

# **ABS Enterprise®**

## **Installation Guide - StorageCraft**

June 2014



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## 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

- From the client, click the **Start** button
- Enter in the share path in the search field

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

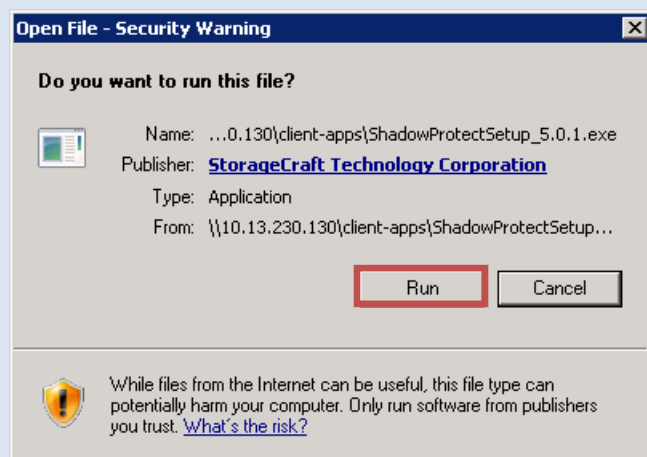
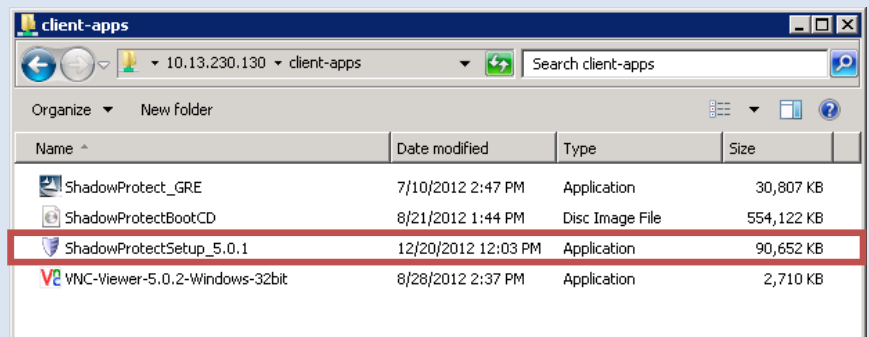
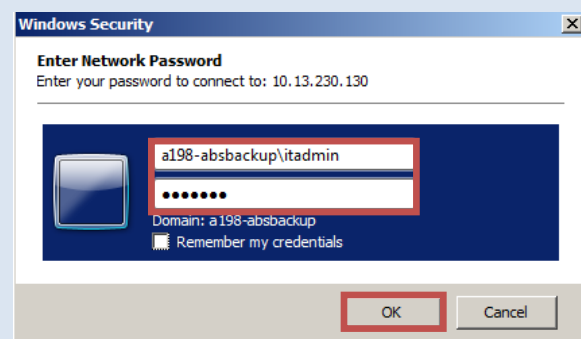
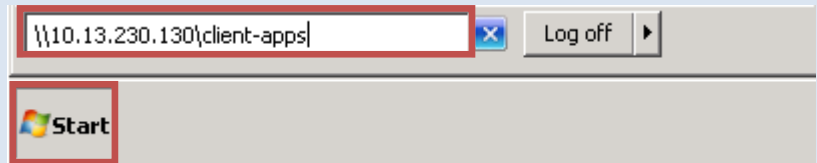
- Enter in the **itadmin** account credentials (refer to your **Activation Letter** for the password)

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

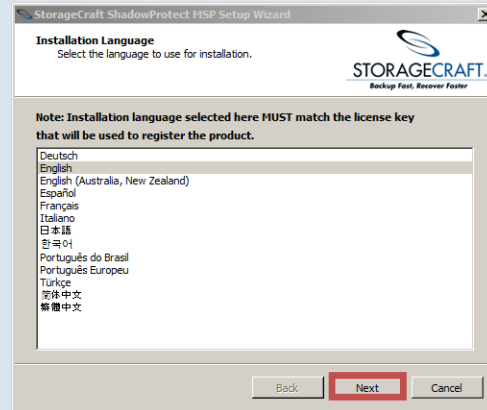
- It is recommended to copy **ShadowProtectSetup.exe** to a local directory on the client, but is not required

### 2. Install the Agent

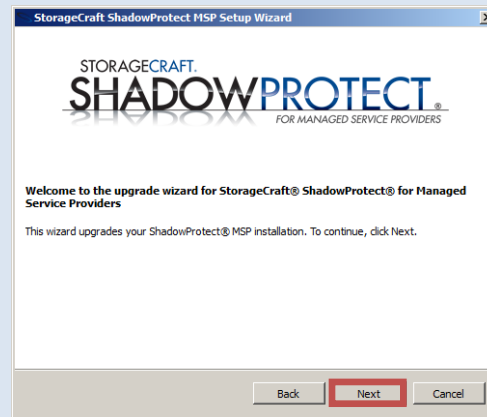
- Double Click the agent installer:  
**ShadowProtect.exe**
- Click **Run**



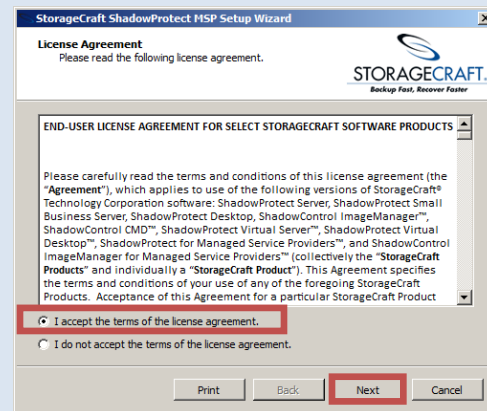
c. Select **English**, click **Next**



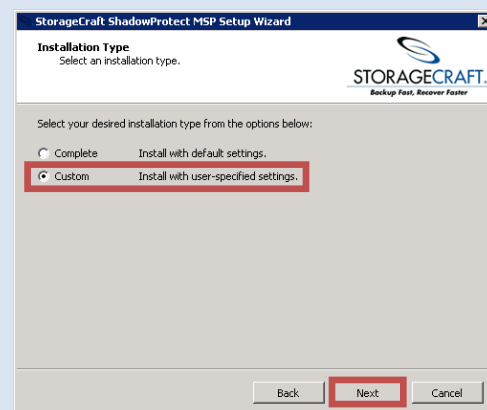
d. Click **Next**



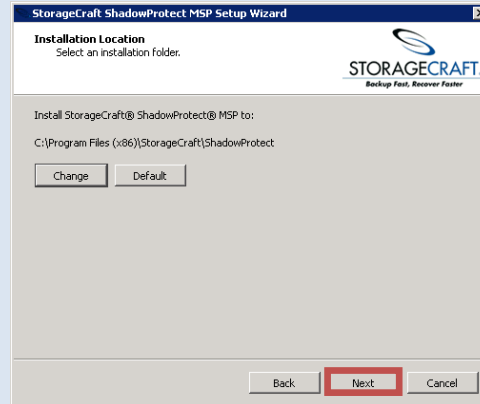
e. Accept the agreement, click **Next**



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

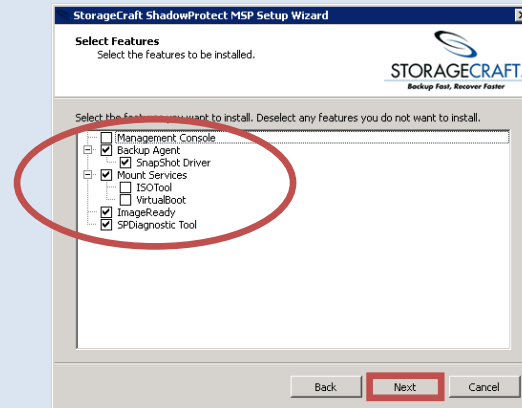


g. Click **Next** to accept the default install directory

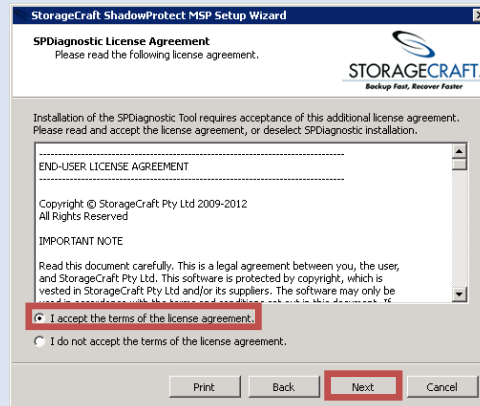


h. Select only the following:

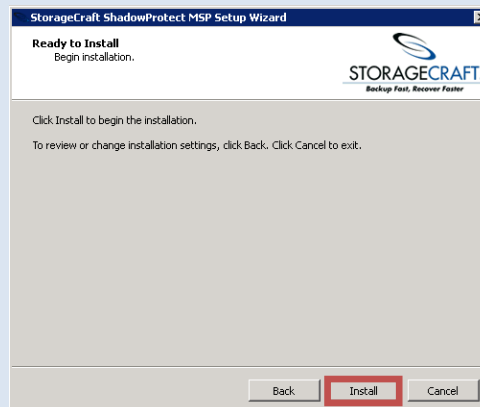
- **Backup Agent**
- **SnapShot Driver**
- **Mount Services**
- **ImageReady**
- **SPDiagnostic Tool**



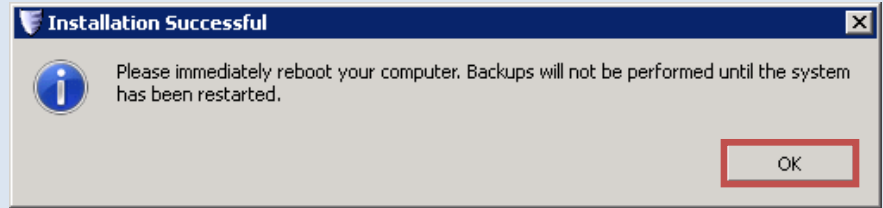
i. Click **Next**



j. Click **Install**

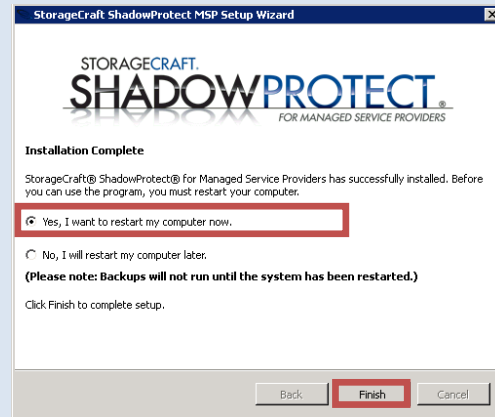


k. Click **OK**



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

After the reboot has completed, the ShadowProtect agent installation is **Complete**.



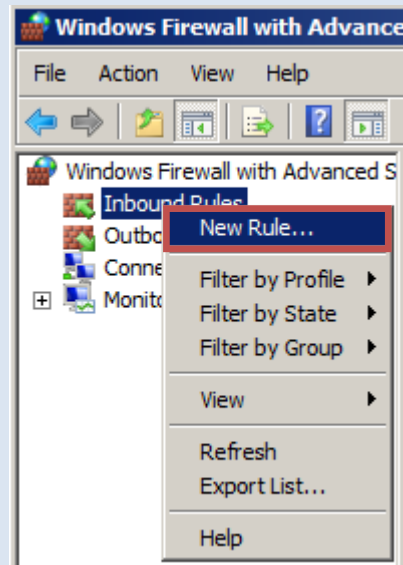
## Configuration of Windows Firewall on Clients

### 1. Create Firewall Rule

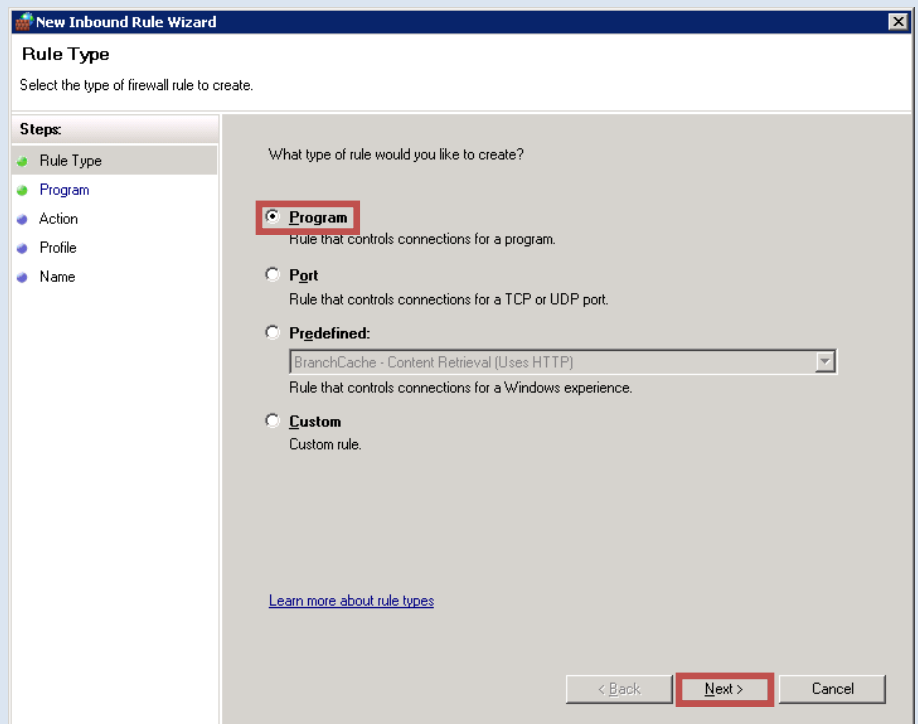
- Log into the machine where you have the ShadowProtect Agent installed
- Click **Start**
- Type in **wf.msc**, hit **Enter**



- Select **Inbound Rules**, right click, select **New Rule**

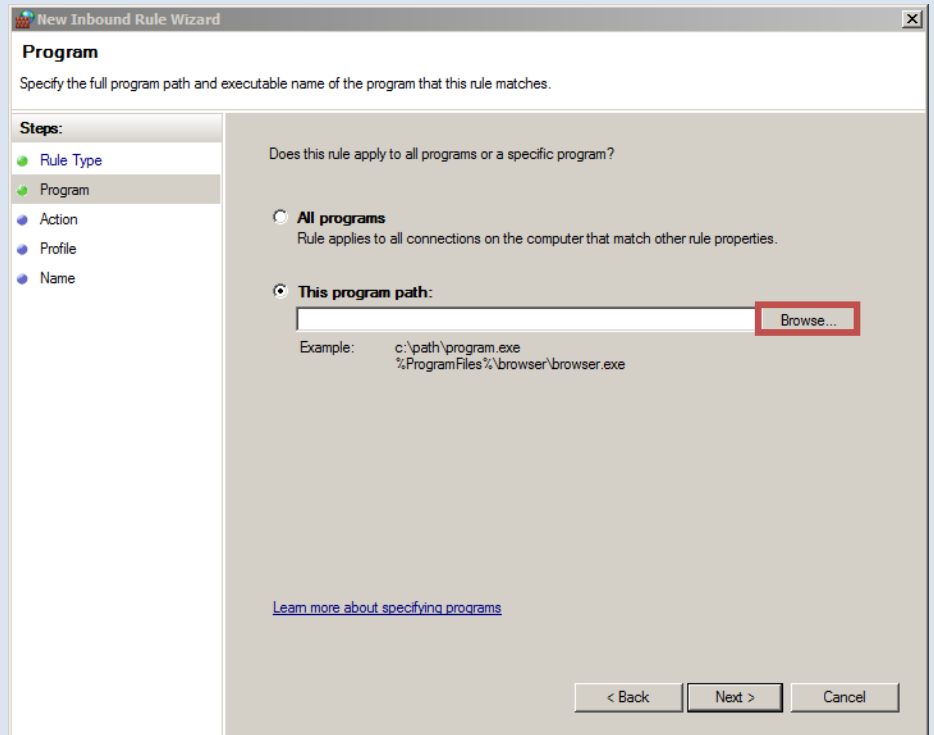


- Select **Program**, click **Next**





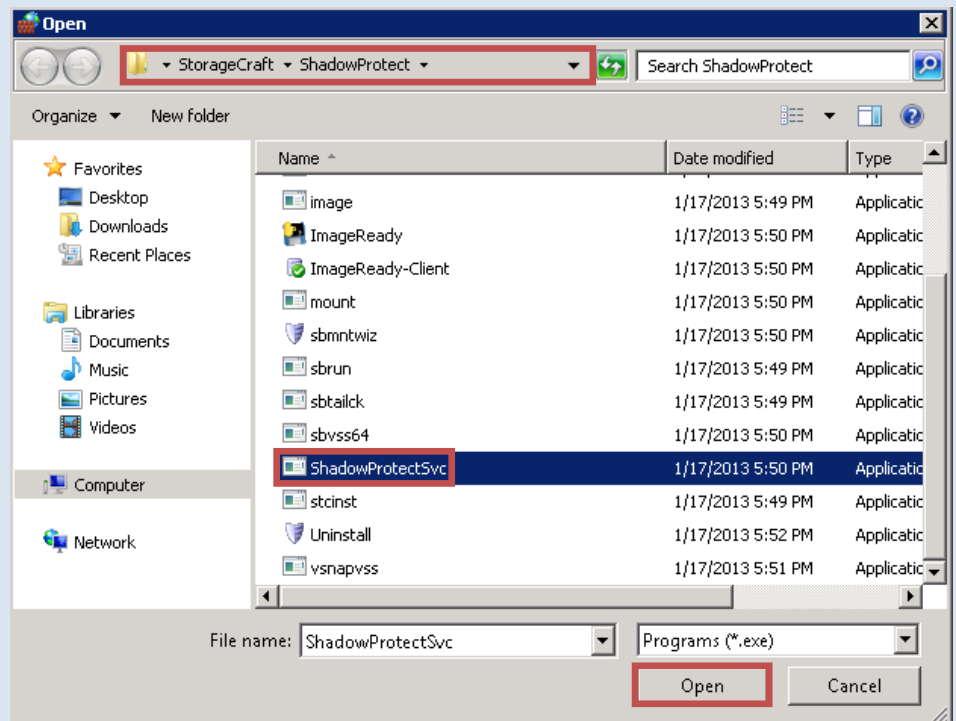
f. Select **Browse**



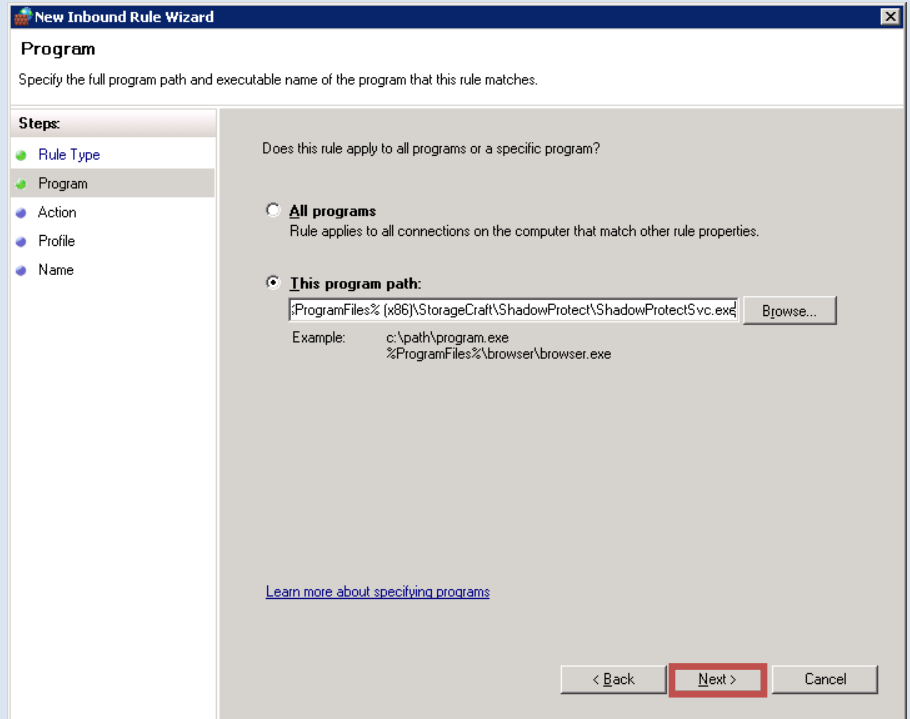
Go to: **C:\ProgramFiles (x86)\StorageCraft\ShadowProtect**

Select: **ShadowProtectSvc**

g. Click **Open**



h. Click **Next**



**New Inbound Rule Wizard**

**Program**

Specify the full program path and executable name of the program that this rule matches.

**Steps:**

- Rule Type
- Program**
- Action
- Profile
- Name

Does this rule apply to all programs or a specific program?

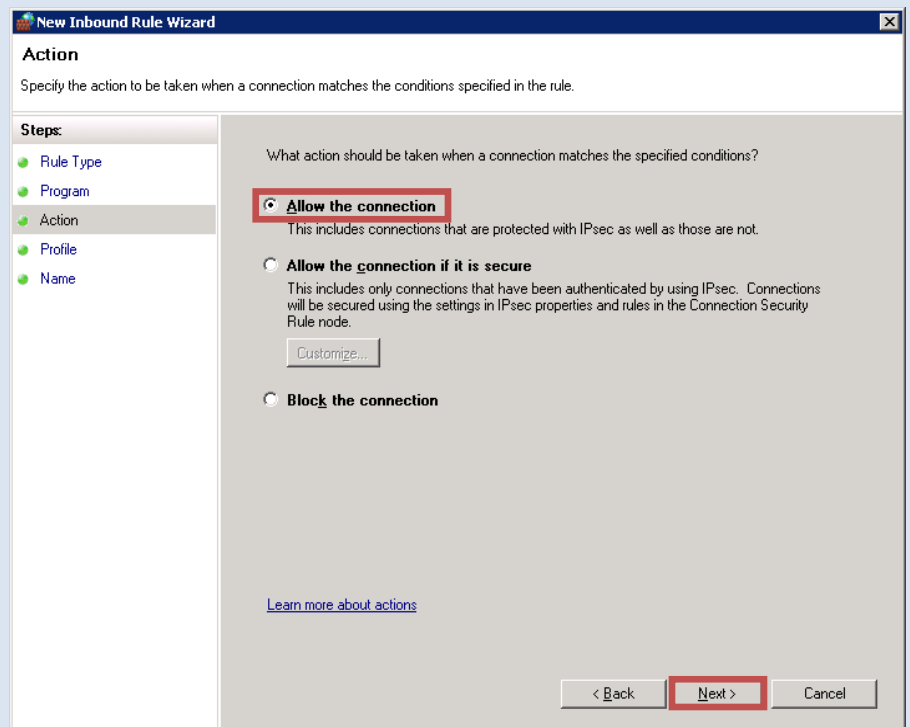
☐ **All programs**  
Rule applies to all connections on the computer that match other rule properties.

☒ **This program path:**  
   
 Example: c:\path\program.exe  
               %ProgramFiles%\browser\browser.exe

[Learn more about specifying programs](#)

< Back **Next >** Cancel

i. Select **Allow the connection**, click **Next**



**New Inbound Rule Wizard**

**Action**

Specify the action to be taken when a connection matches the conditions specified in the rule.

**Steps:**

- Rule Type
- Program
- Action**
- Profile
- Name

What action should be taken when a connection matches the specified conditions?

☒ **Allow the connection**  
This includes connections that are protected with IPsec as well as those are not.

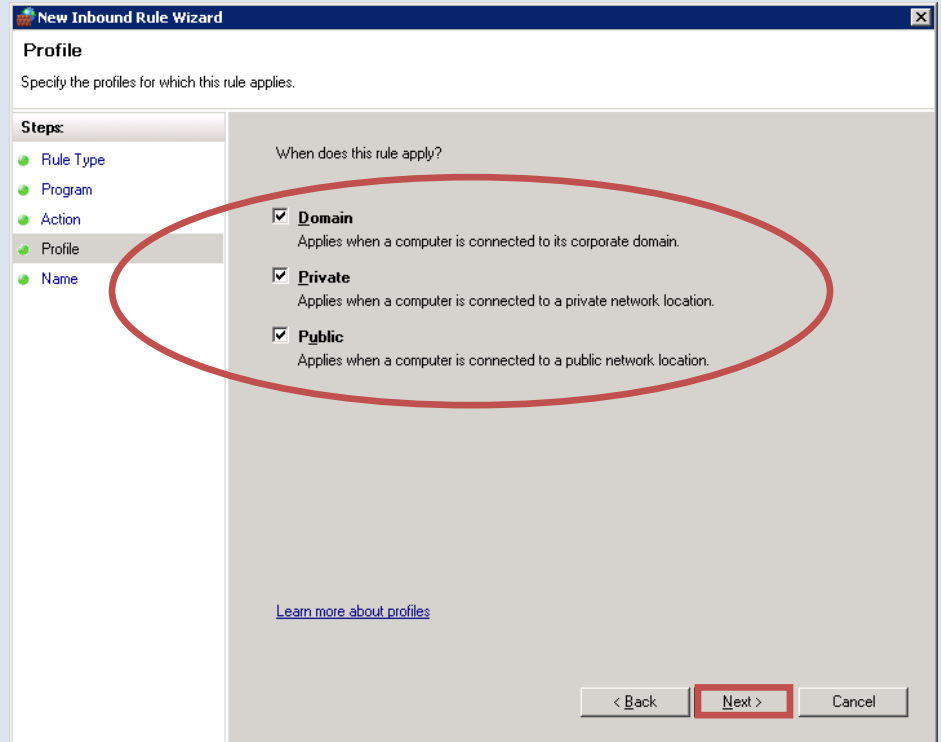
☐ **Allow the connection if it is secure**  
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.

☐ **Block the connection**

[Learn more about actions](#)

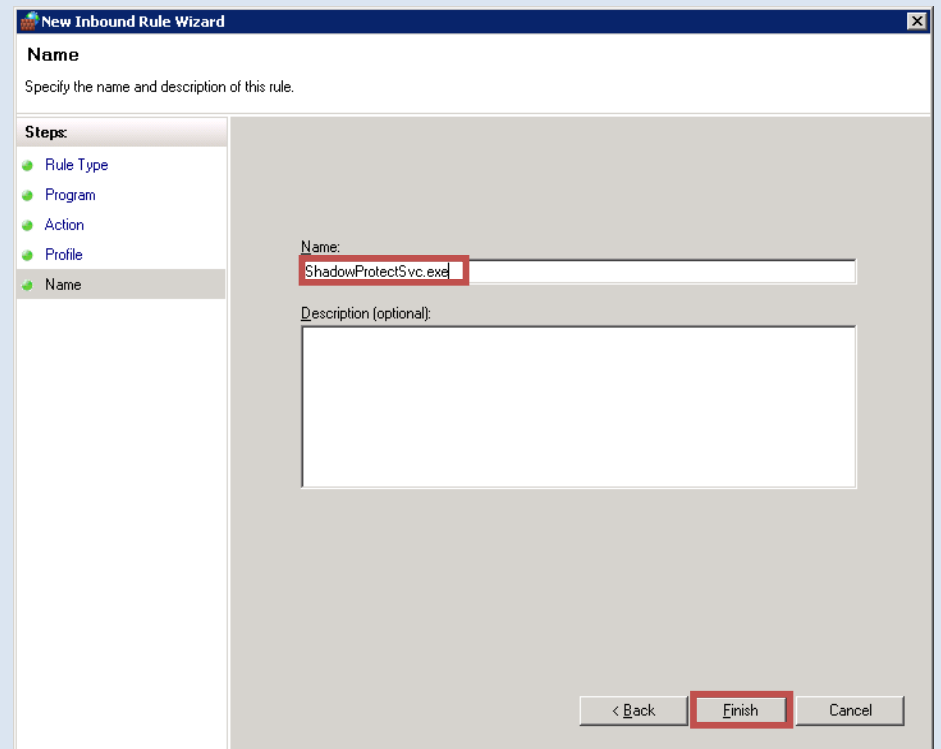
< Back **Next >** Cancel

- j. Ensure that **Domain**, **Private** and **Public** are selected, click **Next**



The screenshot shows the 'New Inbound Rule Wizard' window at the 'Profile' step. The 'Steps' list on the left includes Rule Type, Program, Action, Profile, and Name. The 'When does this rule apply?' section has three checked options: **Domain** (Applies when a computer is connected to its corporate domain.), **Private** (Applies when a computer is connected to a private network location.), and **Public** (Applies when a computer is connected to a public network location.). A red oval highlights these three options. At the bottom right, the 'Next >' button is highlighted with a red rectangle. A link 'Learn more about profiles' is also visible.

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



The screenshot shows the 'New Inbound Rule Wizard' window at the 'Name' step. The 'Steps' list on the left includes Rule Type, Program, Action, Profile, and Name. The 'Name' field contains 'ShadowProtectSvc.exe' and is highlighted with a red rectangle. The 'Description (optional):' field is empty. At the bottom right, the 'Finish' button is highlighted with a red rectangle.

Windows firewall configuration is now **Complete**

## Accessing ABS Appliance®

### 1. Remote Desktop

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

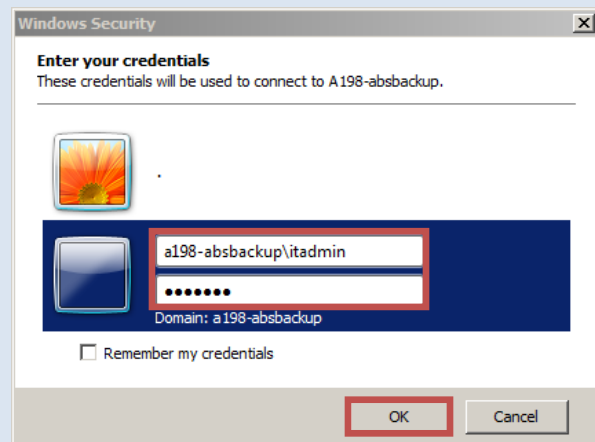
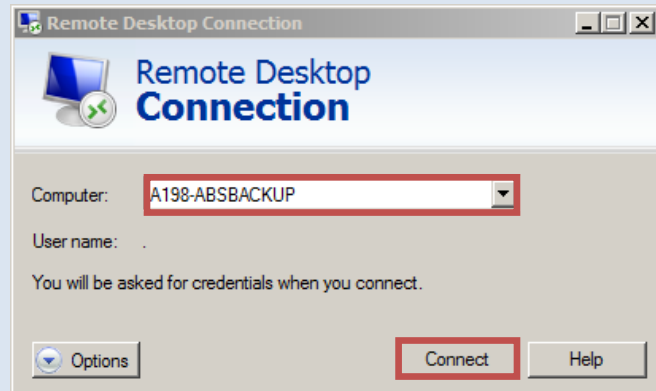
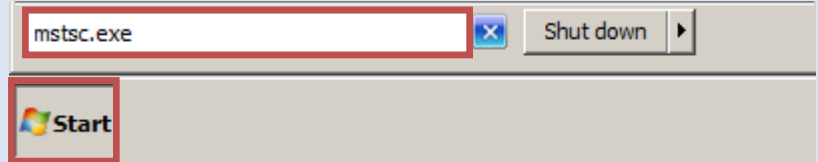
- Click the **Start Menu**
- In the search box, type **mstsc.exe**, hit **Enter**

**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**

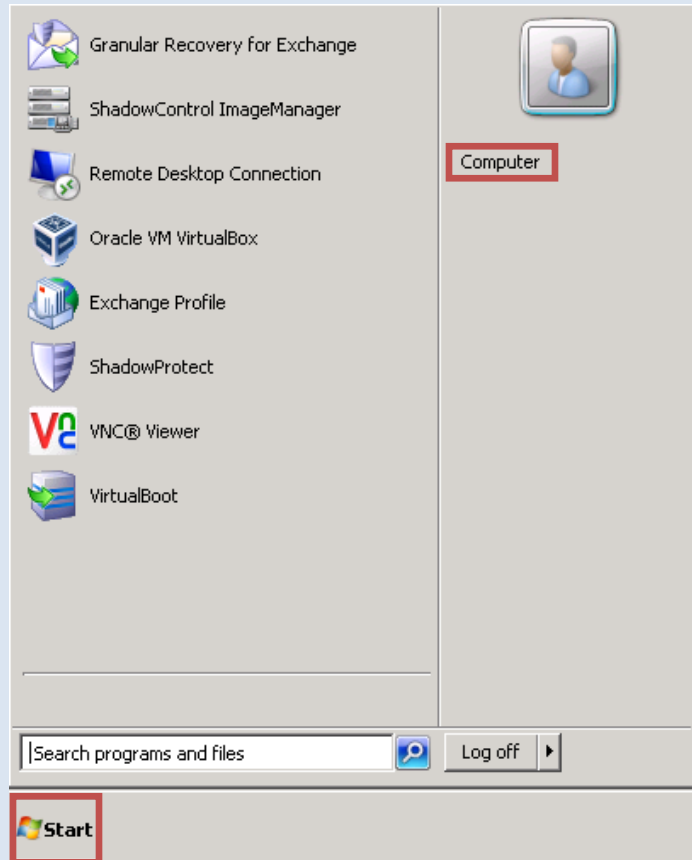
- Select **Use Another Account**
- Use the following username to log in:  
**axxx-absbackup\itadmin**  
(replace "xxx" with the appliance number)
- Use the password provided in the **Activation Letter**
- Click **OK**



## Dropbox Folder Configuration

### 1. Create Folder

- Click the **Start Button**
- Click **Computer**

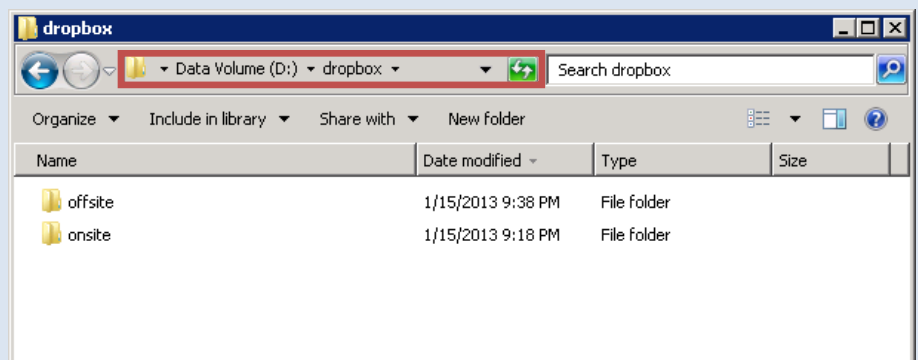


- Navigate to **D:\dropbox**
- Double click on the appropriate storage folder

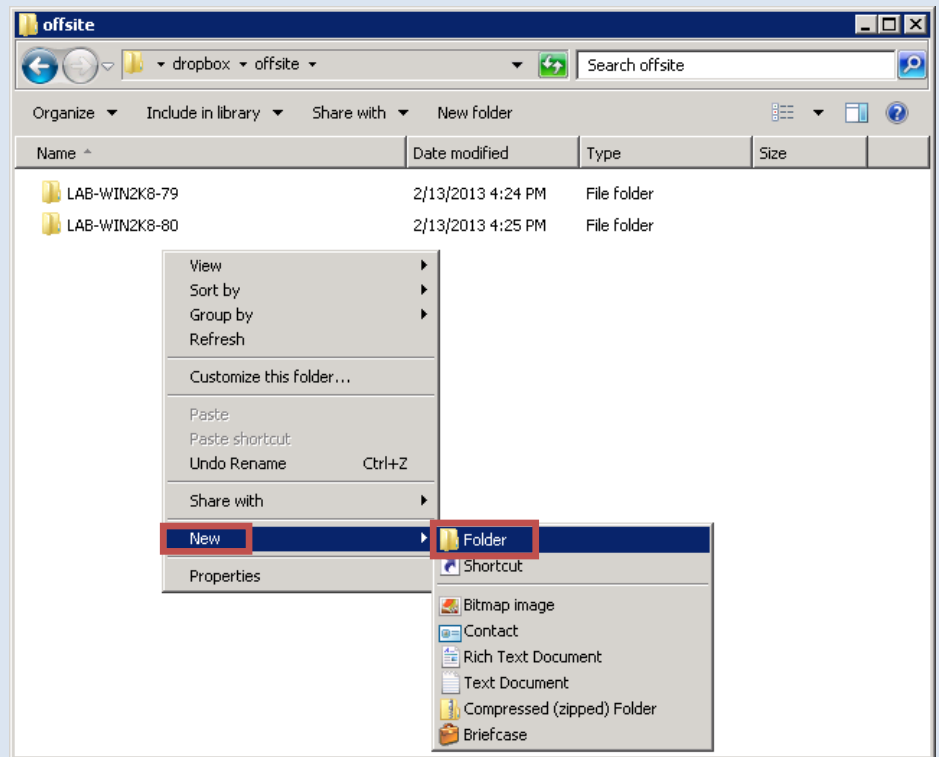
**i** You will find an **offsite** and an **onsite** folder under **dropbox**

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**)



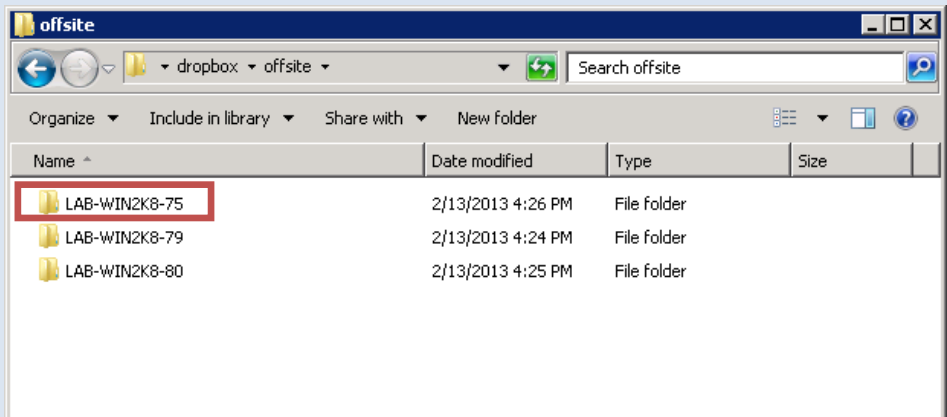
- e. Right click the blank area
- f. Select **New**
- g. Click on **Folder**



- h. Name the folder

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

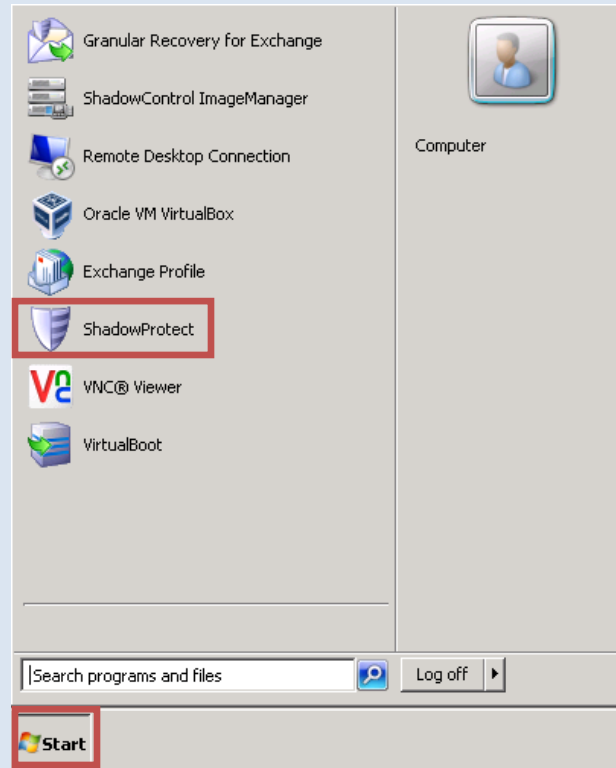
Dropbox folder configuration is now **Complete**



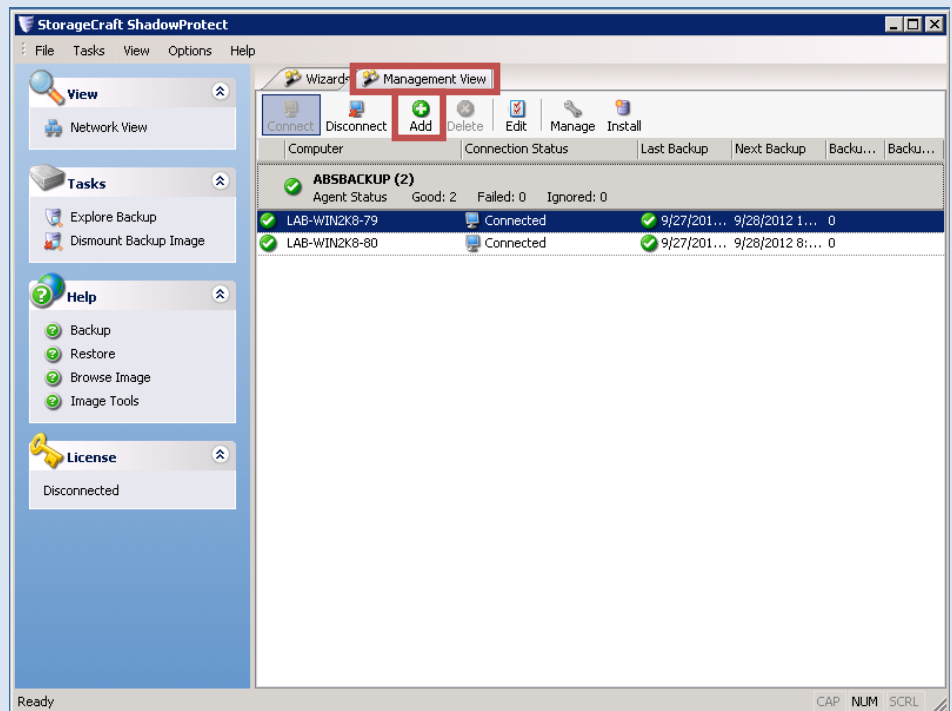
## Configuring Clients on Appliance

### 1. Connecting the Client


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




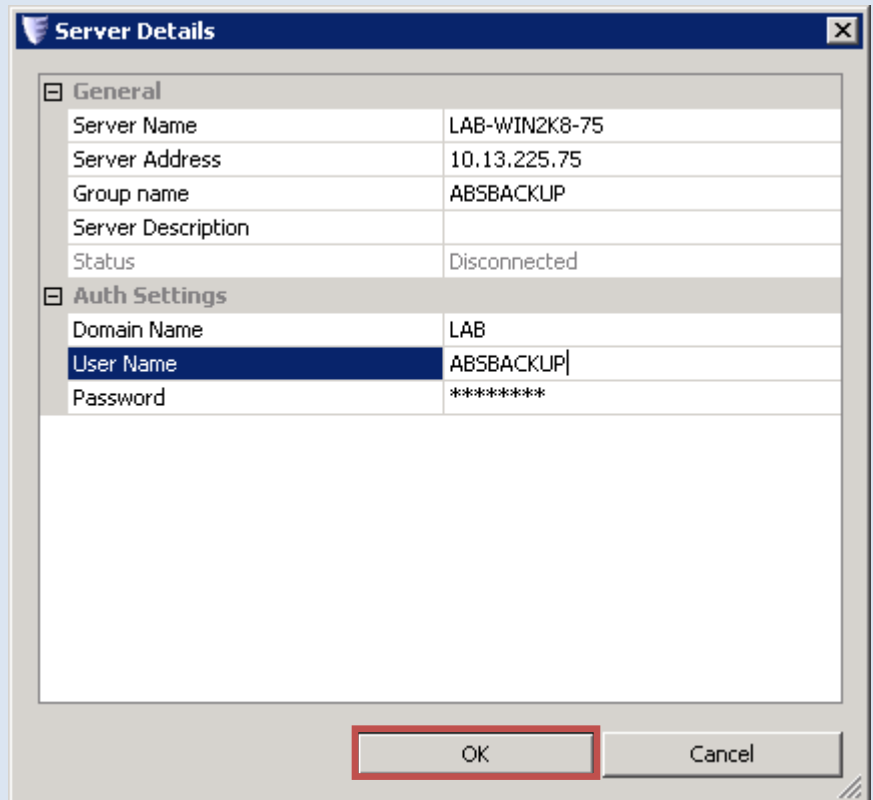
- Click the **Management View** tab
- Click **Add**



- 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.



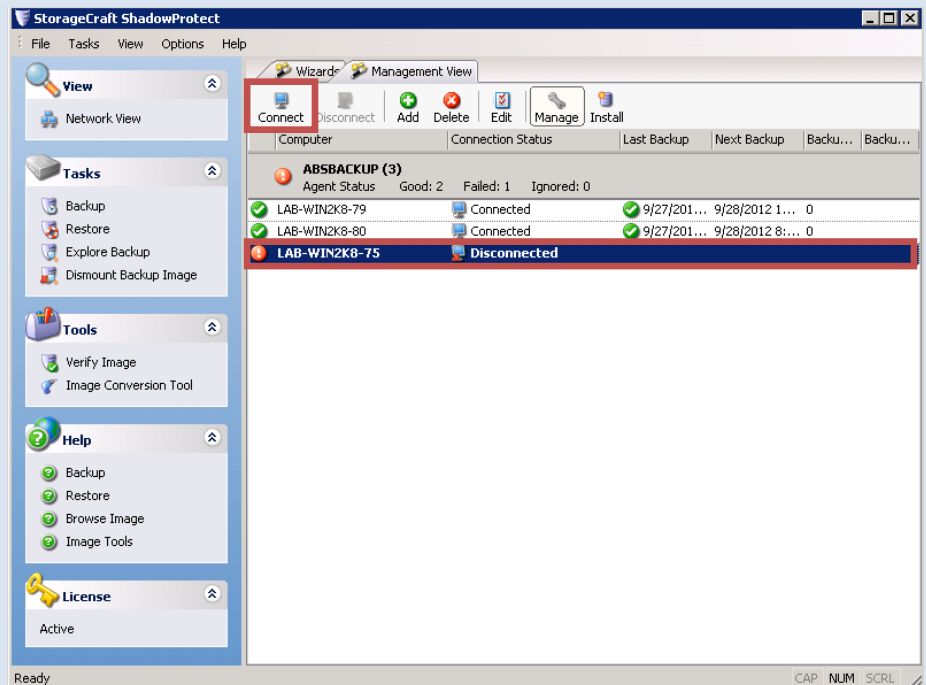
The 'Server Details' dialog box is shown with the following fields:

General	
Server Name	LAB-WIN2K8-75
Server Address	10.13.225.75
Group name	ABSBACKUP
Server Description	
Status	Disconnected

Auth Settings	
Domain Name	LAB
User Name	ABSBACKUP
Password	*****

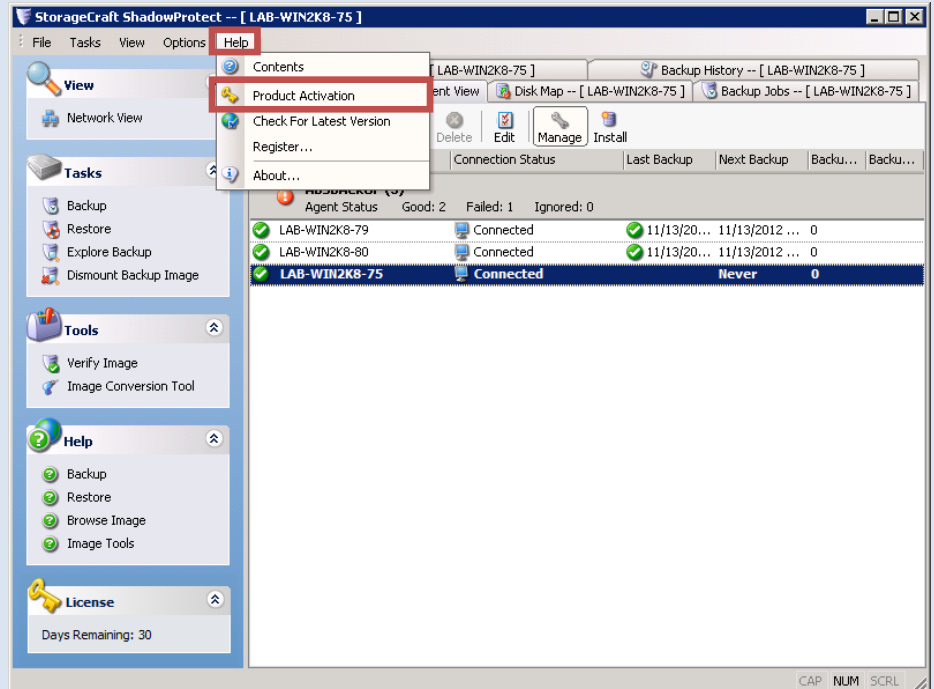
At the bottom, the 'OK' button is highlighted with a red rectangle.





l. Click **Help**

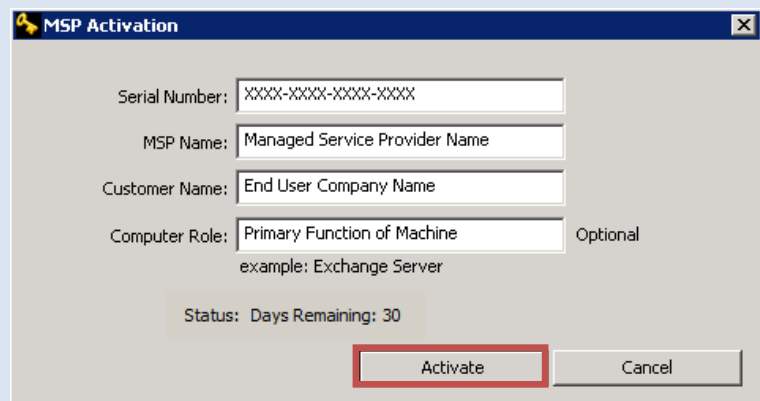
m. Click **Product Activation**



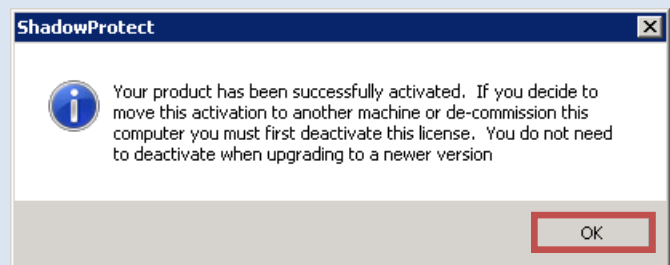
n. Populate all fields with the required information

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

o. Click **Activate**

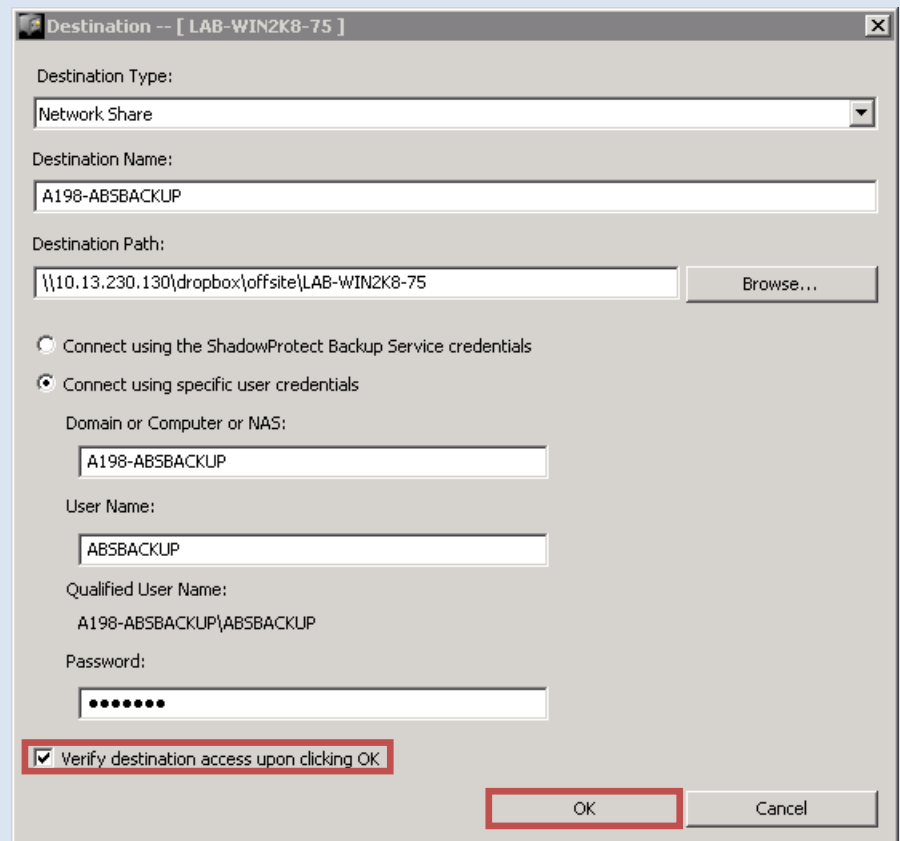
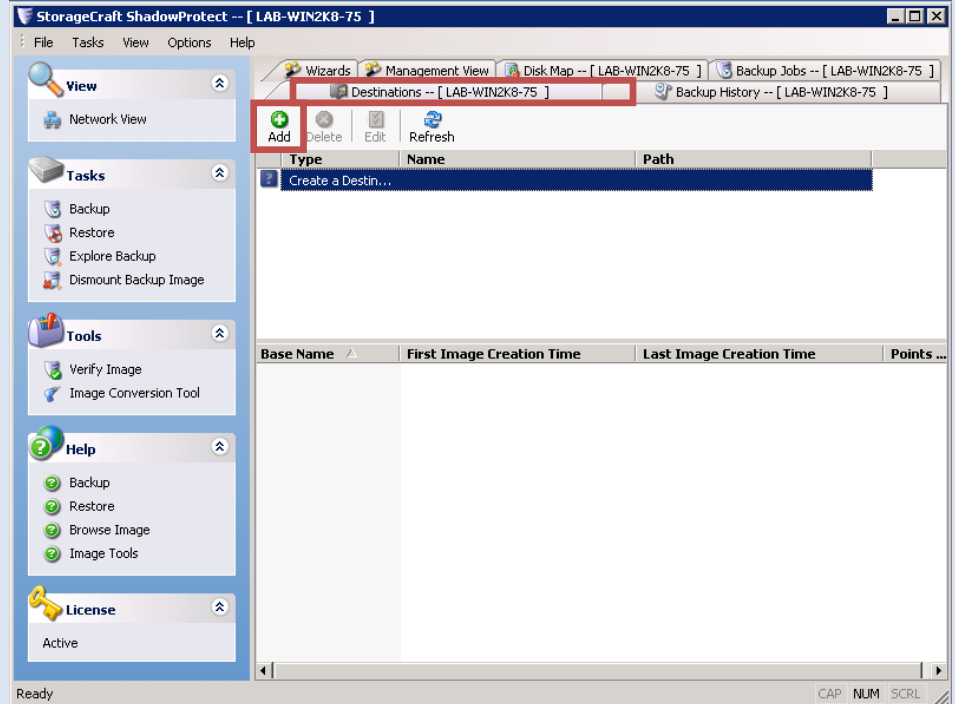


p. Click **OK**



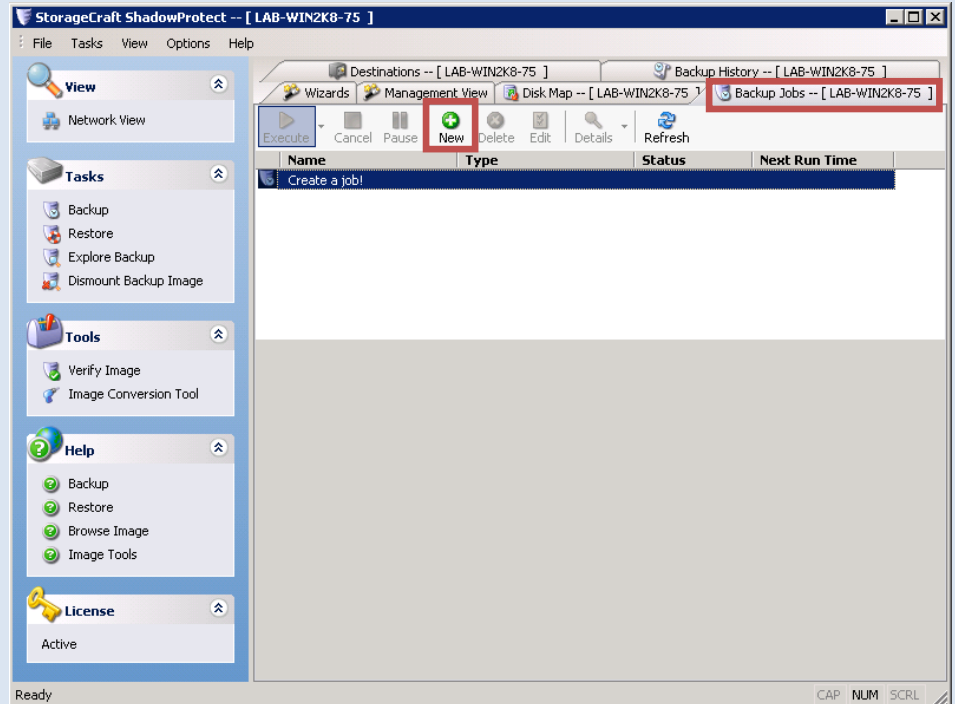
## 2. Configuring Destinations

- 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 upon clicking OK** check box
- k. Click **OK**

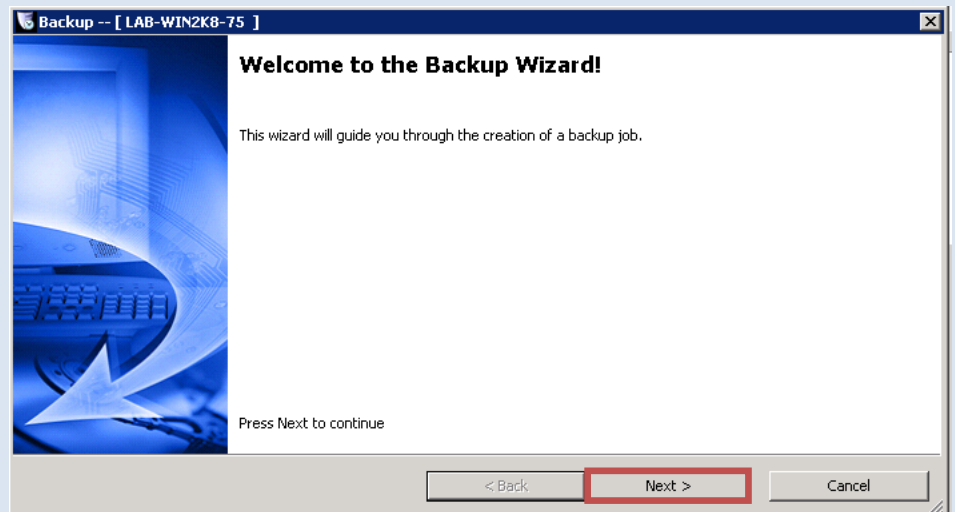


### 3. Configuring Backup Jobs

- Click the **Backup Jobs** tab
- Click **New**



- Click **Next**



d. Select all the disks to be protected

e. Click **Next**

f. Click **Next**

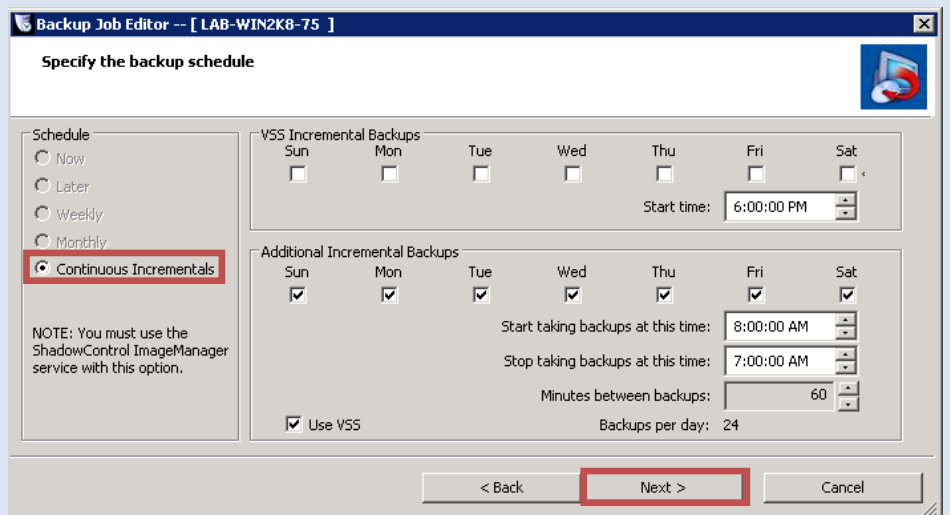
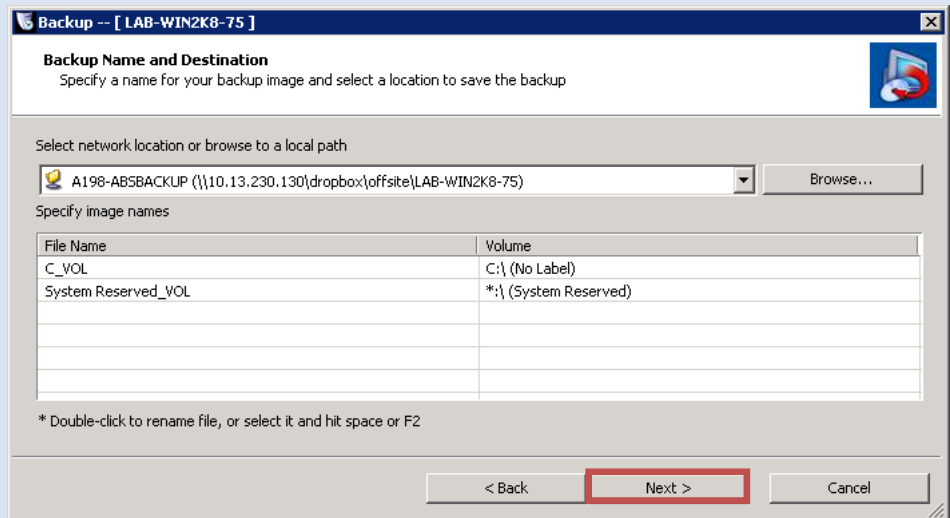
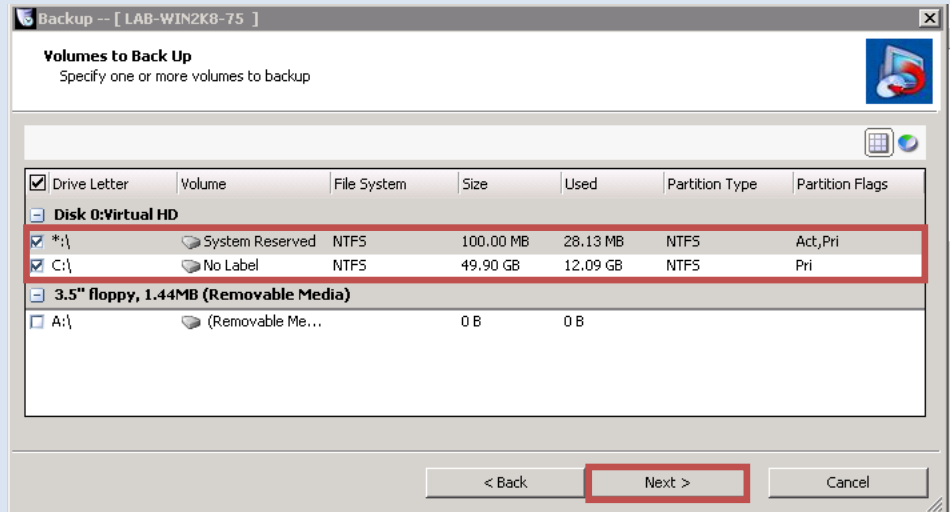
g. Under schedule, select **Continuous Incrementals**

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**

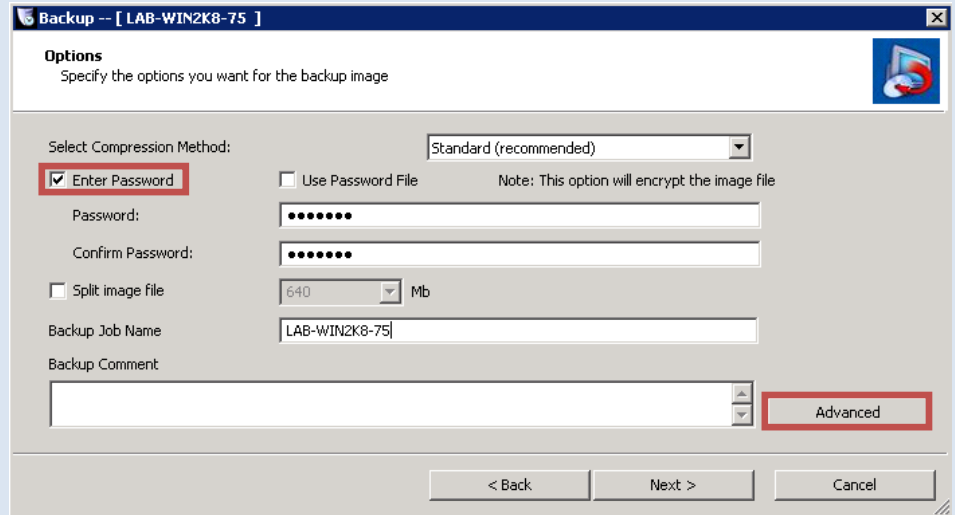
**i** If the client does not wish to use the ABS provided **Encryption Password**, feel free to use a unique one. Remember to store the password in a safe place.

o. Select the **Encryption** tab

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

q. Click **OK**

r. Click **Next**



**Backup -- [ LAB-WIN2K8-75 ]**

**Options**  
Specify the options you want for the backup image

Select Compression Method: Standard (recommended)

☒ Enter Password ☐ Use Password File Note: This option will encrypt the image file

Password: .....

Confirm Password: .....

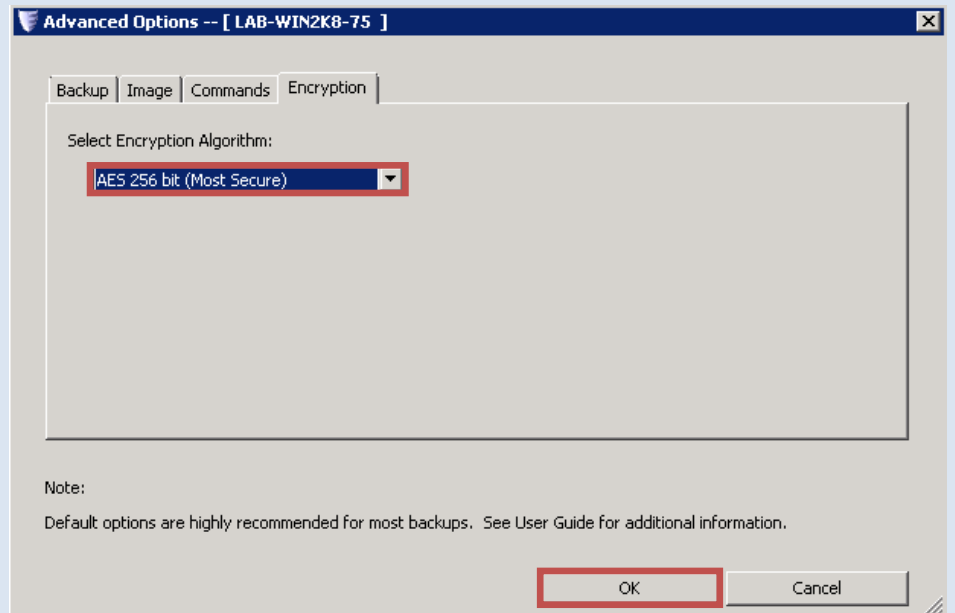
☐ Split image file 640 Mb

Backup Job Name LAB-WIN2K8-75

Backup Comment

Advanced

< Back Next > Cancel



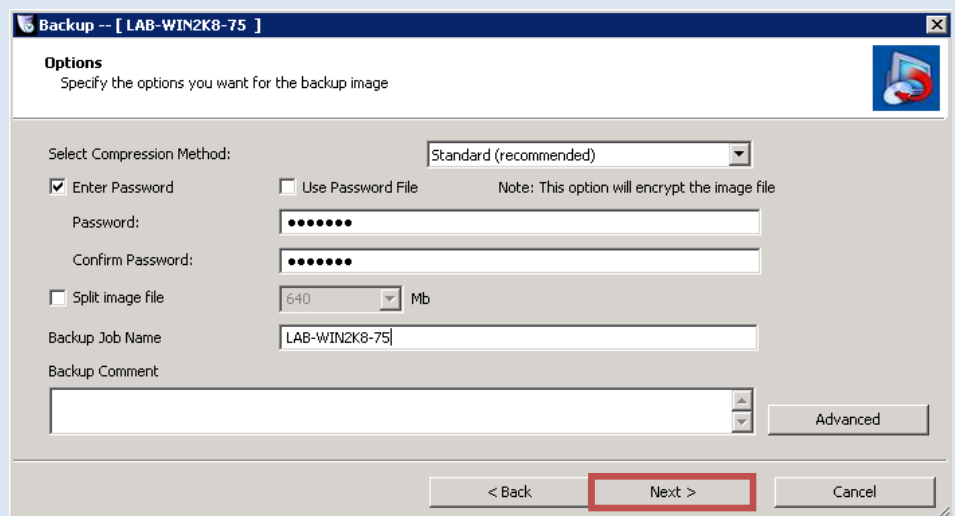
**Advanced Options -- [ LAB-WIN2K8-75 ]**

Backup Image Commands Encryption

Select Encryption Algorithm:  
AES 256 bit (Most Secure)

Note:  
Default options are highly recommended for most backups. See User Guide for additional information.

OK Cancel



**Backup -- [ LAB-WIN2K8-75 ]**

**Options**  
Specify the options you want for the backup image

Select Compression Method: Standard (recommended)

☒ Enter Password ☐ Use Password File Note: This option will encrypt the image file

Password: .....

Confirm Password: .....

☐ Split image file 640 Mb

Backup Job Name LAB-WIN2K8-75

Backup Comment

Advanced

< Back Next > Cancel

s. Uncheck **Execute Now**

t. Click **Finish**

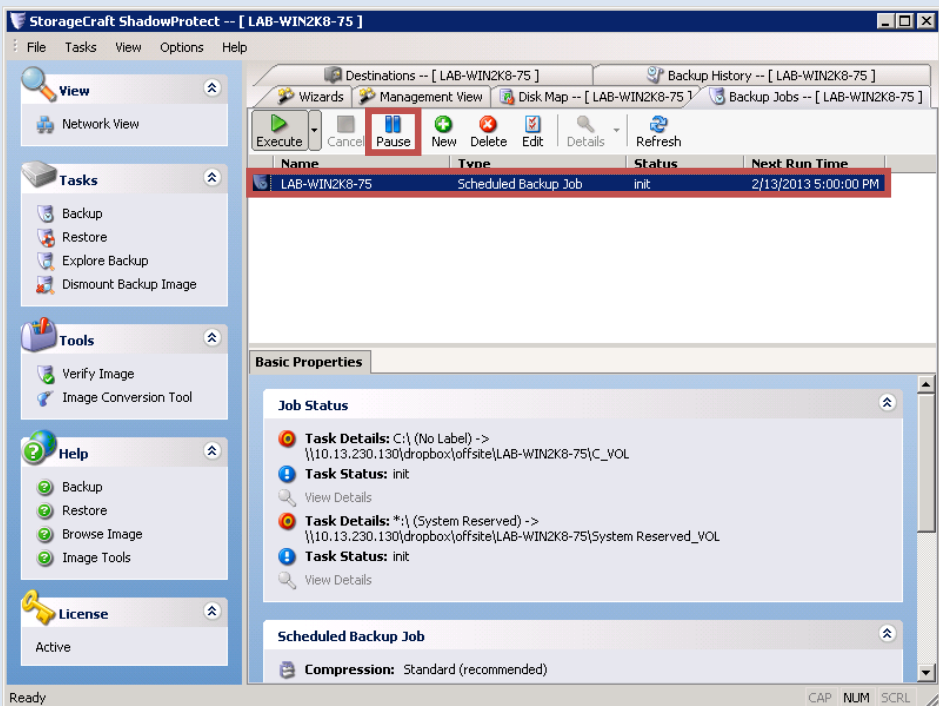
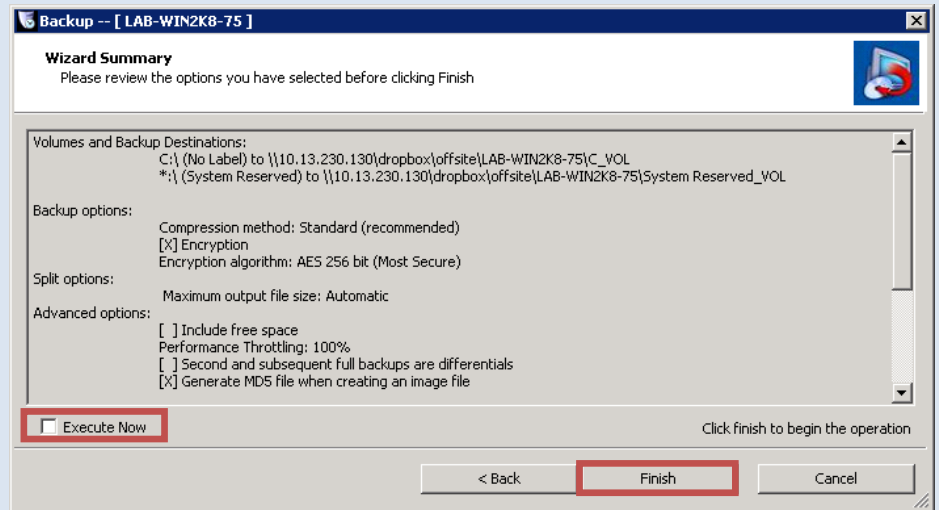
u. Click the newly created backup job

v. Click **Pause**

**!** Initial base image jobs may impact network performance. Resume the backup job when most convenient.

**i** Daily incremental snapshots barely impact network performance.

Backup job configuration is now **Complete**

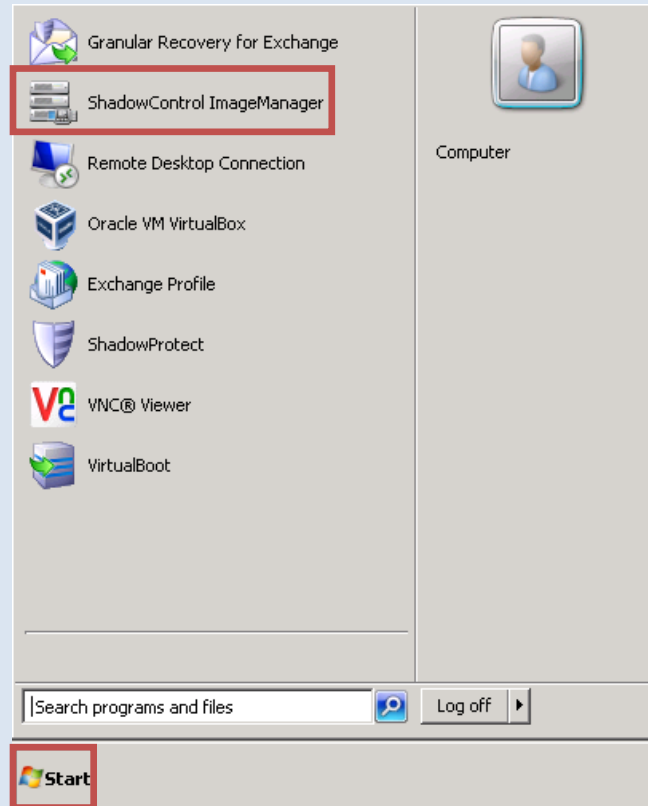




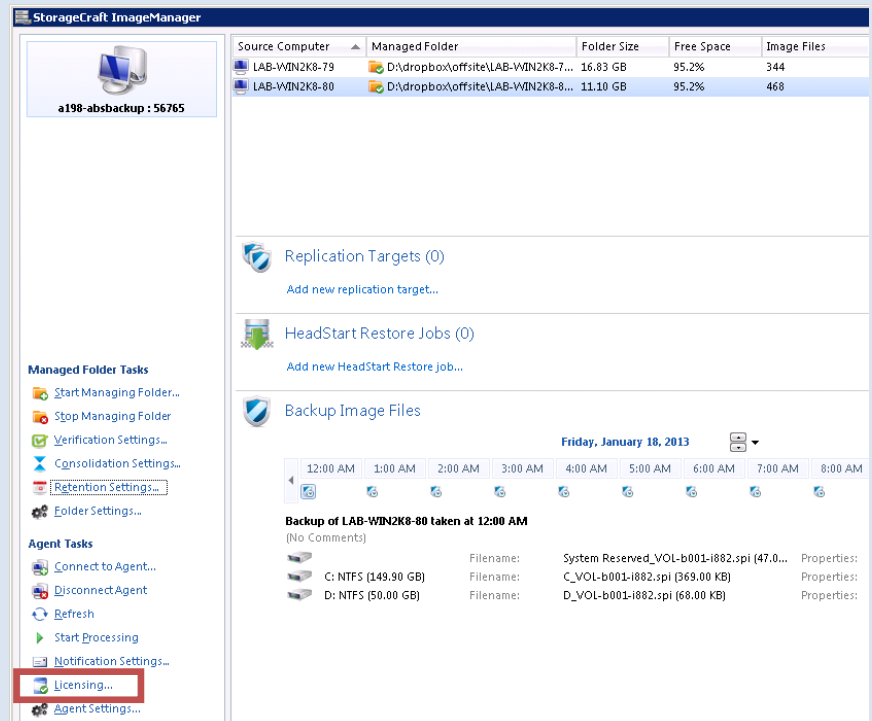
## Configure Image Manager

### 1. Activate License

- Click **Start**
- Click **ShadowControl ImageManager**



- Under Managed Folder Tasks, Click **Licensing...**



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

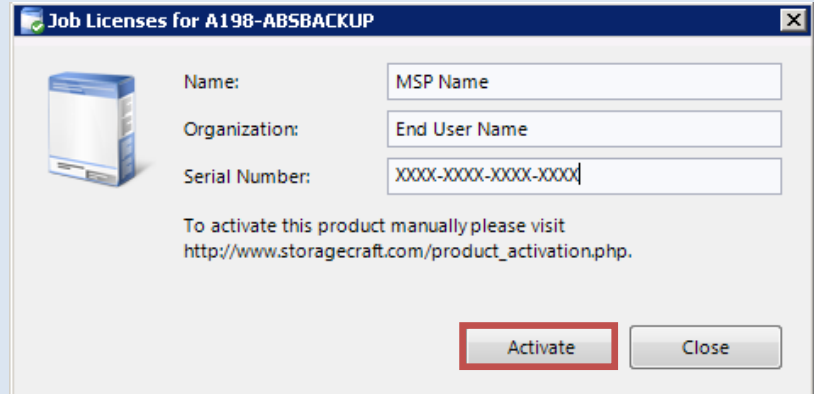
**i** Refer to the **Activation Letter** for the **Serial Number**

e. Click **Activate**


f. Click **OK**

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

h. Click **Update**



**Job Licenses for A198-ABSBACKUP**

 Name:   
 Organization:   
 Serial Number:

To activate this product manually please visit  
[http://www.storagecraft.com/product\\_activation.php](http://www.storagecraft.com/product_activation.php).

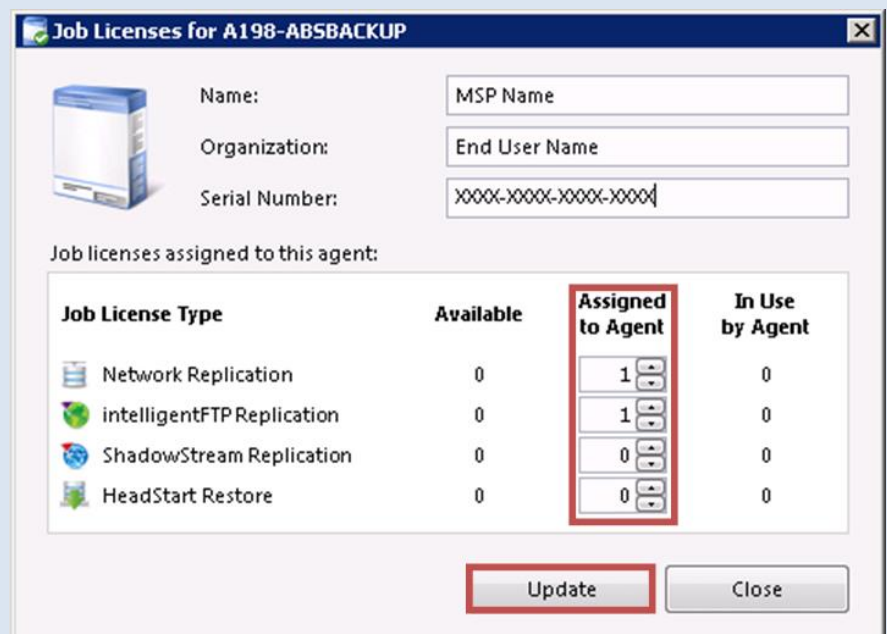
**Activate** **Close**




**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**



**Job Licenses for A198-ABSBACKUP**

 Name:   
 Organization:   
 Serial Number:

Job licenses assigned to this agent:

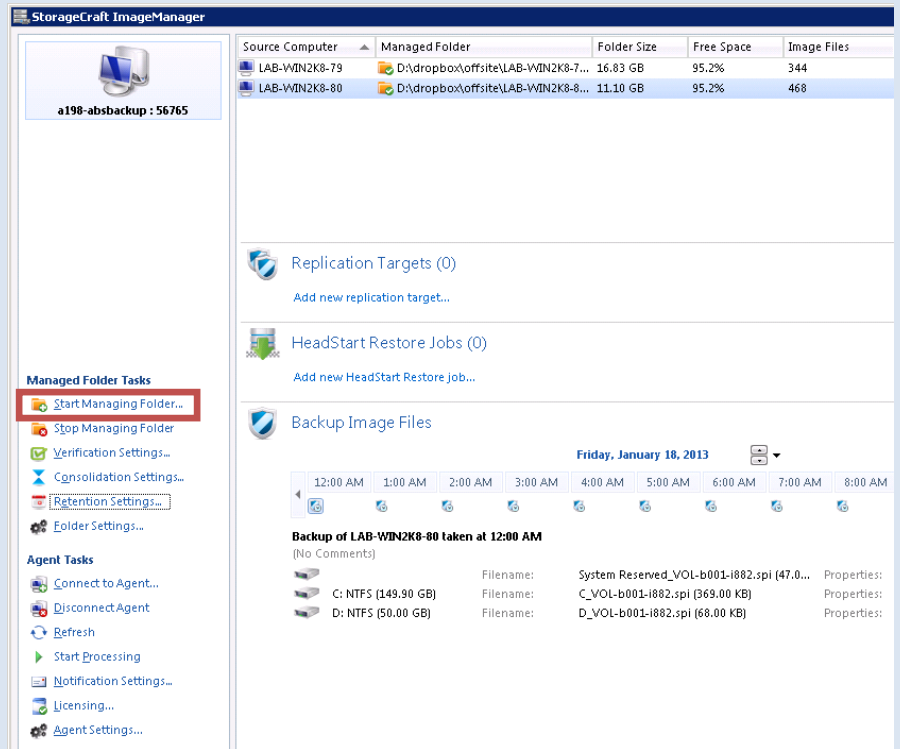
Job License Type	Available	Assigned to Agent	In Use by Agent
 Network Replication	0	<input type="text" value="1"/>	0
 IntelligentFTP Replication	0	<input type="text" value="1"/>	0
 ShadowStream Replication	0	<input type="text" value="0"/>	0
 HeadStart Restore	0	<input type="text" value="0"/>	0

**Update** **Close**

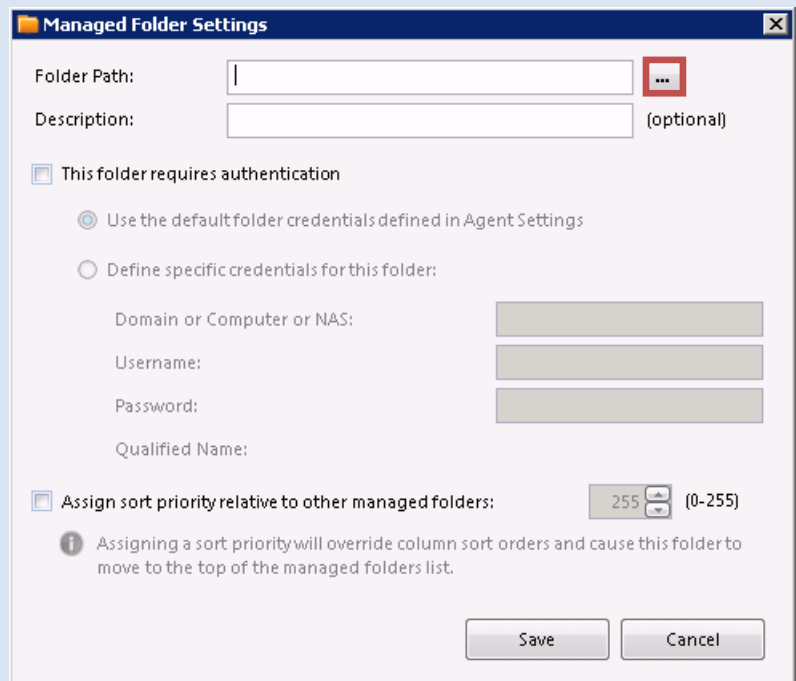


## 2. Add Managed Folder

- a. Under **Managed Folder Tasks**, click **Start Managing Folder**



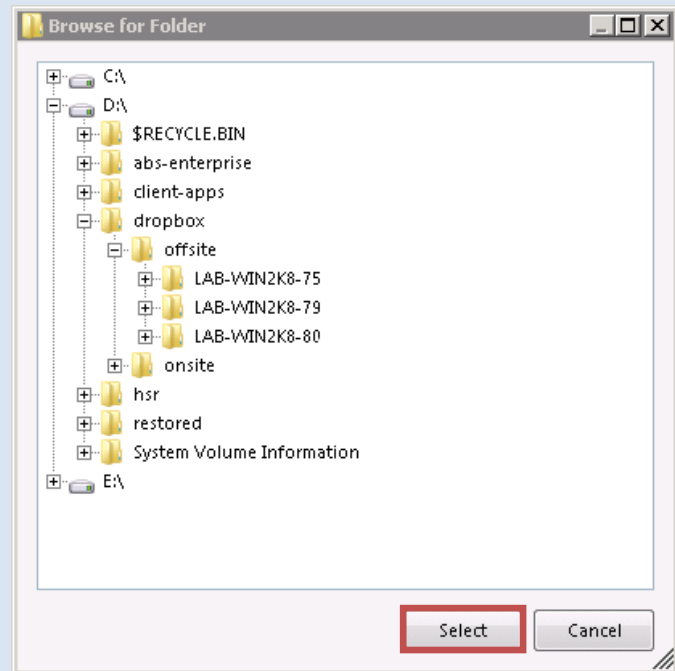
- b. Click the **Browse** button to the right of the **Folder Path** field



c. Navigate to:  
**D:\dropbox\xxx\client-name**

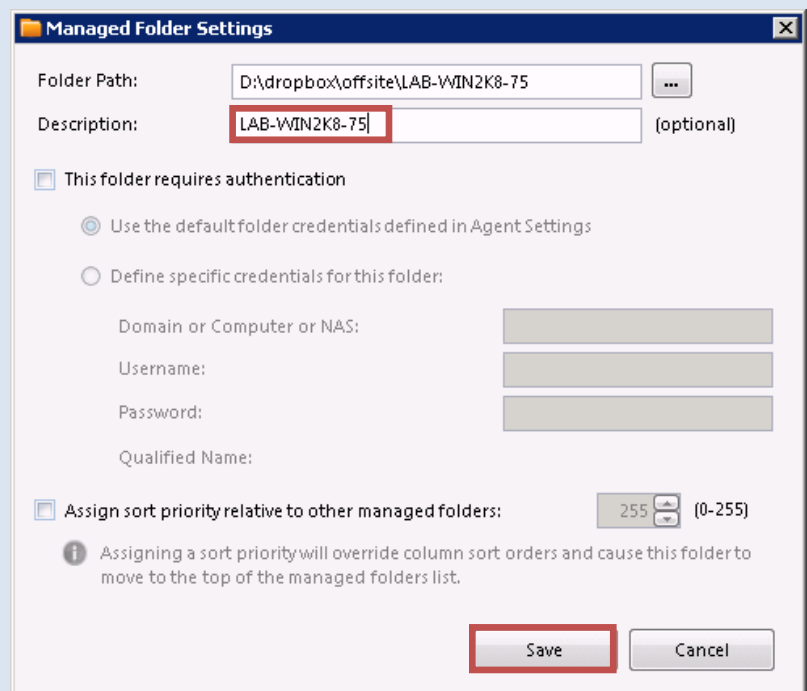
**i** Replace **xxx** with **offsite** or **onsite** depending on the storage location of the protected machine

d. Click **Select**



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

f. Click **Save**



### 3. Retention Policy


- Click the **Managed Folder**
- Under **Managed Folder Tasks**, click **Retention Settings**

- Configure the retention policy

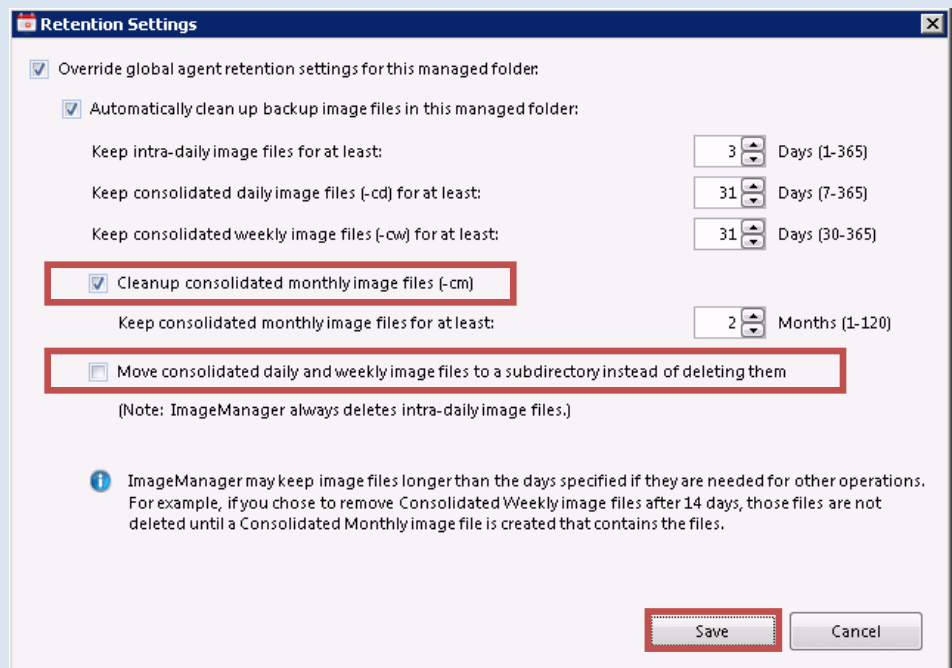
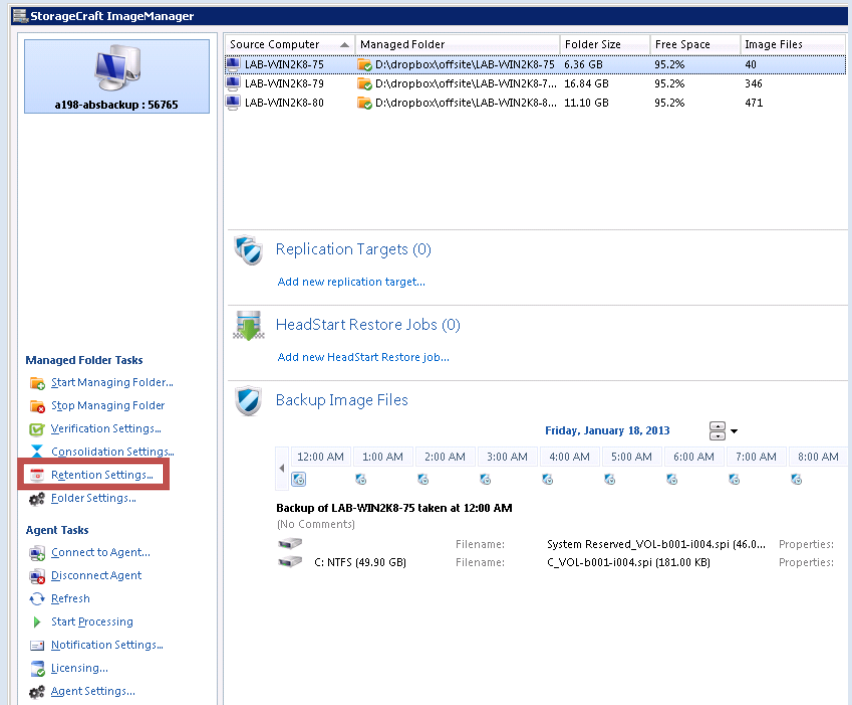
ABS Recommended Settings:

- **Intra-Daily(Hourly) - 3**
- **Consolidated Daily - 31**
- **Consolidated Weekly - 31**

- Select **Cleanup consolidated monthly...**, set it to **2 Months**
- Uncheck the **Move consolidated daily and weekly image files...** checkbox
- 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.

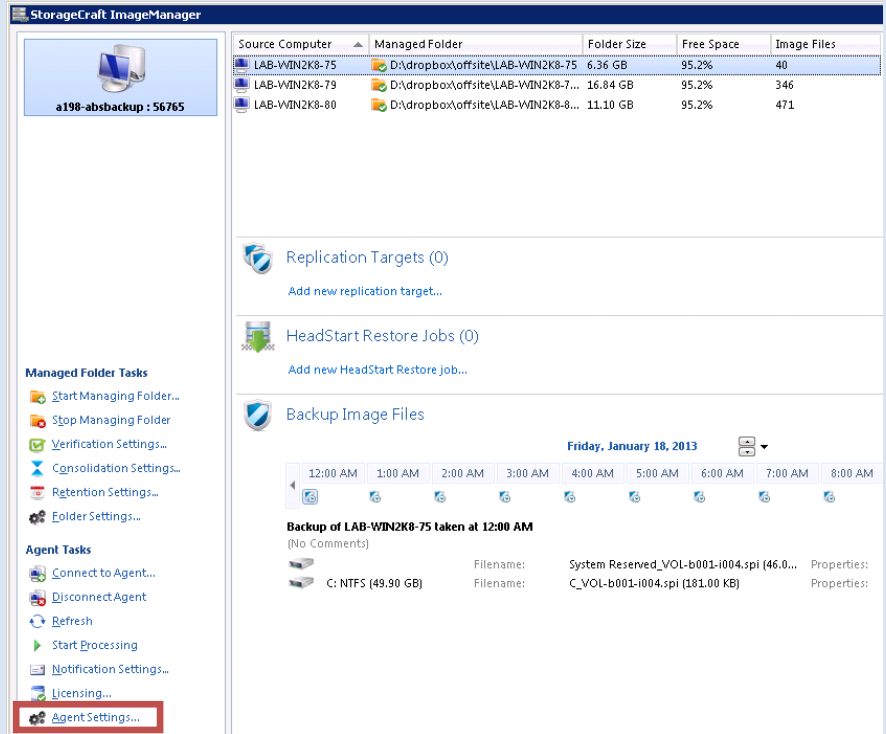
Retention configuration is now **Complete**



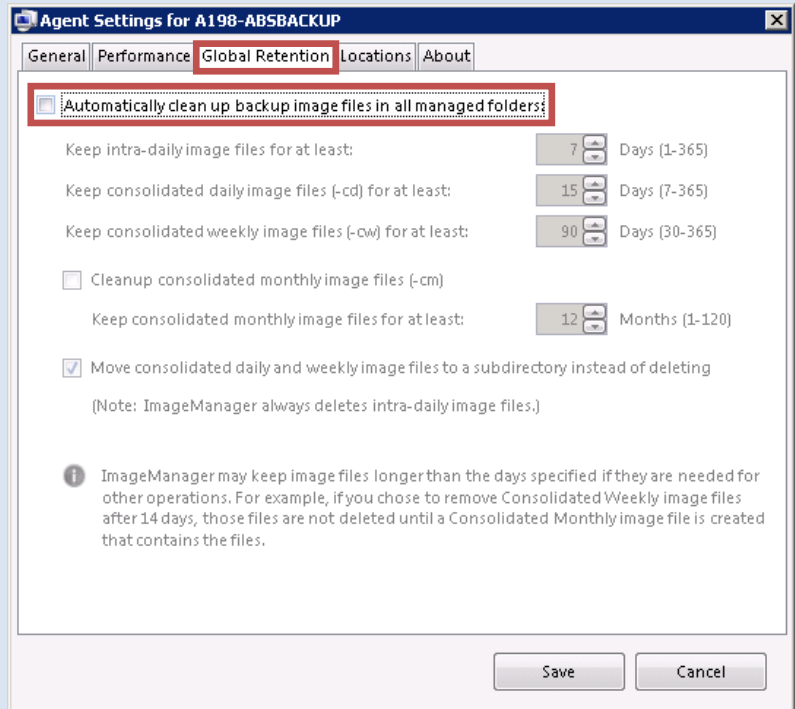
## Offsite Replication Setup

### 1. Add Locations

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

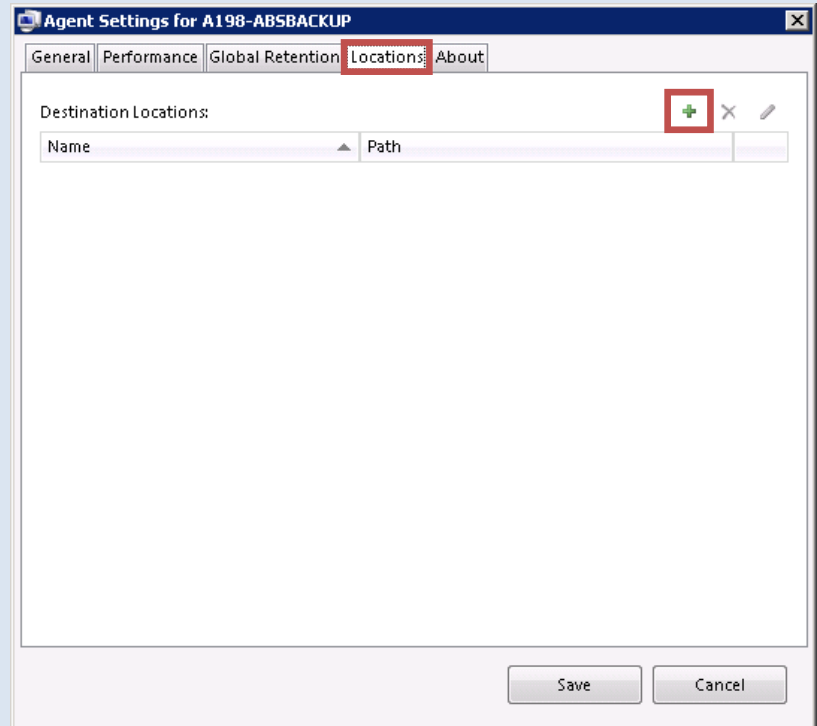


- b. Click **Global Retention** tab
- c. Uncheck **Automatically clean up backup....**



**i** 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

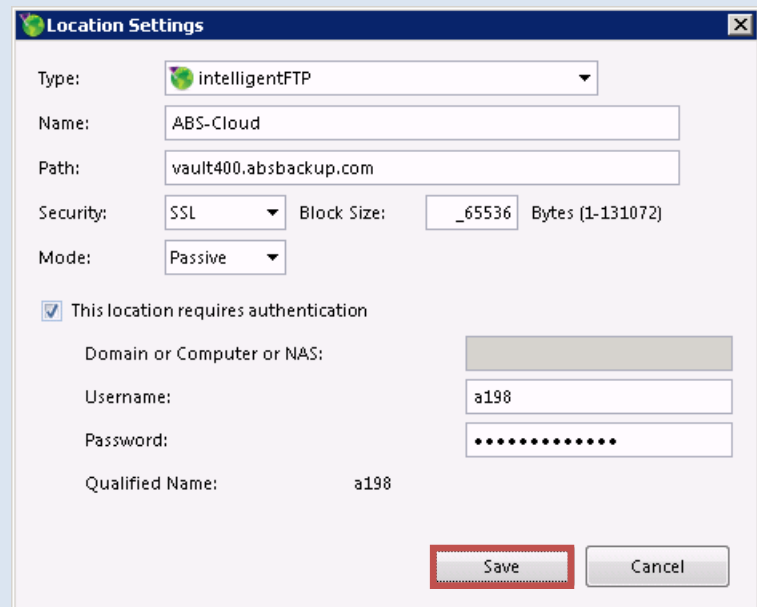
Type: **intelligentFTP**  
Name: **ABS-Cloud**  
Path: **ABS Vault Name**  
Security: **SSL**  
Block Size: **Default** (65536)  
Mode: **Passive**

- f. Select **This location requires authentication**

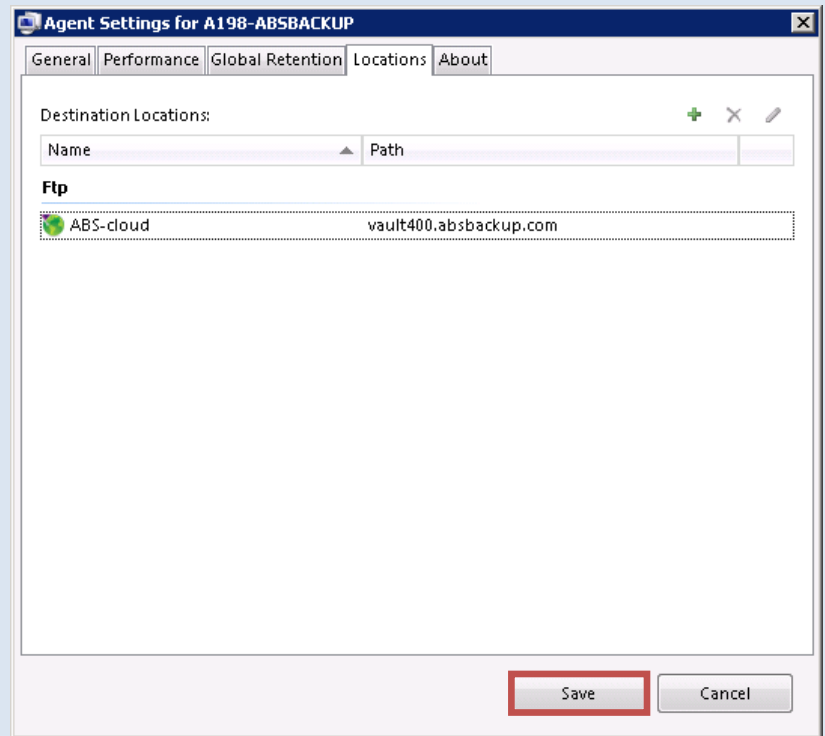
- g. Type in the Username and Password

**i** For the **ABS Vault Name**,  
**Username** and **Password**, refer  
to the **Activation Letter**

- h. Click **Save**

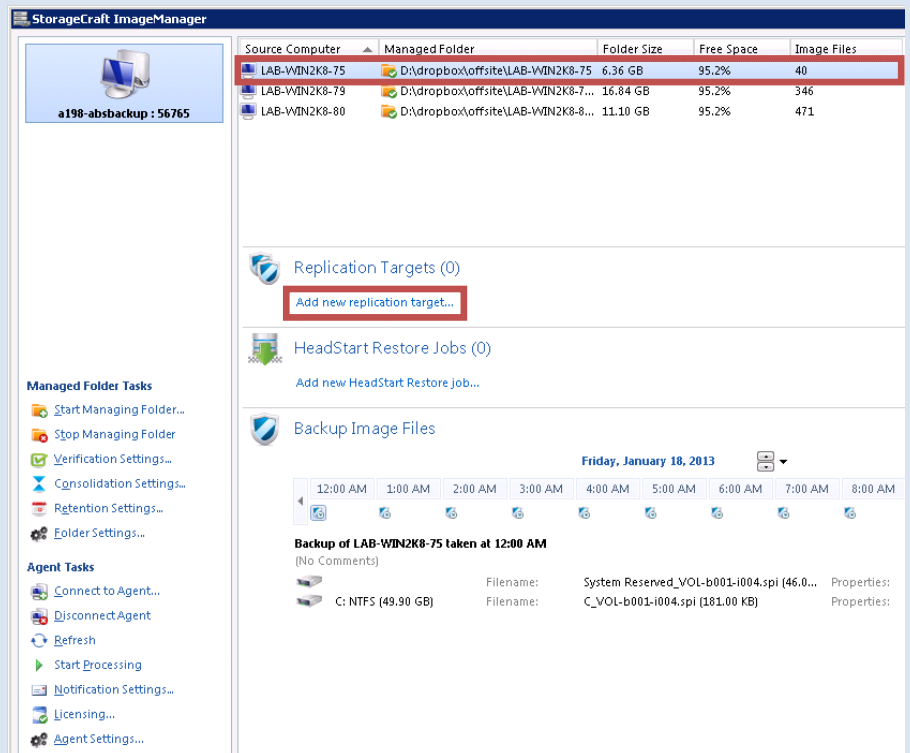


- i. Click **Save**



## 2. Replication Targets

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



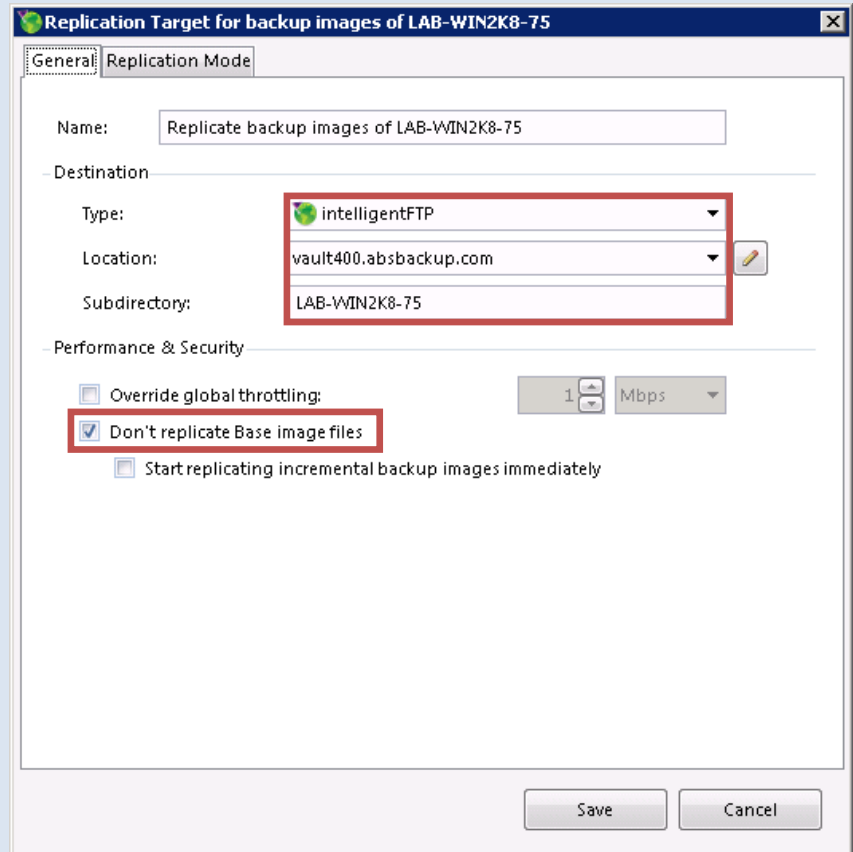
- c. For **type**, click the drop down, select **intelligentFTP**
- d. For **location**, click the drop down, select **vault name**
- e. For subdirectory, type in the **client computer name**
- f. Make sure **Don't replicate Base image files** is selected

**!** 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](mailto:support@absbackup.com) to inform the support team that the appliance configuration is now complete.



**Replication Target for backup images of LAB-WIN2K8-75**

General | Replication Mode

Name: Replicate backup images of LAB-WIN2K8-75

Destination

Type: intelligentFTP

Location: vault400.absbackup.com

Subdirectory: LAB-WIN2K8-75

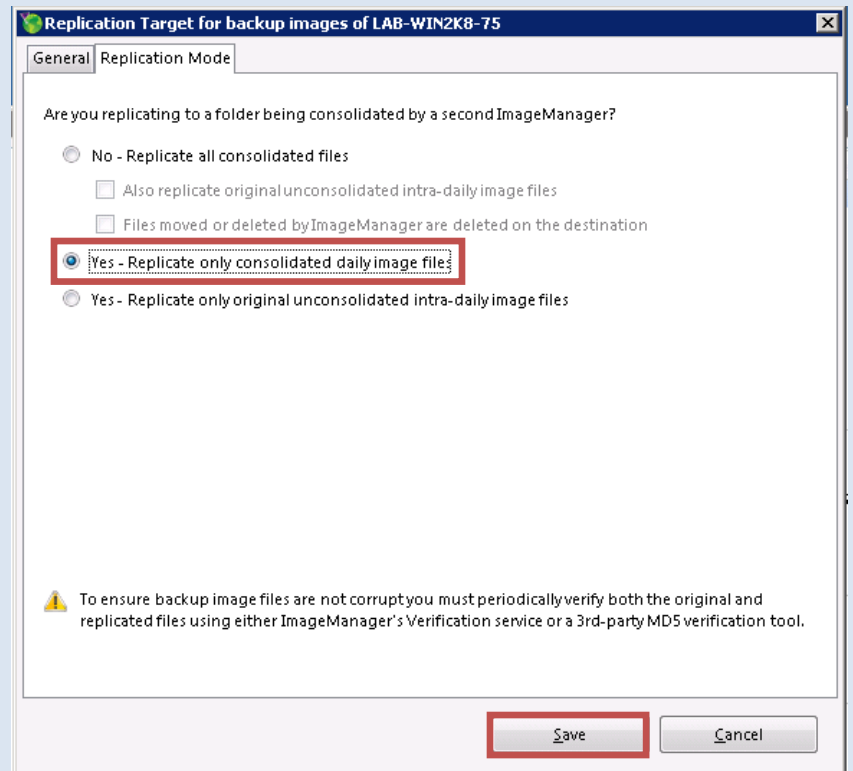
Performance & Security

☐ Override global throttling: 1 Mbps

☒ Don't replicate Base image files

☐ Start replicating incremental backup images immediately

Save Cancel



**Replication Target for backup images of LAB-WIN2K8-75**

General | Replication Mode

Are you replicating to a folder being consolidated by a second ImageManager?

☐ No - Replicate all consolidated files

☐ Also replicate original unconsolidated intra-daily image files

☐ Files moved or deleted by ImageManager are deleted on the destination

☒ Yes - Replicate only consolidated daily image files

☐ Yes - Replicate only original unconsolidated intra-daily image files

To ensure backup image files are not corrupt you must periodically verify both the original and replicated files using either ImageManager's Verification service or a 3rd-party MD5 verification tool.

Save Cancel