ABS Enterprise®

Pre-Installation Guide - StorageCraft
May 2013

Windows 7/2008 appliances

Contents

Preamble

Operating Systems

- Windows 2012
- Windows 2008 R2
- Windows 2008 SP2
- Windows 2003 R2
- Windows 2003 SP2
- Windows 2000 SP4
- Windows SBS 2011/2008/2003
- Windows 8/7/Vista/XP SP3

Notes

- 1Gb network strongly recommended
- ReFS storage space partitions are not supported
- Storage Spaces are not supported

Definitions/Abbreviations:

- **AD** = Active Directory Users and Computers
- **OU** = Organizational Unit
- **Appliance** = ABS onsite device
- **Agent** = Computer being protected (i.e. server/workstation)

Service Account Creation & Basic Permissions

1. Create the User in Active Directory

a. In Active Directory Users & Computers (AD), create a new user with a logon name of **absbackup**
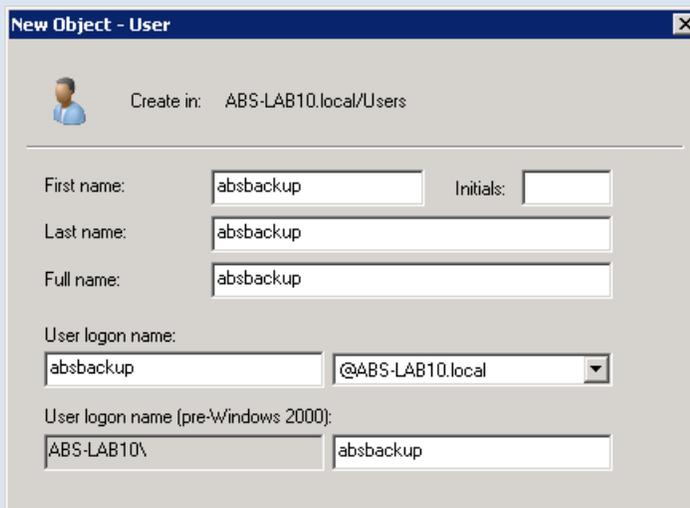
New Object - User	
Create in: ABS-LAB10.local/Users	

First name: absbackup   Initials:

Last name: absbackup

Full name: absbackup

User logon name:
absbackup   @ABS-LAB10.local

User logon name (pre-Windows 2000):
ABS-LAB10\   absbackup

b. Make sure that **User cannot change password** and **Password never expires** are selected
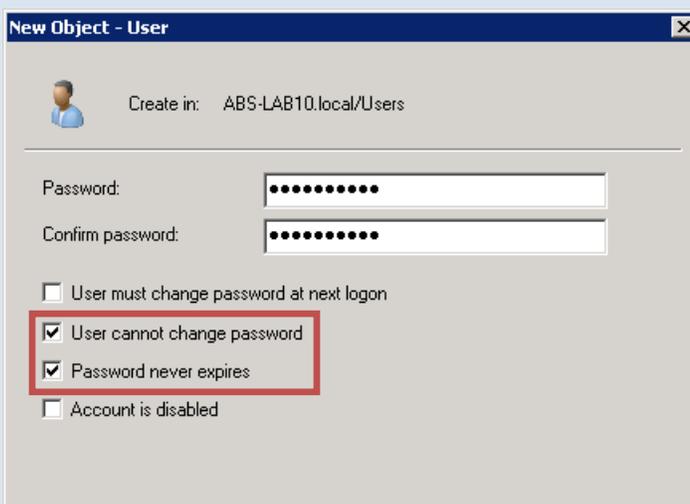
New Object - User	
Create in: ABS-LAB10.local/Users	

Password: •••••••••••

Confirm password: •••••••••••

☐ User must change password at next logon
☑ User cannot change password
☑ Password never expires
☐ Account is disabled

2. Adjust Account Permissions

a. In **AD** click on the Users OU. Then on the right side pane, double click the "**Domain Admins**" Security Group - add the **absbackup** user to this group

Active Directory Users and Comput
⊞ 📁 Saved Queries
⊟ 🖳 ABS-LAB10.local
   ⊞ 📁 Builtin
   ⊞ 📁 Computers
   ⊞ 📁 Domain Controllers
   ⊞ 📁 ForeignSecurityPrincipals
   ⊞ 📁 Microsoft Exchange Securit
   📁 Users
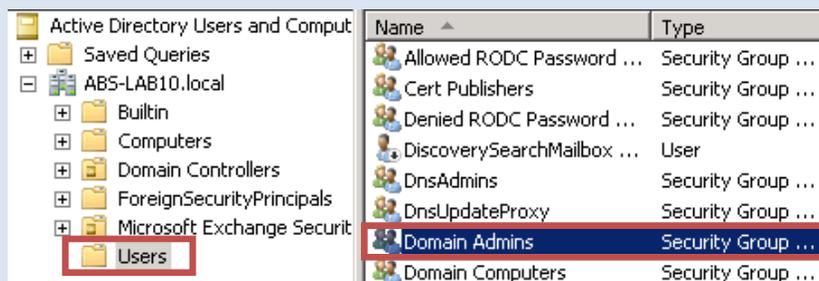
Name ▲	Type
Allowed RODC Password ...	Security Group ...
Cert Publishers	Security Group ...
Denied RODC Password ...	Security Group ...
DiscoverySearchMailbox ...	User
DnsAdmins	Security Group ...
DnsUpdateProxy	Security Group ...
Domain Admins	Security Group ...
Domain Computers	Security Group ...

3. Builtin Administrators

⚠️ When backing up domain controllers, add the **absbackup** user account to the **builtin administrators** group

a. In AD, click on the **Builtin OU**, double click the **Administrators** group - add the **absbackup** user
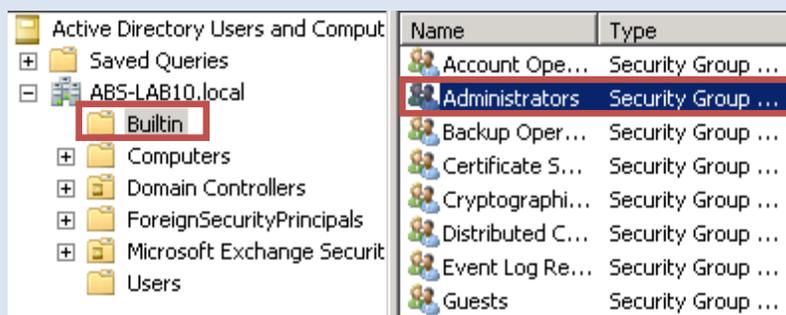
4. Local Administrator

a. Click the **Start Button**

b. Type in **lusrmgr.msc**, hit **Enter**

c. Click on groups - add the **absbackup** user to the **Administrators** group

⚠️ Repeat step 4 on **all machines** being added for protection
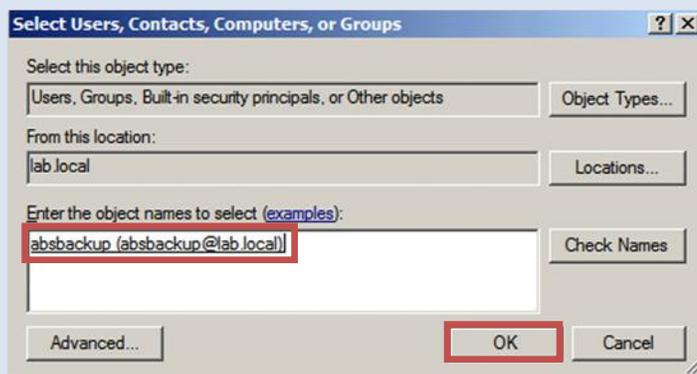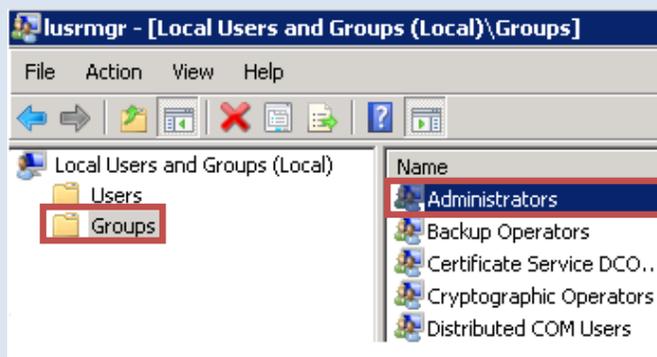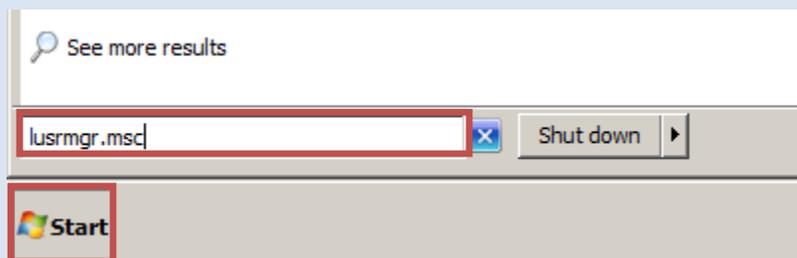
Appliance: Network Configuration

1. Confirm Network Settings for the ABS Appliance®

If there is a content filter/proxy on the network, the appliance must be exempt from the content/filter proxy

Ports 20, 21, 25, 443, 1000-1200 TCP outgoing need to be allowed

2. Assign a static IP to the Appliance

a. Access the appliance either directly or remotely (RDP)

b. On the desktop, right click the **Network** icon, go to **Properties**

c. Click on **Change adapter settings**

d. On **VMnet0**, right click, select **Properties**
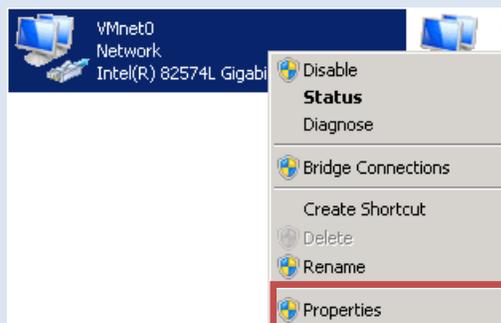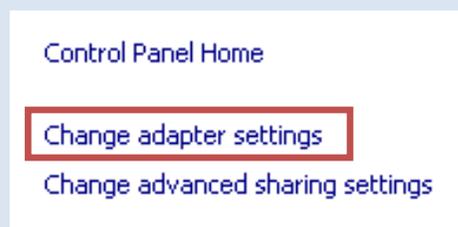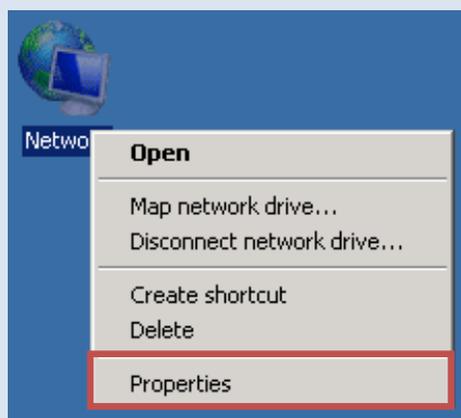
e. Highlight **Internet Protocol Version 4** (TCP/Ipv4), click **Properties**
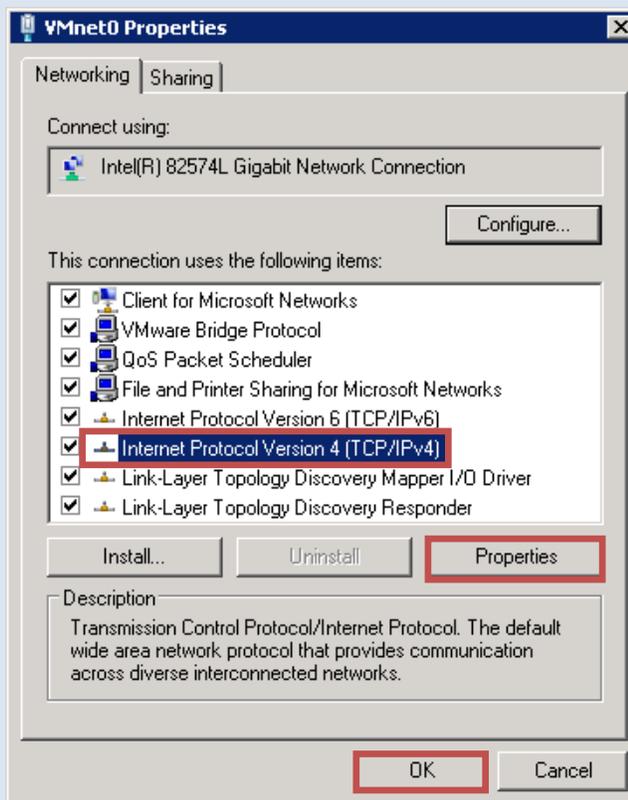
f. Select **Use the following IP address**, fill in the required information

g. Under DNS:

Use your company's DNS for the Preferred DNS Server

Use the following for the Alternate DNS Server: 8.8.8.8
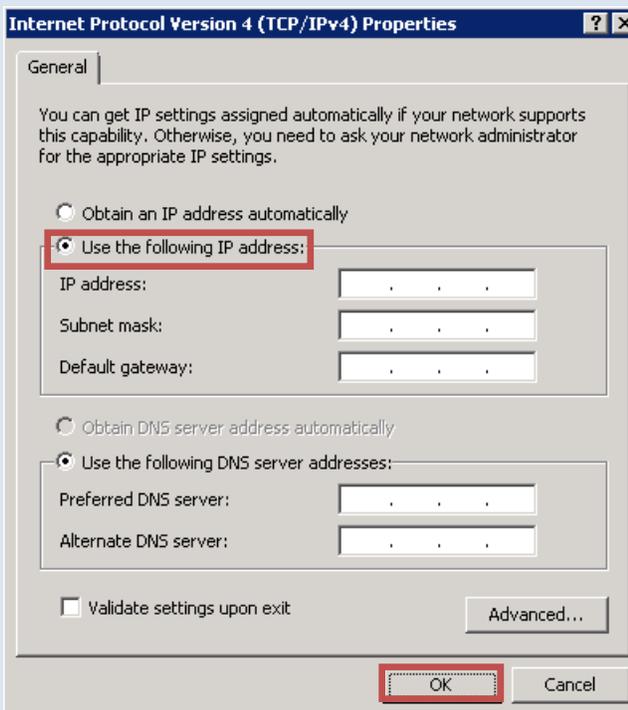
## Clients: System Check

1. Error Checking

a. Go to the **Local Disk Properties**

b. From the **Tools** tab, click **Check Now**

c. Make sure "Automatically fix file system errors" is checked, click **Start**

d. Click on **Schedule disk check**

e. **Reboot** machine when convenient

⚠ This process should not be interrupted. Give ample time on next reboot.
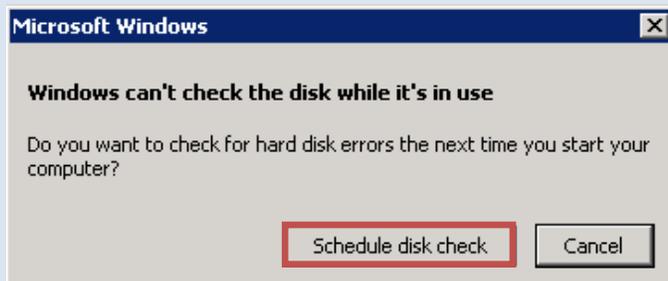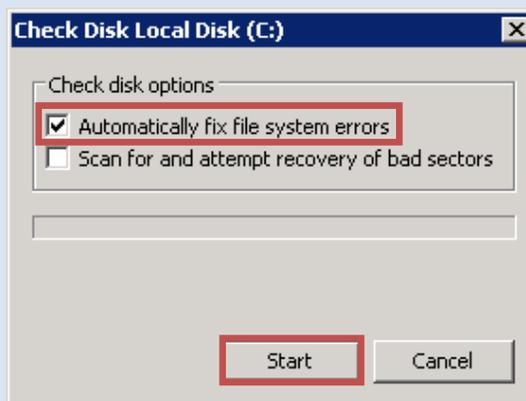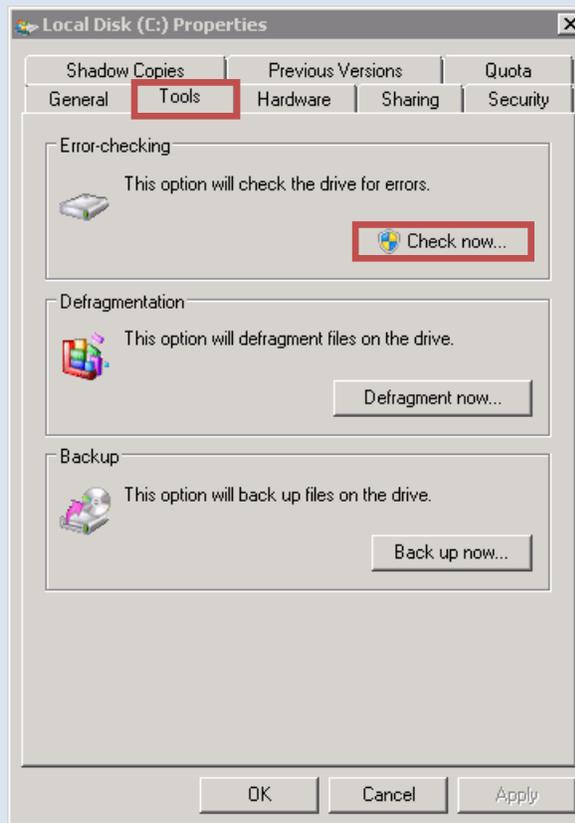
2. Disk Defrag

a. From the **Tools** tab, click on **Defragment Now**
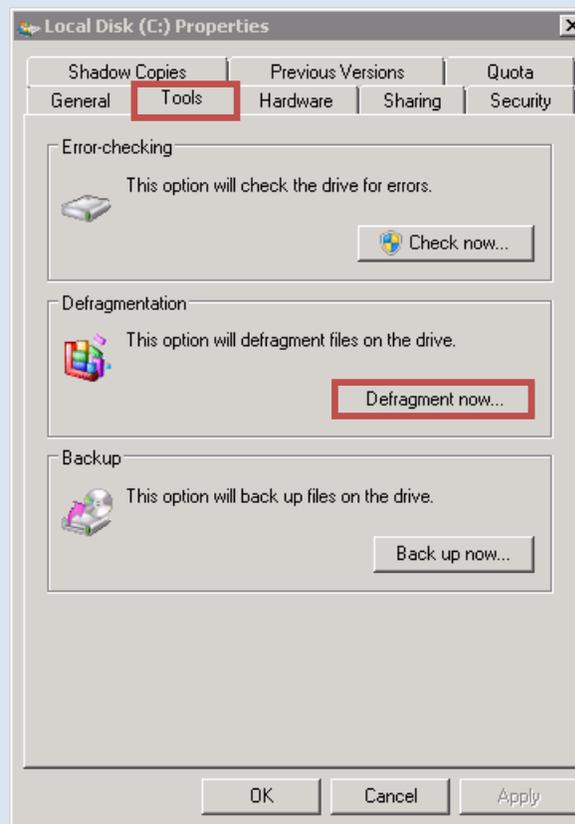
b. Select a volume, click **Defragment Now**

⚠ Repeat this step for all volumes being added for protection

c. Make sure that disk defrag is **not** set to run on a schedule
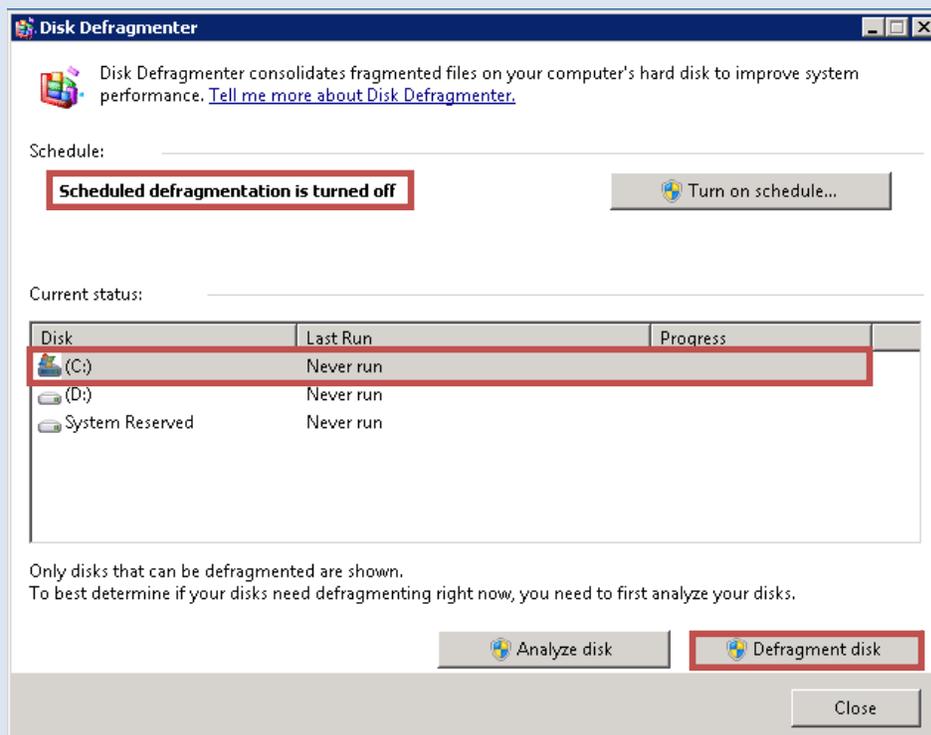
3. Services

Make sure the following services are set to a **Manual** startup type:

- **Volume Shadow Copy** service

- **Microsoft Software Shadow Copy Provider** service

To Check:

a. Click **Start**

b. Type in **services.msc**, hit **Enter**

c. Double click each service

d. Make sure startup type is set to **Manual**
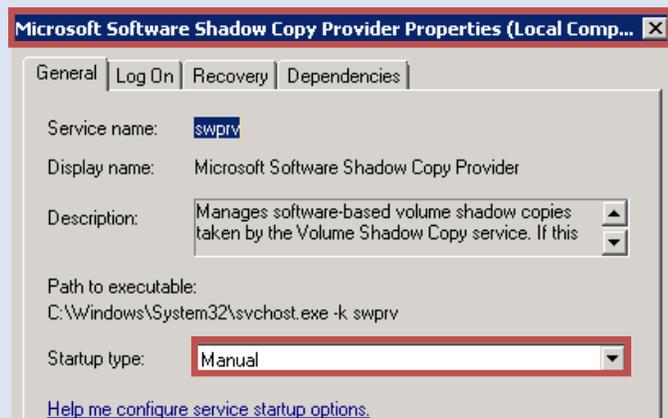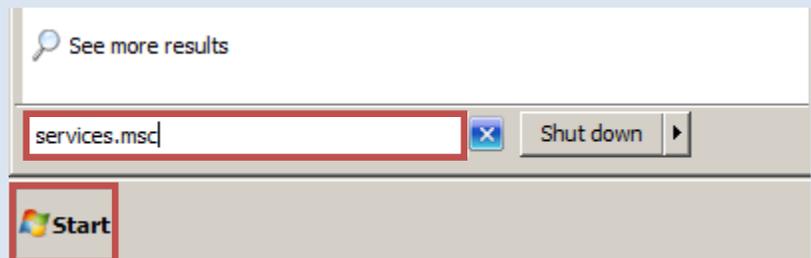
4. VSS Writers

Check the status of the VSS writers – ensure they are in a stable state

To Check:

a. Click Start

b. Type in **CMD**, hit **Enter**

c. Type in:
    vssadmin list writers, hit **Enter**

d. The state for each writer should be listed as **Stable**

ⓘ If you have an issue running, you may need to run the command prompt with elevated rights. In that case, find the application, right click and select "**Run as Administrator**"

5. VSS Providers

Check and make sure there is only one VSS provider (and that it is issued by Microsoft)

To Check:

a. In command prompt, type in:
    vssadmin list providers

❗ If there is more than one listed, it should be removed - this avoids VSS provider conflict when protecting.

6. Uninstall Software

Ensure that other image based backup software is uninstalled (i.e. Acronis)

⚠️ Having multiple image based backup software installed could cause the server to bluescreen during a backup job

7. Disable Microsoft Volume Snapshots

a. Click **Start**

b. Click **Computer**

c. Right click a local disk, go to **Properties**

d. Click the **Shadow Copies** tab. From there you can confirm/disable **Shadow Copies** for all the local disks on the server

⚠️ Repeat **Steps 1-7** on **all machines** being added for protection
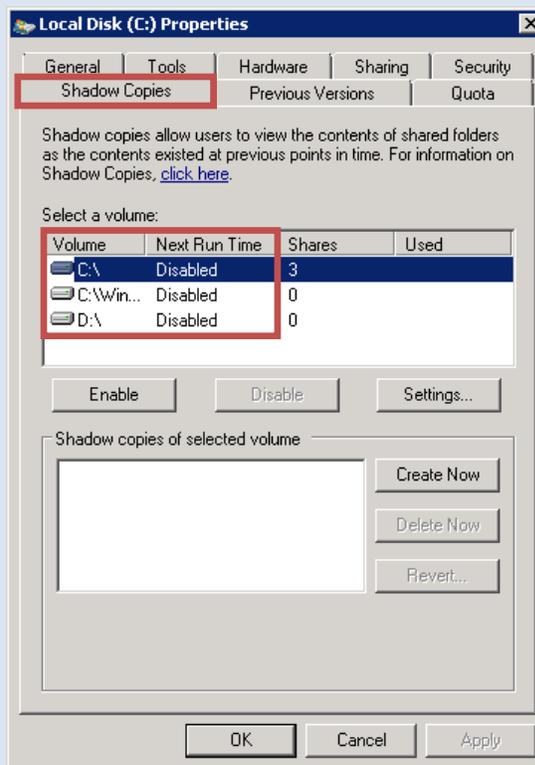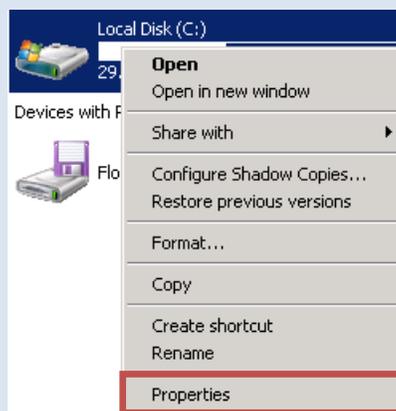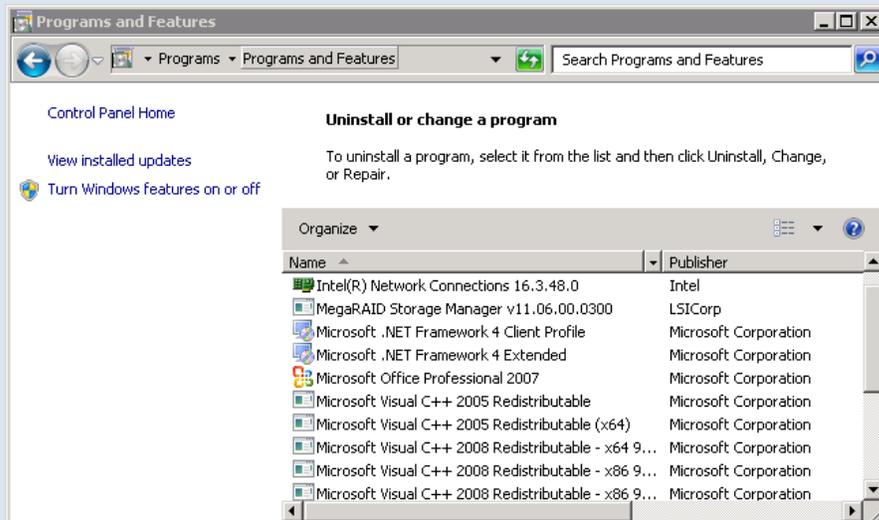
Pre-install Checklist

This list below will help you keep track of the various tasks which need to be performed.

Steps	Done	Notes
Service Account Creation		
Added to Domain Admins group		
Added to BuiltIn Administrators group		
Appliance Network Configuration		
Set static IP on appliance		
Confirm network settings (ports 20, 21, 25, 443, 1000-1200 TCP outgoing are allowed & appliance is exempt from any filtering)		
Clients: System Check (for each client)		
Run error checking on all volumes		
Run defrag on all volumes		
Set Volume Shadow Copy & Microsoft Software Shadow Copy Provider services to manual		
Make sure VSS writers are stable (vssadmin list writers)		
Make sure there is only one VSS provider (vssadmin list providers)		
Make sure all other image based backup software is removed		
Disable MS Volume Snapshots on all volumes		
Add absbackup to local Administrator group (lusrmgr.msc)		
Reboot client machine(s) in order for scheduled disk checks to run		