ABS Enterprise®

Data Restore Guide - SPX
January 2021

Windows 8/10/2012/2016 Appliances

Contents

Accessing ABS Appliance

1. Remote Desktop

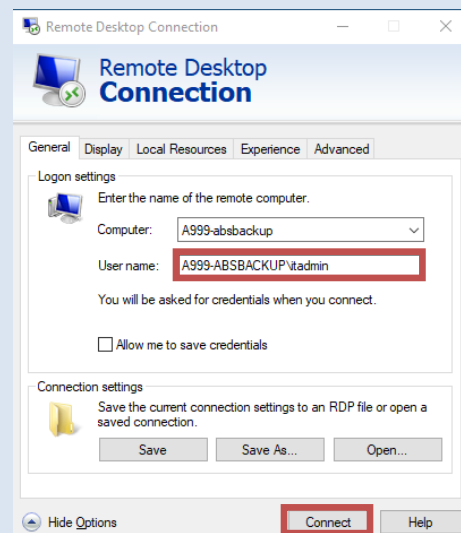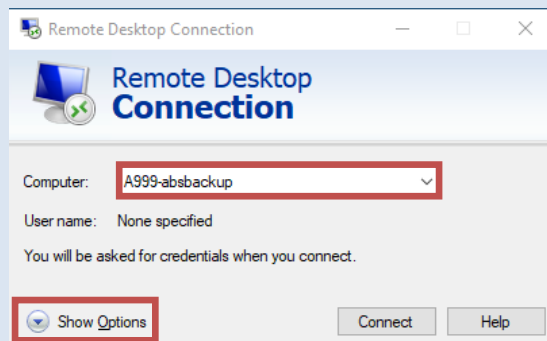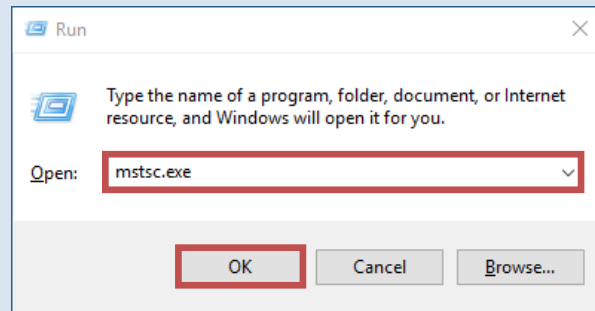ⓘ The following steps must be performed on a computer that is connected to the **same network** as the ABS Appliance

a. Right-Click on **Start**

b. Click **Run**

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

ⓘ You can also access Remote Desktop by going to: **Start> All Programs>Accessories> Remote Desktop Connection**

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**

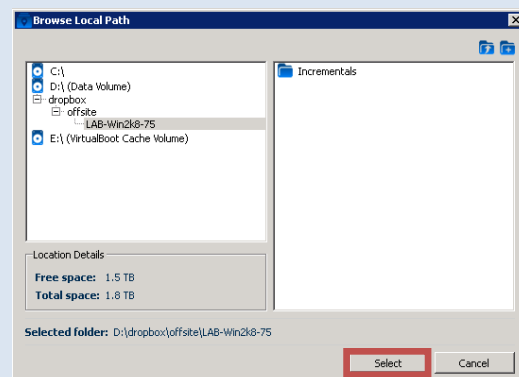ⓘ If you do not know the name of the ABS Appliance, refer to your **Activation Letter**
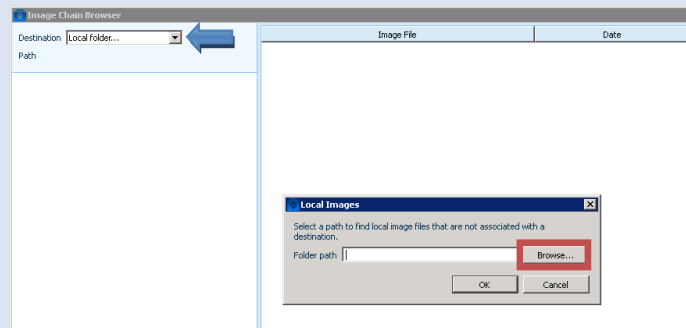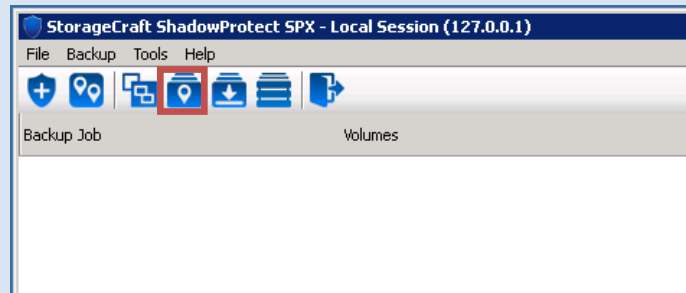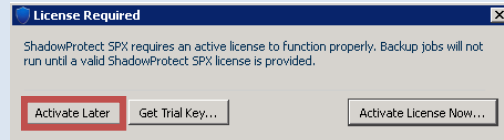
e. Use the following username to log in: **axxx-absbackup\itadmin** (replace "xxx" with the appliance number)

f. Use the password provided in the **Activation Letter**
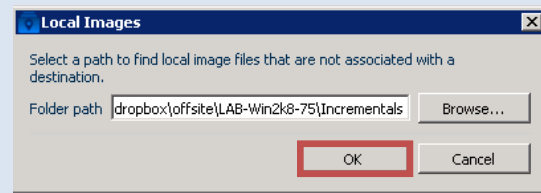
g. Click **Connect**

Mounting Recovery Image
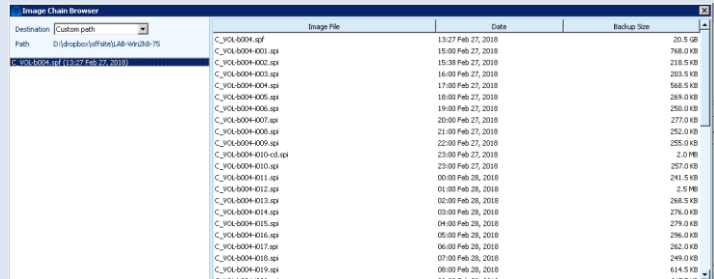
1. Access the Backup Images

a. Launch ShadowProtect SPX

b. Click **Activate Later** to skip the license prompt

c. Click on the Image Chain Browser icon

d. Use the Dropdown to select **Local Folder** and click the **Browse** button

e. Drill down into the Directory structure (Dropbox, Offsite, Machine name etc.) and click **Select**. This will open the folder so you can view the recovery points
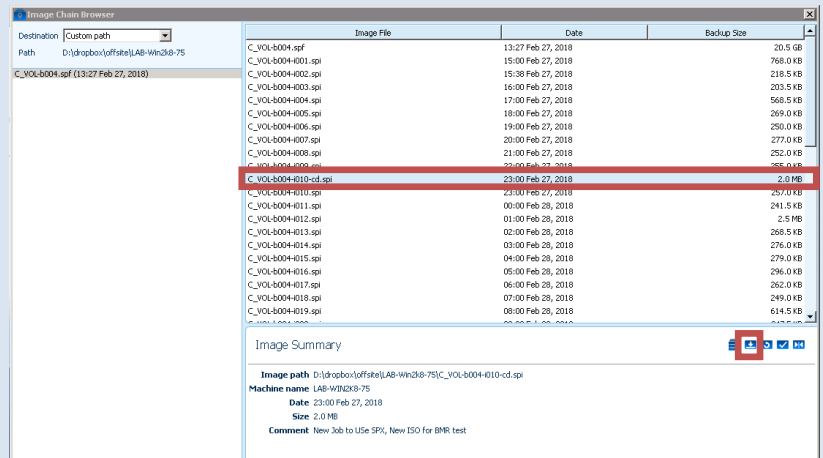
f. Click OK to confirm the folder path selected

g. Select the Volume you wish to Restore from at left, and the available restore points will be shown at right

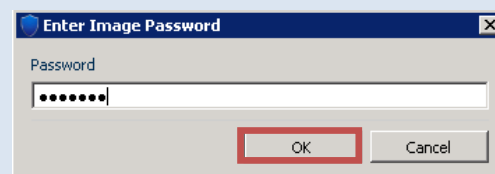h. Select the **Image File** (Point in Time) you want to retrieve data from

The naming scheme for the images follows this format:
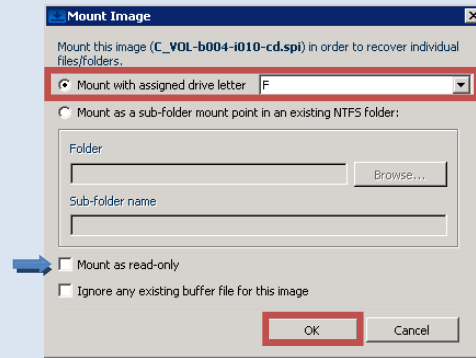**Volume name-Base number- Incremental number**

CD = Consolidated Daily
CW = Consolidated Weekly
CM = Consolidated Monthly

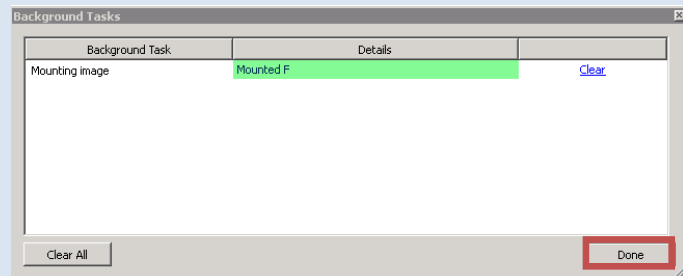i. Click the Mount Image icon to mount the backup as a volume

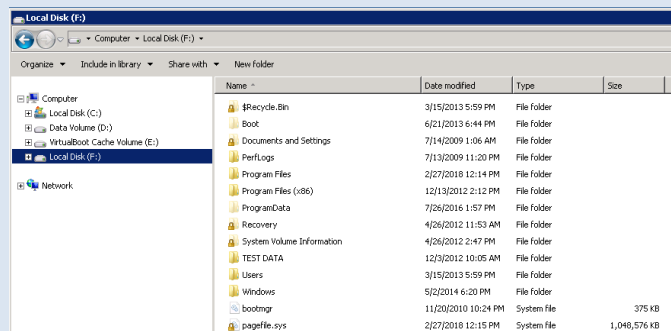j. Enter the Encryption Password (Activation Letter) and click **OK**

k. Select a Letter to mount the drive as; Unselect Mount as read-only and click **OK** [You may also mount the backup in the Restored share on the D volume if you want to make it available to other users.]

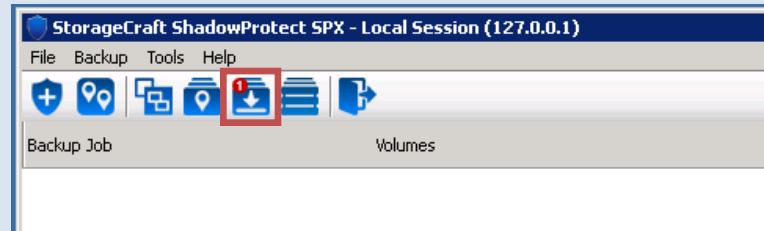l. You will see the Mount Notification box. You can click **Done** on it now, or when you are finished.

m. The mounted volume will appear in an Explorer window. You may search and/or copy files, folders etc., as desired
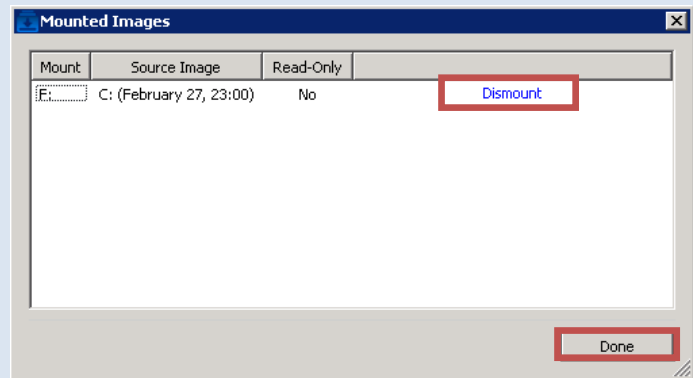

(i) If you need to change permissions or take ownership of mounted files/folders in order to accomplish what you need, note that you are only changing the temporary file associated with the mount, and NOT the original backup files. [You can save the changes upon dismount, but this is rarely recommended.]
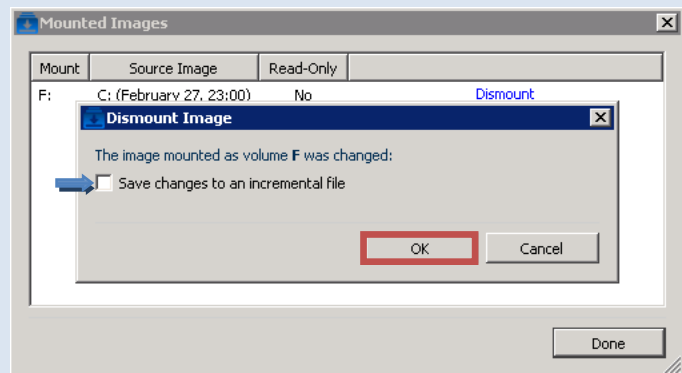
n. To Dismount the backup image, click the **Mounted Images** icon in SPX (note that it displays the number of mounted volumes)
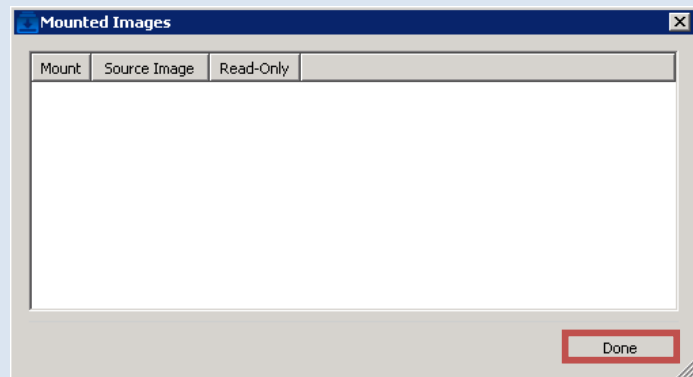
o. Click **Dismount** to dismount the recovery image

p. Uncheck the Save changes to an incremental file box (unless you need to save the changes as a incremental in the Image Chain) and click **OK**

q. Click **Done**
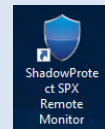
Mounting the Recovery Image as Local Drive

⚠ The following instructions are for mounting the recovery image as a local drive on the machine under protection. This is especially useful if a server application is using exceptionally large files and copying them over the network is not an immediate option. This restore method also assists with any potential permission issues you might be encountering when performing a traditional restore.

This can be done in two ways. You can mount the Image on the client server using the SPX Remote Monitor console on the Appliance or via the SPX console on the Client.
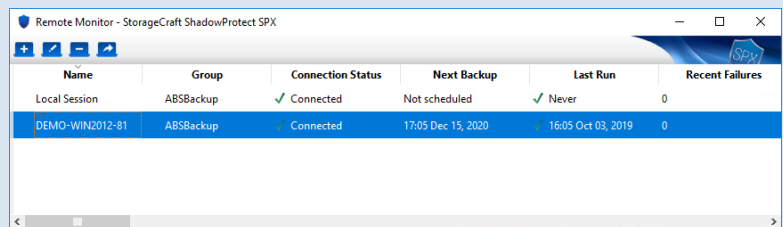
We will first show how to do this via the Remote Monitor console on the Appliance:

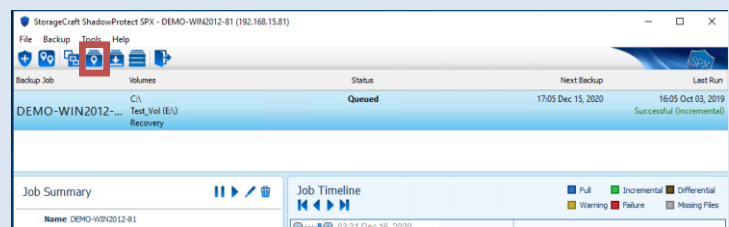1. **Connect to the machine you want to mount the image on**

   a) Launch the SPX Remote Monitor from the Appliance desktop

   b) Select and connect to the desired machine by double-clicking on it

   c) Use the Image Chain Browser icon 🔲 to access the Image Chains

d) Select the **Image File** (Point in Time) you want to retrieve data from. (Use the dropdown to select a destination.) Select a Volume and point in time

The naming scheme for the images follows this format:
Volume name-Base number- Incremental number

CD = Consolidated Daily
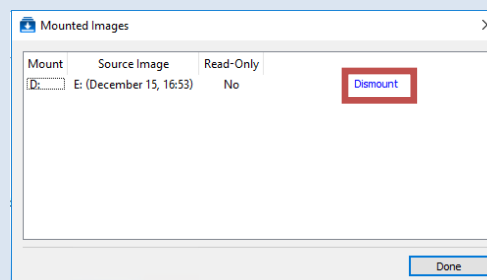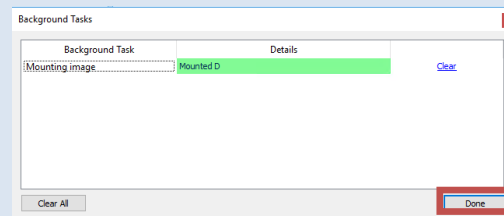CW = Consolidated Weekly
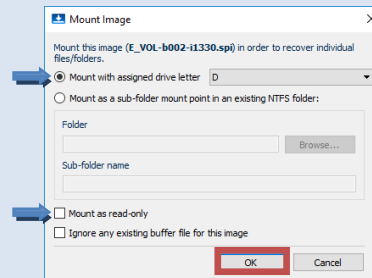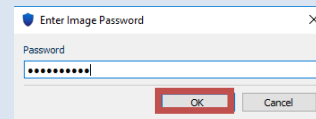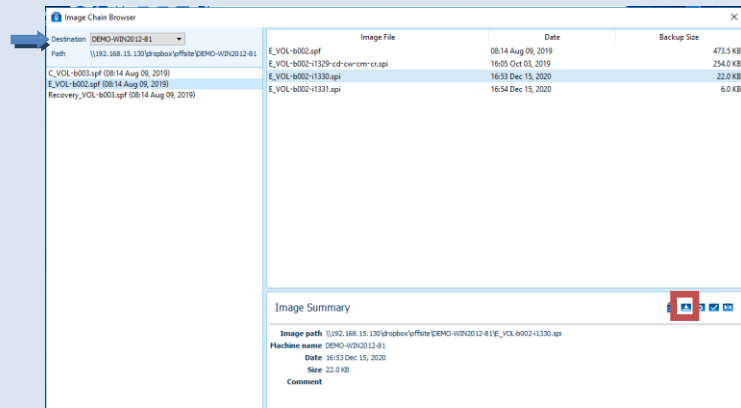CM = Consolidated Monthly

e) Click the Mount Image icon to mount the backup as a volume

f) Enter the Encryption Password (Activation Letter) and click **OK**
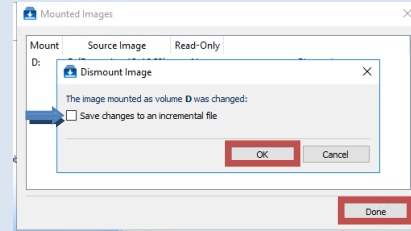
g) Select the Drive Letter to mount to and be sure to uncheck the Mount as Read—only box and click OK

h) You will see the notification of the mount; click Done. You will see the mounted volume on the protected (client) machine and can copy and paste images from the mounted volume.

i) When you have completed the restores, Click on the mount icon 🖥 in the Main SPX window, and select Dismount to dismount the image

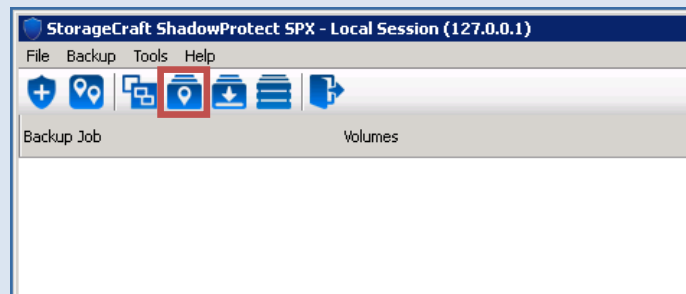j) Be sure to uncheck the box that says Save changes to an incremental file and click OK and Done

2. The other way to mount a local image is to perform the mount on the Client machine

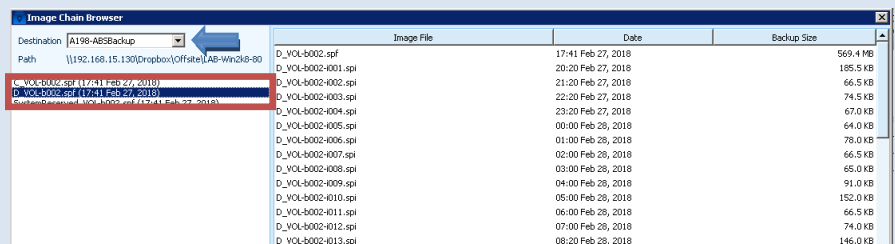ⓘ The following steps must be completed on the machine you wish to mount the local drive to.

a) Launch ShadowProtect SPX

b) Click on the Image Chain Browser icon 🔘

c) Use the Dropdown menu to select the Destination of the Image Chains, and Select the volume at left you wish to restore from

d) Select the **Image File** (Point in Time) you want to retrieve data from

The naming scheme for the images follows this format:
Volume name-Base number- Incremental number

CD = Consolidated Daily
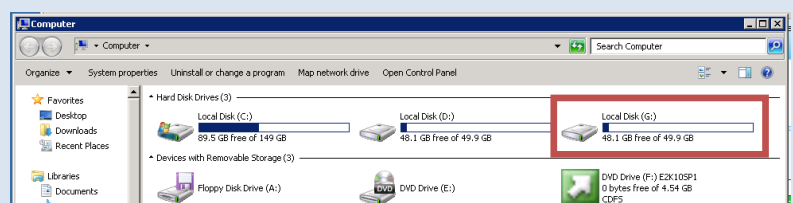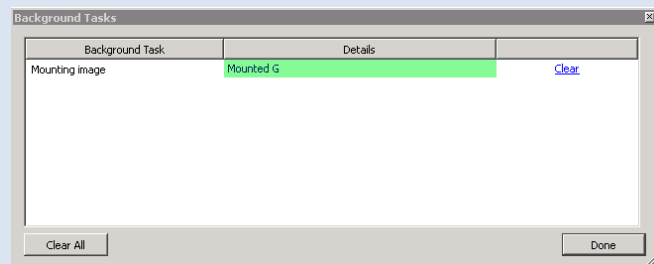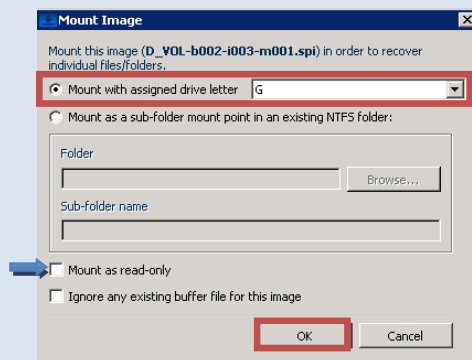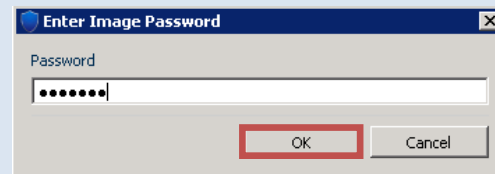CW = Consolidated Weekly
CM = Consolidated Monthly
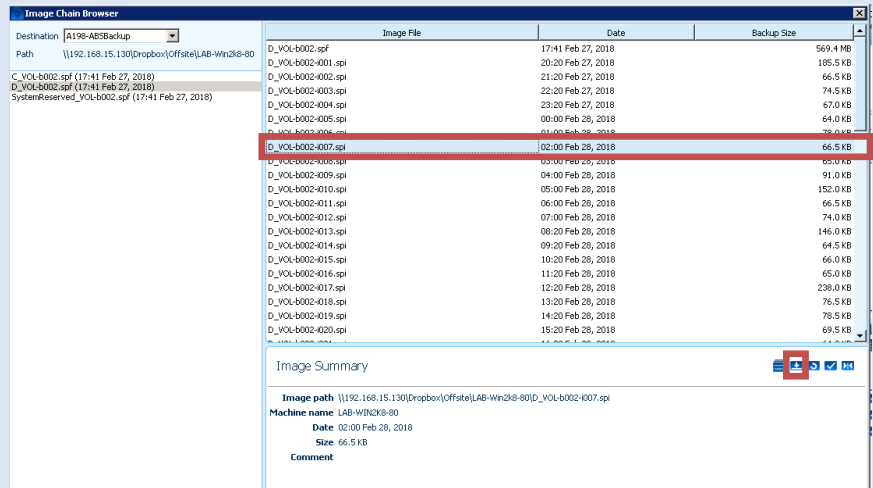

e) Click the Mount Image icon to mount the backup as a volume

f) Enter the Encryption Password (Activation Letter) and click **OK**

g) Select a Letter to mount the drive as; Unselect Mount as read-only and click **OK**

h) You will see the Mount Notification box. You can click **Done** on it now, or when you are finished.

i) The mounted volume will appear in an Explorer window. You may search and/or copy files, folders etc., as desired

Dismounting Recovery Image as Local Drive on Client Machine

1. Dismount Volume

a. To Dismount the backup image on the Client Machine, click the **Mounted Images** icon in SPX (note that it displays the number of mounted volumes)

b. Click **Dismount** to dismount the recovery image

c. Uncheck the Save changes to an incremental file box (unless you need to save the changes as a incremental in the Image Chain) and click **OK**

d. Click **Done**

e. **This completes the Dismount process**