ABS Enterprise®

Data Restore Guide - StorageCraft

May 2013

Windows 7/2008 appliances

ADVANCED BACKUP SOLUTIONS

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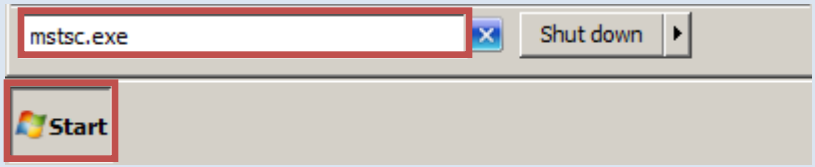
Accessing ABS Appliance®

1. Remote Desktop

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

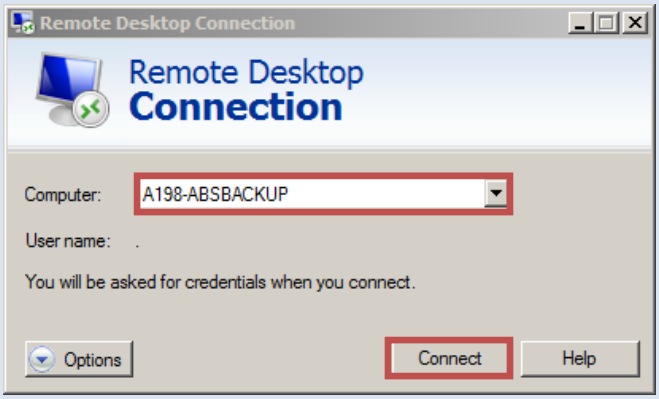
a. Click the **Start Menu**

b. In the search box, type **mstsc**, hit **Enter**



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

a. In the **Computer** section, type in the name of the ABS Appliance or the static IP you assigned to the appliance, click **Connect**



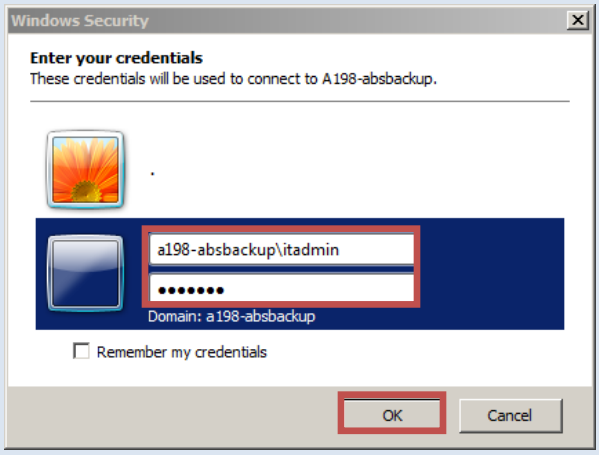
ⓘ If you do not know the name of the ABS Appliance, refer to your **Activation Letter**

b. Select **Use Another Account**

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

d. Use the password that was provided in the **Activation Letter**

e. Click **OK**



Mounting Recovery Image

1. Selecting Recovery Image

a. Click the **Start Menu**, select **Computer**

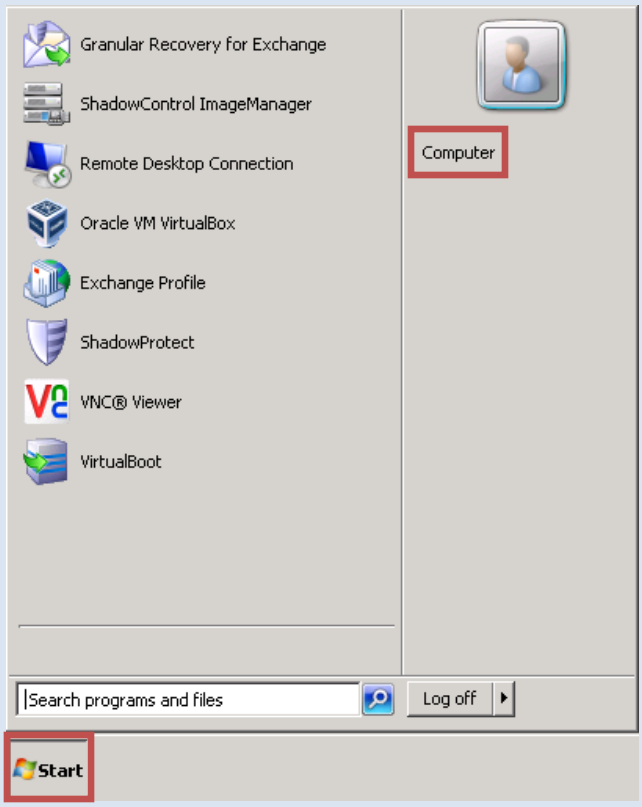
b. Navigate to **D:\dropbox**

c. Double click on the appropriate storage folder

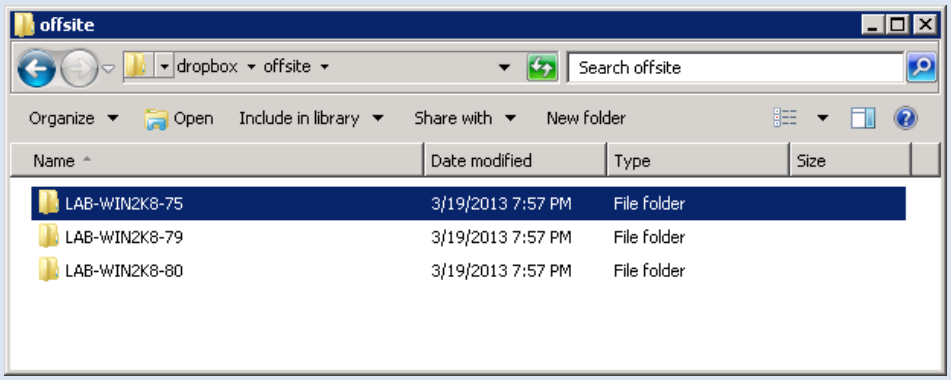
ⓘ You will find an **offsite** and an **onsite** folder under **dropbox**

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. Double click the **name of the machine** to restore data from

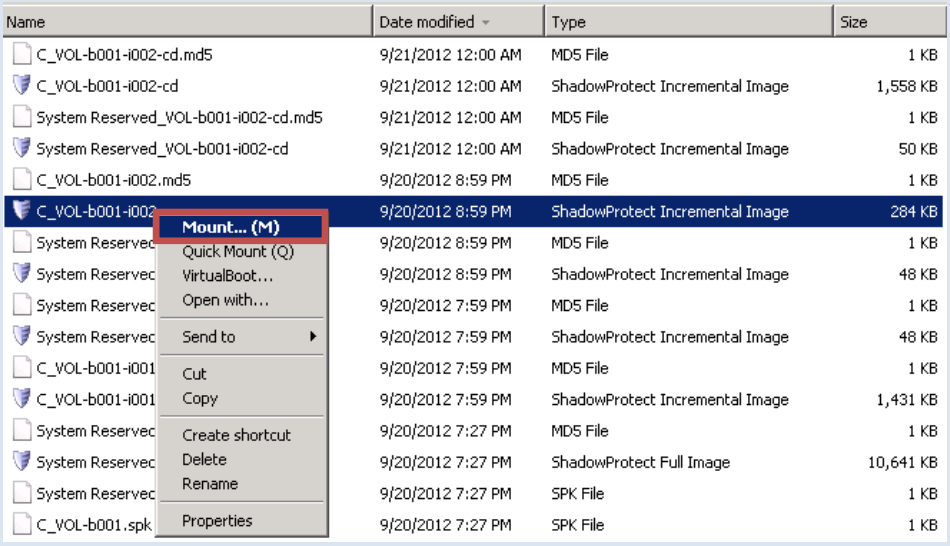


e. Select the **Image File** you want to retrieve data from

ⓘ Feel free to organize the recovery images by the "date modified" for easier navigation.

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

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

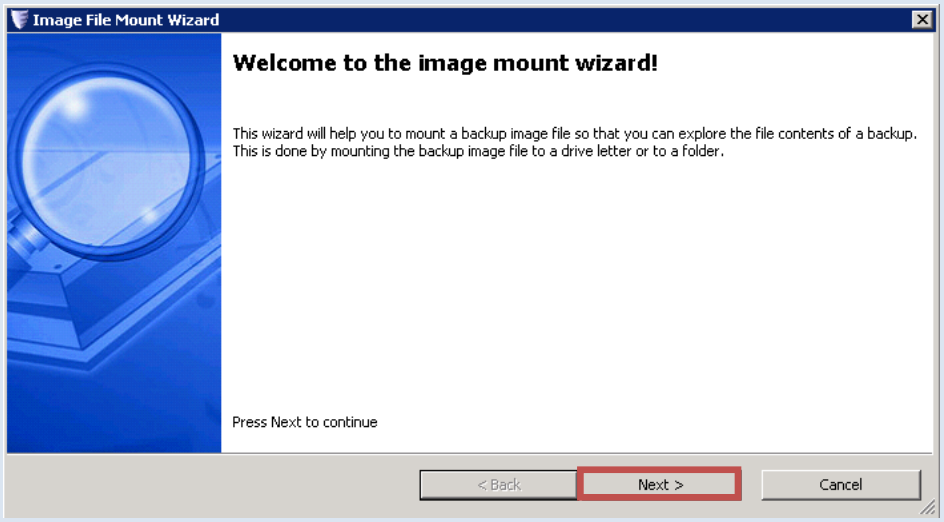


2. Mounting Recovery Image

a. Right click the **Image File**, select **Mount**

b. The **Image File Mount Wizard** will open

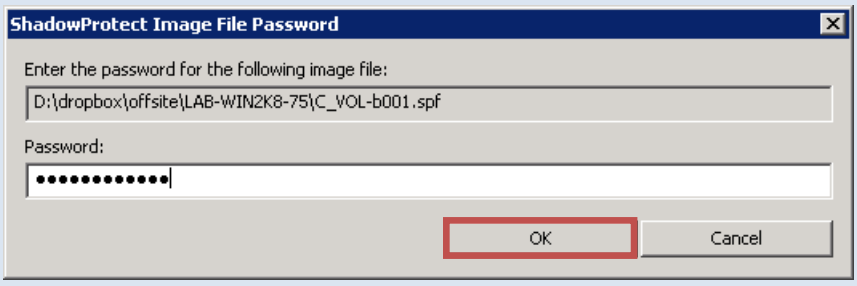
c. Click **Next**



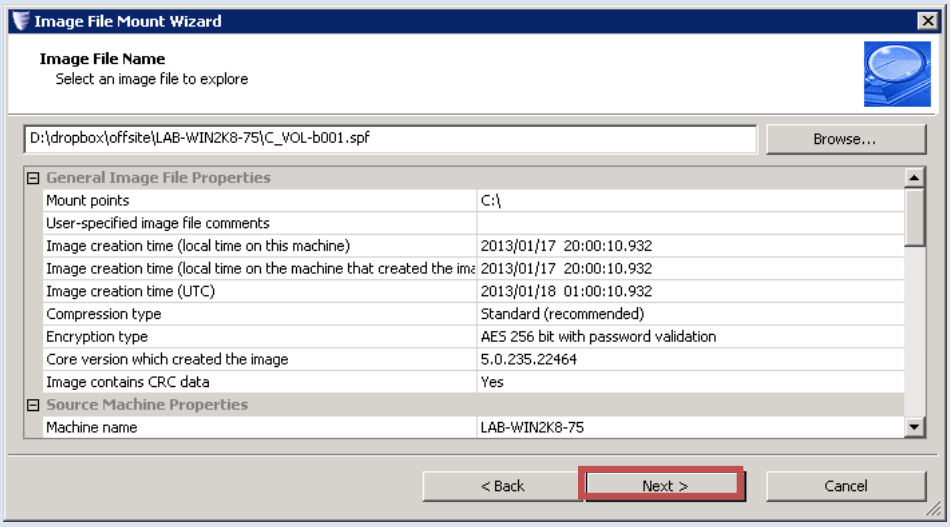
d. When prompted, type in the **Encryption Password**

ⓘ Use the same encryption password as the initial setup of the machine. If you used the ABS provided password, you can find it in the **Activation Letter**.

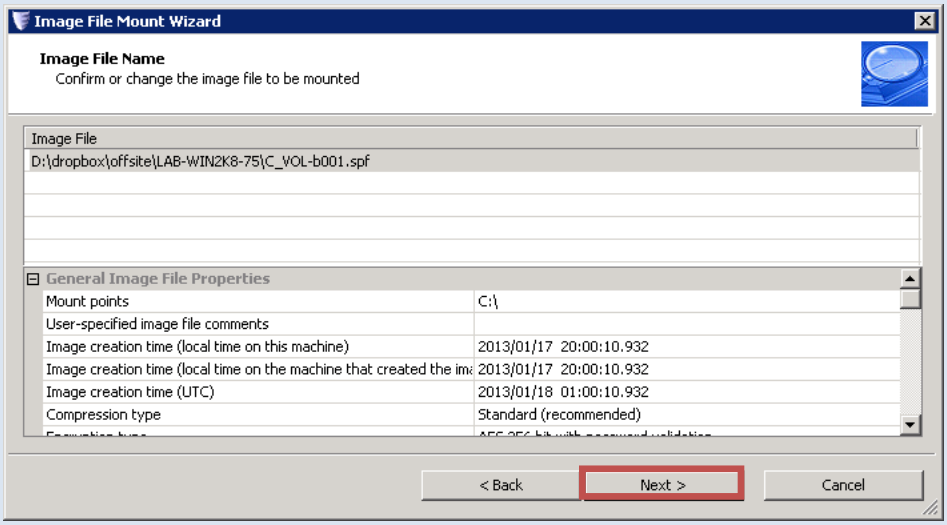
e. Click **OK**



f. Click **Next**



g. Click **Next**



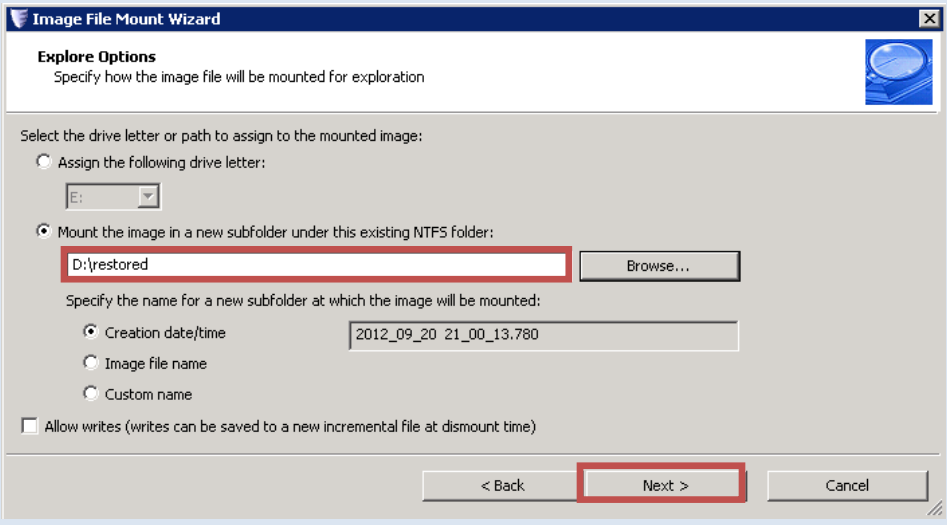
h. Select **Mount the image in a new subfolder…**

i. Type in the following path: **D:\restored**

ⓘ Selecting **Allow Writes** checkbox might be necessary if there is a file permission issue in the restored files

j. Click **Next**

k. Click **Finish**



Accessing Recovered Data

ⓘ There are two different ways of accessing the mounted recovery image

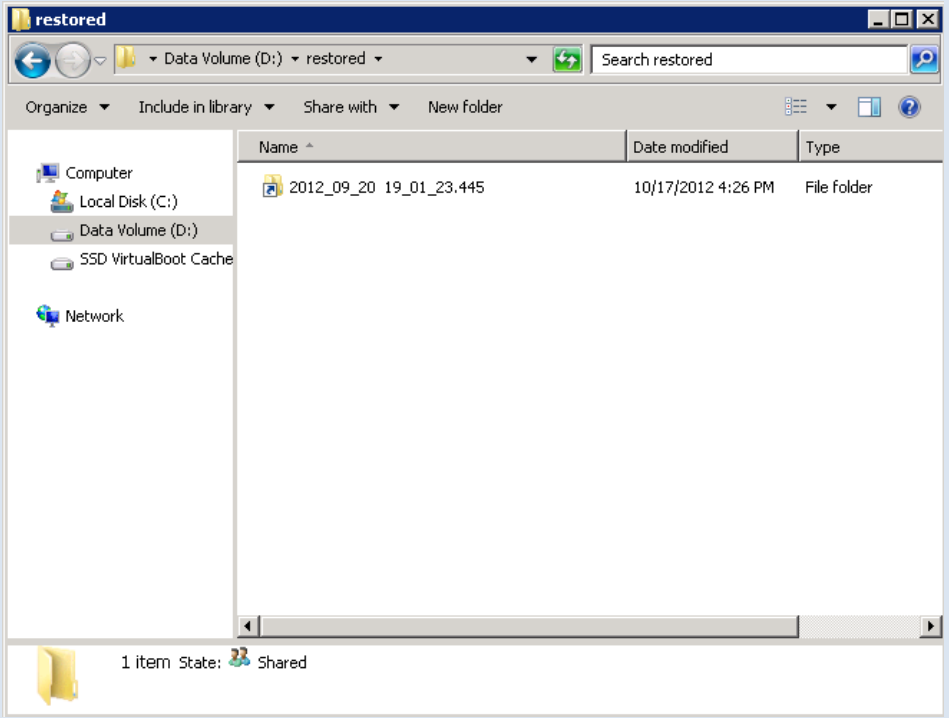
1. Copy Individual Files

ⓘ The following steps must be completed on the ABS Appliance

a. Navigate to **D:\restored**

b. Double click the **folder shortcut**

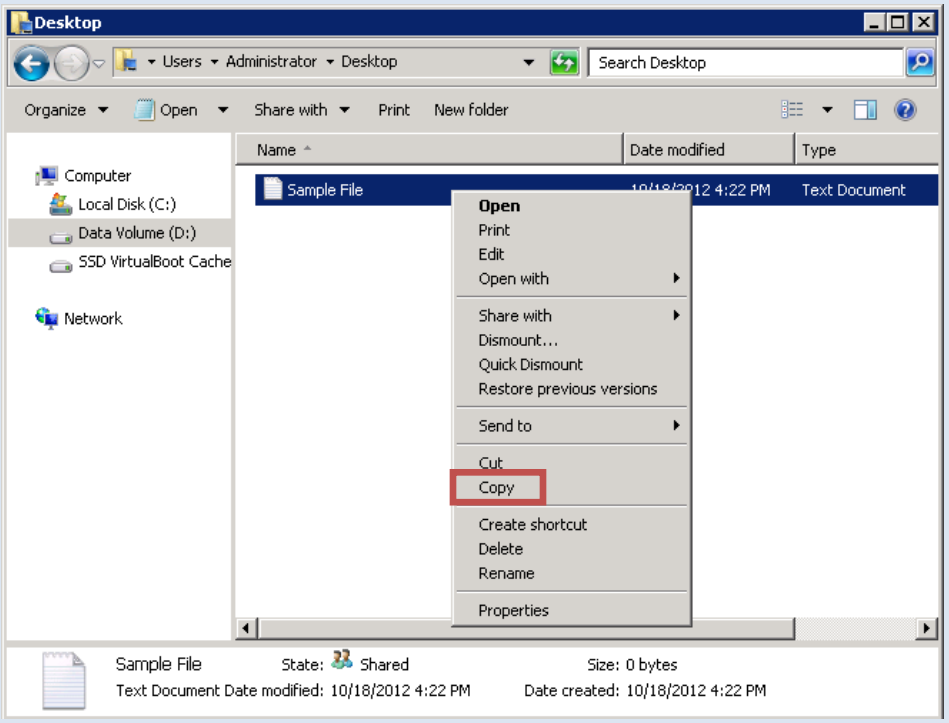
c. Navigate to the file(s) you wish to retrieve



d. Right click the file(s), select **Copy**

e. **Minimize** the RDP Session

f. **Paste** files on local machine

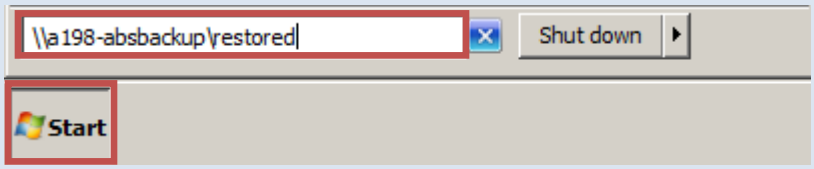


2. Accessing Shared Folder

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

a. Click the **Start Menu**

b. In the search box, type **\\axxx-absbackup\restored** and hit **Enter**

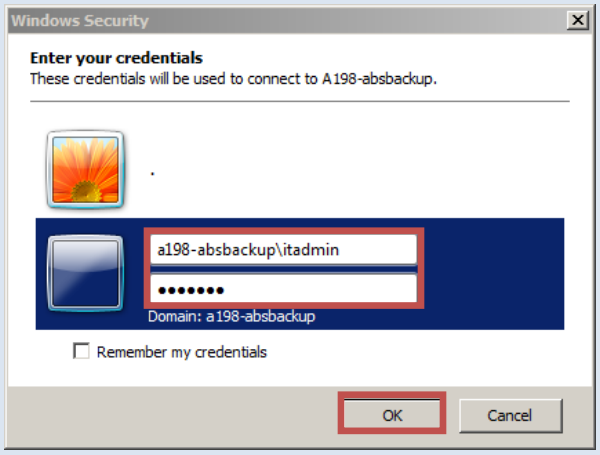


c. Select **Use Another Account**

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

e. Use the password that was provided in the **Activation Letter**

f. Click **OK**

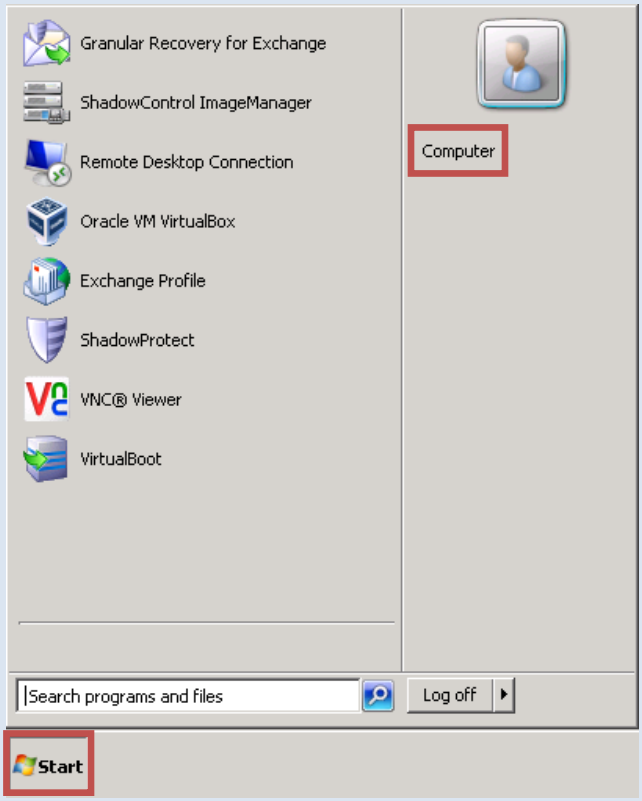


You will now be viewing the restored files. Feel free to Copy\Paste them to the desired location.

Dismounting Recovery Image

a. Click the **Start Menu**

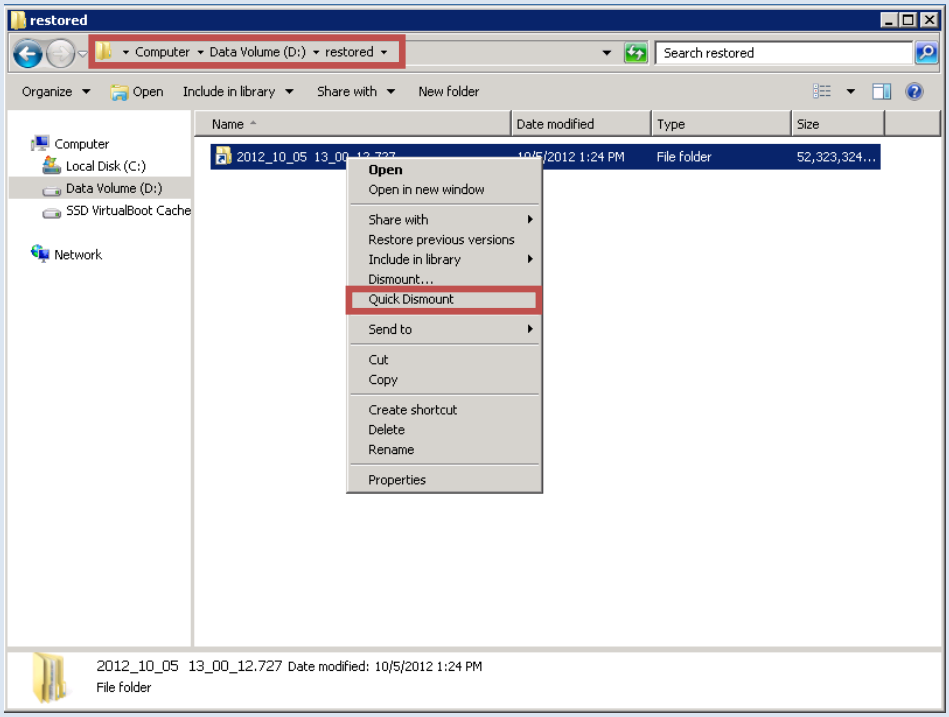
b. Click **Computer**



c. Navigate to **D:\restored**

d. Right click on the **Mounted Recovery Image Folder**

e. Select **Quick Dismount**



Mounting the Recovery Image as Local Drive

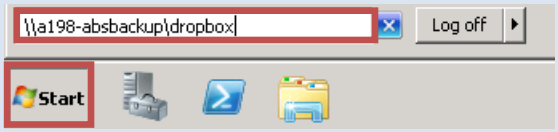
The following instructions are for mounting the recovery image as a local drive on the client machine under protection. This is especially useful if a server application is using exceptionally large files and copying them over the network is not an immediate option. This restore method also assists with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

1. Selecting Recovery Image

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

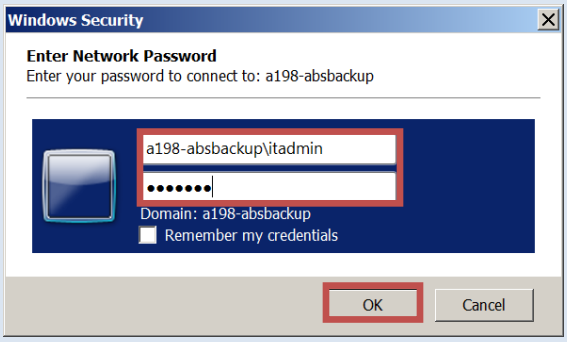
a. Click the **Start Button**

b. Type in the **dropbox** share path in the search box



Share path example: **\\a198-absbackup\dropbox** Substitute "a198" with your unique appliance ID

c. Enter in the **itadmin** account credentials (refer to your **Activation Letter** for the password)



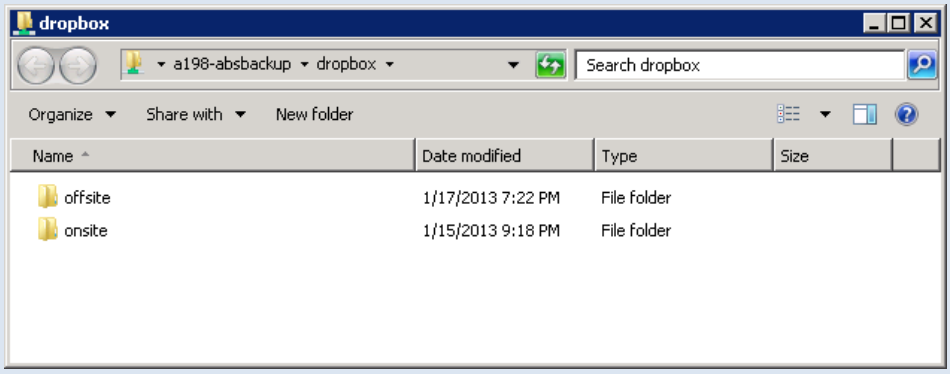
When authenticating against the appliance, make sure to add the appliance name before the username. Example: **a198-absbackup\itadmin**

d. Double click the appropriate storage folder.

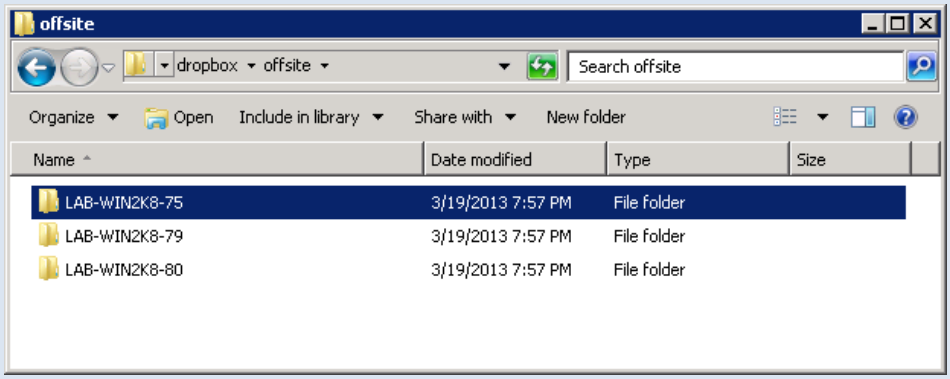
ⓘ You will find an **offsite** and an **onsite** folder under **dropbox**

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**)



e. Double click the **name of the machine** you want to restore data from

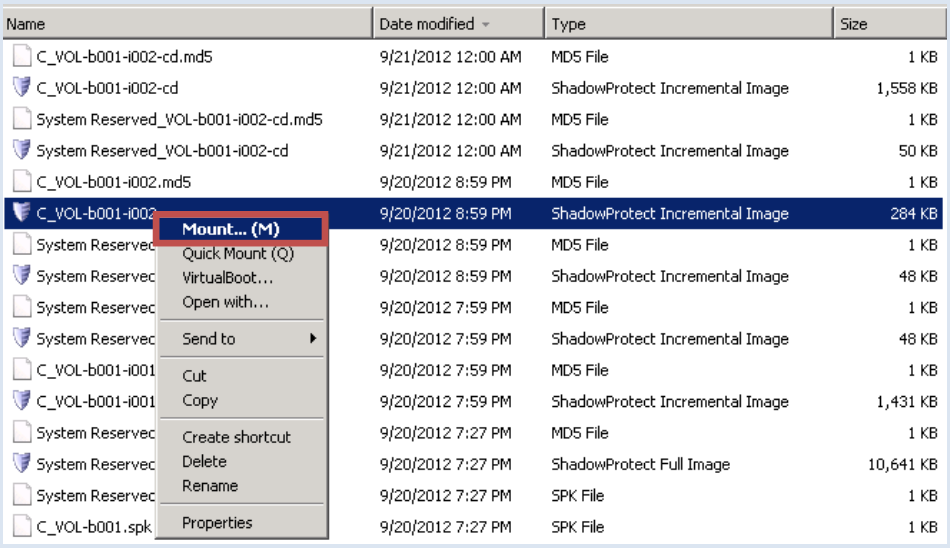


f. Select the **Image File** you wish to mount as a local drive

ⓘ Feel free to organize the recovery images by the "date modified" for easier navigation.

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

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

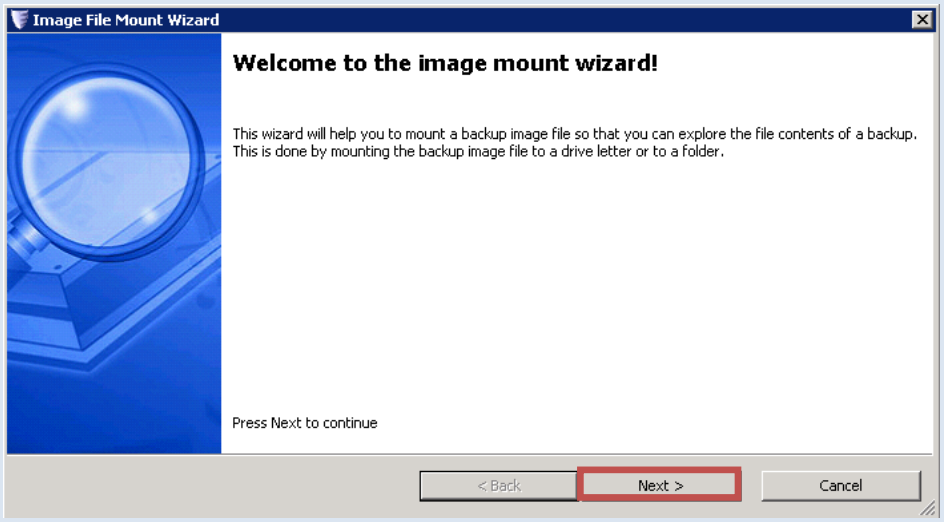


2. Mounting Recovery Image

a. Right click the **Image File**, select **Mount**

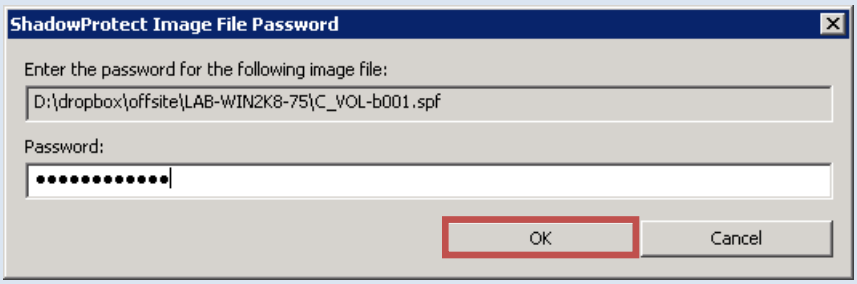
b. The **Image File Mount Wizard** will open

c. Click **Next**



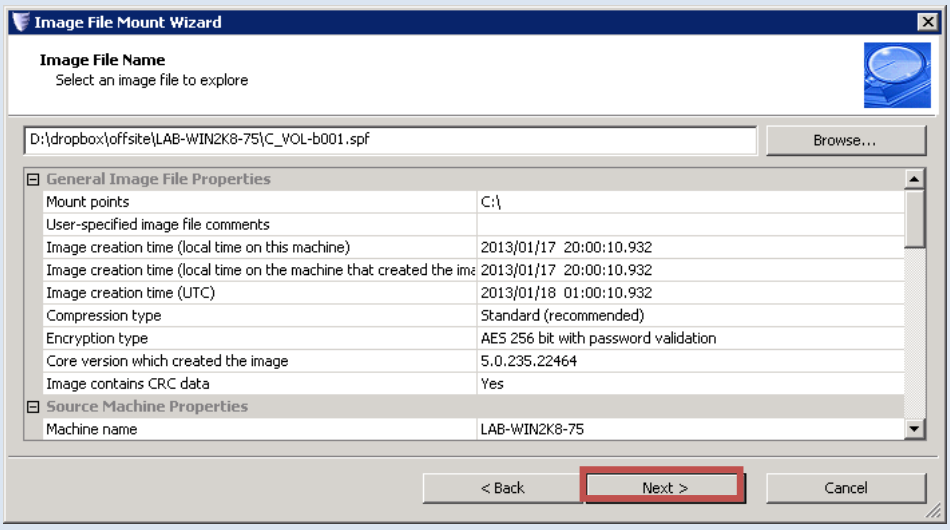
d. When prompted, type in the **ABS Encryption Password**

ⓘ Please use the same encryption password as the initial setup of the machine. If you used the ABS provided password, you can find it in the **Activation Letter**.

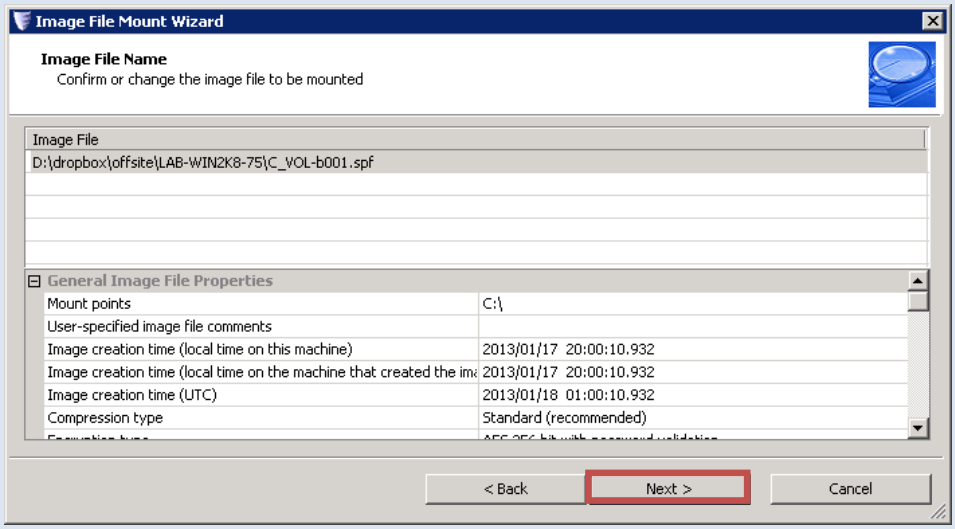


e. Click **OK**

f. Click **Next**



g. Click **Next**



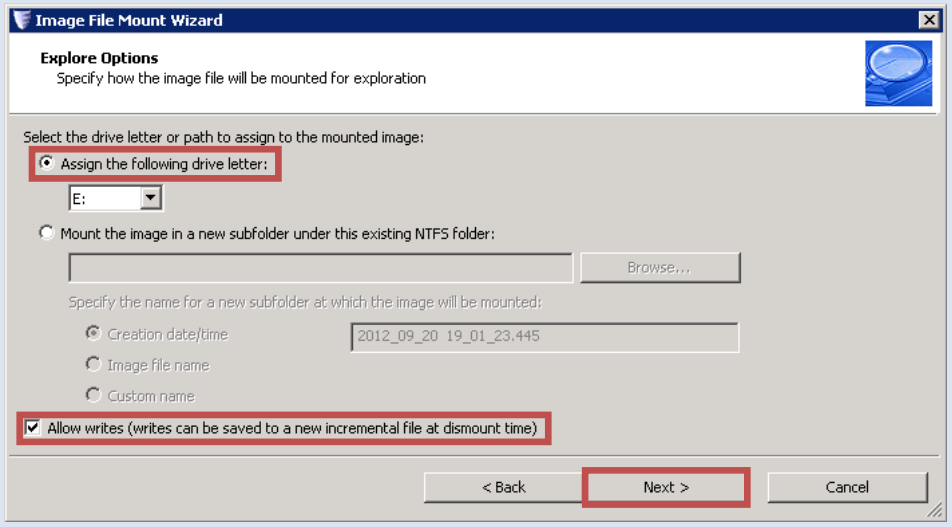
h. Select **Assign the following drive letter:**

i. Select an available drive letter from the drop down menu

j. Select the **Allow writes** checkbox

k. Click **Next**

l. Click **Finish**



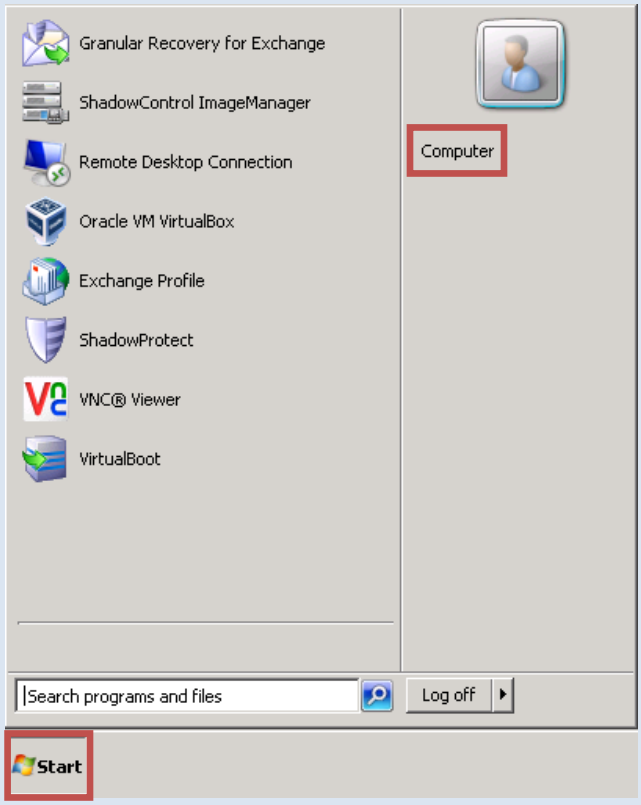
The recovery image will now be mounted as a local drive on the machine.

Dismounting the Recovery Image as Local Drive

ⓘ Perform these steps on the client machine that has the recovery image mounted

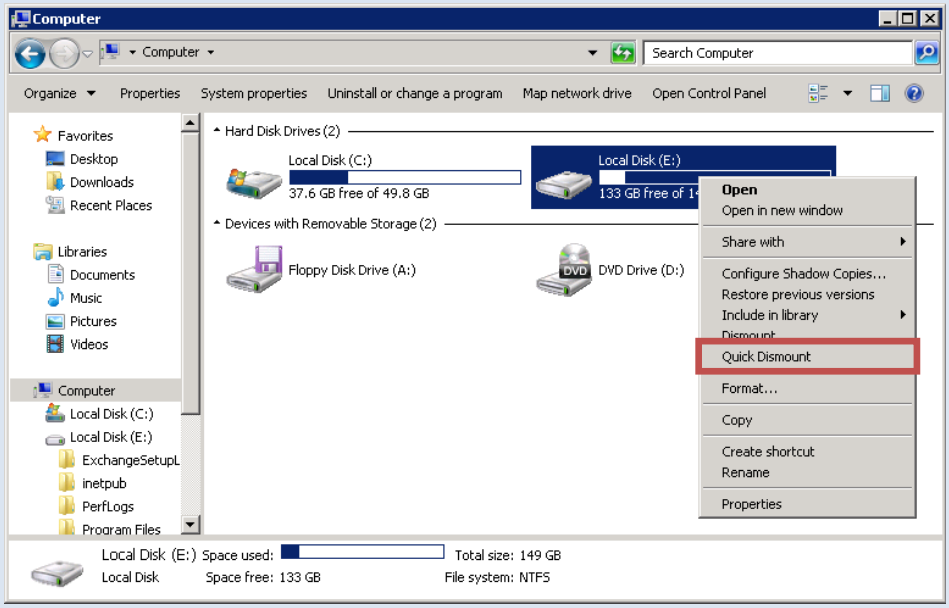
a. Click the **Start Menu**

b. Click **Computer**



c. Right click the mounted drive

d. Select **Quick Dismount**



The dismount of the **Image File** is now **Complete**.