Axcient Virtual Appliance Deployment Guide

AXCIENT™

axcient.com

NOTICE

UNLESS EXPRESSLY SET FORTH IN A WRITTEN AGREEMENT SIGNED BY AN AUTHORIZED REPRESENTATIVE OF AXCIENT, INC., AXCIENT MAKES NO WARRANTY OR REPRESENTATION OF ANY KIND WITH RESPECT TO THE INFORMATION CONTAINED HEREIN, INCLUDING WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PURPOSE.

Axcient assumes no responsibility or obligation of any kind for any errors contained herein or in connection with the furnishing, performance, or use of this document. This document contains information that is the property of Axcient, Inc. This document may not be copied, reproduced, reduced to any electronic medium or machine readable form, or otherwise duplicated, and the information herein may not be used, disseminated or otherwise disclosed, except with the prior written consent of Axcient.

The information contained in this document is subject to change without notice.

Axcient™, Uptiva™, RapidRestore™, SmartArchive™, SmartDR™, SmartCloudDR™, and ServerAlive™ are trademarks of Axcient, Inc.

All other trademarks and registered trademarks are the property of their respective holders.

TOC

Introduction

The Axcient Virtual Appliance (vApp) is a virtualized Axcient appliance which implements the Axcient protection solution. The vApp is a VMware 5.1(and above) formatted appliance that is can be deployed on top editions of VMware vSphere from Standard to Enterprise Plus.

Axcient offers the following vApp sizes for ESX version 5.1 with Update 1 and later:

- 1TB
- 2TB

Axcient offers the following vApp sizes for ESX version 5.5 and above:

- 4TB
- 6TB
- 10TB
- 14TB
- 20TB

Host Requirements

The Axcient vApp requires a Virtual Host with processors that support **Intel VT-x with EPT** or AMD Operton processors that support **AMD-V with RVI**.

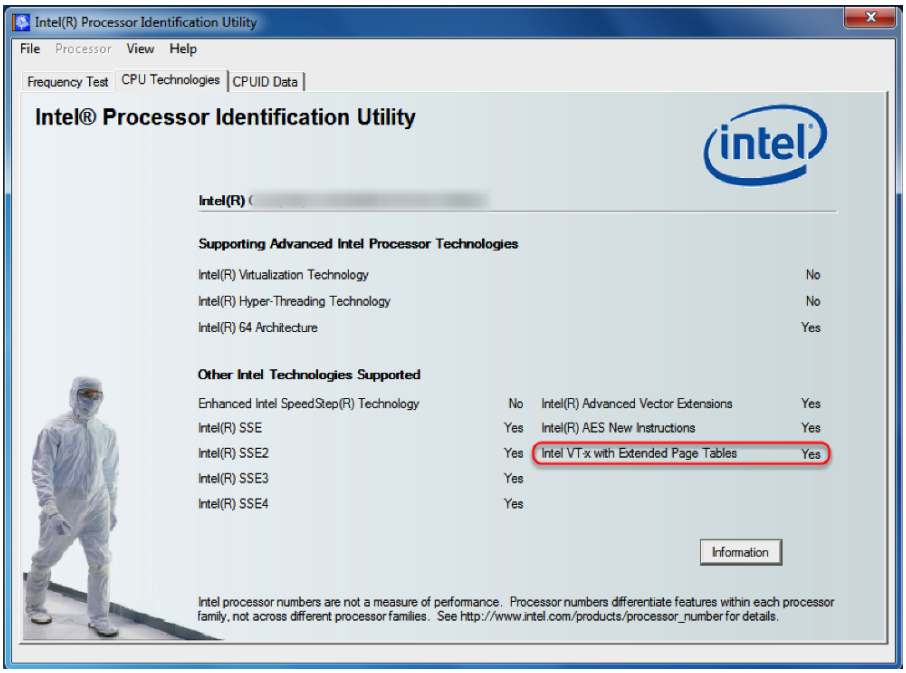
For Intel identification, please use Intel's Processor Identification Utility to verify that the Virtual Host machine has the right support. When the utility runs, it should show *Yes* as follows:

If Intel's utility displays a *No*, then the hardware does not support the Axcient vApp. Eve though the vApp will boot up, it will not be able to perform backups, BMRs and local failovers.

To learn more about Virtual Host requirements, please consult the following documents:

- vApp Specification Sheet
- vApp Requirements Sheet

Figure 1 - Intel Processor Identification Utility



Install Using vSphere Windows Client

This guide assumes that the user has already downloaded the OVF Template has been received and downloaded to an accessible location from the machine performing the vApp deployment. Please make sure that the OVF Template has been downloaded before continuing.

If the user has not received an OVF Template by email, please contact Axcient Support.

Warning!

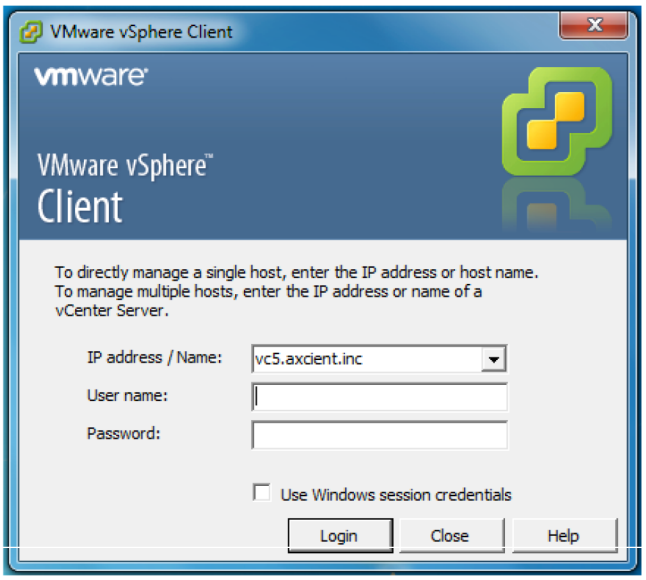
Do not use the free download version of the vSphere Windows Client to deploy a vApp that will be **larger than 2TB**.

The free vSphere Windows Client available for download on the VMware website limits all VMDKs to a maximum of 2TB.Any virtual device which exceeds 2TB will encounter system issues, such as powering off automatically.

The user must use the paid vSphere Web Client to create a vApp larger than 2TB.

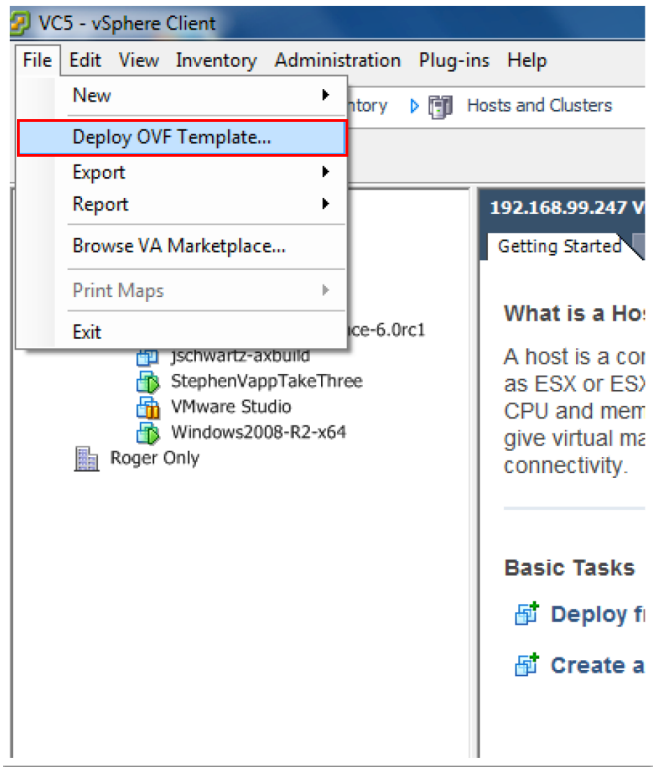
STEP 1

Log in to the vSphere Windows Client.



STEP 2

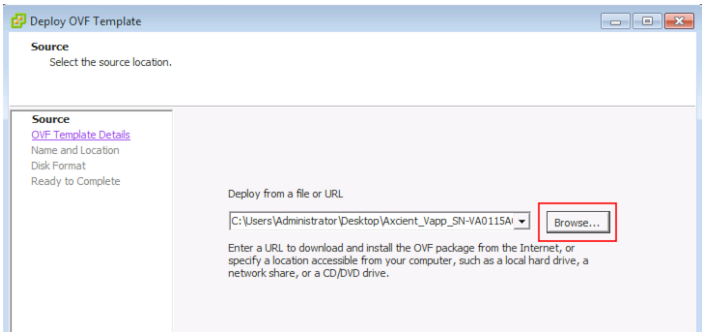
Navigate to the host machine and click **File › Deploy OVF Template**



STEP 3

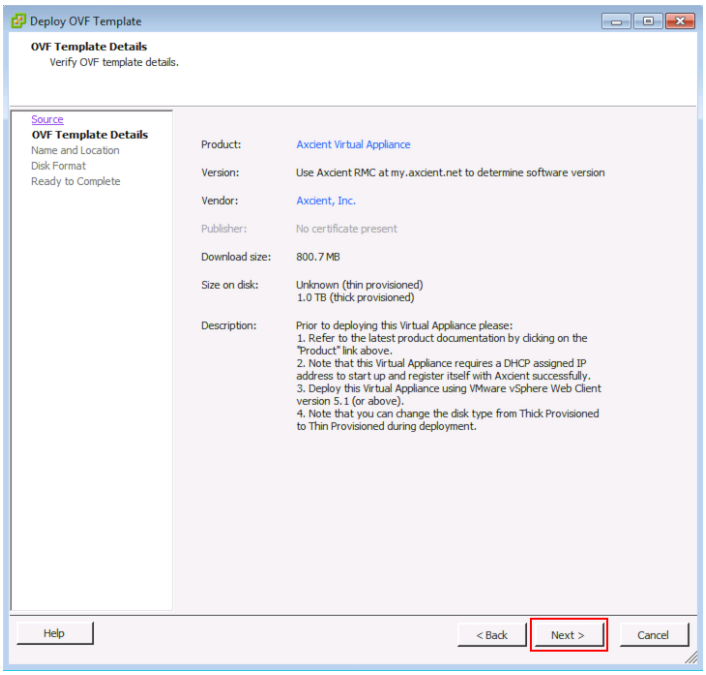
The *Deploy OVF Template* screen will appear. Click the **Browse** button.

Locate and select the downloaded OVF Template.



STEP 4

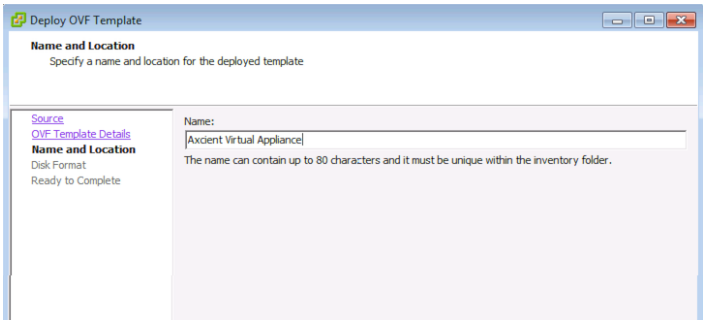
Review the OVF template details and click **Next**.



STEP 5

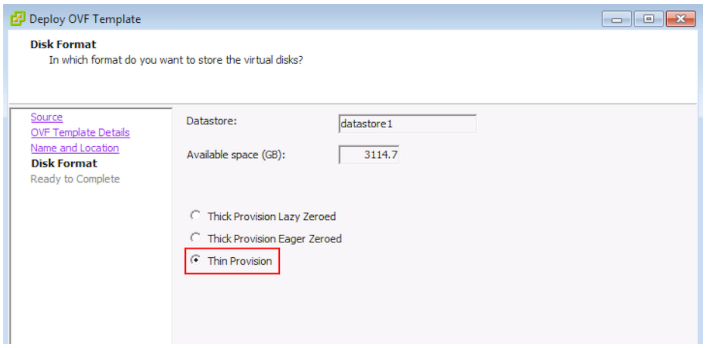
Name the vApp and click **Next**.

Axcient recommends naming the vApp a name which makes it easily identifiable.



STEP 6

In the *Disk Format* screen, select **Thin Provision** and the click **Next**.

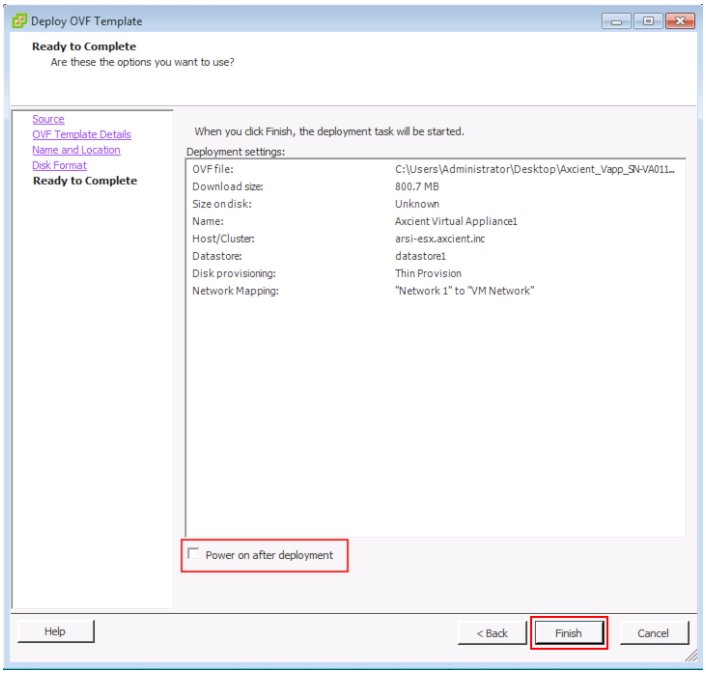


STEP 7

In the OVF summary screen review the OVF deployment details. Make sure the *Power on after deployment* checkbox is **unchecked**.

Click **Finish** when ready.

Please proceed to the Enabling Nested Virtualization section to finish the vApp installation process.



Enabling Nested Virtualization

Further configuration steps are required in order to enable nested virtualization features of the Axcient vApp. These following steps are only required when deploying a vApp using the vSphere Windows Client.

Nested Virtualization must be enabled so that the vApp is able to perform important functionality. The consequences of **not enabling** Nested Virtualization is the inability to:

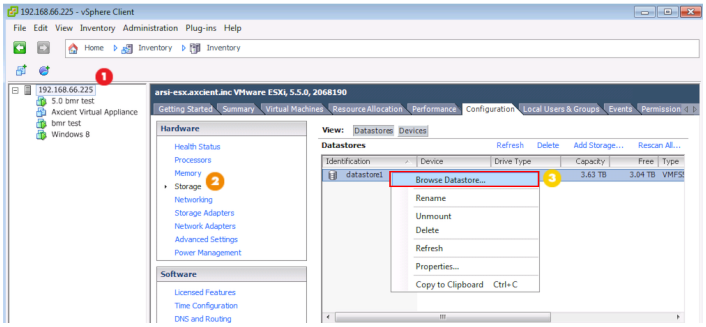
1. Add virtual hardware to the vApp such as a virtual NIC and USB ports.
2. Upgrade or otherwise change the memory on the vApp.
3. Perform local Failover VMs on the vApp.
4. Perform a Bare Metal Restore on devices.

In the following steps you will:

1. Download a configuration file from the vApp.
2. Modify the configuration file to enable Nested Virtualization.
3. Upload the edited configuration file in the vApp.

STEP 1

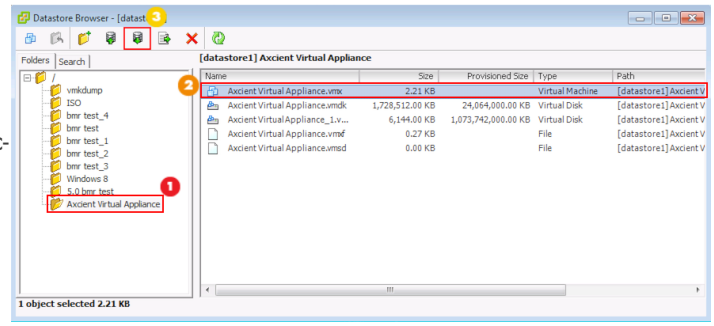
Select the Host, and the navigate to the datastore. Right click the datastore and select the **Browse Datastore** option from the drop-down menu.



STEP 2

Navigate to the newly created vApp and select the **.vmx** file. Then click the **Download** button to download the file locally.

If a Warning window appears to confirm the download, click **Yes**. The user will need to designate the download location. Axcient recommends download the .vmx file to the Desktop for easy access.

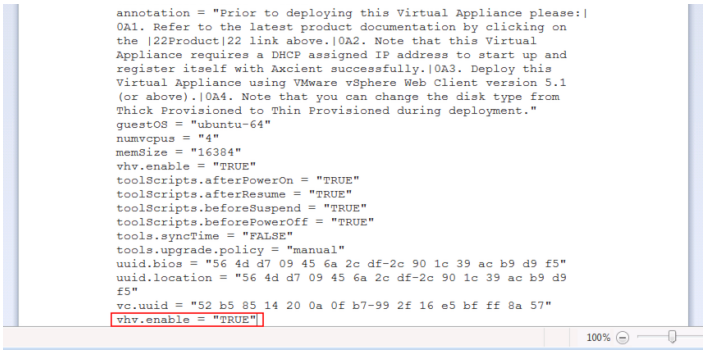


STEP 3

Open the downloaded .vmx file in a preferred text editor such as Wordpad. Add the following edit to the **end of the .vmx file** (the user can copy/paste the following text):

```
vhv.enable = "TRUE"
```

Press the **Save** button to save the edit. Please note that any extra characters or spacing, or lack thereof, will cause the nested virtualization to not be enabled.

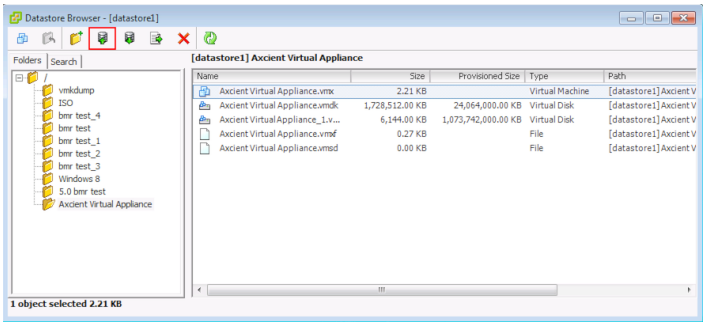


STEP 4

Back in the datastore browser of the vSphere Windows Client, click the **Upload** button to navigate to and upload the newly edited .vmx file.

If a Warning window appears to confirm the upload, click **Yes** to finish.

The vApp is now ready to be powered on.



Install Using vSphere Web Client

This guide assumes that the user has already downloaded the OVF Template has been received and downloaded to an accessible location from the machine performing the vApp deployment. Please make sure that the OVF Template has been downloaded before continuing.

If the user has not received an OVF Template by email, please contact Axcient Support.

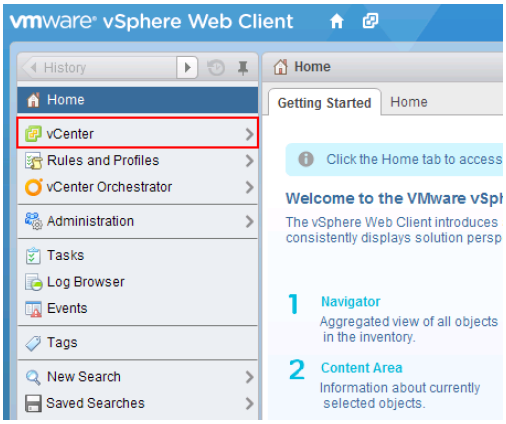
Note

The vSphere Web Client is **required** in order to deploy a vApp larger than 2TB.

The vSphere Web Client is a paid VMware client. Please confirm with your system or network administrators that you have access to a vSphere Web Client in order to deploy the vApp.

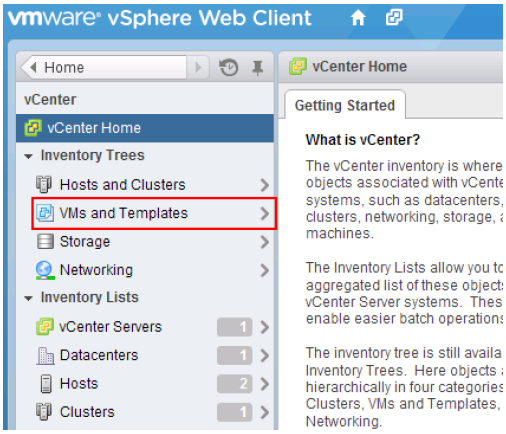
STEP 1

Log in to the vSphere Web Client and click on **vCenter** in the left-hand menu.



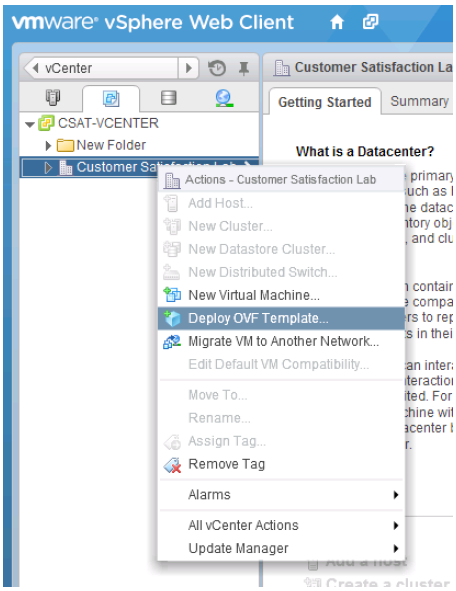
STEP 2

Next, click on the **VMs and Templates** option in the left-hand menu.



STEP 3

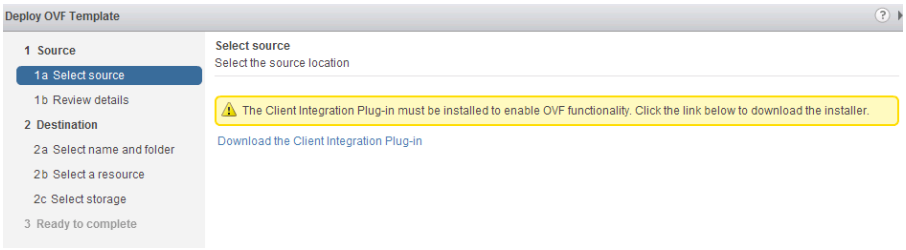
Right click the target management node, and select the **Deploy OVF Template** option.



STEP 4

If the Client Integration Plug-in is not installed, the Axcient vApp will not be able to run image backup jobs or Failover VM jobs.

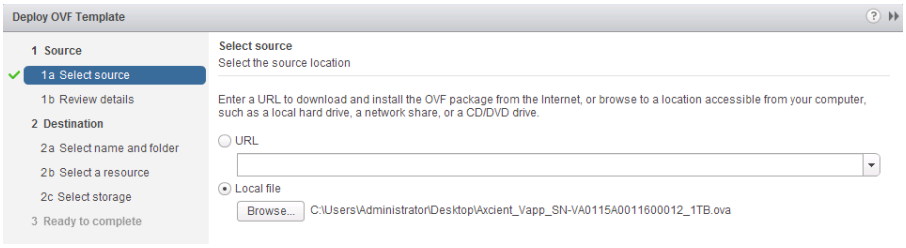
Click on the link to download the Installer. Close all open browser tabs before installing the Plug-In. Once completed, start back at *Step 1*.



STEP 5

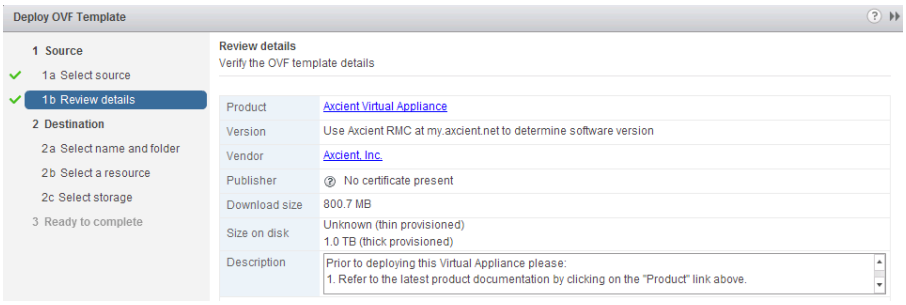
Click the **Browse** button to locate the downloaded OVF template.

Once located, click **Next**.



STEP 6

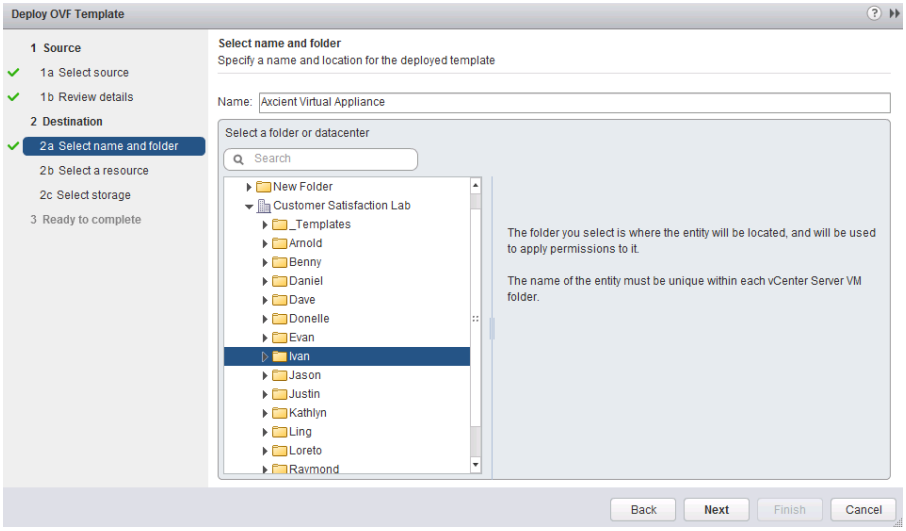
Review the OVF Template details, and click **Next** to continue.



STEP 7

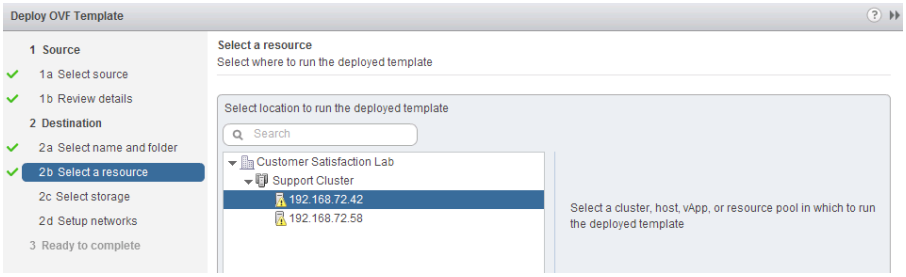
Name the vApp and select the destination.

Please note that the default name for the vApp is *Axcient Virtual Appliance*. This can be changed to a preferred name by the user.



STEP 8

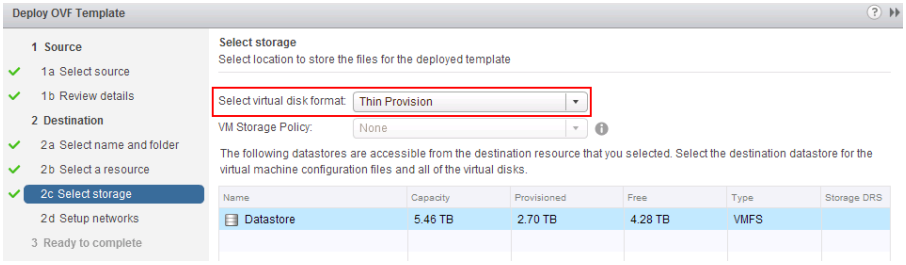
Select the resource pool and then click **Next** to continue.



STEP 9

In the *Select virtual disk format* field, select the **Thin Provision** option, as well as the appropriate datastore.

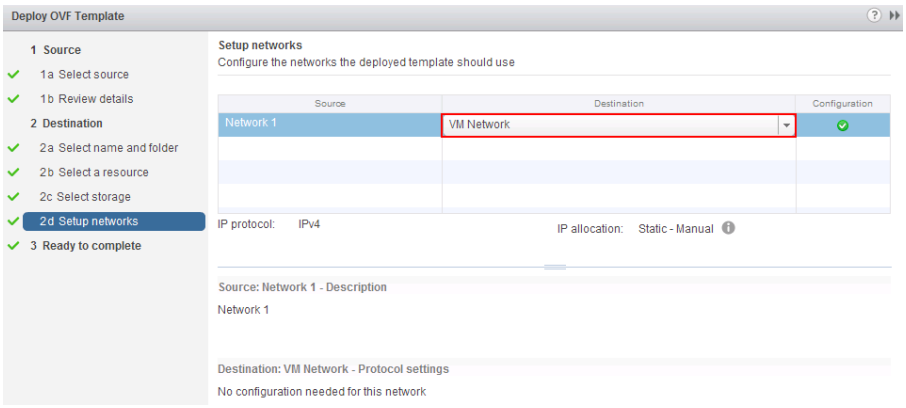
Click **Next** to continue.



STEP 10

Select the VM network that the vApp will be a part of.

Click **Next** to continue.



STEP 11

Confirm the the vApp configuration details.

To go back and edit any of the deployment details, click the **Back** button.

To finish deploying the vApp, click the **Finish** button and the vApp will be ready to be powered on.