ABS Enterprise®

Installation Guide - StorageCraft

June 2014

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 Partitions are not supported
- A reboot is required after agent installation
- 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)

Installing the Backup Agent on Clients

1. Access the Agent

a. From the client, click the **Start** button

b. Enter in the share path in the search field

ⓘ Share path example:
\\10.13.230.130\client-apps
Substitute example IP address with the IP address that was set on the appliance

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:
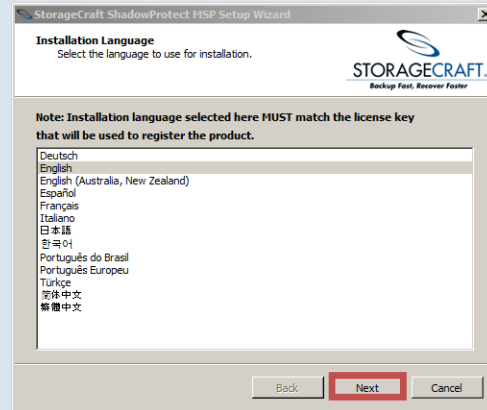**a198-absbackup\itadmin**

d. It is recommended to copy **ShadowProtectSetup_.exe** to a local directory on the client, but is not required
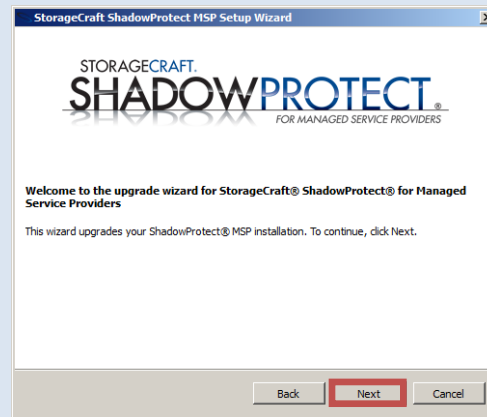
2. Install the Agent

a. Double Click the agent installer:
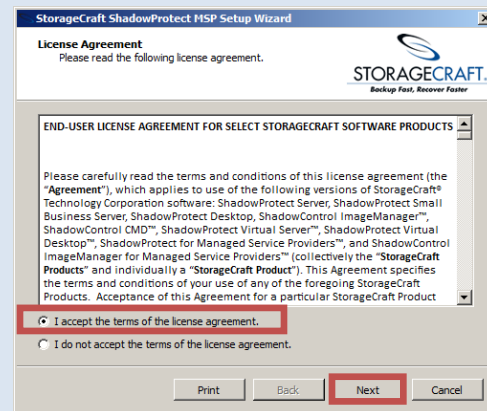**ShadowProtect_.exe**

b. Click **Run**
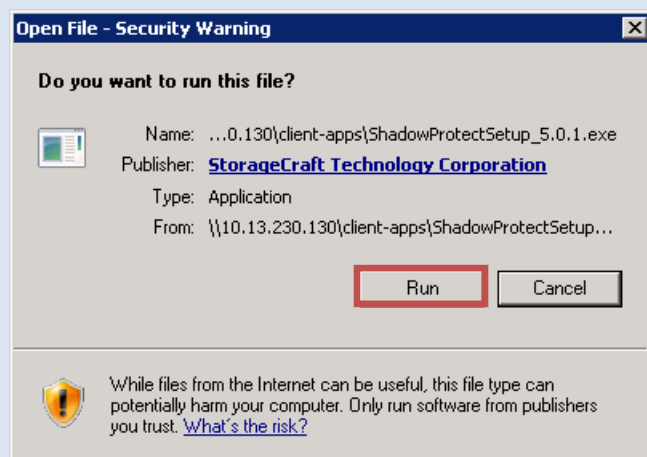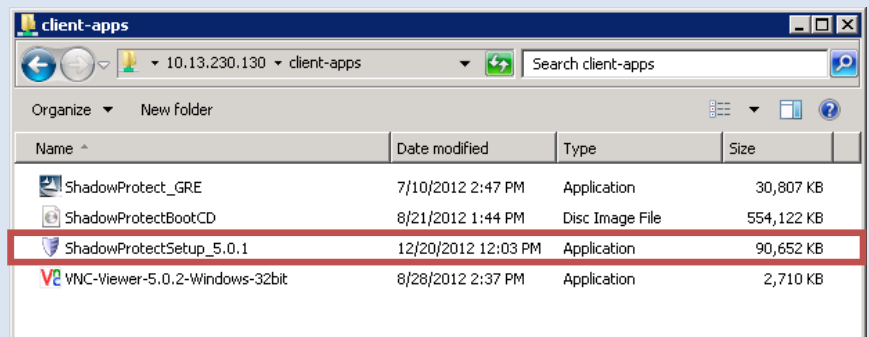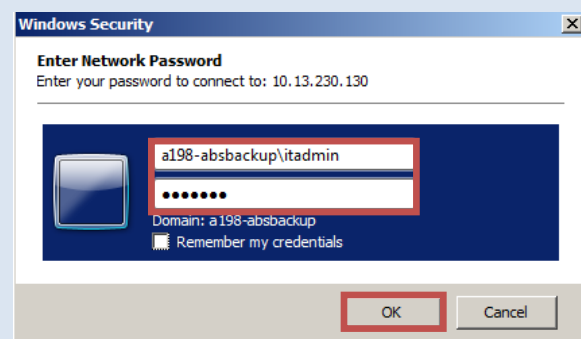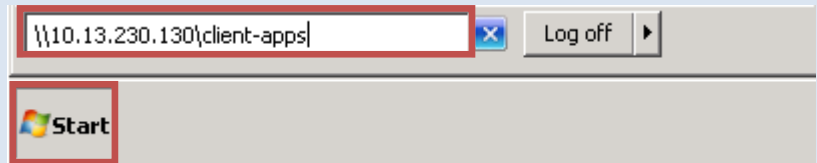
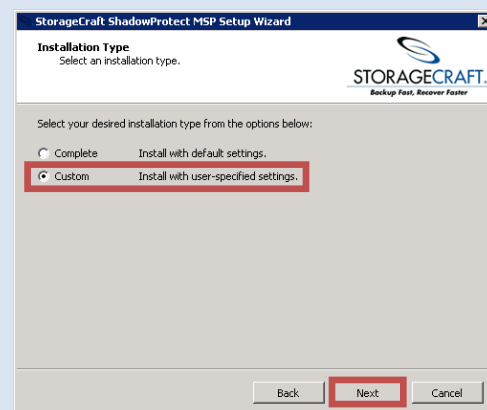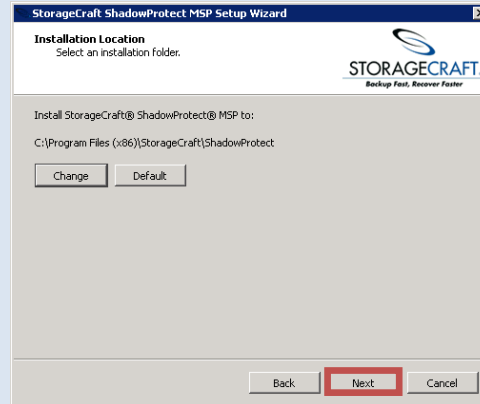c. Select **English**, click **Next**

d. Click **Next**

e. Accept the agreement, click **Next**

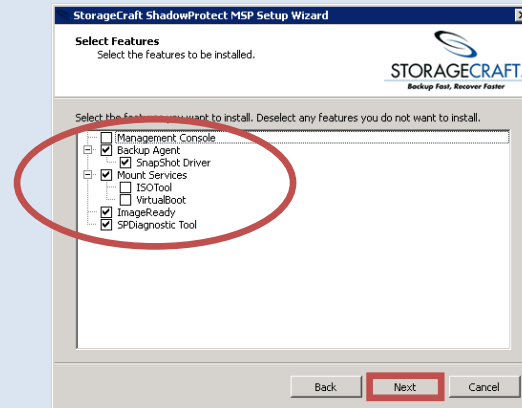

f. Select **Custom**, click **Next**

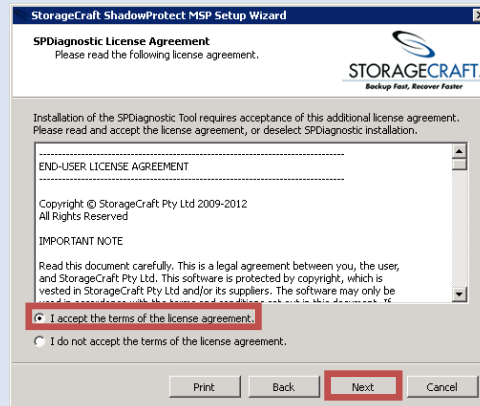g. Click **Next** to accept the default install directory
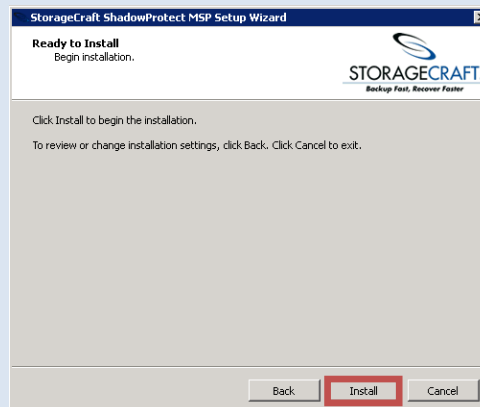
h. Select only the following:
- **Backup Agent**
- **SnapShot Driver**
- **Mount Services**
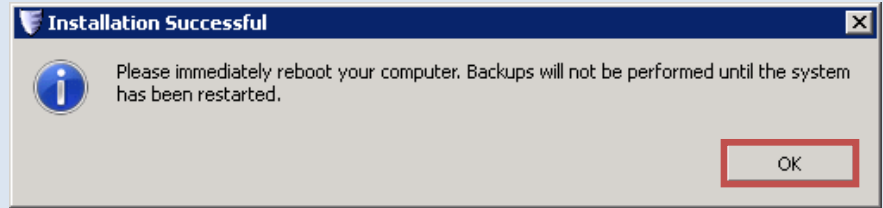- **ImageReady**
- **SPDiagnostic Tool**

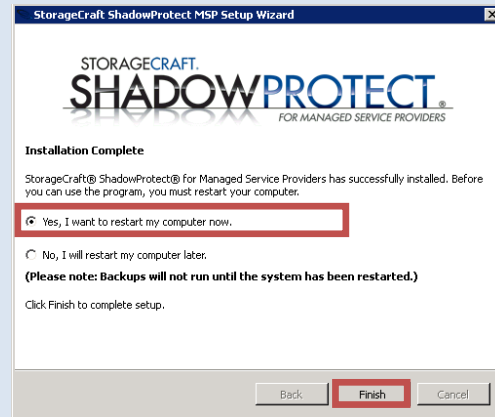i. Click **Next**

j. Click **Install**

k. Click **OK**

l. Select "Yes, I want to restart my computer now," click **Finish**

After the reboot has completed, the ShadowProtect agent installation is **Complete**.
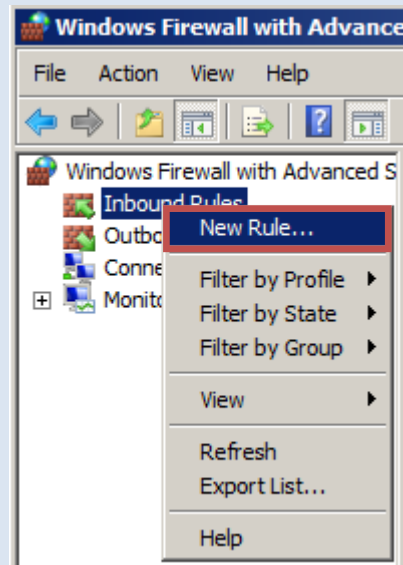
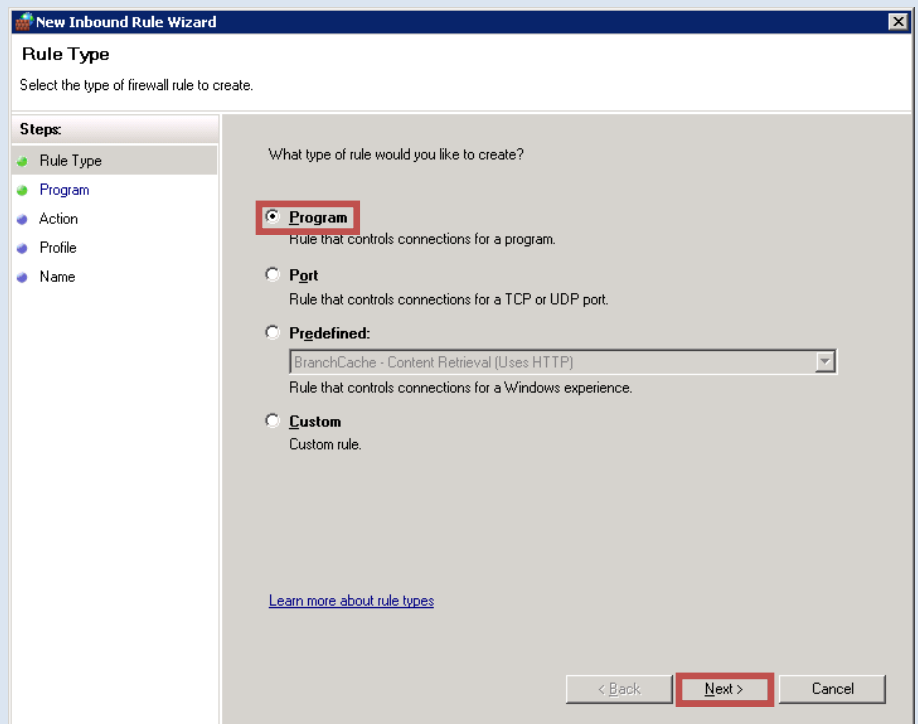## Configuration of Windows Firewall on Clients

1. Create Firewall Rule

a. Log into the machine where you have the ShadowProtect Agent installed

b. Click **Start**

c. Type in **wf.msc**, hit **Enter**

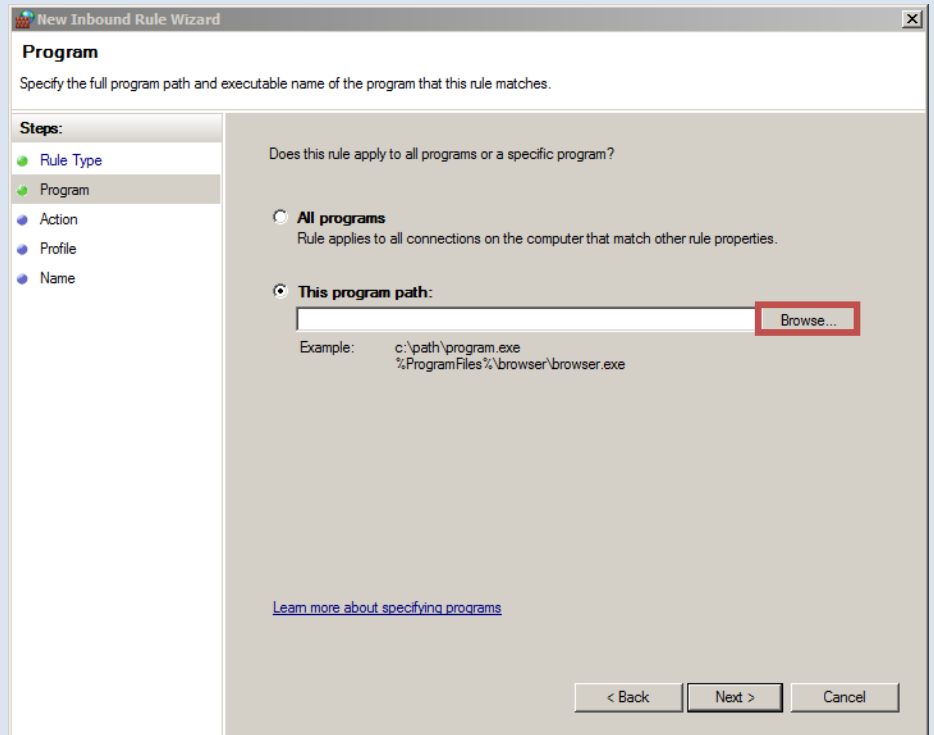d. Select **Inbound Rules**, right click, select **New Rule**
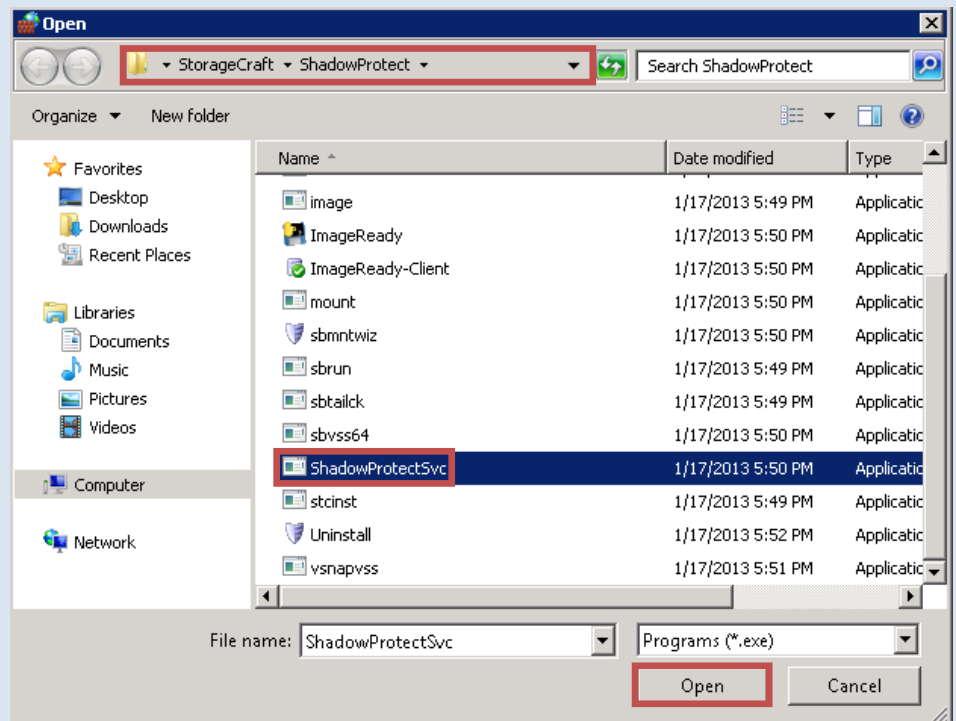
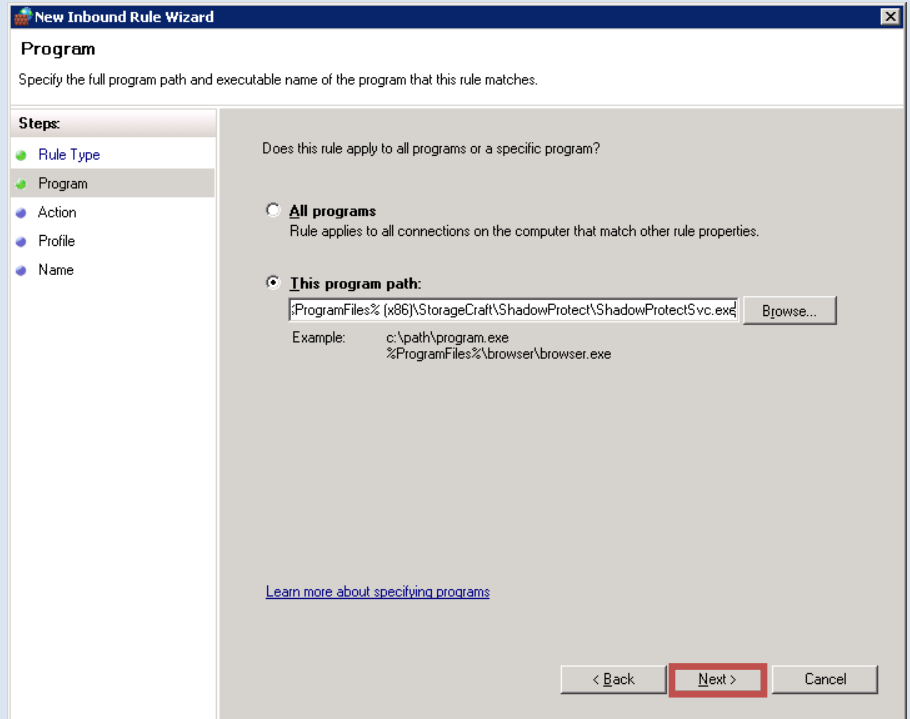e. Select **Program**, click **Next**

f. Select **Browse**

Go to: **C:\ProgramFiles (x86)\
StorageCraft\ShadowProtect**

Select: **ShadowProtectSvc**

g. Click **Open**

h. Click **Next**
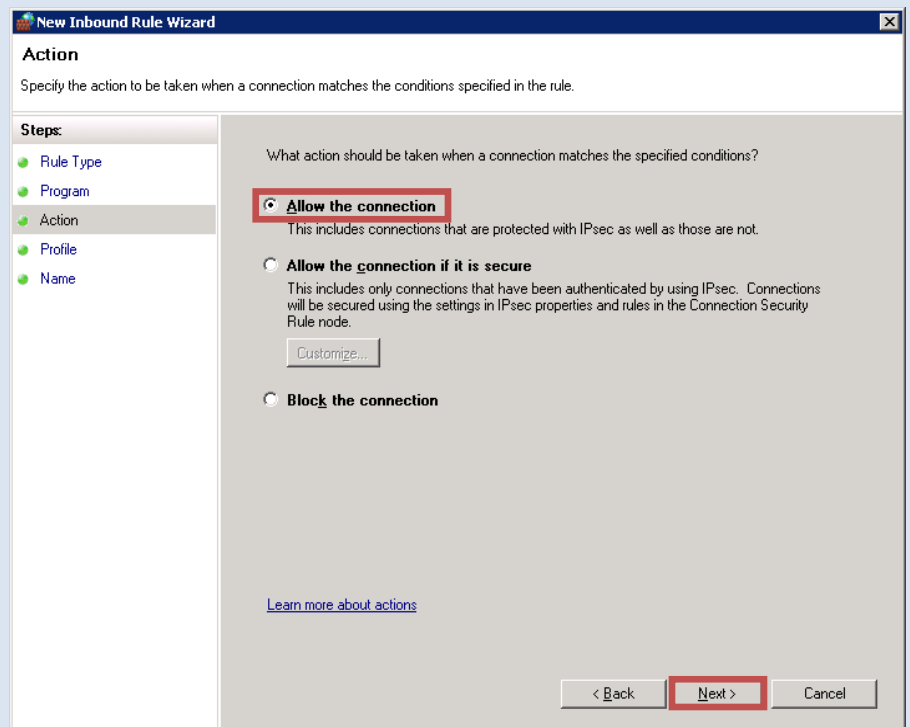
i. Select **Allow the connection**, click **Next**
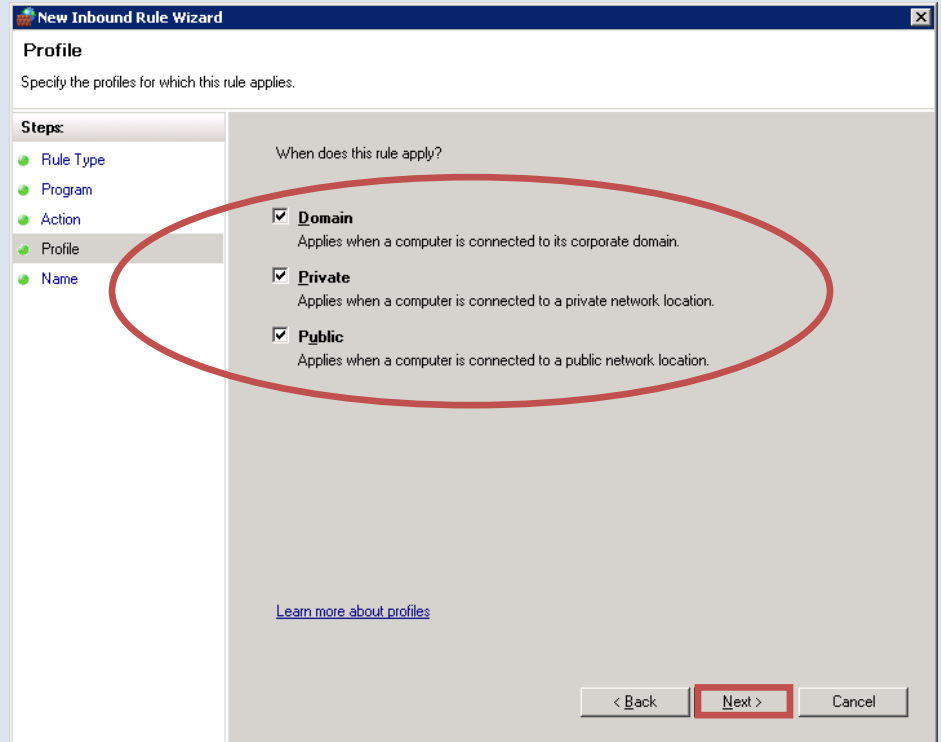
j. Ensure that **Domain**, **Private** and **Public** are selected, click **Next**

k. For name type: **ShadowProtectSvc.exe**, click **Finish**

Windows firewall configuration is now **Complete**

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.exe**, hit **Enter**

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

c. 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**

d. Select **Use Another Account**

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**
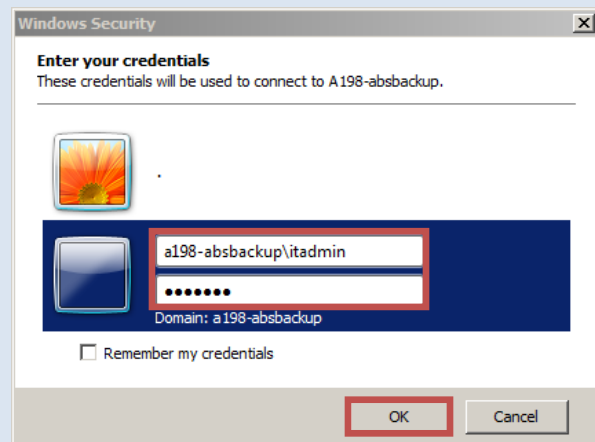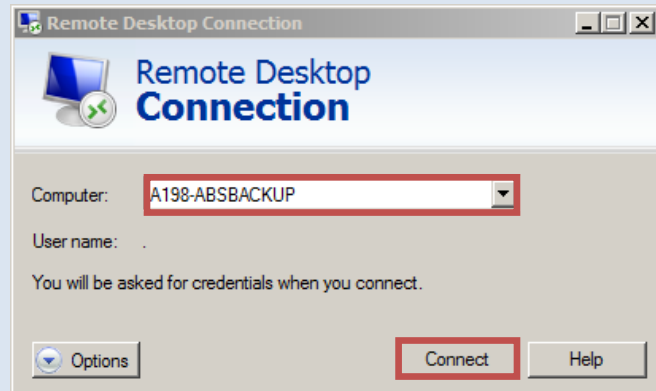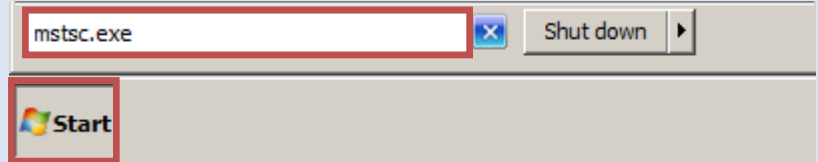
g. Click **OK**

Dropbox Folder Configuration

1. Create Folder

a. Click the **Start Button**

b. Click **Computer**
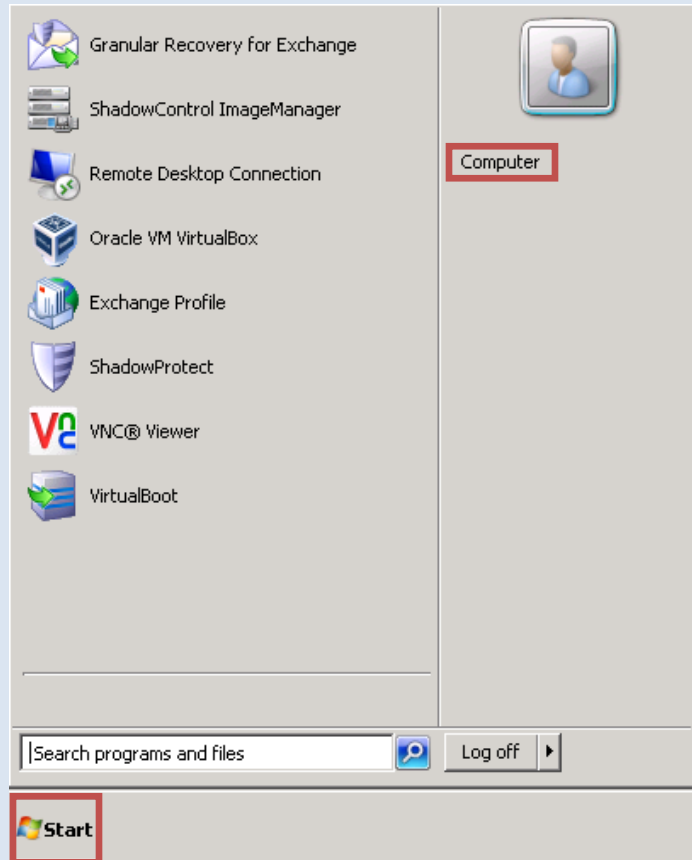
c. Navigate to **D:\dropbox**

d. 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**)

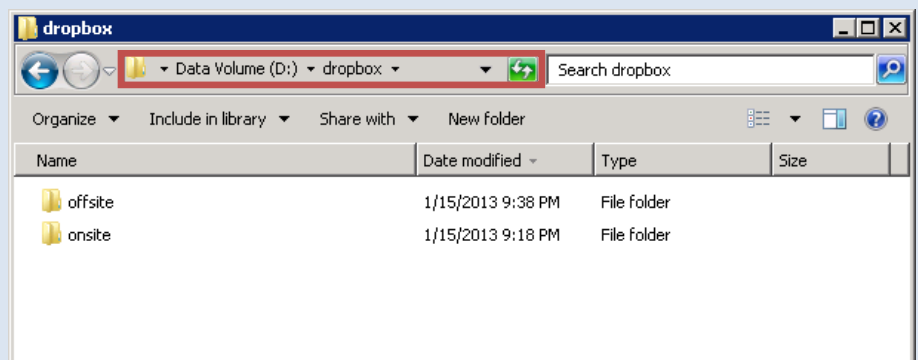e. Right click the blank area

f. Select **New**

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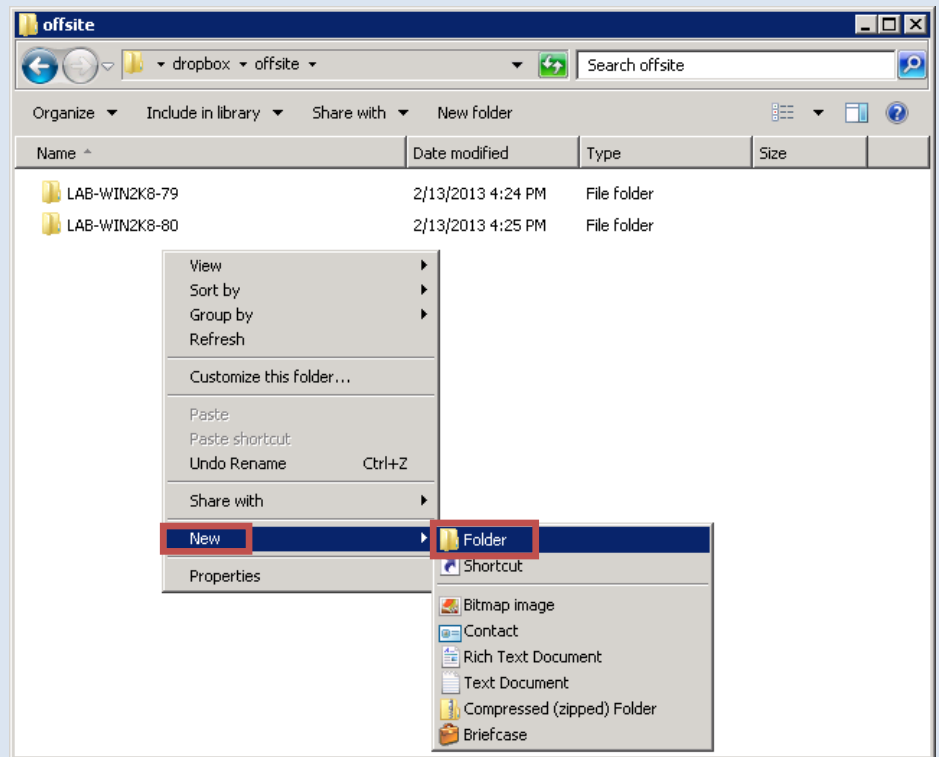
h. Name the folder

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

Dropbox folder configuration is now **Complete**

Configuring Clients on Appliance
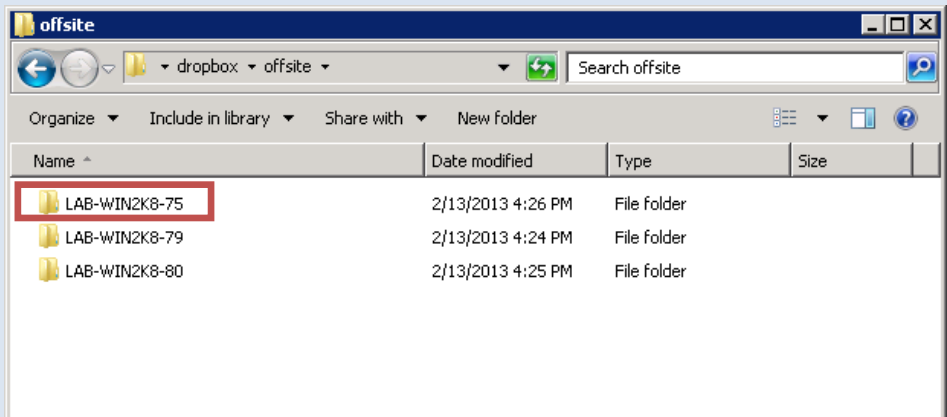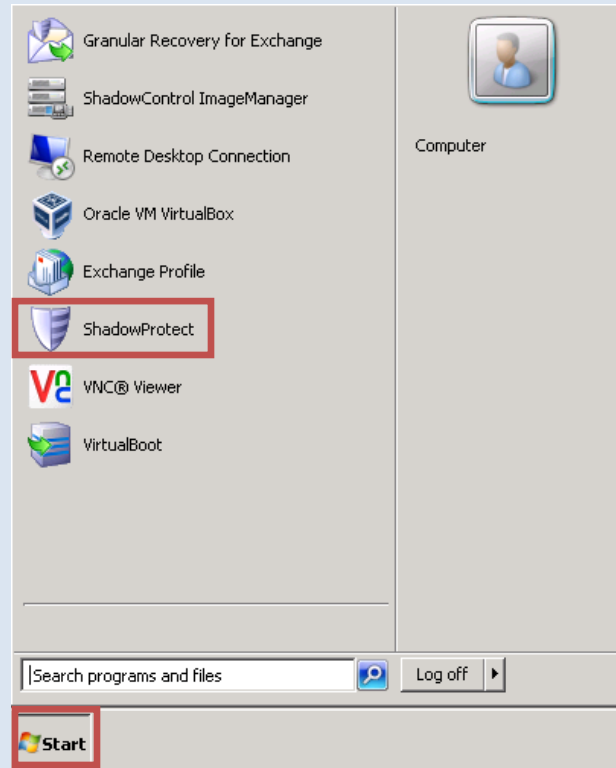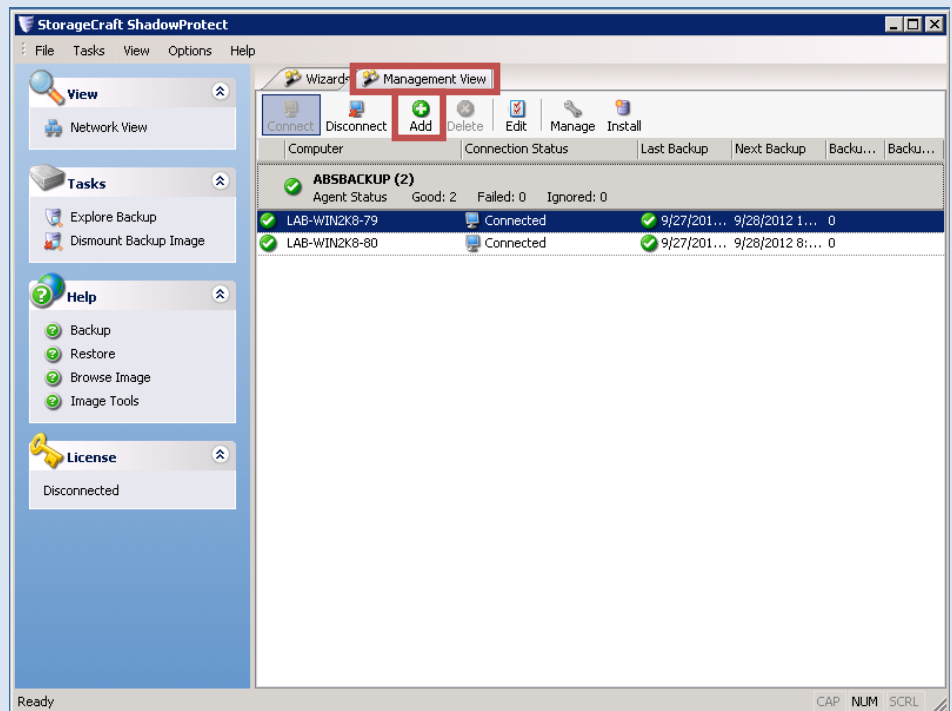
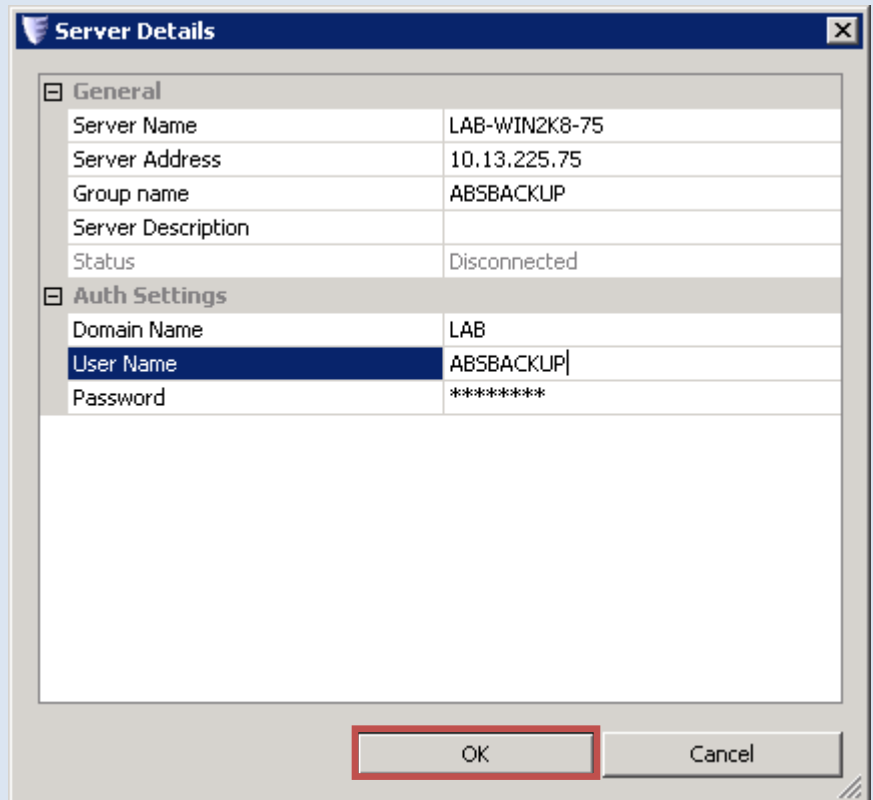|	
1. Connecting the Client a. Click **Start** b. Click **ShadowProtect**	
c. Click the **Management View** tab d. Click **Add**	

e. Type in the **Name** and **IP** address of the client machine

f. Type in **ABSBACKUP** for Group name

g. Type in the **company domain**

h. Type in the username and password for the **absbackup** domain admin account that was created during the pre-installation process

i. Click **OK**

j. **Double click** the client that was just configured

k. Click **Connect**

⚠ If you are presented with a failure to connect, verify the information you have entered under **Server Details** by clicking **Edit**

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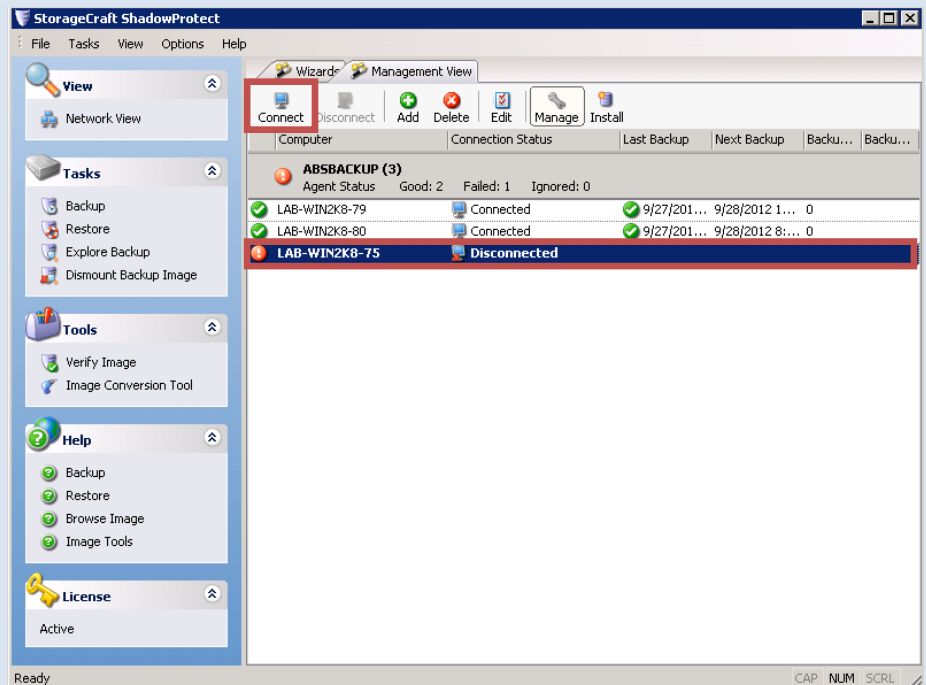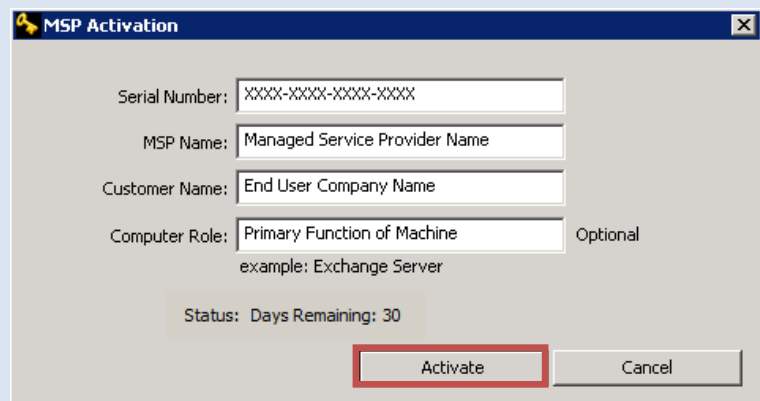
l. Click **Help**

m. Click **Product Activation**
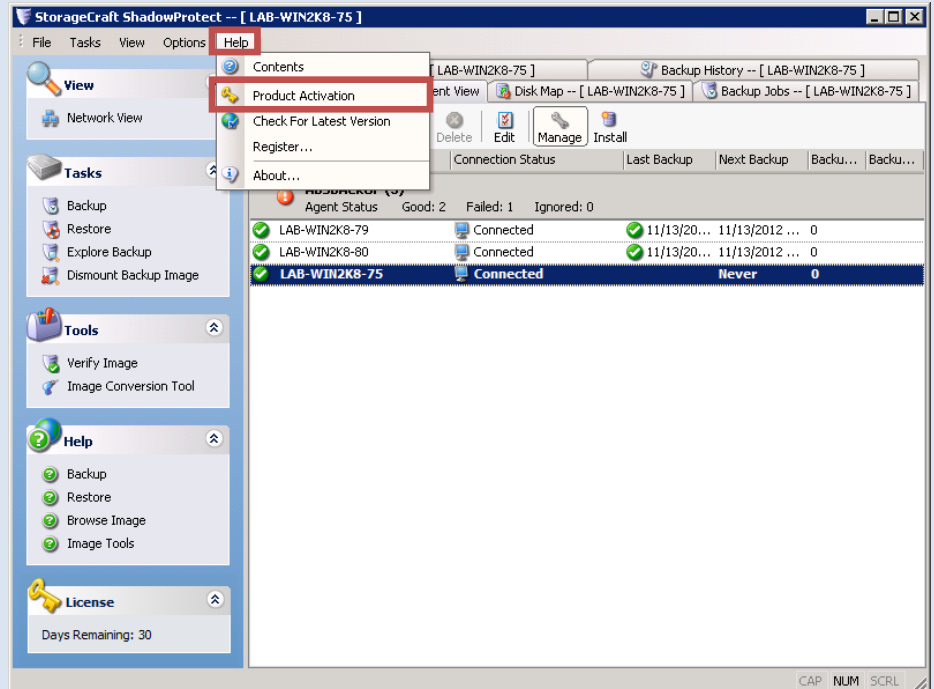
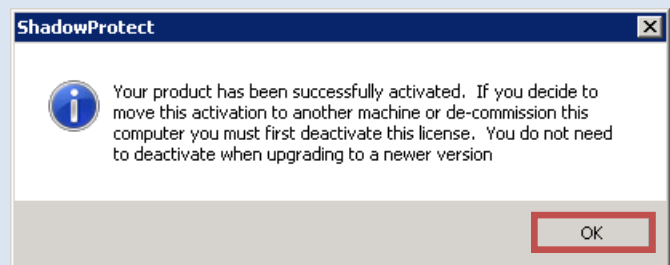n. Populate all fields with the required information

ⓘ Refer to the **Activation Letter** for the **Serial Number**

o. Click **Activate**

p. Click **OK**

2. Configuring Destinations

a. Click the **Destinations Tab**

b. Click **Add**

c. For Destination Type, select **Network Share**

d. For Destination Name, type in the **name of the appliance**

e. For Destination Path, type in the path using the following format:
\\appliance IP address \dropbox\offsite or onsite\client-machine name

f. Select **Connect using specific user credentials**

g. For the Domain, type in the **appliance name**

h. For the username, type in **ABSBACKUP**

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

j. Select **Verify destination access...** check box
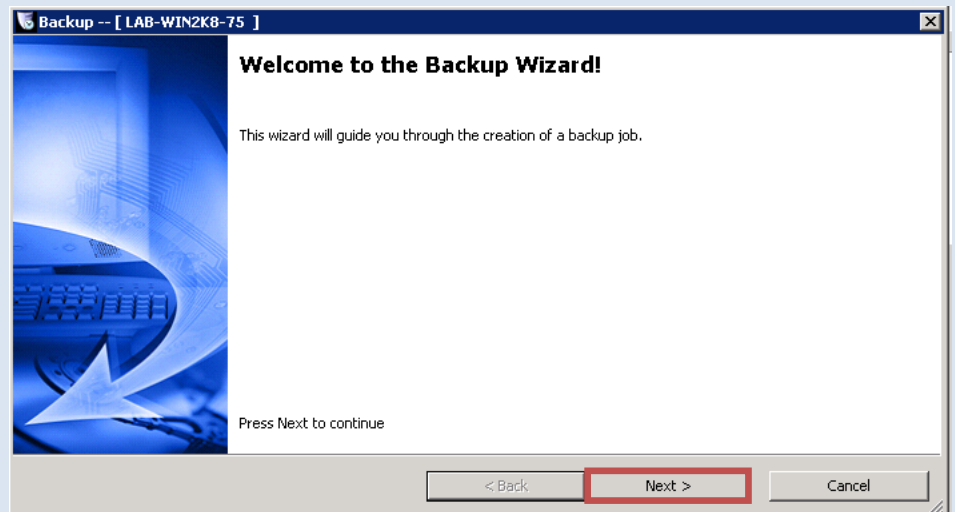
k. Click **OK**
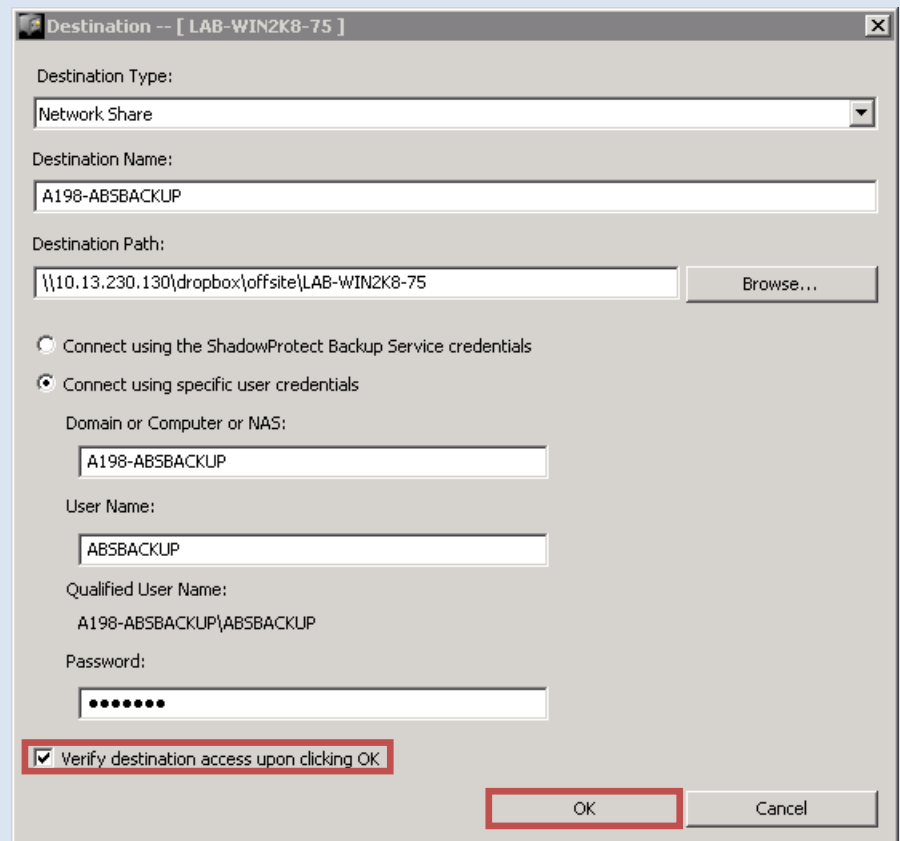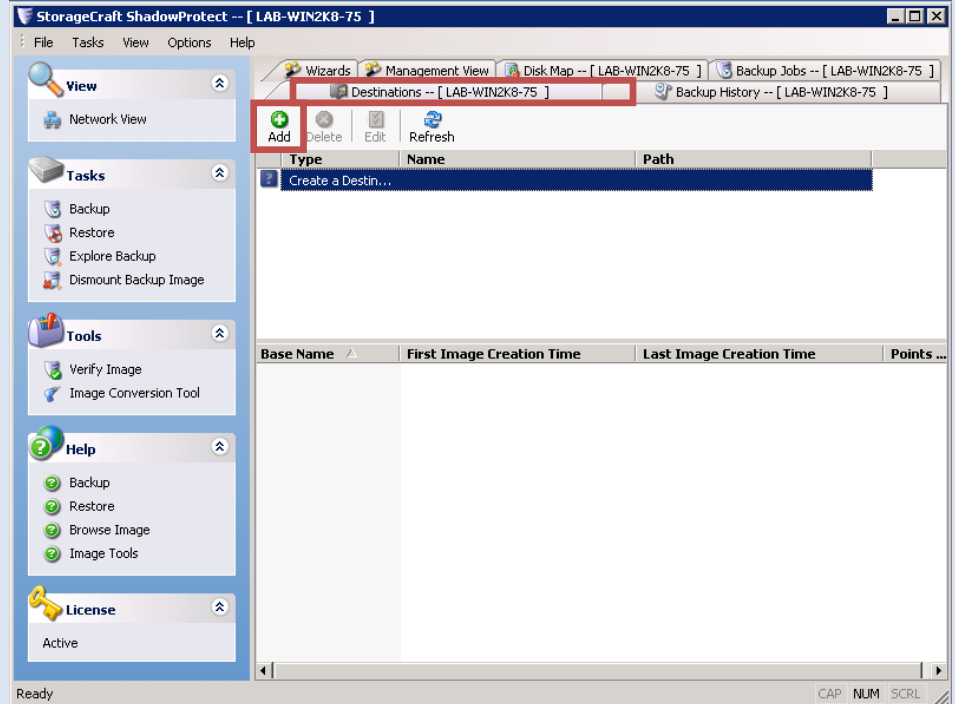
3. Configuring Backup Jobs

a. Click the **Backup Jobs** tab
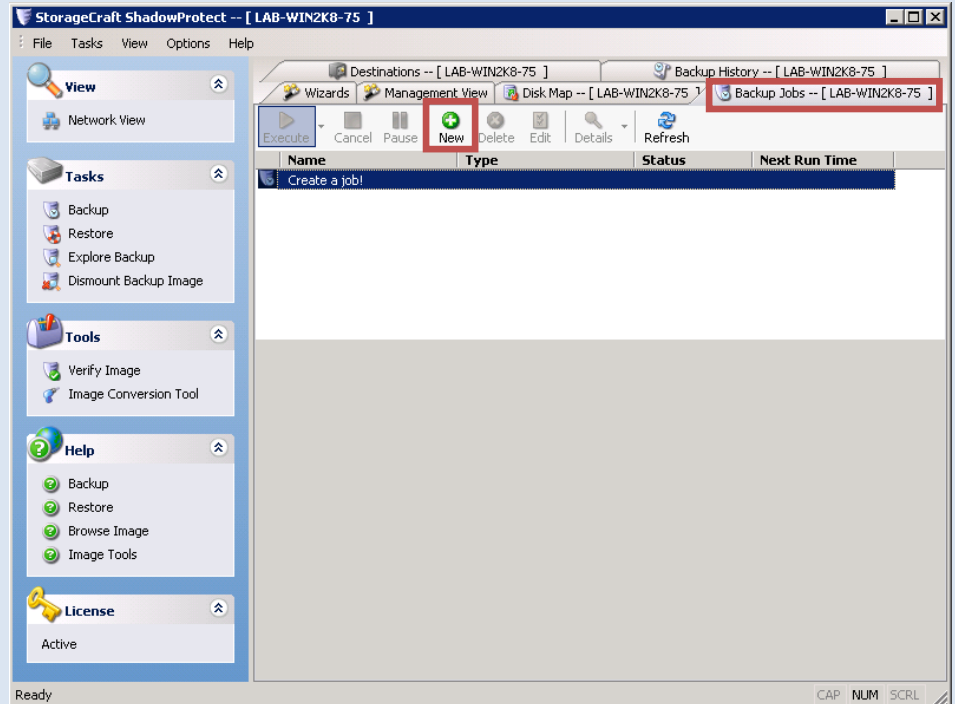
b. Click **New**

c. Click **Next**

d. Select all the disks to be protected
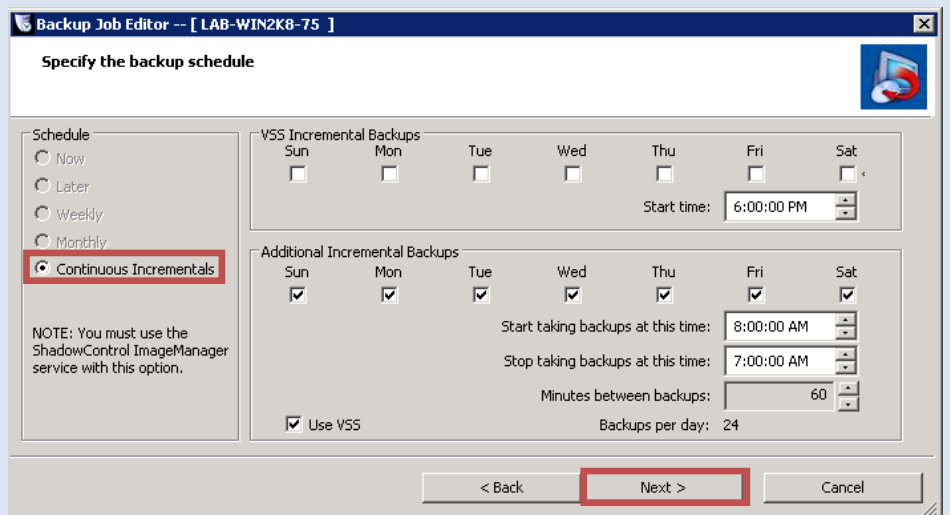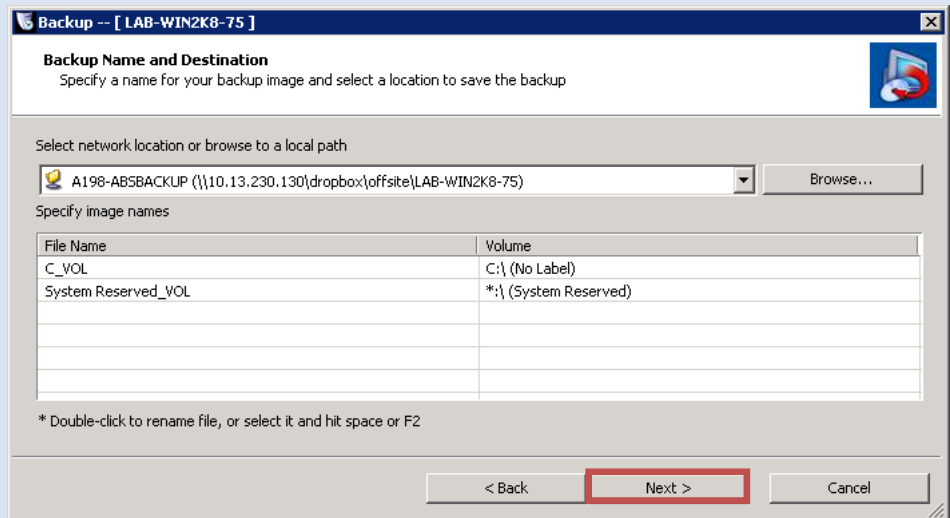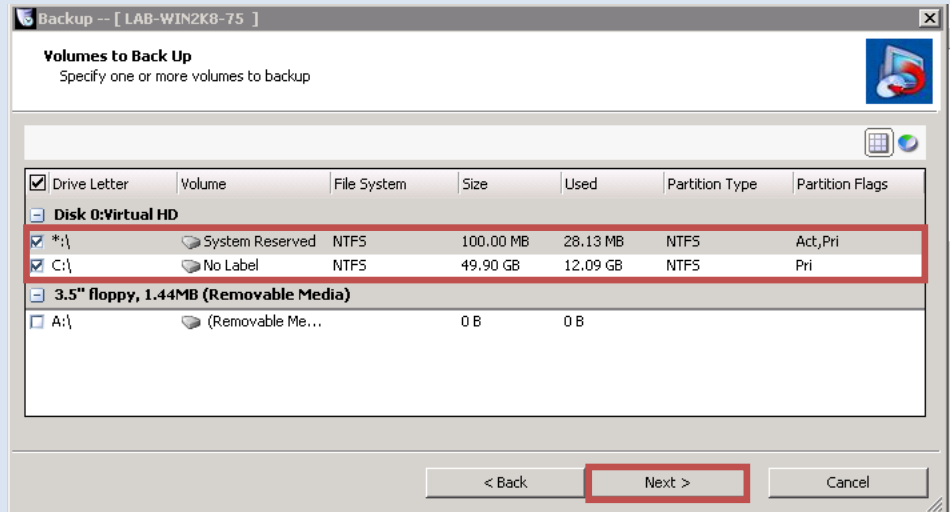
e. Click **Next**

f. Click **Next**

g. Under schedule, select **Continuous Incrementals**

h. Select Additional Incremental Backups to run **Sun-Sat**, **8:00AM-7:00AM** with **60 minutes** in between backups

i. Ensure that **Use VSS** is selected

j. Click **Next**

⚠ For best performance, stagger backup jobs between machines by at least 10 minutes

k. Check off **Enter Password**

l. Type in the **Encryption Password** as it appears in the **Activation Letter**

m. Under **Backup Job Name**, type in the name of the client machine
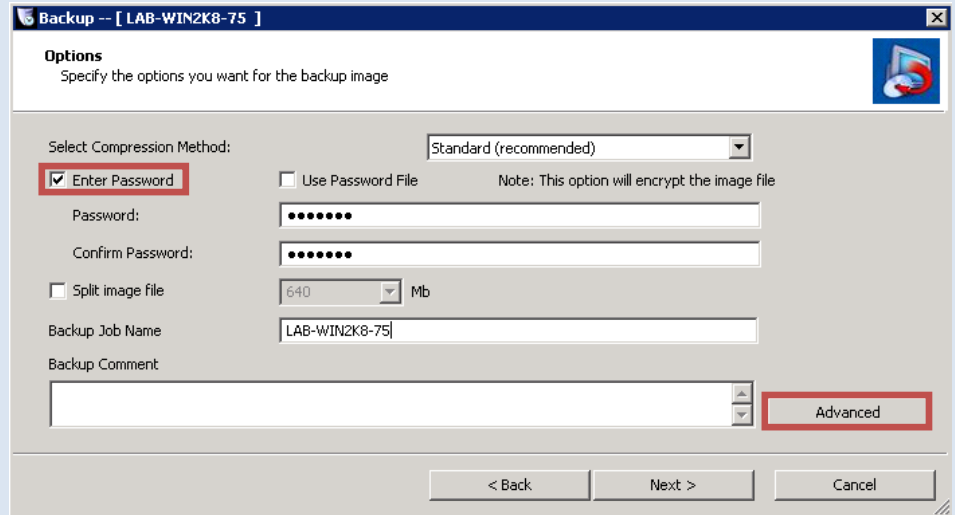
n. Click **Advanced**

(i) If the client does not wish to use the ABS provided **Encryption Password**, feel free to use a unique one. Remember to store the password in a safe place.

o. Select the **Encryption** tab

p. Under Encryption Algorithm, Select **AES 256 bit**

q. Click **OK**

r. Click **Next**

s. Uncheck **Execute Now**

t. Click **Finish**

u. Click the newly created backup job

v. Click **Pause**

⚠️ Initial base image jobs may impact network performance. Resume the backup job when most convenient.
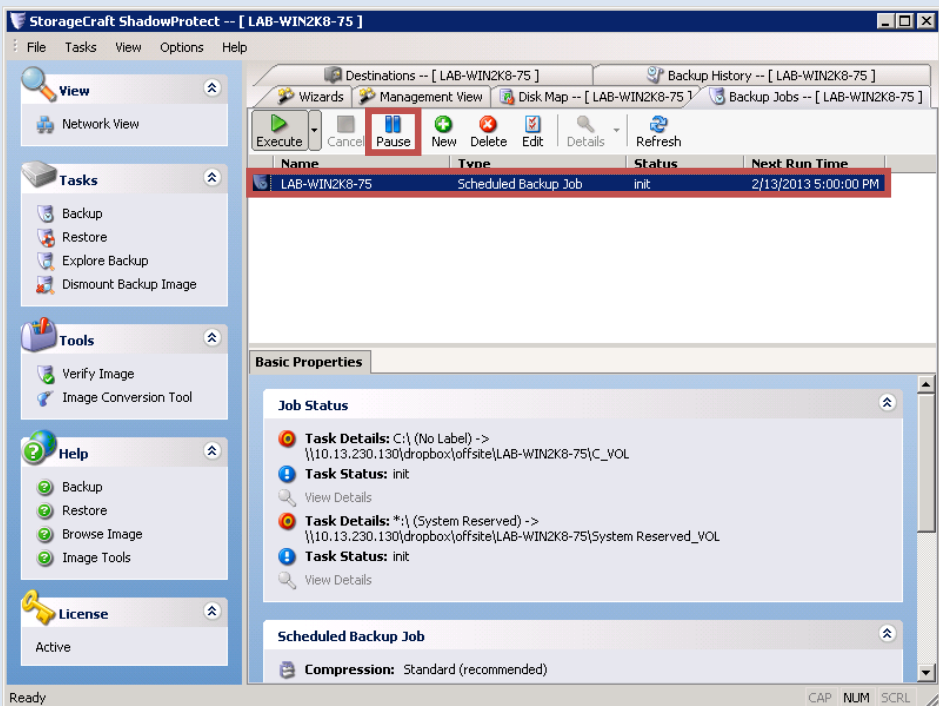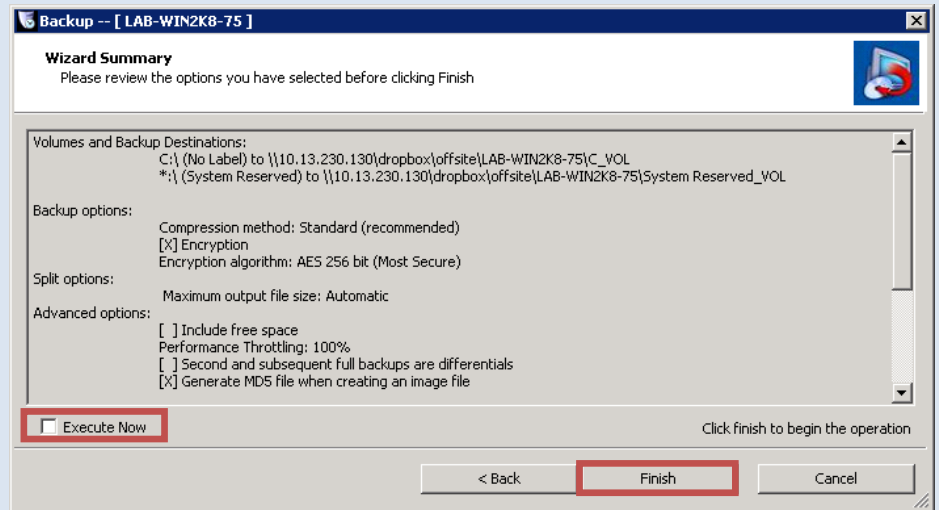
ⓘ Daily incremental snapshots barely impact network performance.

Backup job configuration is now **Complete**

Configure Image Manager

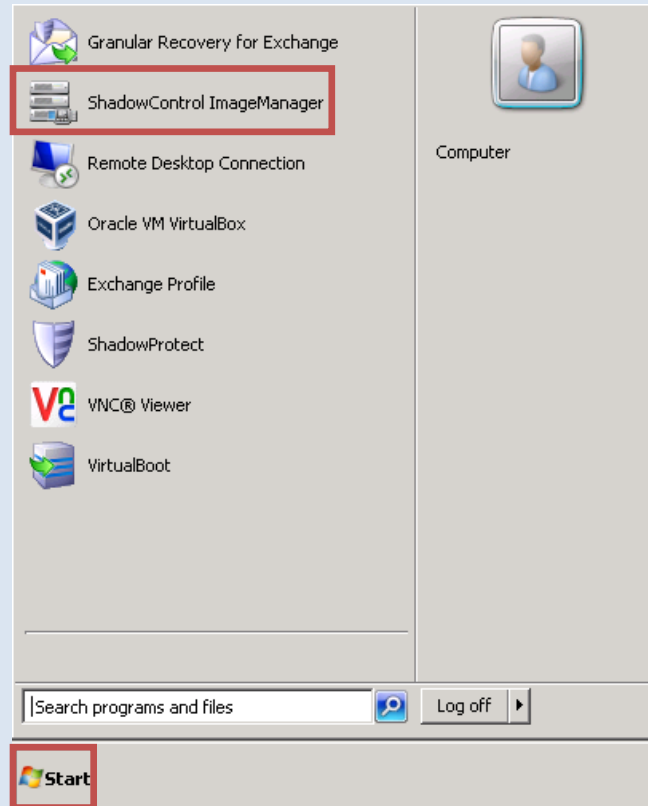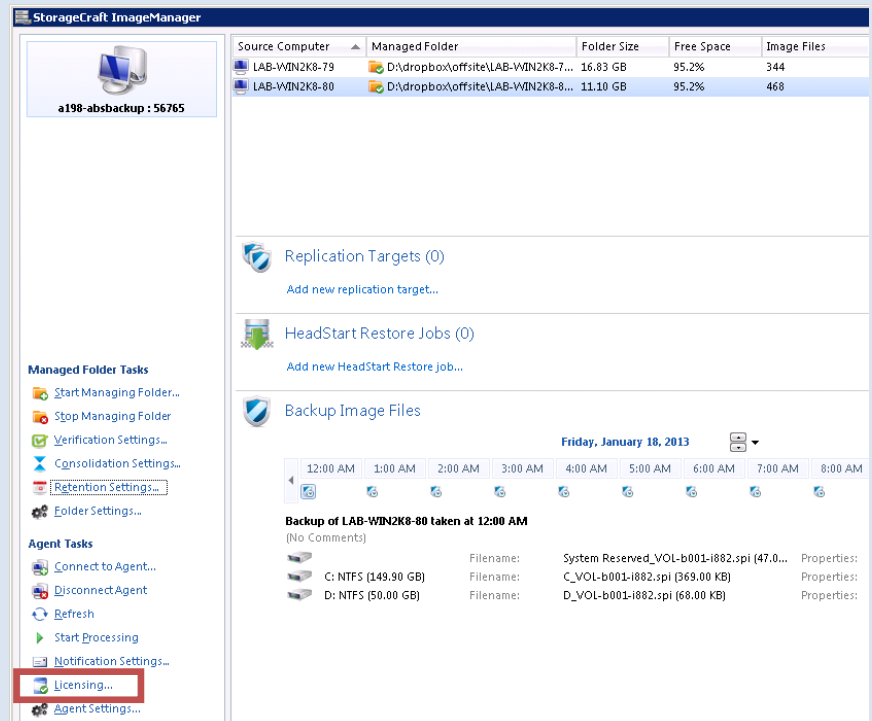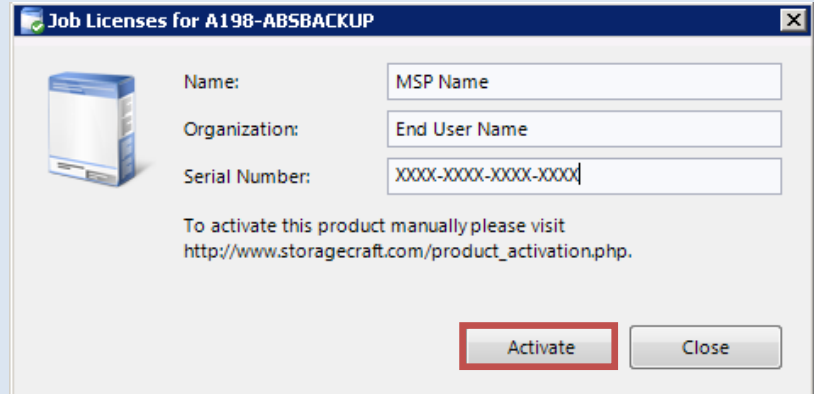|	
1. Activate License a. Click **Start** b. Click **ShadowControl ImageManager** c. Under Managed Folder Tasks, Click **Licensing...**	

d. Populate the fields with **MSP Name** and **End User Name**

ⓘ Refer to the **Activation Letter** for the **Serial Number**

e. Click **Activate**

Job Licenses for A198-ABSBACKUP

Name: MSP Name

Organization: End User Name

Serial Number: XXXX-XXXX-XXXX-XXXX

To activate this product manually please visit http://www.storagecraft.com/product_activation.php.

[Activate] [Close]

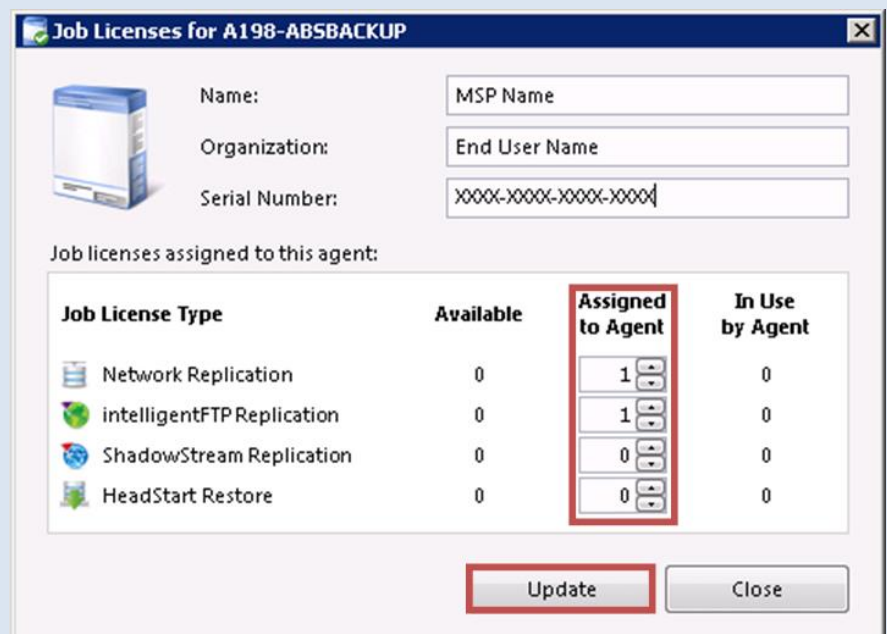f. Click **OK**

Activation Succeeded

The StorageCraft ImageManager agent on A198-ABSBACKUP is now activated. Before you can create replication or HeadStart Restore jobs, however, you must first assign job licenses to this agent.

[OK]

g. Click the **up arrows** to assign all available licenses to agent

h. Click **Update**

Job Licenses for A198-ABSBACKUP

Name: MSP Name

Organization: End User Name

Serial Number: XXXX-XXXX-XXXX-XXXX

Job licenses assigned to this agent:

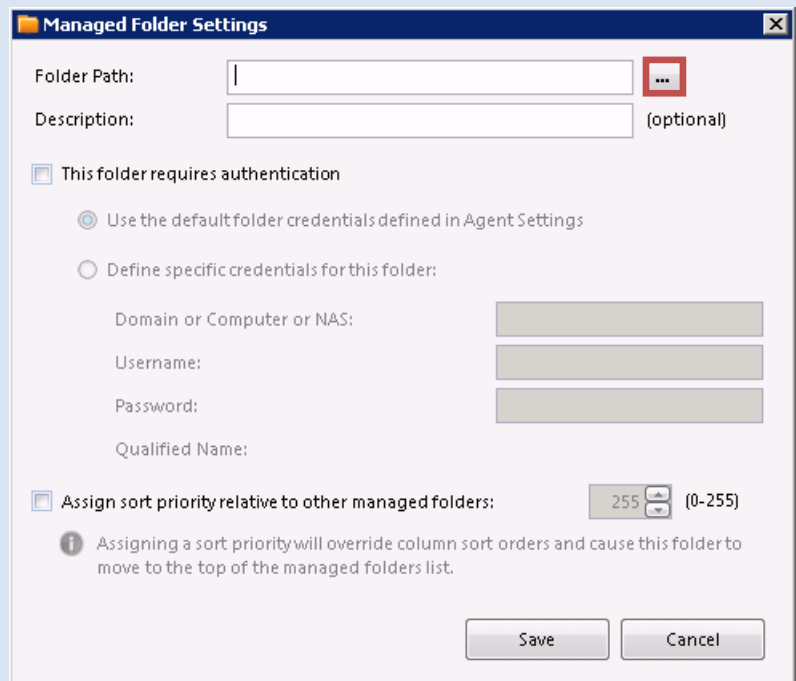| Job License Type	Available	Assigned to Agent	In Use by Agent
Network Replication	0	1	0
intelligentFTP Replication	0	1	0
ShadowStream Replication	0	0	0
HeadStart Restore	0	0	0

[Update] [Close]

2. Add Managed Folder

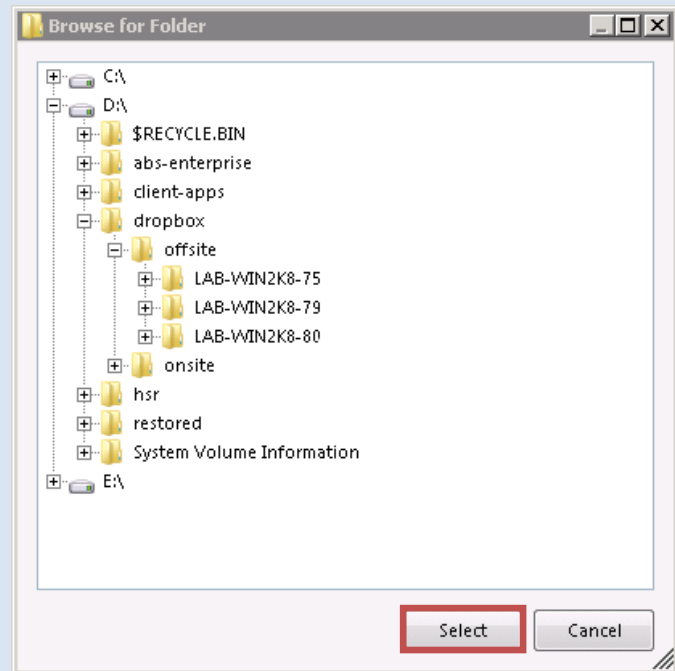a. Under **Managed Folder Tasks**, click **Start Managing Folder**
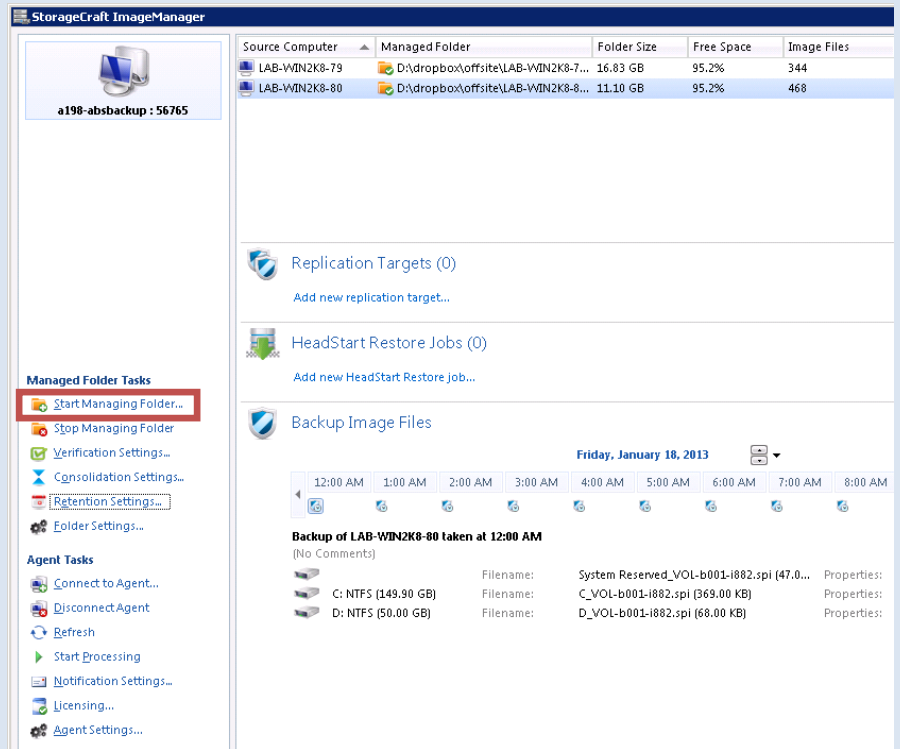
b. Click the **Browse** button to the right of the **Folder Path** field

c. Navigate to:
D:\dropbox\xxx\client-name
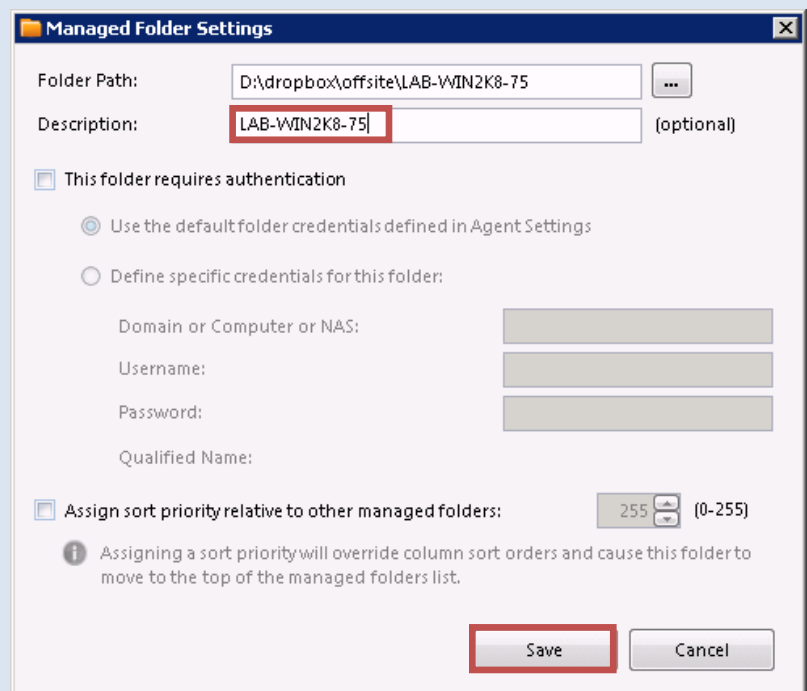
ⓘ Replace **xxx** with **offsite** or **onsite** depending on the storage location of the protected machine

d. Click **Select**

e. Type in the description (use name of client machine being added for protection)

f. Click **Save**

3. Retention Policy

a. Click the **Managed Folder**

b. Under **Managed Folder Tasks**, click **Retention Settings**


c. Configure the retention policy

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

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

e. Uncheck the **Move consolidated daily and weekly image files...** checkbox

f. Click **Save**

ⓘ The retention policy can be modified to meet the client's requirements, keep in mind, a longer retention policy will consume more disk space.
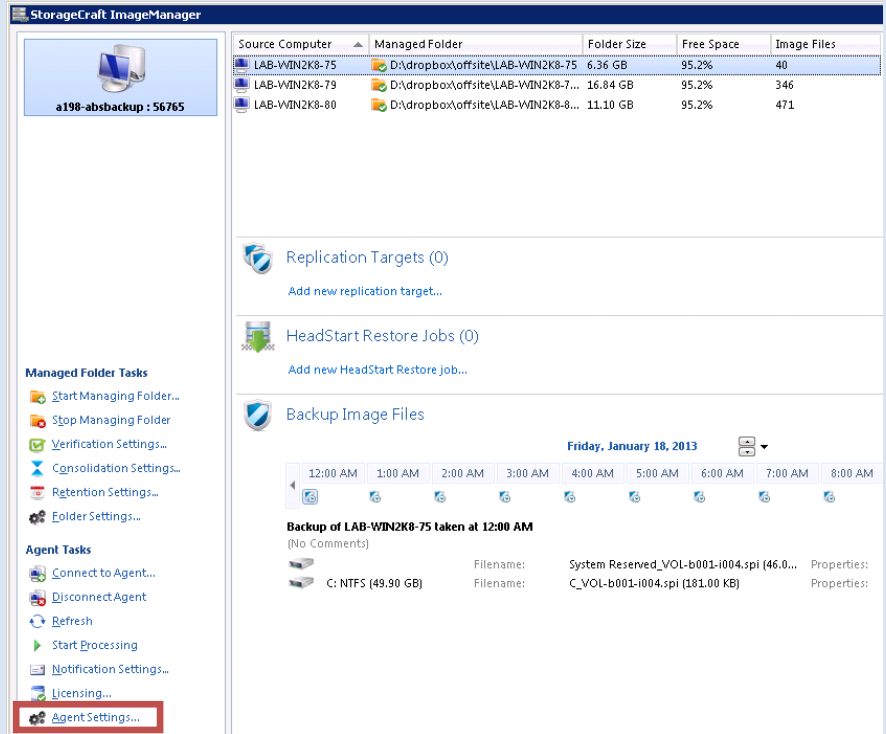
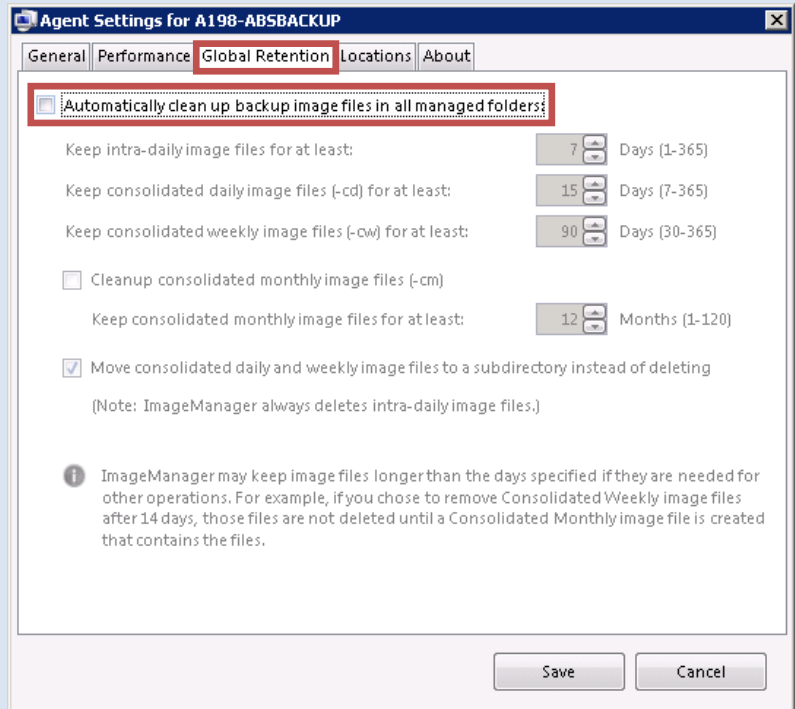Retention configuration is now **Complete**
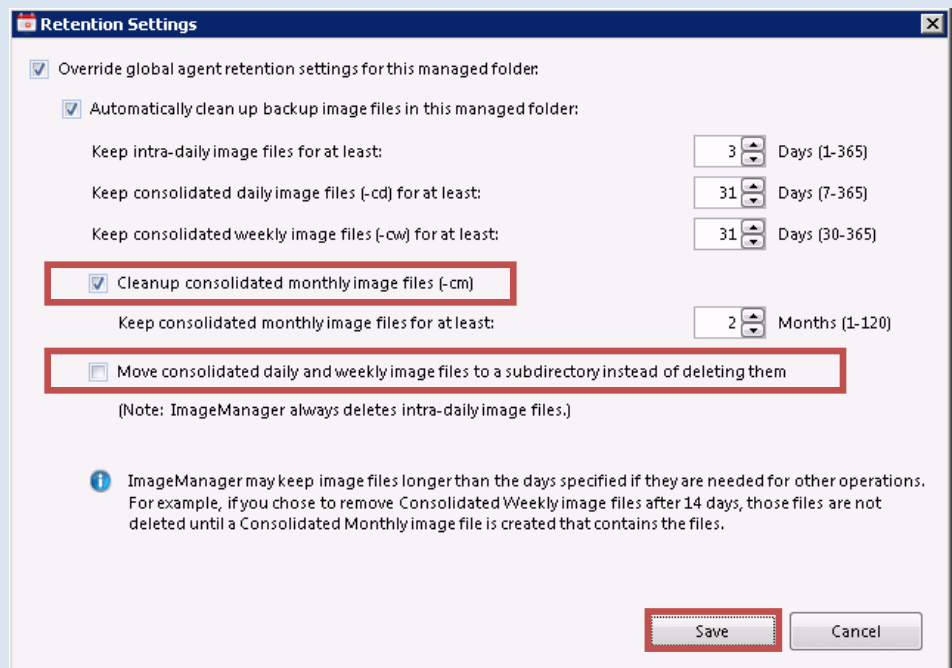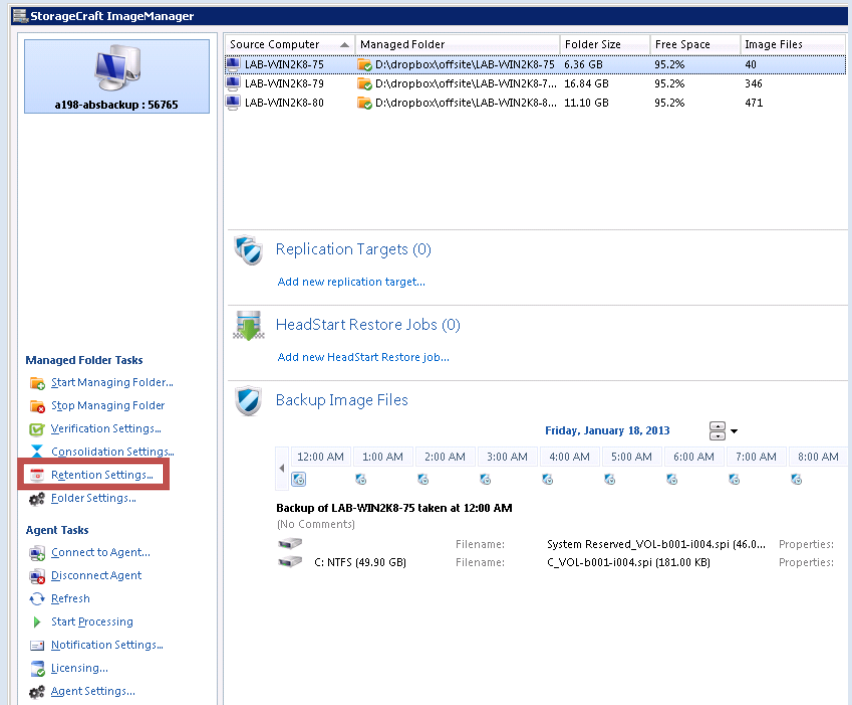
Offsite Replication Setup

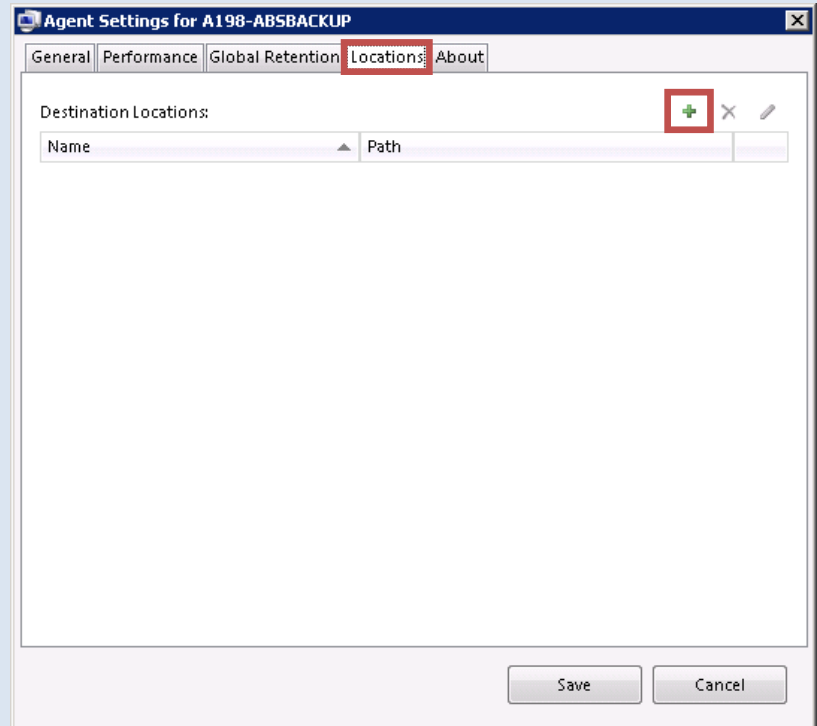**1. Add Locations**

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

b. Click **Global Retention** tab

c. Uncheck **Automatically clean up backup....**

ⓘ Running global retention is not necessary when retention is configured individually for agents. This allows greater customization of retention settings.

d. Select the **Locations Tab**, click the **"plus" icon**

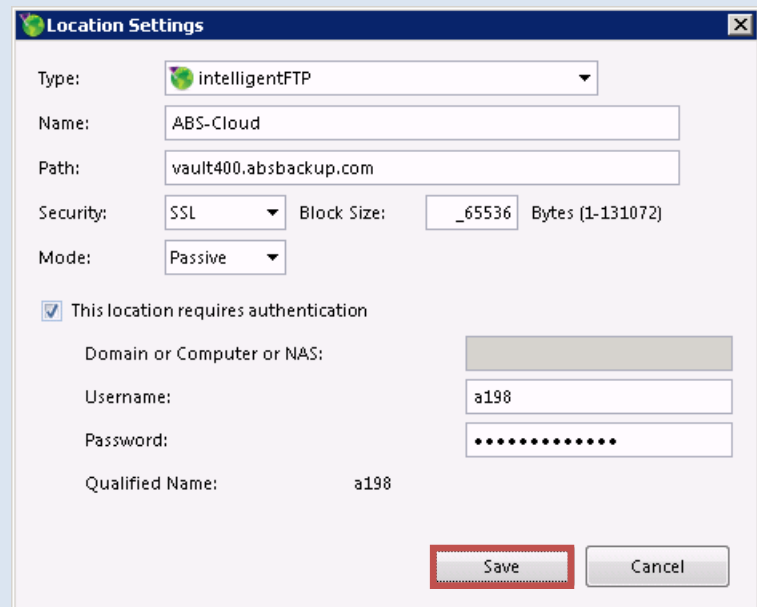e. Setup the **Location Settings** using the information below

Type: **intelligentFTP**
Name: **ABS-Cloud**
Path: **ABS Vault Name**
Security: **SSL**
Block Size: **Default** (65536)
Mode: **Passive**
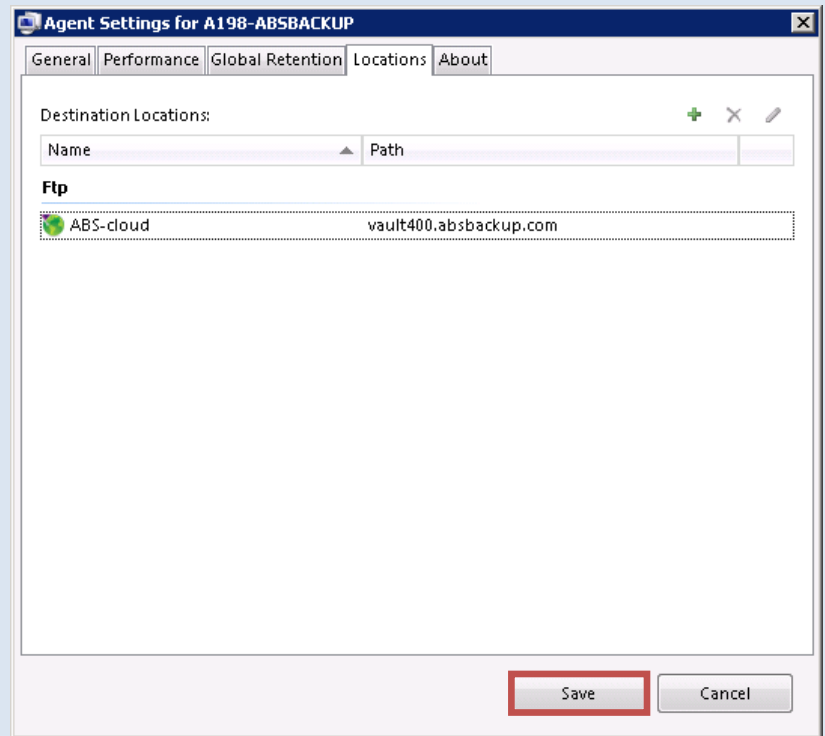
f. Select **This location requires authentication**

g. Type in the Username and Password

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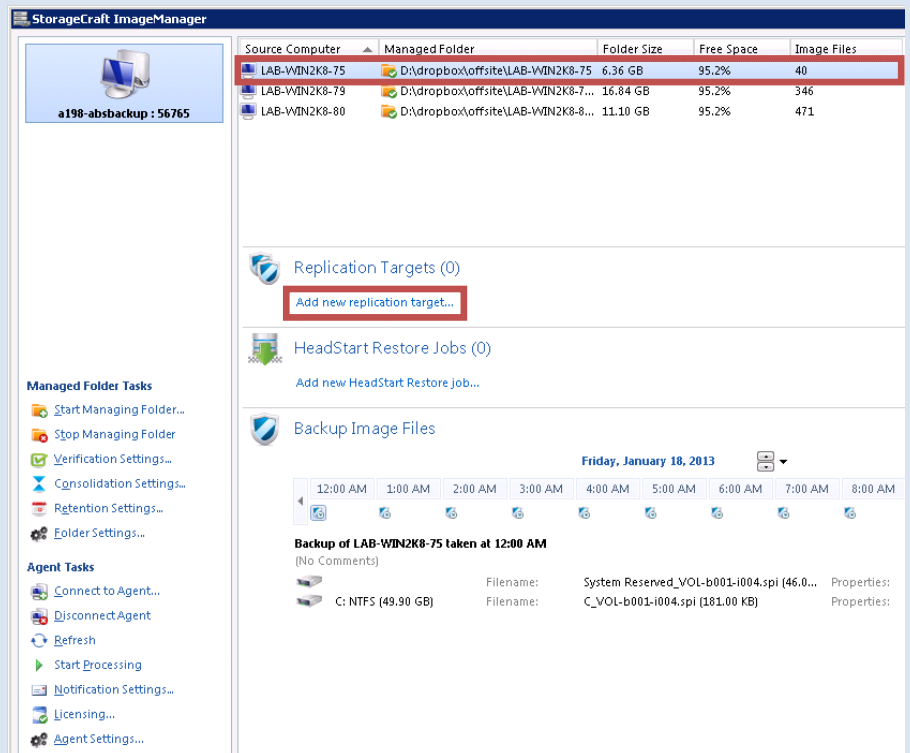
h. Click **Save**

i. Click **Save**

2. **Replication Targets**

a. Select the name of the machine being added for replication
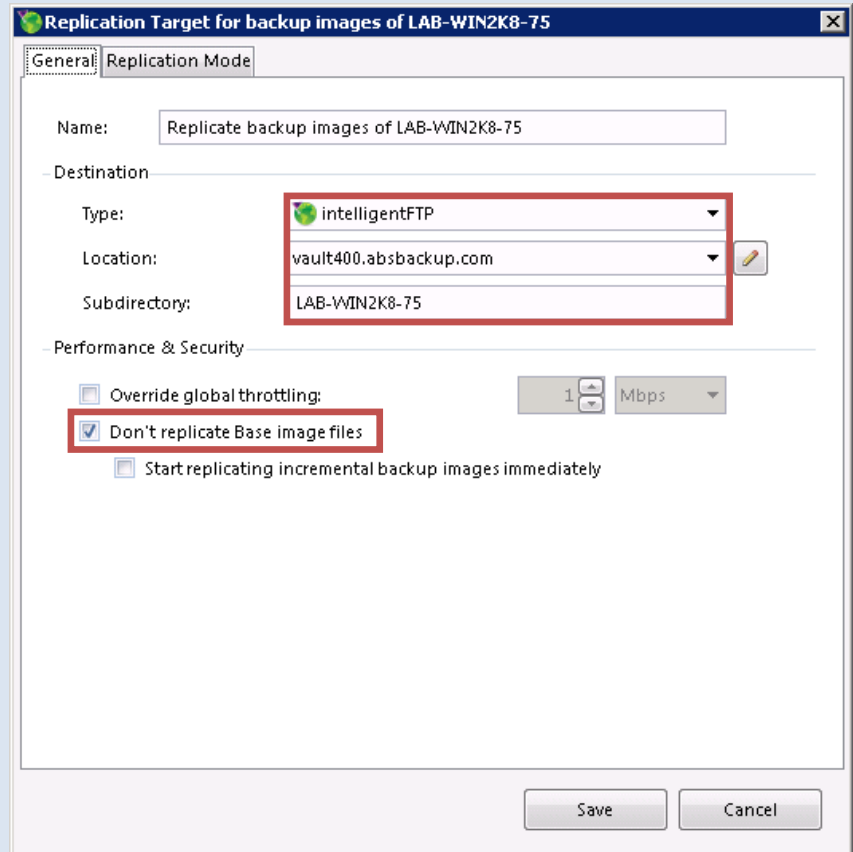
b. Click **Add new replication target…**

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**

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**

Replication configuration is now **Complete**.

Please email us at support@absbackup.com to inform the support team that the appliance configuration is now complete.