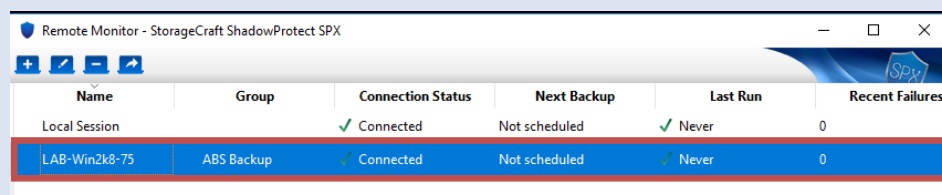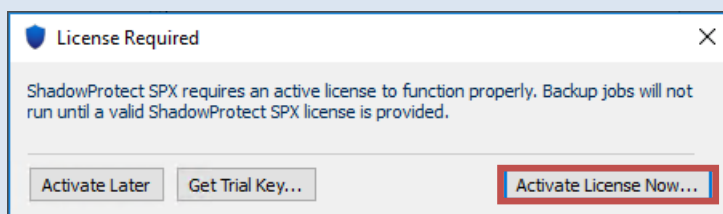
ⓘ See **Troubleshooting** on P 29 if the agent will not connect.

e. Enter the **absbackup** ID and password from your Activation Letter

f. Type in **ABS BACKUP** for Group name

g. Check the Remember Password box and click **Connect**

h. Click the **Activate License Now** button

i. Enter the requested information as shown. The Product Key(s) can be found in your Activation Letter. (Do not check the socket licensing box.) Email and phone are optional. Once you have entered the information, click **I Agree**
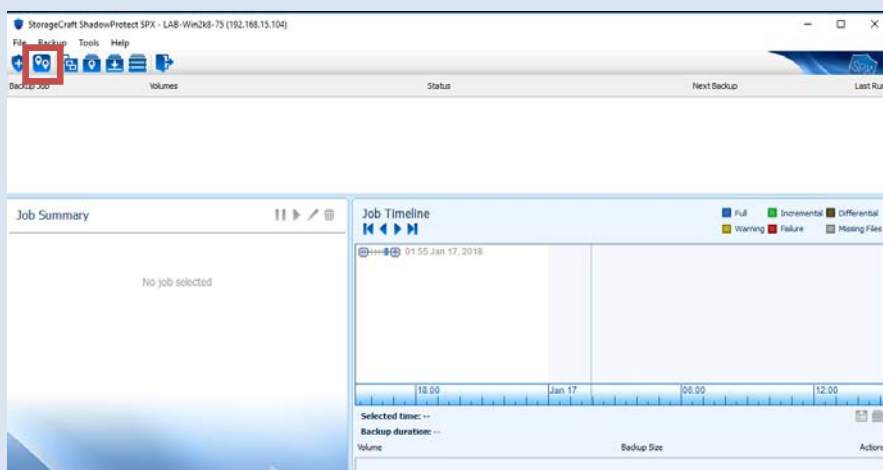
2. Configuring Destinations

j. The first time you launch ShadowProtect SPX, you will see the Help Overlay. Press Escape or click the X to close
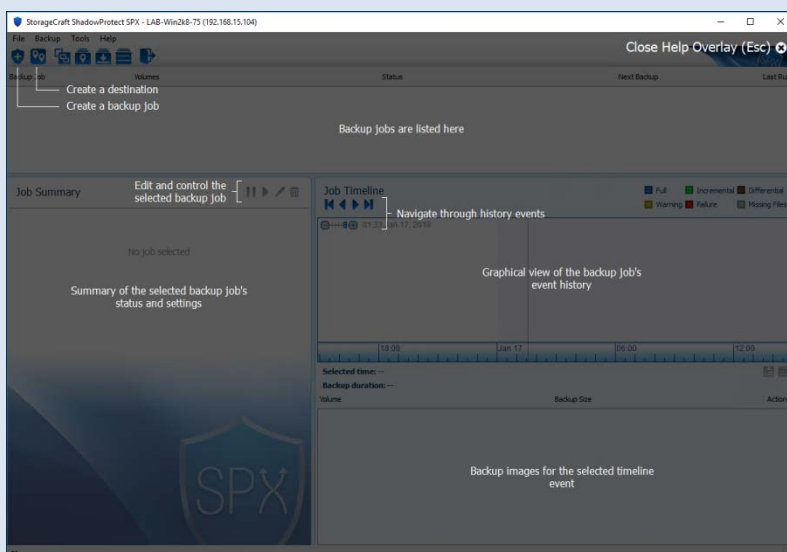
k. You will be left at the Remote Monitor screen for the machine you just added.
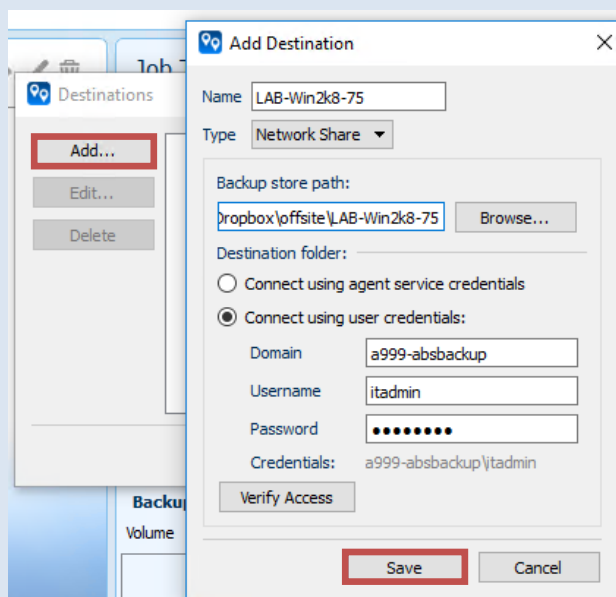
l. Click the Destinations button

m. Click **Add,** and enter the Name of the server/PC, select Network Share, enter the path to the storage folder in the form of:
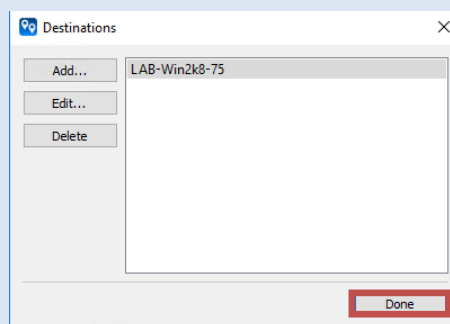
\\ApplianceIP\Dropbox\Offsite\machinename

Use the IP you assigned to the appliance and onsite or offsite as appropriate
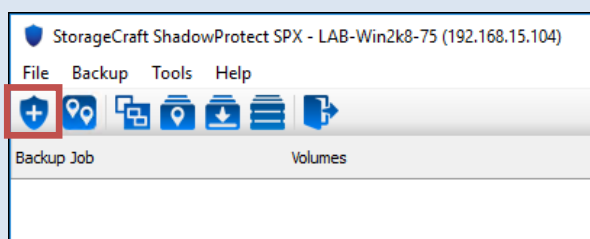Use the Appliance name for the Domain, and the itadmin login and password and click **Save**
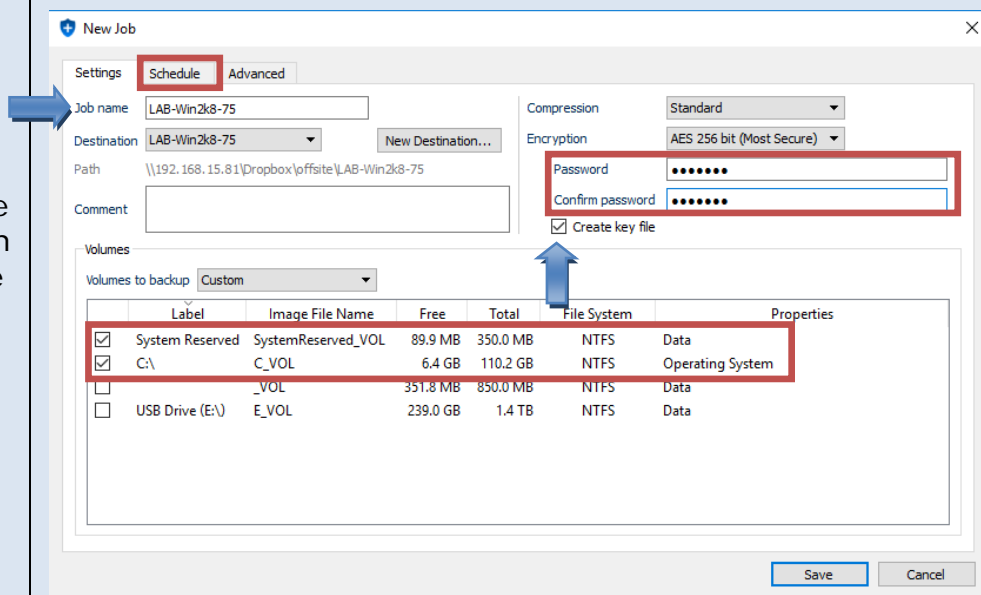
n. Click **Done**

3. Configure Backup Job

a. Click **Add**

b. Enter the Job name (Servername is preferred) the Encryption password shown in your Activation Letter, ensure the create key file box is checked; Select the volumes you wish to backup, and click the **Schedule** tab

c. Select Continuous as the Schedule type, you can select to run the job immediately or later as scheduled. All day, every hour and every day are the preferred selections. You may alter these as needed or desired. When done, click **Save**
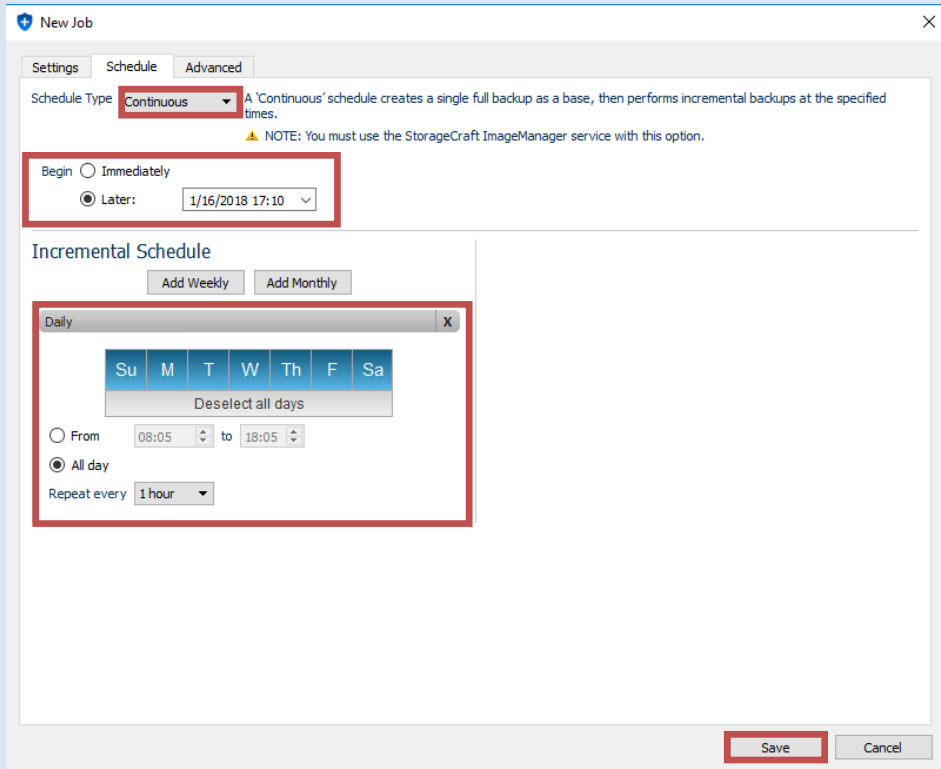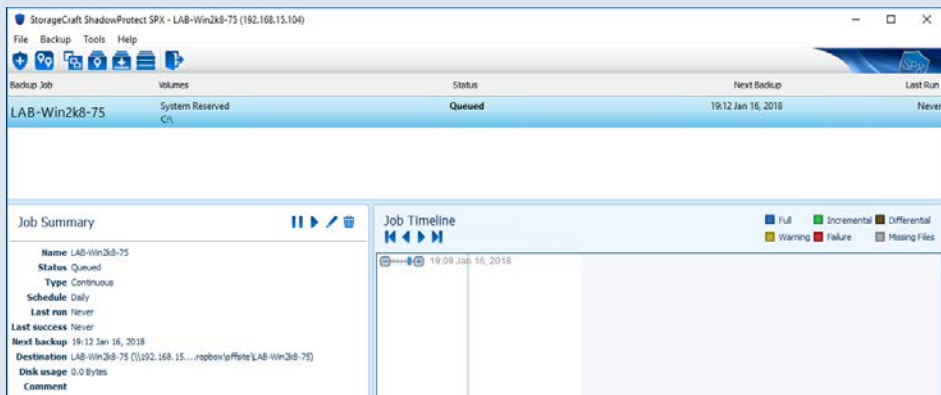

d. You will see the job and relevant info on the Monitor screen. Click the Logout button to disconnect from the current machine.

e. This completes the setup and configuration processes.

🛑 Initial base image jobs may impact network performance. You may wish to run these during off hours.

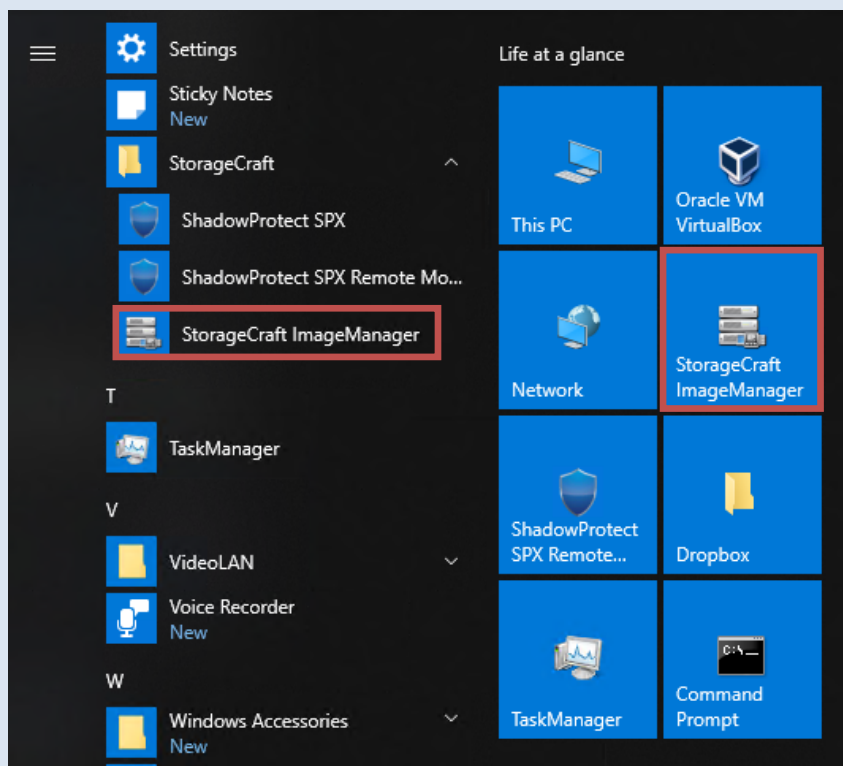ⓘ Daily incremental snapshots barely impact network performance.

The Installation and Configuration processes should be completed for all machines to be placed under protection.
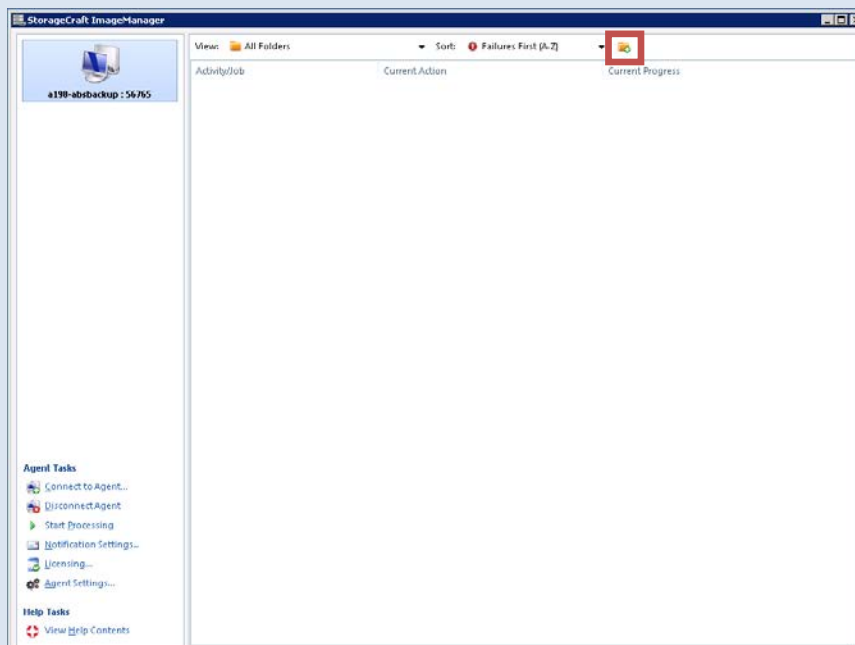
Configure ImageManager

1. **Add/Configure Managed Folder**

a. Launch **ImageManager** from the Start Menu tiles or under StorageCraft
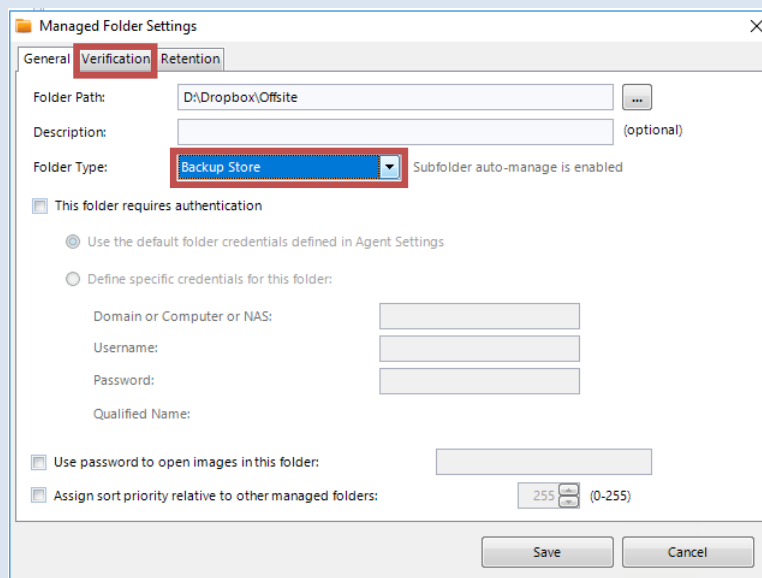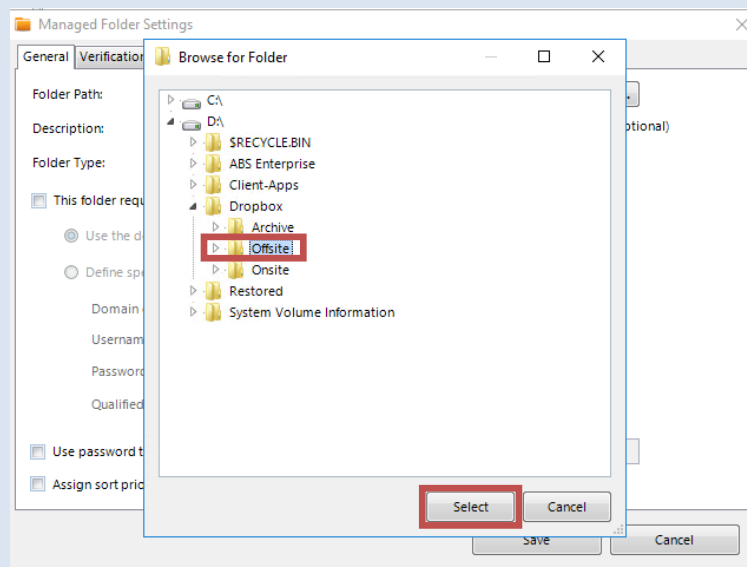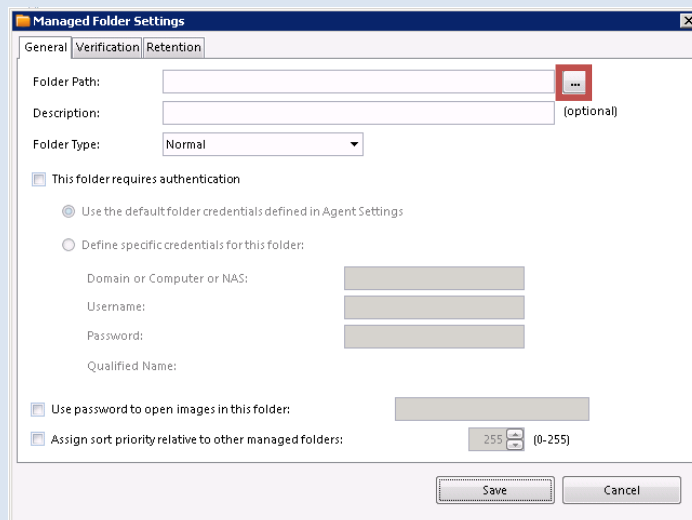

b. Click the Add Folder icon to Add a Managed Folder

c. Click the ellipses button [...] to the right of the **Folder Path** field to browse to the folder to manage

d. Navigate to:
**D:\dropbox\offsite**

e. Click **Select**

f. Use the dropdown arrow and select **Backup Store** under Folder Type, then Click the **Verification** tab

2. Verification Policy

a. Default settings under Basic are fine

b. Under Advanced, select as shown to Boot new consolidated Weekly images. This generates a weekly report showing the Boot screen for each protected machine.

c. When you click on Ensure new consolidated image files… You will see the screen opposite. Click OK. ABS maintains the correct version of VirtualBox on the appliance. [ABS will monitor the settings and status of these reports, and will add your reporting email to the notifications settings once they are running.]

d. Click on the Retention tab.
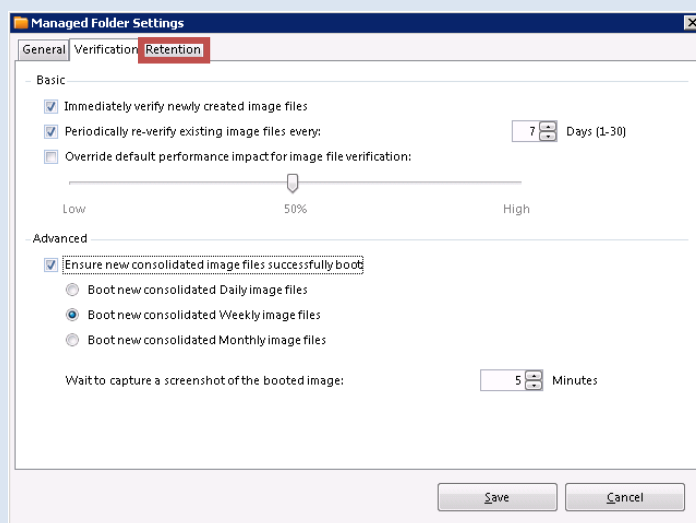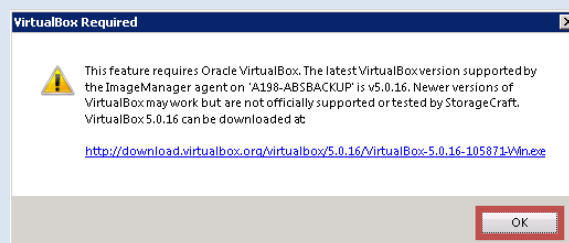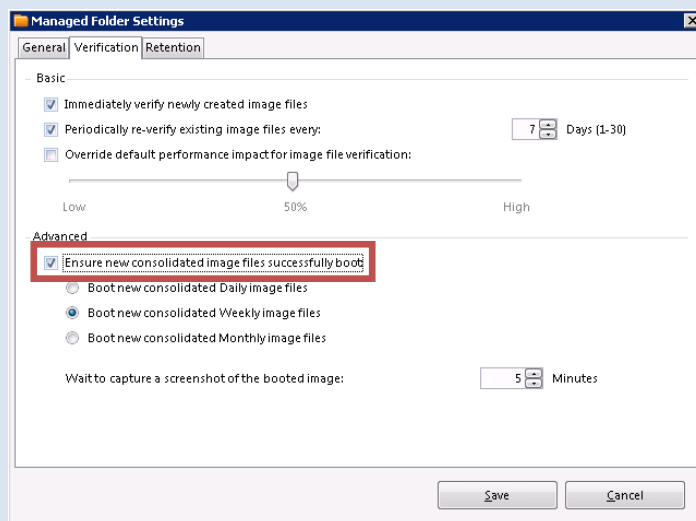
3. Retention Policy

ABS Recommended Settings:
- **Intra-Daily(Hourly) - 3**
- **Consolidated Daily - 31**
- **Consolidated Weekly - 31**

a. Select **Cleanup consolidated monthly…** , set it to **2 Months**

b. Uncheck the **Move all consolidated image files…** checkbox

c. Click **Save**

ⓘ The retention policy can be modified to meet your/the client's requirements; keep in mind, a longer retention policy will consume more disk space.

Configuration of this managed folder group is now **Complete.**

🛑 **If you decide to change the retention settings for replicated folders, please notify ABS so we can match the settings on the offsite (ABS-Cloud) storage.**
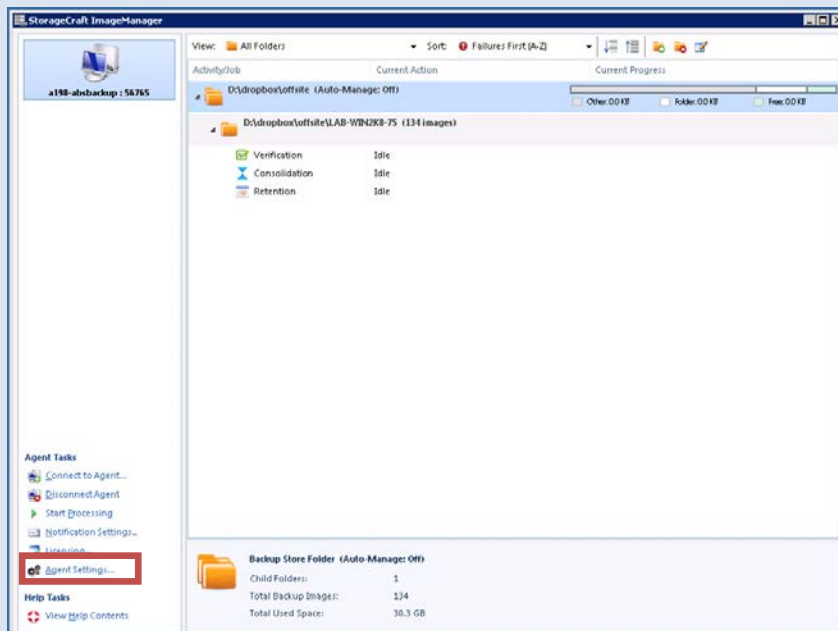
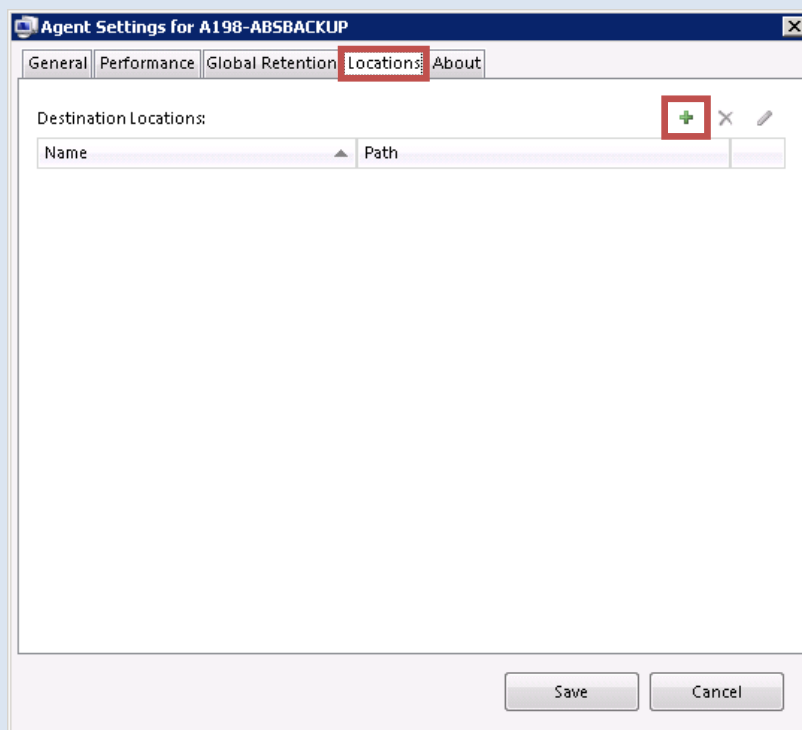ⓘ If the onsite folder is used, repeat this process for that group.
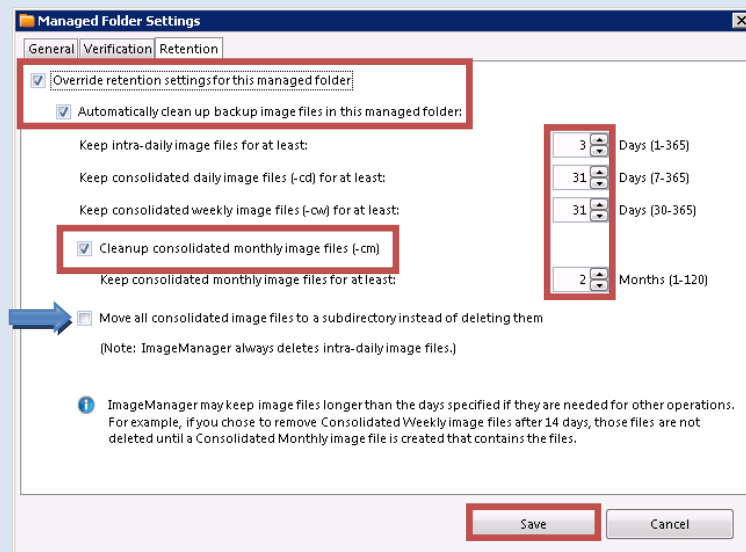
Offsite Replication Setup

1. Add Location

a. In ImageManager, click **Agent Settings**

b. Select the **Locations** tab, click the plus icon

Location Settings:

Type: **intelligentFTP**
Name: **ABS-Cloud**
Path: **ABS Vault Location**
Security: **SSL**
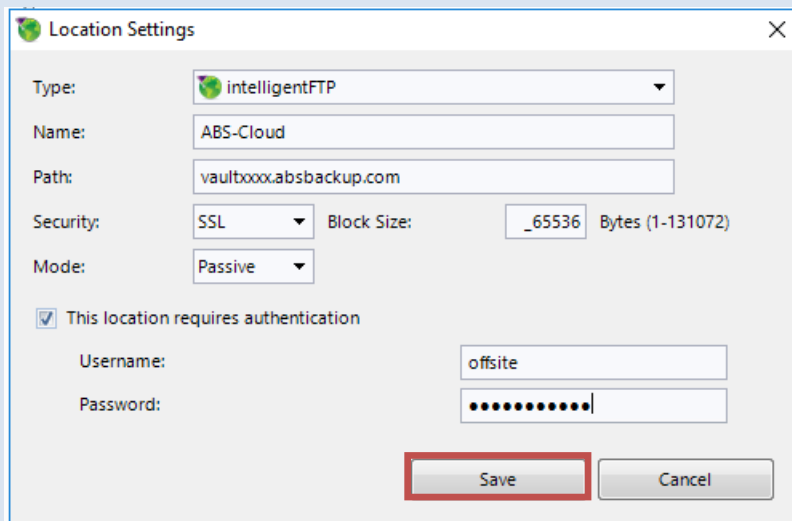Block Size: **Default** (65536)
Mode: **Passive**

c. Select **This location requires authentication**

d. Type in the Username and Password

ⓘ For the **ABS Vault Name**, **Username** and **Password**, refer to the **Activation Letter**
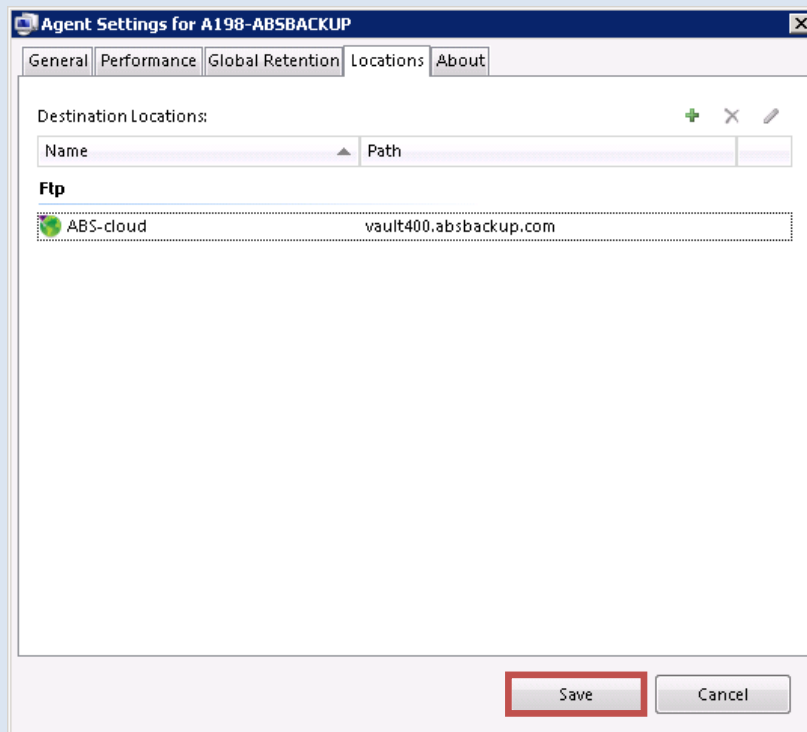
e. Click **Save**

f. Click **Save**

2. Replication Targets

a. Select the name of the machine being added for replication

b. Click the 🛡️ icon to create a replication job

c. For **type**, click the drop down, select **intelligentFTP**

d. For **location**, click the drop down, select **vault name**

e. For subdirectory, type in the **client computer name**
[If there are images in the folder, it will show with the name a second time in parentheses: COMPNAME (COMPNAME) Please delete the name in parentheses.]

f. Make sure **Don't replicate Base image files** is selected
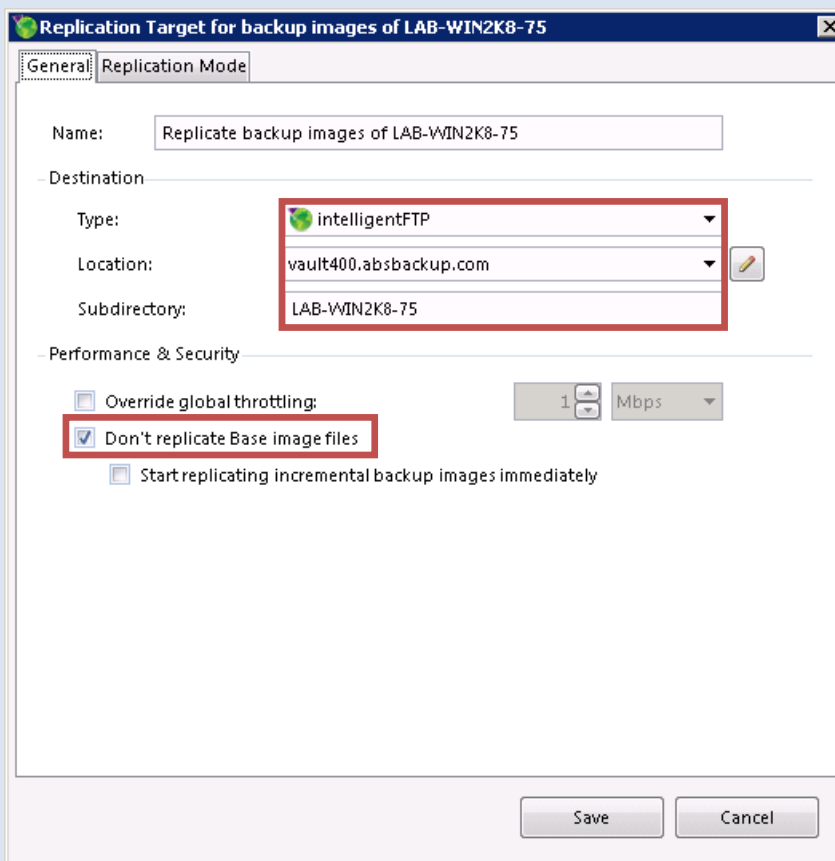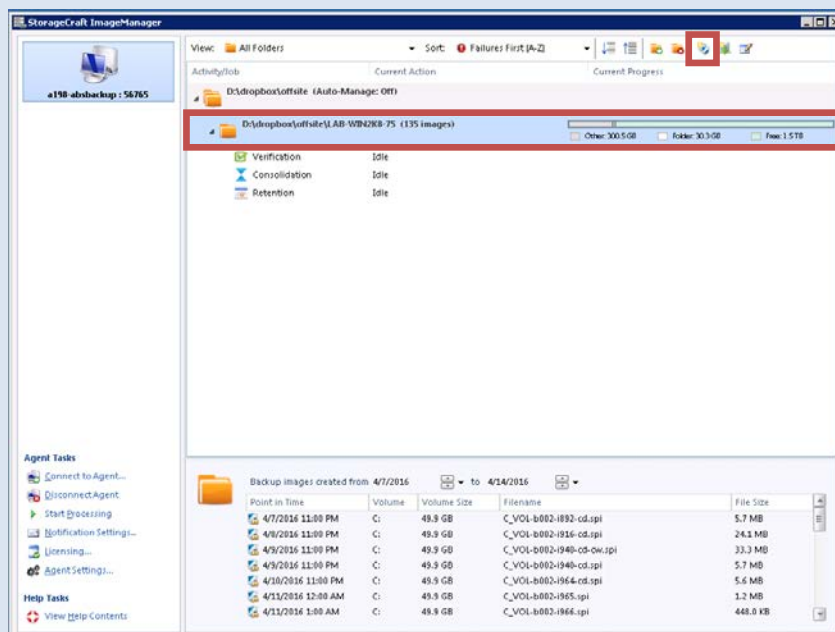
🔴 If you are not performing an initial seedload and would prefer to replicate entirely over the network, uncheck **Don't replicate Base image files**
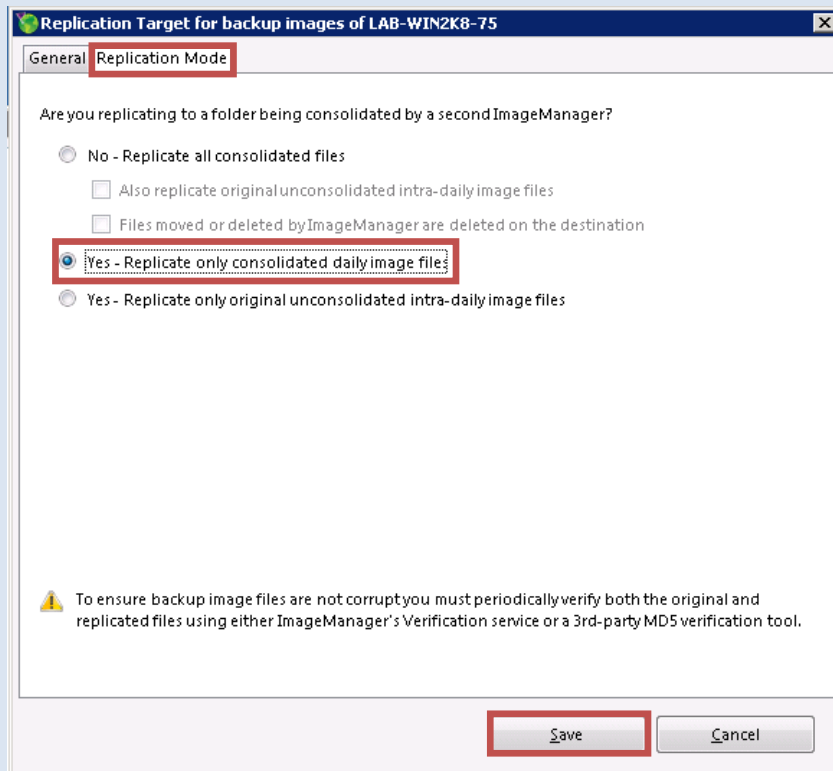
g. Click the **Replication Mode** Tab

h. Make sure that **Yes - Replicate only... daily image files** is selected

i. Click **Save**

**Perform steps 2a – 2i above for each machine that will replicate offsite.**

🛑 If you received a Seedload drive, please continue on to the next section. Otherwise: Please email us at support@absbackup.com to inform the support team that the appliance configuration is now complete.


Replication Target for backup images of LAB-WIN2K8-75

General | Replication Mode

Are you replicating to a folder being consolidated by a second ImageManager?

○ No - Replicate all consolidated files
☐ Also replicate original unconsolidated intra-daily image files
☐ Files moved or deleted by ImageManager are deleted on the destination

● Yes - Replicate only consolidated daily image files

○ Yes - Replicate only original unconsolidated intra-daily image files

⚠ To ensure backup image files are not corrupt you must periodically verify both the original and replicated files using either ImageManager's Verification service or a 3rd-party MD5 verification tool.

Save | Cancel

## Seedload Replication & Verification Setup

1. Setup Local Replication

   a. Connect the Seedload drive to the appliance using the enclosed USB cable and any available USB port on the appliance (Connect the power supply if applicable)

   b. Open My Computer or Windows Explorer; right-click on the seedload drive, select New, Folder. Use the Appliance name (A###) for the folder name.

   c. Launch ImageManager, click on **Agent Settings**, and go to the **Locations** tab

   d. Click the Plus (+) sign to add a location

   e. Select Local Drive, enter Seedload for the name, and use the ellipses button to select the drive letter and folder you created and click **Save**
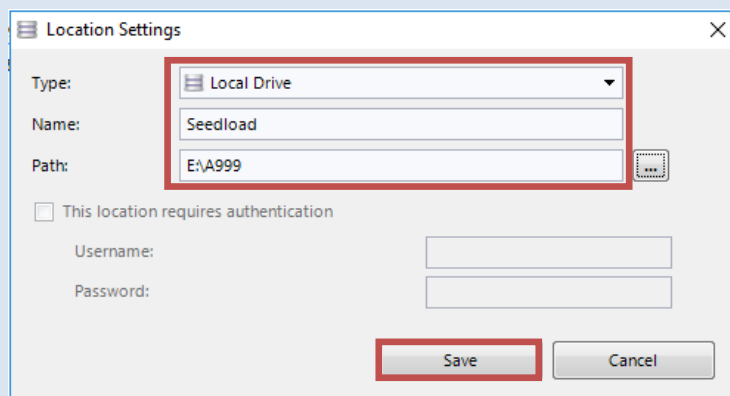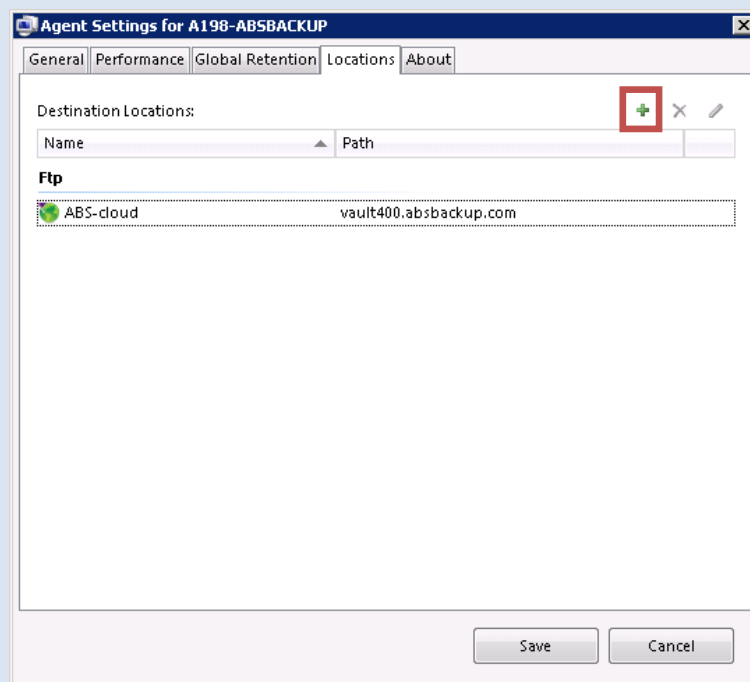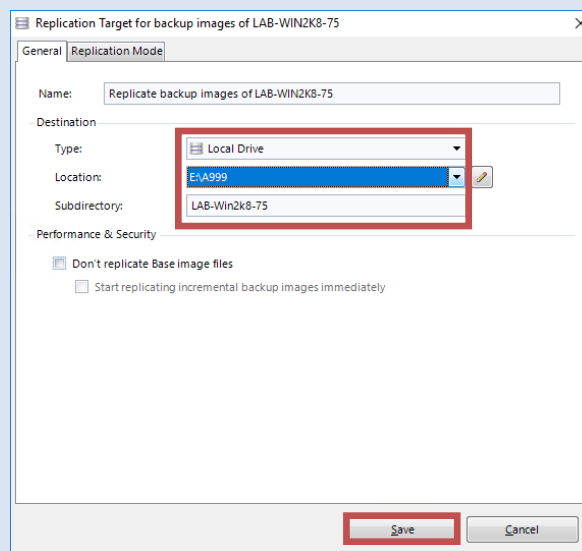
f. Click **Save** again on the Agent Settings screen
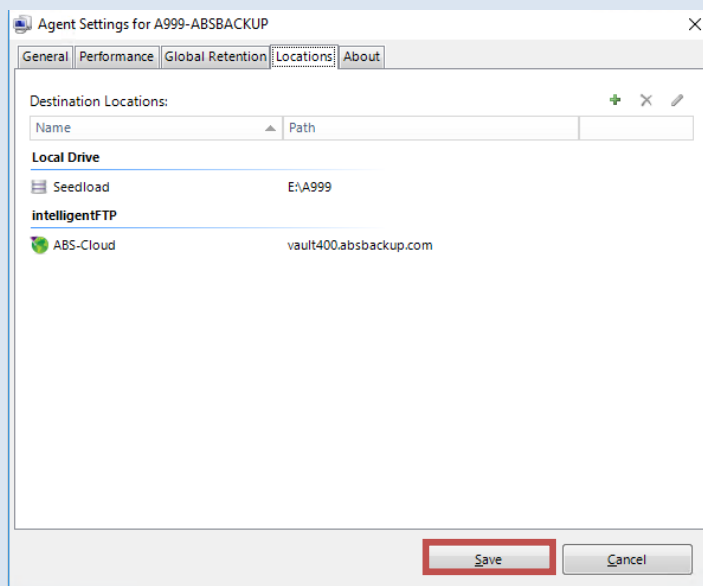
g. Select a machine; click the icon to create a replication job
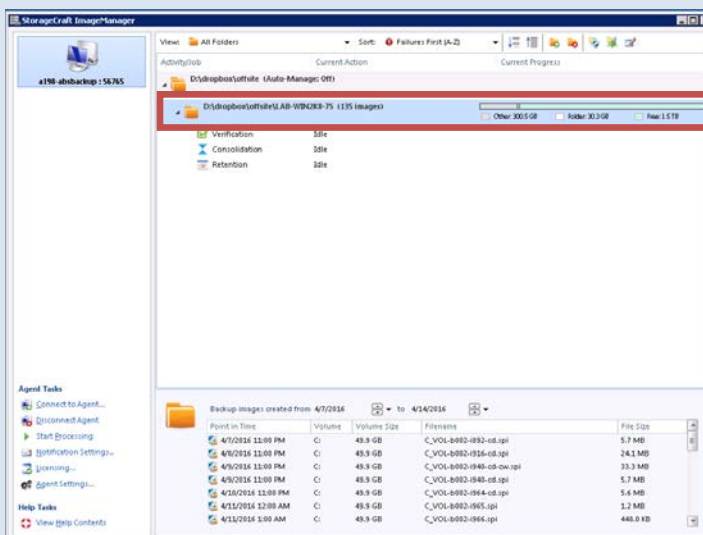
h. Select Local Drive and the correct drive letter for the location. The machine name will appear in the subdirectory field. Be sure to delete the name in parentheses if present. Click **Save**
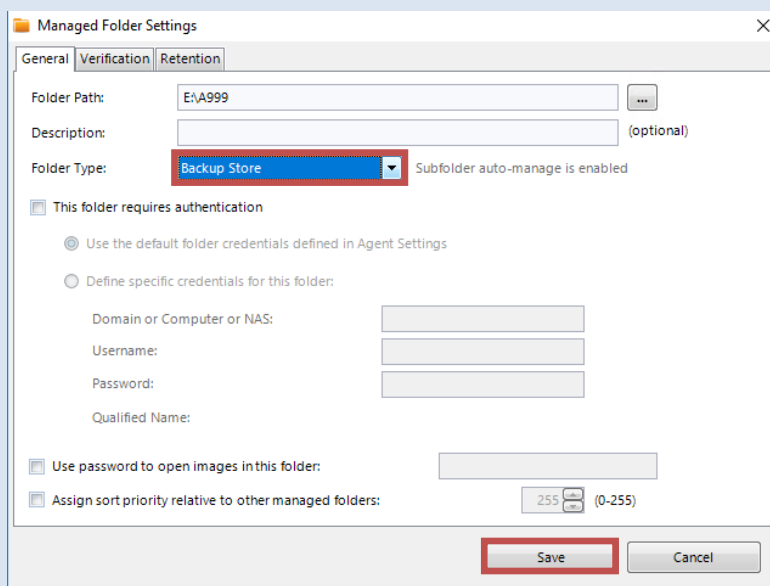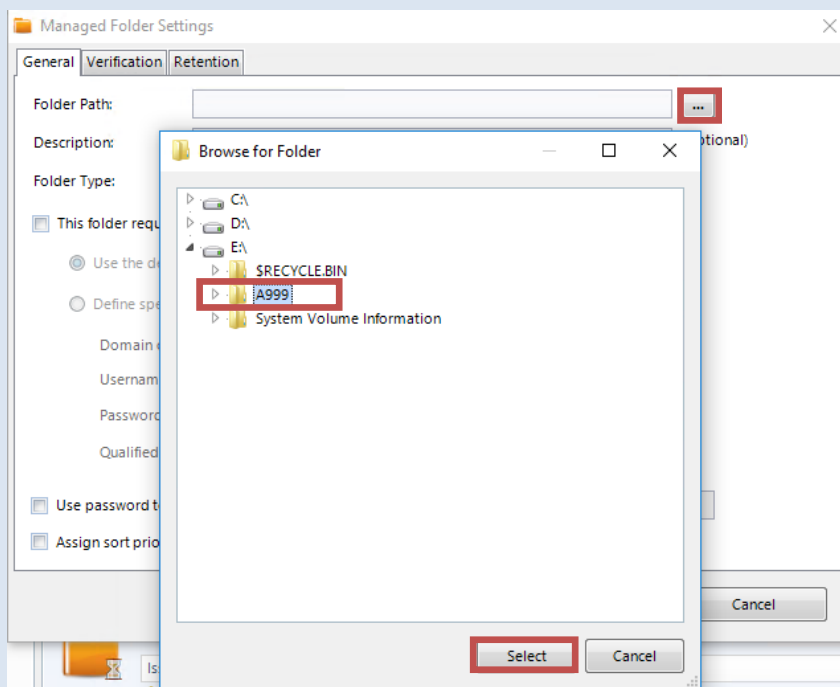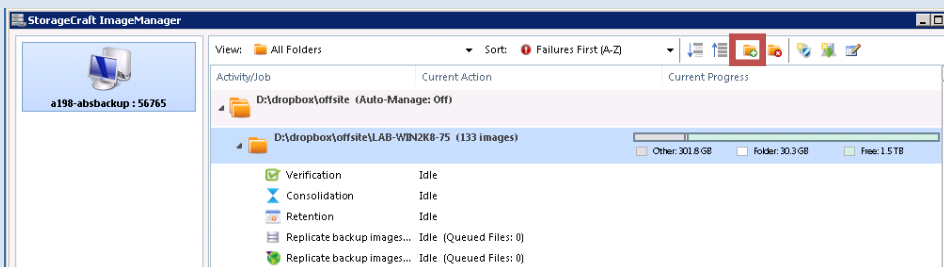
i. Do this for each machine replicated offsite.

2. Setup Seedload Verification

a. Click the **Add Managed Folder** icon

b. Click the ellipses button, select the folder you created and click **Select**

c. Use the Dropdown to Select Backup Store as the Folder Type and click **Save**

d. If you select a folder, you will see the progress/status of the verification

(i) **The replication and verification processes may take several hours or longer to complete.**

e. Once verification (above) and replication are complete for all folders; please continue to the next section
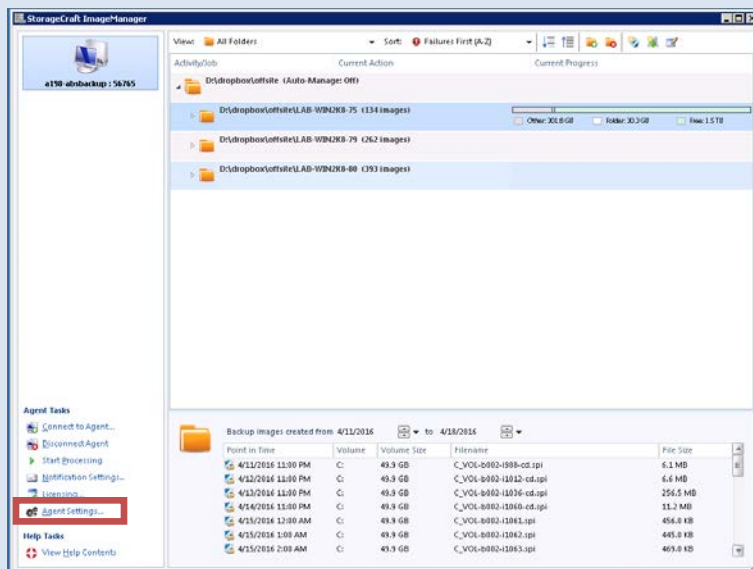
3. Seedload Disconnect

a. Select the parent folder on the seedload drive (the folder you created); click on **Stop Managing Folder**, then click **Yes**

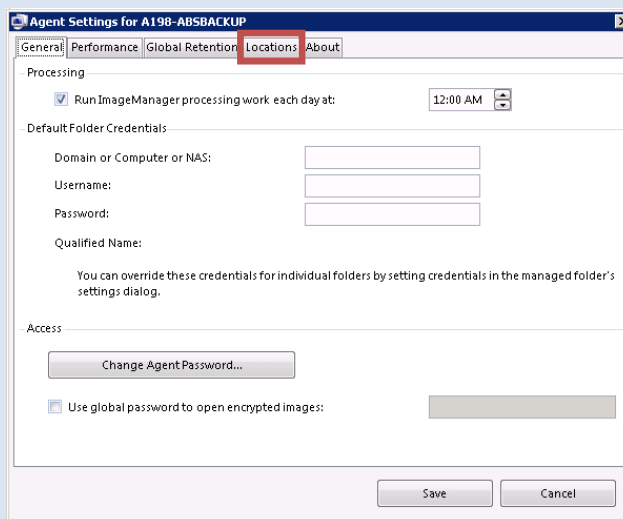b. Delete replication jobs to Seedload: Right-click on the replication job, and select Delete Job

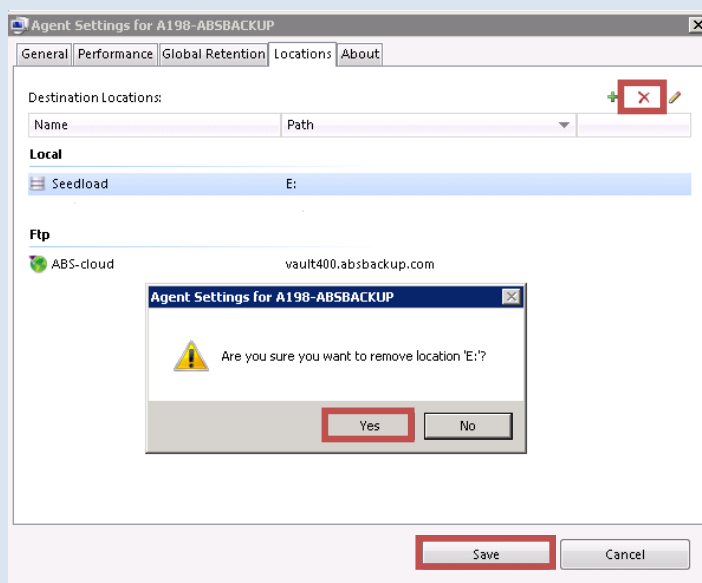c. Click **Yes** at the prompt. Do this for all replicated folders
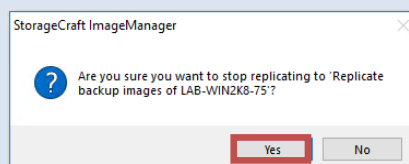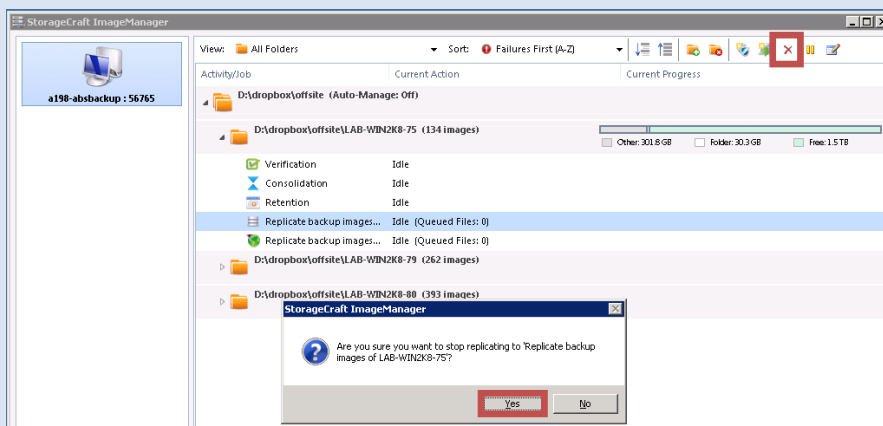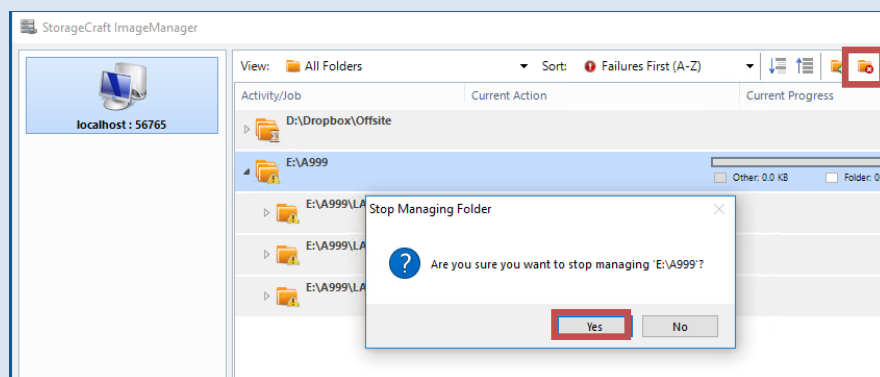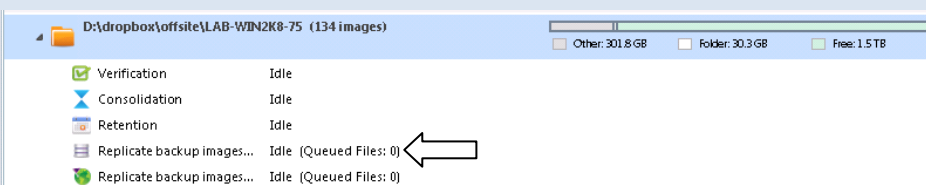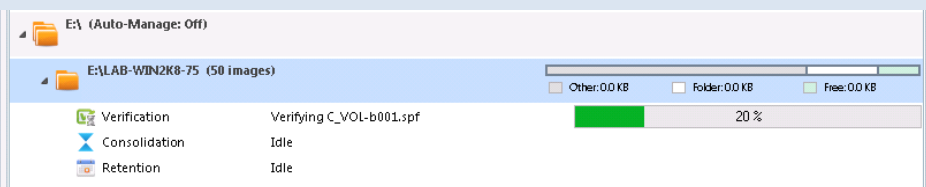
f. Click on **Agent Settings**


g. Click the **Locations** tab

h. Select the Seedload drive and click the **X** to delete the location, then click **Yes** to confirm and then **Save**

i. **You may now close/exit ImageManager**

j. Click the Up Arrow in the Sys Tray to expose the Windows Explorer hook to disconnect the Seedload/USB drive

k. Click on the USB icon

l. Click on **Eject** to perform a Safe Disconnect on the drive

m. You should receive a Safe to Remove message, at which point you may disconnect and ship the seedload drive back to ABS.

n. If you receive a message about the device being in use; please reboot the appliance and then execute a Safe Disconnect.

o. Please send an email to Support@absbackup.com and advise that you have completed the setup of the appliance.
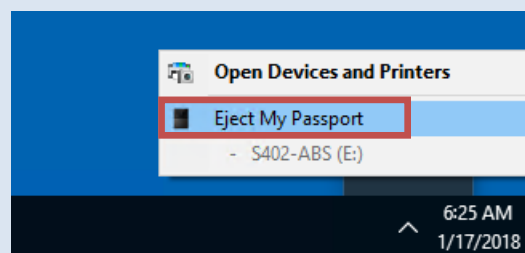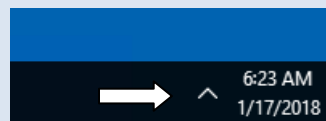
*Appliance setup including seedload replication & verification are now complete.*

Troubleshooting

1. SPX Agent won't connect

a. Logon to the client (protected) machine, and launch SPX

b. You will need to populate the fields in order to launch the local console. You can use local Admin creds or the ABS Service account if created. Check the box to Remember the Password and Click **Connect**

c. If you see this error, launch the Windows Services console. (Start, Run, services.msc) If the SPX console connects, go to step **e** below

d. Highlight the StorageCraft SPX Service and click ▶ Once the service starts; clear the SPX error message above (click **OK)** and click **Connect** in **b** above.
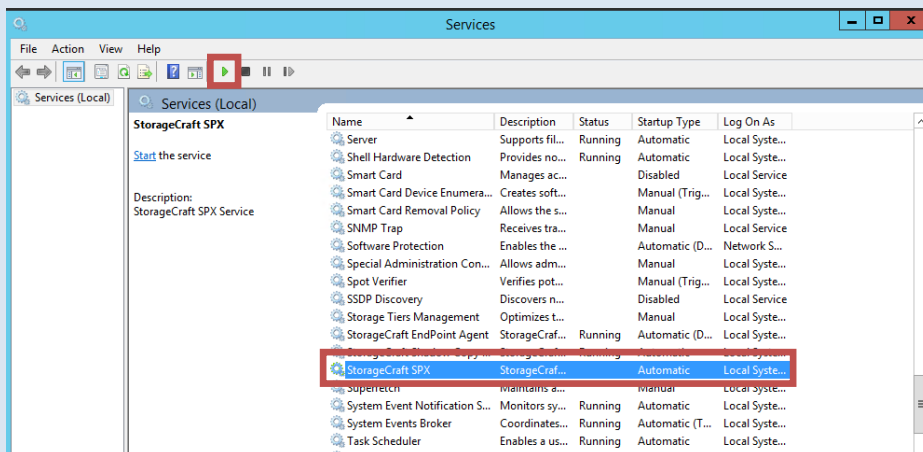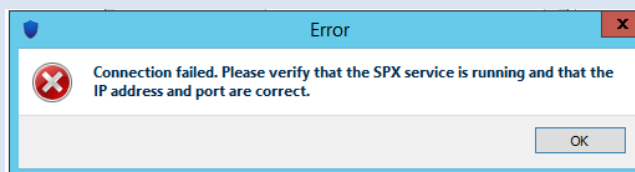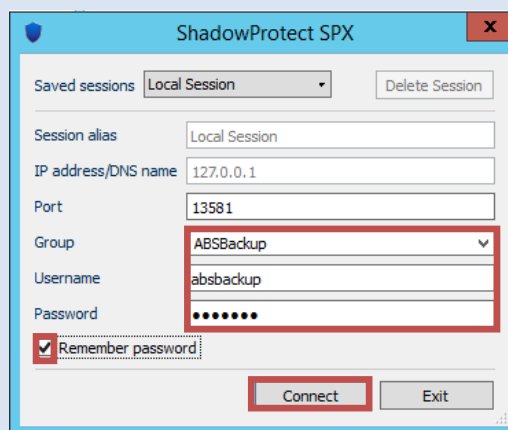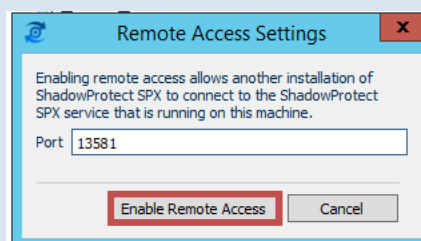
e. You will see the SPX console with the initial Help Overlay. Click the X or press Esc to clear the overlay
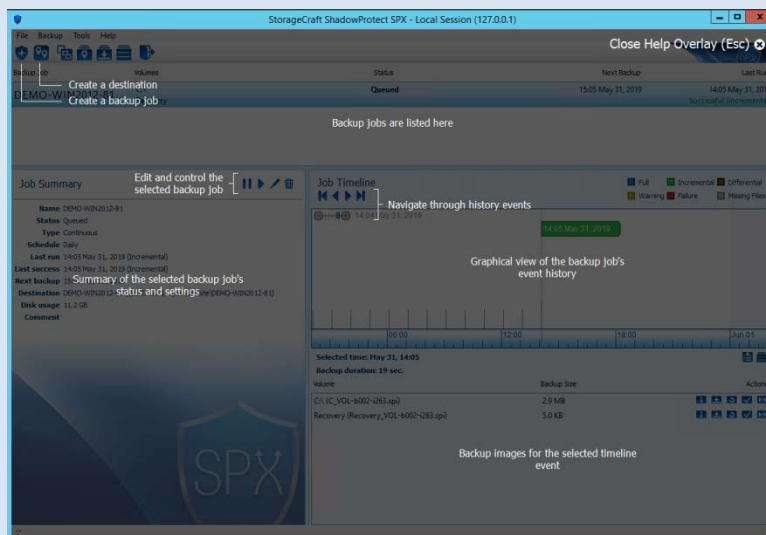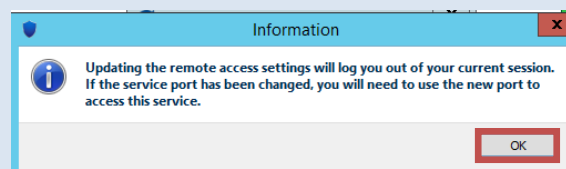

f. On the File menu, click **Remote Access Settings**
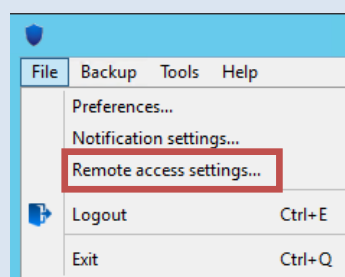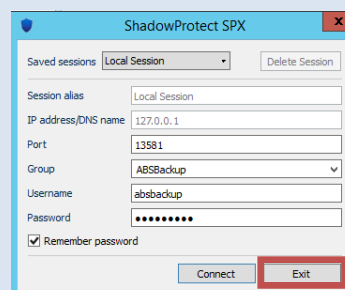

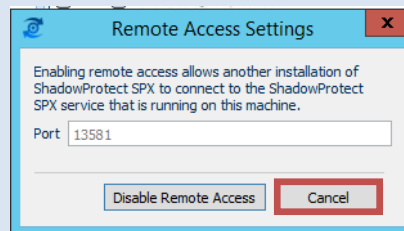g. If shown, Click On **Enable Remote Access** (If the button shows Disable... go to **j** below)

h. You will see this notification regarding SPX re-launching due to the change. Click **OK**

i. Click **Exit** when SPX re-launches

j. If the screen shows Disable Remote Access, click **Cancel**

k. Exit the SPX console: **Ctrl Q** or **File**, **Exit**

l. Return to the Appliance Remote Monitor Console and attempt to reconnect to this agent.

ⓘ If you are still unable to connect to the Agent, note that TCP port 13581 is used to connect to the agent. You can change the port used under Remote Access Settings as seen above, or just ensure that the port is not blocked by the agent machine. If you are unable to resolve the issue, please contact ABS Support via Support@absbackup.com or on (978) 548-4070, 2

Remote Access Settings

Enabling remote access allows another installation of ShadowProtect SPX to connect to the ShadowProtect SPX service that is running on this machine.

Port 13581

Disable Remote Access   Cancel