

ABS Enterprise®

Maintenance Guide - StorageCraft

May 2013

Windows 7/2008 appliances



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Accessing ABS Appliance®

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

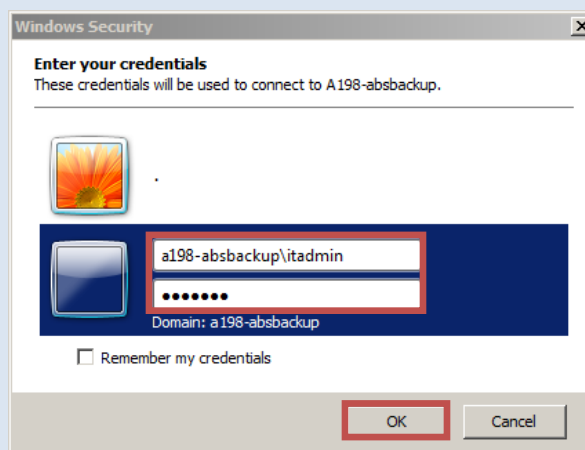
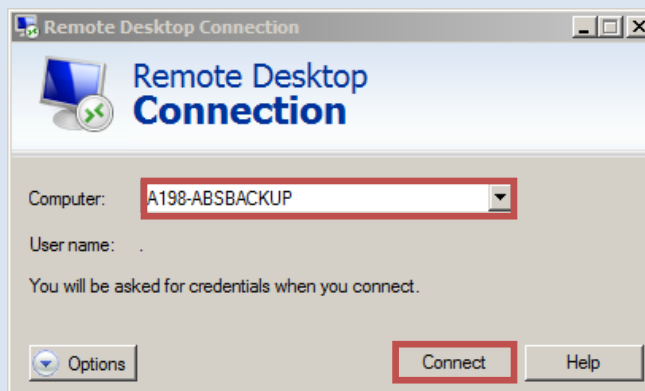
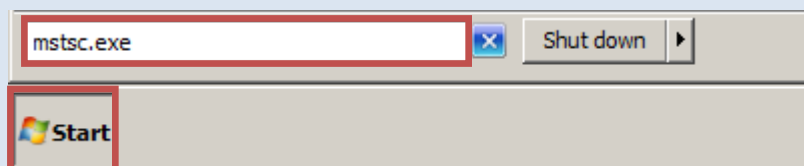
- Click the **Start Menu**
- In the search box, type **mstsc.exe**, hit **Enter**

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

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

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

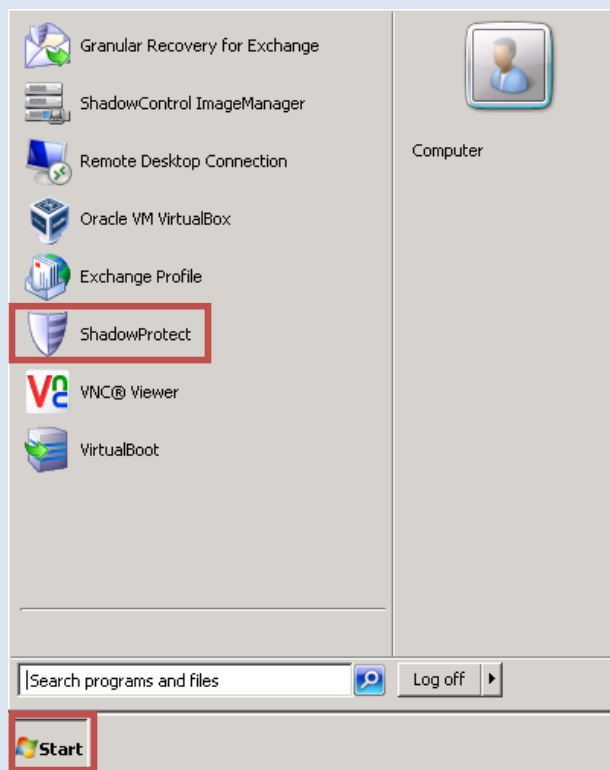
- Select **Use Another Account**
- Use the following username to log in:
axxx-absbackup\itadmin
(replace "xxx" with the appliance number)
- Use the password provided in the **Activation Letter**
- Click **OK**



Pausing Backups on ABS Appliance®

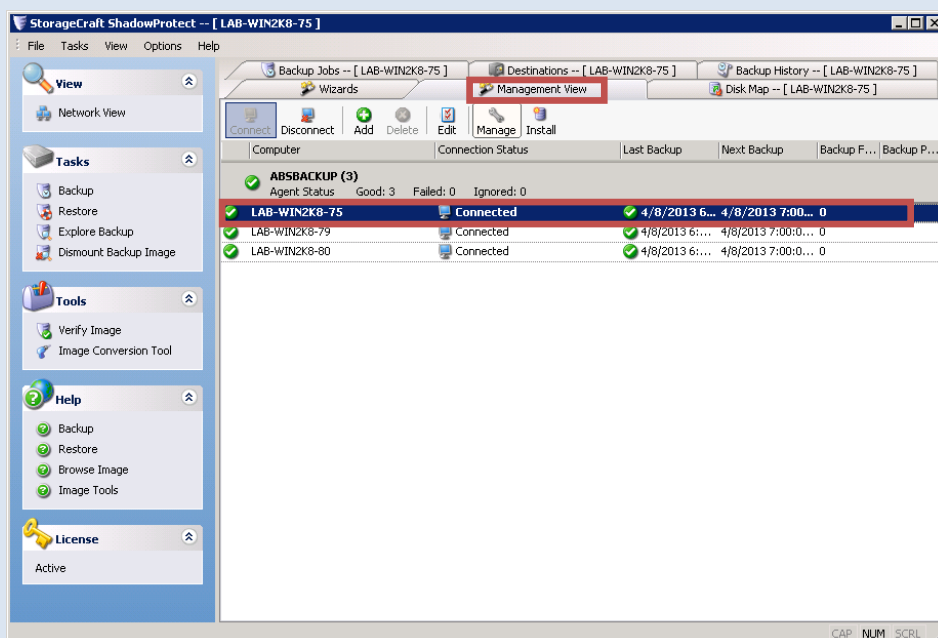
! It is highly recommended to pause backups for the machines that are being rebooted/shutdown for maintenance. Perform these steps on the **ABS Appliance**.

- Click **Start**
- Click **ShadowProtect**



- Click the **Management View** tab
- Double click the machine that is being rebooted/shutdown

i When there are multiple machines configured with ShadowProtect, select machines by double clicking on them. The machine in **Bold** is the one selected.



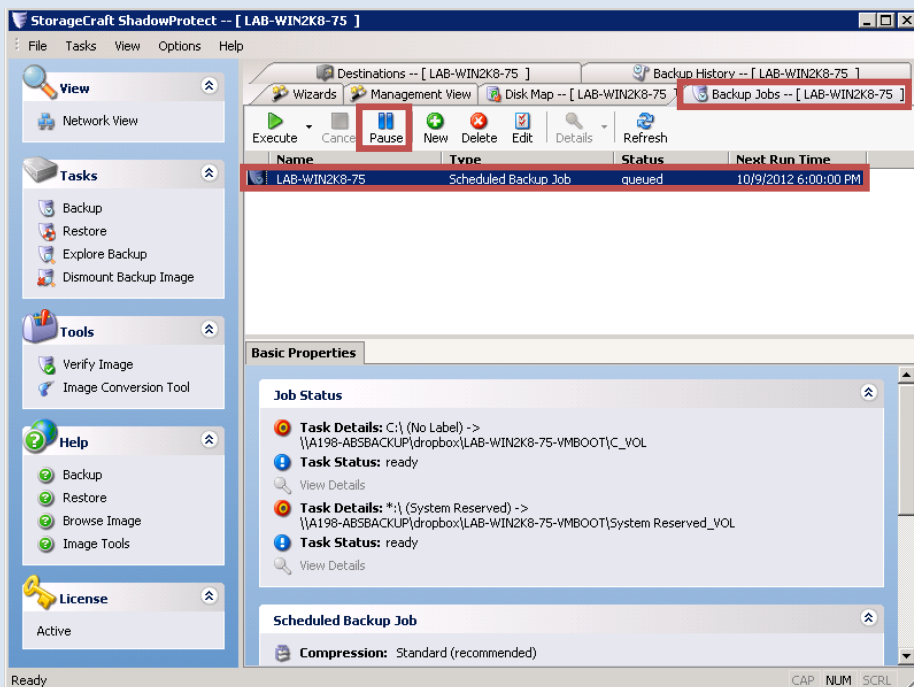
e. Click the **Backup Jobs** tab

f. Select the existing backup job, click **Pause**

i If a backup job is currently running, wait until it completes by looking at the Status of the backup job. If there are multiple backup jobs configured, make sure to pause them all.

Backup jobs have been paused and it is now safe to shutdown/reboot the client's machine. Repeat with any other machines being shutdown/rebooted.

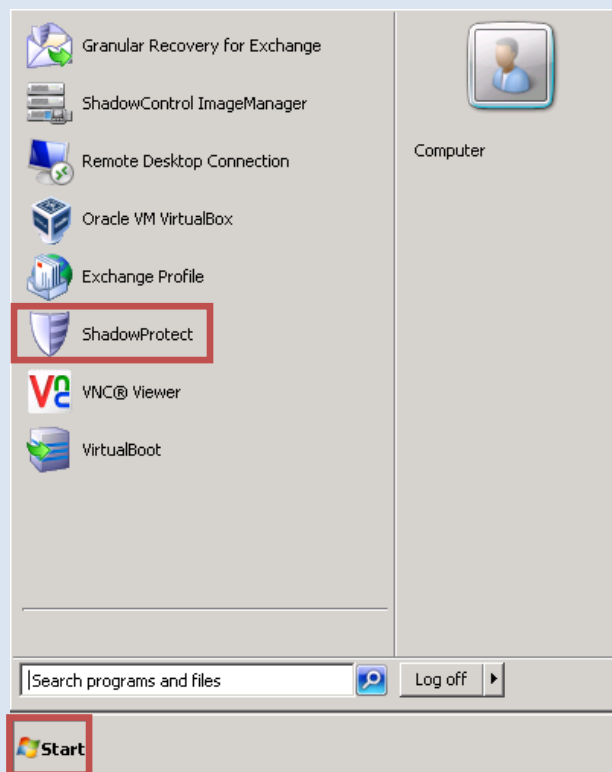
! Make sure to resume backup jobs after the machine is back online and functioning.



Shutdown/Reboot of ABS Appliance®

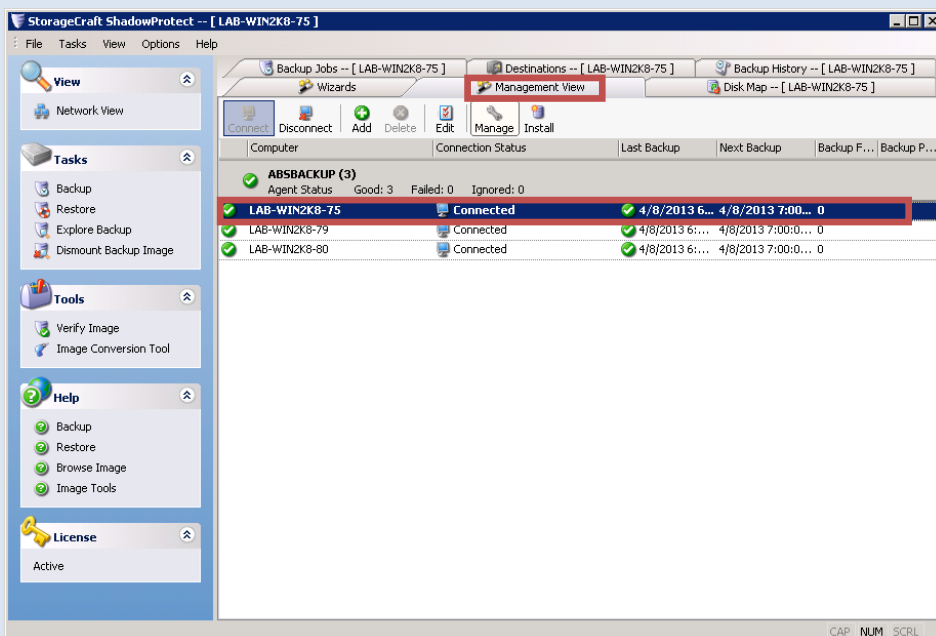
! It is highly recommended to pause backups for all of the protected machines when rebooting the ABS Appliance. Perform these steps on the **ABS Appliance**.

- Click **Start**
- Click **ShadowProtect**



- Click the **Management View** tab
- Double click the machine that is being rebooted/shutdown

i When there are multiple machines configured with ShadowProtect, select machines by double clicking on them. The machine in **Bold** is the one selected.



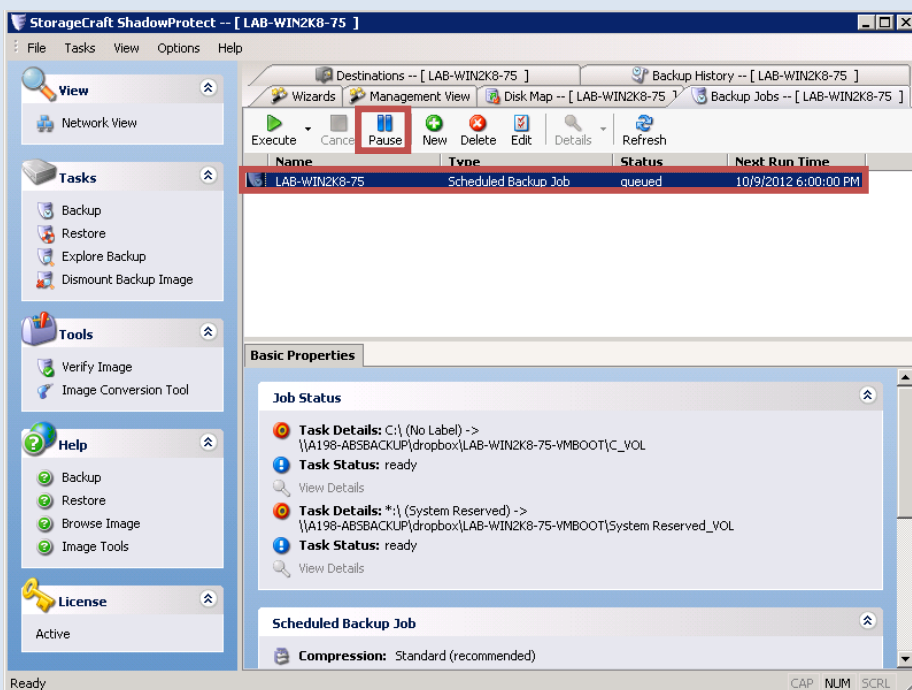
e. Click the **Backup Jobs** tab

f. Select the existing backup job, click **Pause**

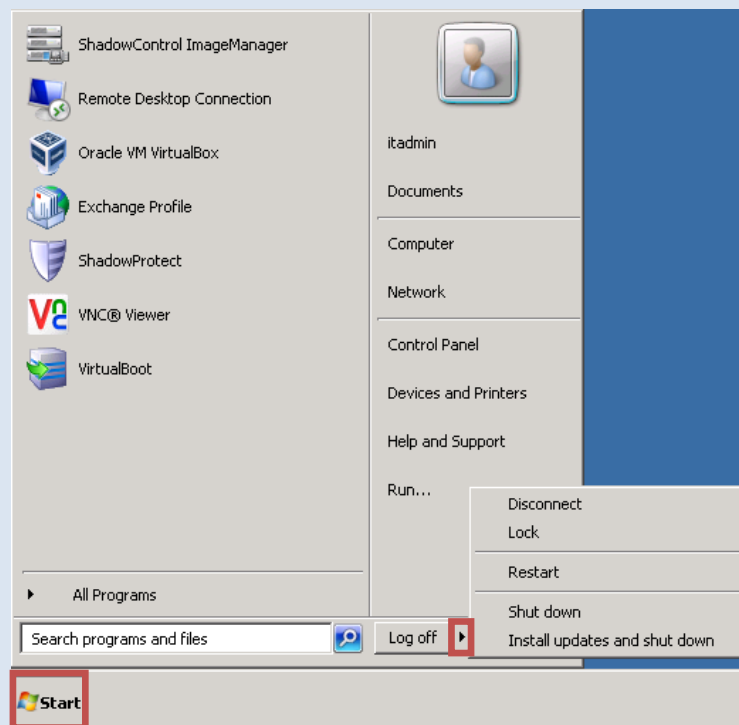
i If a backup job is currently running, wait until it completes by looking at the Status of the backup job. If there are multiple backup jobs configured, make sure to pause them all.

Repeat steps c-f with any other machines under protection

g. Close **StorageCraft ShadowProtect**

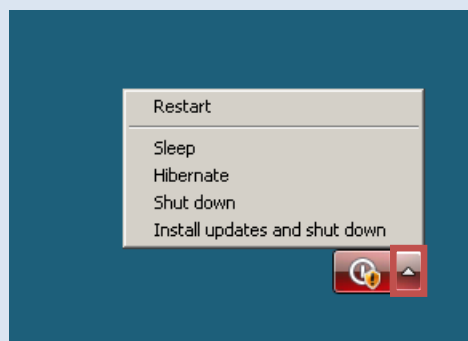


- h. Click **Start**
- i. Click the arrow next to Log off
- j. Click **Shut down** or **Restart**



! If you are accessing a Windows 7 appliance through Remote Desktop, take the following steps to shutdown/reboot:

- a. Press **Ctrl+Alt+End**
- b. In the bottom right corner, click the arrow
- c. Click **Shut down** or **Restart**



Testing Recommendations

With any backup infrastructure, we recommend you test periodically, as well as to keep your skills fresh.

- **Mount Recovery Images** - ABS recommends testing your backups by mounting multiple recovery points and then expanding and analyzing the recovered data. Refer to the **Data Restore Guide** for more information on performing tests.
- **Onsite Virtualization Host-Only Testing** - ABS recommends testing your onsite virtualization environment for each protected system in host-only mode every month. This is not only to confirm the functionality of your backup and DR environment, but also to keep your skills fresh in performing restores, testing, and failover virtualization. Refer to the **Onsite Virtualization Guide** for more information on performing tests.

Ultimately, this is a critical component of a company's business continuity initiative. ABS consulting services are available to aid in testing and disaster recovery planning.

Administration Training

ABS recommends that those who will be performing restores, monitoring, or otherwise administering your backup environment receive complete solution training. We strongly believe that training is critical for maintaining a healthy backup environment. Please contact your **ABS Sales Representative** for more information on training.